



Participant Handbook

Visit The Change Network Website

The Change Network – A Registered Training Organisation

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Introduction

Welcome to The Change Network Pty Ltd.

The Change Network is a new and innovative Registered Training Organisation specialising in Occupational Health and Safety, Construction and Business qualifications.

The Change Network's CEO and trainers have an extensive history in these industries and are committed to providing quality training and assessment services.

The Change Network provides the following qualifications:

BSB41604	Certificate IV in Occupational Health and Safety
BSB40101	Certificate IV in Business

The Change Network also provides training course:

90502NSW Course in OHS Consultation

The Change Network also provides training courses in the following individual units of competency:

BCCCM1001B	Follow OHS Policies and Procedures
BCCCM2009B	Work in Confined Spaces
BCGCM1006A	Work Safely at Heights
HLTFA301B	Apply First Aid
HLTHSE204B	Follow Safe Manual Handling Practices
UEENEEP008B	Conduct In-Service Safety Testing of Electrical Cord Assemblies and Cord Connected Equipment

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our programs and to ensure they have an enjoyable learning experience.

The Australian Quality Training Framework (AQTF Standards)

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the Australian Quality Training Framework (AQTF). This is assessed in New South Wales, by the Vocational Education and Training Accreditation Board (VETAB).

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Client Appeals and Complaints

We will undertake to handle any participant complaints in an effective and timely manner, typically resolving all issues within three weeks.

- Each appeal and complaint and its outcomes will be recorded in writing.
- Each appeal and complaint can be heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant and complainant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeals or complaint outcomes, including reasons for the decision.
- We will act upon any substantiated complaint or appeal and these may result in a Continuous Improvement activity within The Change Network.

Our CEO is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant appeal or complaint form.

All appeals and complaints are reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvements activity.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the "National Complaints Code" directs them to seek further assistance from VETAB, whose details are listed below.

VETAB

Level 14, 1 Oxford Street
Darlinghurst NSW 2010
Ph: (02) 9244 5335

Alternatively the participant can contact the National Complaints Hotline on PH: 1800 000 674.

A copy of the National Complaints Code is available from The Change Network' CEO.

Legislative Requirements

We are subject to a variety of laws related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

When the legislation is amended all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes (but not limited to):

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- NSW OHS Act 2000
- NSW OHS Regulation 2001
- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- NSW Commission for Children and Young People Act 1998

Equivalent legislation will apply in each state and territory.

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 describes The Change Network's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. Our duty of care includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

Our staff follow a number of procedures and standards must be observed to achieve a safe working and learning environment. These include an instruction to:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees and contractors of The Change Network.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles – The following principles apply:

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

The Change Network takes the right for privacy our participants very seriously and we will undertake to comply with all legislative requirements such as:

Privacy Act and National Privacy Principles (2001).

All enrolment forms provided to participants give permission for us to discuss the participants progress with their employer

In some cases we will be required by law or required by the AQTF standards to make participant information available to others. No information concerning participants will be divulged to others.

The ten Privacy Principles are explained below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, The Change Network will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET Act (Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit The Change Network, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Apprenticeships and Traineeships

The Change Network delivers training eligible for traineeships (also known as new apprenticeships) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005 and the Apprenticeship and Traineeship Act 2001 NSW.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

Working with Children

We do accept people under the age of 18 in some of our training programs.

We will comply with all Federal and State working with Children legislation such as the NSW Commission for Children and Young People Act 1998.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/policechecks.html>

Further information on the Working with Children's Check is available from The Change Network's CEO.

Fees and Refund Policy

All of our training courses attract fees. These fees are charged either directly to the participant or to the participant's employer. This is dependant upon the contractual terms signed by all relevant parties.

The details of the fees are available from our friendly staff, however all fees are to be paid in advance unless negotiated in advance with The Change Network management.

Refunds

Where The Change Network receives sufficient notice of cancellation of a course (at least 24 hours), a refund of fees may be made available.

This refund will typically be paid in the same method that the fees were received, unless otherwise agreed to by The Change Network staff and the participant.

In some special circumstances, refunds may also be granted at the discretion of the CEO.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are stored in The Change Network's client database and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO will undertake a validation of the training records of approximately 10% of registered trainees and report the accuracy to the monthly management meeting.

The CEO is responsible to conduct a weekly back up of our computer systems to a Tape drive. This backup is then taken offsite each week.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to VETAB in appropriate format and detail as specified by VETAB at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our database software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,

- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, VETAB or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Recognition of other Qualifications

All ATQF qualifications and statements of attainment issued by other Registered Training Organisations will be fully recognised by The Change Network.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to The Change Network's CEO.

Client Selection

There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation or may be obtained from our friendly staff.

If you have any questions please do not hesitate to discuss the course with your trainer or the CEO.

Enrolment

To enrol in one of The Change Network's courses you may need to obtain the permission of your employer to allow The Change Network to enrol you in the training program.

Enrolment will consist of you contacting The Change Network. We will despatch to you by suitable means a Participant Manual, an Enrolment form, literature on the courses being considered and any other relevant documentation.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to The Change Network training staff,
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued.

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your course requirements we would recommend that you see your trainer, or another member of The Change Network's staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with The Change Network's CEO who will assist you to the full extent of our capacity.

If your needs exceed The Change Network's support capacity we will refer you onto an appropriate external agency.

The telephone numbers below are provided in an effort to assist participants in a range of possible needs:

WorkCover 131 050

Police/Fire/Ambulance 000

Interpreting Services 13 14 50

TIS

Poisons Information Centre 13 11 26

24hr advice on all exposures to poisons, medicines, plants, bites/stings

Abortion Grief Counselling 1300 363 550

Alcohol and Drug Information Service 1800 177 833

(24 hour counselling and information)

DV Line 1800 811 811

(Domestic Violence support and referral)

Family Drug Support 1300 368 186

Information, help and support for families affected by drugs

Lifeline 131 114

Literacy and Numeracy Support:

National 03 9469 2950

Australian Council of Adult Literacy email acal@pacific.net.au

New South Wales 1300 655 506

NSW Adult Literacy and Numeracy Council

Web: www.literacyline.edu.au

Men's Line Australia 1300 789 978

For men with family and relationship concerns

Pregnancy Counselling Australia 1300 737 732

(Pregnancy termination alternatives and post termination counselling)

Pregnancy Help Line 1300 139 313

24 hour counselling and information for pregnant women and their families

Quitline 13 18 48

24 hour smoking cessation information and counselling

Salvation Army 1300 363 622

Salvo Care Line

Statewide Sexual Assault 1800 010 120

Helpline

Flexible Delivery and Assessment Procedures

The Change Network recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

The Change Network will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant’s spoken responses to assessment questions.

The Change Network undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or The Change Network’s CEO.

Discipline

The Change Network attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and The Change Network’s CEO and the appropriate action will be taken.

Recognition of Prior Learning Policy (RPL)

The Change Network recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by The Change Network should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the CEO.
Please note however that courses accredited by WorkCover NSW may not be subject to RPL due to WorkCover rules.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAAASS401A, TAAASS402A and TAAASS404A units of competency from the TAA40104 qualification or the BSZ98 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of The Change Network.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date