



# Learner Handbook



## Table of Contents

Welcome.....	2
About us.....	2
St Michaels Training responsibilities .....	3
Course cancellation .....	3
Feedback and Continuous Improvement .....	3
Qualifications and Programs Offered .....	3
Legislative Requirements .....	4
Privacy .....	4
Work Health and Safety.....	4
Complaints and Appeals .....	4
Fees, Charges and Refunds.....	4
Unique Student Identifier (USI) .....	4
Enrolment .....	5
Access and Equity .....	5
Learner Support.....	6
Language, Literacy and Numeracy (LLN) .....	6
Learner Rights and Responsibilities.....	6
Competency Based Training and Assessment .....	7
Flexible delivery .....	7
Assessment.....	8
Recognition of Prior Learning (RPL).....	9
Credit Transfer .....	9
Issuance of Qualification/Statement of Attainment .....	9

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

## Welcome

Welcome to St Michaels Training as a Registered Training Organisation (RTO) we are committed to providing high quality training programs to enable learners to reach their full potential.

This Learner Handbook contains important information regarding the training offered by St Michaels Training including the role and responsibilities of learners, including expected behaviour and conduct. Also included is information about a range of procedures and processes that learners may need to access or use during their training.

Take your time to read and understand the information provided and ask any questions you may have. This is a very important document; keep it safe for future reference.

## About us

St Michaels Training has been offering accredited training to Tasmanians with a disability and to individuals working in the disability sector since 2003.

We offer on-the job traineeships, workplace based skills sets and classroom based training across the state.

St Michaels Training works with the following partner organisations for the delivery of training:

- Medecs Learning
- Rural & Equity Training

**RTO Provider Code:** 60067

**ABN:** 17 850 072 308

### Location

22 Hoblers Bridge Road,  
Newstead TAS 7250

### Postal Address

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Newstead, TAS 7250

**Telephone:** 03 6331 7651

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**Web:** [www.stmichaelstraining.tas.edu.au](http://www.stmichaelstraining.tas.edu.au)

### RTO Manager

Mrs Kim Dean

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CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

## St Michaels Training responsibilities

As an RTO registered with Australian Skills Quality Authority (ASQA), we have a responsibility to ensure the quality of the nationally recognised training and assessment we deliver.

We must comply at all times with the Standards for RTOs 2015 <https://www.asqa.gov.au/standards> which are part of the VET Quality Framework. To ensure compliance we have developed a comprehensive quality system that guides our operations.

If at any time you feel we have not met our responsibilities as an RTO, you have the right to make a complaint by following our Complaints and Appeals Policy – available on our website.

Learners who undertake training with us will receive every opportunity to successfully complete their chosen training program.

### **Course cancellation**

From time to time, St Michaels Training may find it necessary to make changes to scheduling or staff for a course or unit. If this occurs, St Michaels Training will attempt to give notice to those employers and / or learners who may be affected to the e-mail address or telephone number provided by the learner in their enrolment form.

## Feedback and Continuous Improvement

St Michaels Training is committed to delivering high quality services that support learners throughout their training and assessment. To ensure our services meet our quality standards and we continually improve, learners and employers will be asked to completed feedback forms during and after the completion of training programs.

## Qualifications and Programs Offered

St Michaels Training offers the following workplace based traineeships:

- TLI11215 Certificate I in Warehousing Operations
- MSM20116 Certificate II in Process Manufacturing
- CHC33015 Certificate III in Individual Support

*These qualifications are funded by the Department of State Growth, Tasmania through the Apprentice and Trainee Training Fund (User Choice) Program - subsidies for apprentice and trainee training and assessment.*

We also deliver a range of programs that cover specific skills including:

- Food safety and basic cooking
- Horticulture
- Basic computing and Digital skills
- Leadership

*Funding for these programs may be available through the Skills Fund - funded by the Department of State Growth, Tasmania.*

To view the full list of currently available programs refer to our Scope of Registration:

<https://training.gov.au/Organisation/Details/60067>

We can also tailor programs to suit individuals or organisations and source appropriate funding.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

## Legislative Requirements

RTOs are subject to legislation relating to training and assessment, as well as business practice. St Michaels Training will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

St Michaels Training will inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in training.

Learners will be advised at induction and kept up-to-date with changes to legislation as they arise.

Legislation relevant to training is outlined in St Michaels Training's Legislation Compliance Policy.

## Privacy

In accordance with the Personal Information Protection Act 2004(Tas) and Privacy Act 1988 (Cth), information about a you as a learner, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the your written permission or that of your parent or guardian if you are under 18 years of age. Learners will have access to their personal records on request.

## Work Health and Safety

St Michaels Training is committed to implementing, maintaining and continuously improving Work Health and Safety in all of its training locations. The management of St Michaels Training recognises that it has a responsibility under the Work Health and Safety Act 2012 to provide and maintain a safe environment for staff, learners and visitors alike. This responsibilities and obligations are communicated to all staff to ensure a safe and healthy workplace is maintained.

## Complaints and Appeals

Learners have the right to submit a complaint or appeal in writing, if they feel that they have been unfairly treated in any way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs. Please refer to the Complaints and Appeals Policy and Procedure.

## Fees, Charges and Refunds

Learners are provided with information about any fees for individual training program prior to enrolment as fees can vary according to the contract and or tender details.

The charge for reissuing a Statement of Attainment or Certificate is \$30.

Please refer to the Fees, Charges and Refunds Policy.

## Unique Student Identifier (USI)

All learners are required to supply St Michaels Training with their Unique Student Identifier (USI) at the time of enrolment. We are unable accept enrolments without this number.

The purpose of the USI is to enable the collection and storage of learner records of participation in vocational education and training on a central database and allow learners easy access to their records.

Any learner who does not provide a current USI on enrolment may not be allowed to commence. In no case will a learner without a valid USI be eligible to receive their Qualification/ Statement of Attainment on completion.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

## Enrolment

Before enrolment learners will be provided with the following:

- details about the program and the entry requirements
- any special physical or cultural requirements for the course
- reasonable adjustments that can be made
- support that is available

Learners will also be asked to complete a Language, Literacy and Numeracy (LLN) assessment prior to starting training.

St Michaels Training will provide learners with accurate, relevant and up-to-date information on enrolment, including:

- a copy of this Learner Handbook
- course content including learning outcomes
- Recognition of Prior Learning (RPL) and/or credit transfer documents
- the requirements to complete the course including assessment criteria, procedures and attendance

If you no longer wish to continue your training program with St Michaels Training you need to discuss this with your Trainer and Assessor or the RTO Manager. You will be asked to sign a number of forms to enable St Michaels Training to inform Skills Tasmania and issue any certificates you may be entitled to receive at that point in time.

## Access and Equity

St Michaels Training is committed, through principles of inclusiveness and non-discrimination, around access to services and comparable educational outcomes for all groups in society.

St Michaels Training embraces the concept and beliefs of equity and strives to maximise opportunities, access, choice and flexibility for all people and communities involved within the RTO.

St Michaels Training promotes, encourages and values equity and diversity with regard to learners and will ensure services offered are provided in a fair and unbiased manner.

Learners who believe they may require special consideration whilst training should indicate this on the enrolment form or discuss with staff upon enrolment.

St Michaels Training will comply with relevant legislation (but not limited to):

- Anti-Discrimination Act 1998 (Tas)
- Australian Human Rights Commission Act 1986(Cth)
- Disability Discrimination Act 1992(Cth)
- Age Discrimination Act 2004(Cth)
- Racial Discrimination Act 1975(Cth)
- Sex Discrimination Act 1984(Cth)

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

## Learner Support

St Michaels Training is dedicated to providing a high standard of service to learners. If a learner or trainer identifies that additional support is to be required, we will work with learners and employers to ensure that the required support is provided.

If learners feel they are not coping with the training either because of difficulties at work, or as a result of personal issues, they may seek advice and/or assistance from their trainer or employer.

St Michaels Training will refer learners to external support agencies where necessary such as:

- Counselling (Relationships Australia, The Blue Door)
- Financial assistance (Anglicare, Legal Aid)
- Drug and Alcohol services (City Mission, DHHS)

St Michaels Training will make every effort to assist learners to manage issues that could have an impact on the successful completion of training.

Examples of educational and support services that can assist students with a disability meet course requirements include:

- study support and study skills programs
- language, literacy and numeracy (LLN) programs or referrals to these programs
- providing equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity principles
- use of trained support staff including specialist teachers, note-takers and interpreters
- flexible scheduling and delivery of training and assessment, and
- the provision of learning materials in alternative formats

### ***Language, Literacy and Numeracy (LLN)***

St Michaels Training recognises the importance of language, literacy and numeracy in education and aims to ensure all learners are given the opportunity to learn based on their current literacy, language and numeracy skills.

All learners are required to complete the LLN assessment at induction. This assessment provides information about the learners' communication and learning skills and assists trainers to develop a suitable training plan to support learners with their training.

## Learner Rights and Responsibilities

### ***Learners have a right to:***

- learn in a safe, secure and clean environment
- be treated fairly and equitably and with respect
- learn in an environment free of discrimination, harassment, bullying or victimisation
- receive support during the course of their training
- obtain information about assessments and the assessment process in prior to an assessment
- receive feedback from trainer/assessors about their performance and progress
- have their personal information and privacy protected
- be able to access their personal records on request
- appeal any assessment decision and ask for it to be reviewed
- make a complaint by using the proper procedure and have it treated confidentially and dealt with fairly and quickly
- discuss their concerns or problems confidentially with staff

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

Learners are expected to take responsibility for their own learning and behaviour during training and assessment.

**Learners are required to:**

- obey workplace health and safety rules at all times
- ensure that behaviour is of a level acceptable to the workplace at all times
- complete training and assessment activities within agreed timeframes
- communicate any difficulties with completion of activities or assessment with their trainer

**Attendance**

Learners are required to attend all training sessions for the completion of the course. If learners are unable to attend a training session they must notify their trainer or employer as soon as possible.

Where learners are unable to attend training elements the trainer/assessor will:

- try to adjust the training to better suit the learner
- with the learner’s permission contact their employer, a family carer, advocate or support person to assist in improving attendance
- explain the consequences of non-attendance to the learner, including the possibility of having to withdraw from or repeat elements

**Competency Based Training and Assessment**

Competency-based training focuses on what a person can do in the workplace as a result of completing a training program; it is the recognised training method for vocational training in Australia.

When you complete a competency based training course, you will have the skills and knowledge you need to complete specific workplace activities at an industry standard of performance, in a range of work environments and situations.

Training can take place on or off the job using a range of learning and assessment methods. Many competencies are learnt and assessed in a hands-on way; you will actually do the skill or action being assessed, often in a simulated or real workplace.

**Flexible delivery**

St Michaels Training understands that all learners have different learning styles and will endeavour to make any necessary adjustments to the training methods to meet the learners’ needs.

Adjustments to training and assessment methods may include, but are not limited to:

- having a trainer read assessment materials to learners,
- having a learner’s spoken responses to assessment questions recorded

Whilst reasonable adjustments can be made to the way evidence of performance is gathered, the evidence criteria decisions will not be altered in any way to ensure that comparability of standards is not compromised

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019



## Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved.

Learners enrolled in training that leads to either a Statement of Attainment or Certificate are required to complete assessments to demonstrate competency.

Assessments may include:

- Written/oral Assessments
- Practical demonstrations
- Observation
- Workbook activities
- Completion of case studies and similar activities
- Learner Journal and Portfolio
- Work samples
- Video Projects and/or photographs
- Group projects.
- Third party reports

To be deemed 'COMPETENT' you must satisfactorily complete all the requirements of your Unit of Competency. If you have made every reasonable attempt to attend an assessment but still find it difficult to attend then the assessor will make alternative arrangements to support completion.

### **Assessment must be conducted in accordance with the Principles of Assessment:**

Fair	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexible	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"><li>▪ reflecting the learner's needs</li><li>▪ assessing competencies held by the learner no matter how or where they have been acquired</li><li>▪ drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual</li></ul>
Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"><li>▪ assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance</li><li>▪ assessment of knowledge and skills is integrated with their practical application</li><li>▪ assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations</li><li>▪ judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements</li></ul>
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019

### ***Evidence collected must comply with the Rules of Evidence***

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past

### ***Recognition of Prior Learning (RPL)***

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. This can mean that you don't have to study something you already know. Please contact the RTO Manager for further information.

### ***Credit Transfer***

Credit transfer is the recognition of learning achieved through formal education and training. St Michaels Training recognises the AQF qualifications and statements of attainment issued by all other RTOs. Credit transfer allows units of competency previously achieved by a learner to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

If you have a statement of attainment or certificate that relates to the course you are enrolling in, then you must provide a copy to your Trainer/Assessor before your course begins.

### **Issuance of Qualification/Statement of Attainment**

St Michaels Training can only issue Qualifications and Statements of Attainment that are within its scope of registration.

Learners will not be issued with Qualifications or Statements of Attainments until they are deemed COMPETENT.

Qualifications and Statement of Attainments are issued within 30 days of completion of training.

Note: Certificates or Statements of Attainment will not be issued until full and final payment has been received (where applicable).

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
DRTO169	3.1	Learner Handbook	1/8/2010	RTO Manager	23/09/2019