

# STUDENT HANDBOOK

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## 1 PURPOSE

Competency Training is committed to high standards in the provision of education and training. This Handbook provides information to prospective participants regarding the policies and procedures underpinning the training and assessment services we provide.

### 1.1 Legislative Requirements

Competency Training complies with the relevant legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity, and mutual recognition of accredited qualifications issued by other RTOs.

These include:

- QLD Workplace Health and Safety Act 1995 and Regulation 1997
- QLD Environmental Protection Act 1994 and Regulation 1998
- Equal Opportunity in Public Employment Act 1992
- Privacy Act 1988
- QLD Vocational Education, Training and Employment Act (VET) 2000
- Anti-Discrimination Act 1991
- Environmental Protection Act 1994 and Regulation 1998

When delivering training in another state, Competency Training also complies with the relevant legislation of that state.

Under the safety legislation, students must:

- Inform management of any hazards or risks to their personal safety.
- Ensure the safety and health of other students.
- Use personal protective gear provided in the nominated areas during the training.
- Learn the locations of fire extinguishers and first aid facilities.

Under the environmental legislation, students must:

- Not pollute the environment including the beach front, sea and the drainage system through illegal dumping of substances.
- Safely store all chemicals.
- Report all emergency spills.

Under the Human Rights legislation, students must:

- Not engage in discriminatory behaviour
- Not engage in racial or sexual harassment



## 2 POLICIES AND PROCEDURES

### 2.1 Admissions/Enrolment

Our students are typically electrical workers and/or designers, looking to advance their skills and knowledge in areas related to working with electricity in industrial environments. Enrolments are accepted from individuals and from companies looking to refresh or augment the competencies of their staff. CT is committed to non-discrimination when recruiting students and at all times complies with equal opportunity and anti-discrimination legislation. There may however be prerequisites for admission to a program due to health requirements or the nature of the program.

Enrolments can be made by contacting the Administration section or any of our Trainers by phone, or by completing the online booking form on our website. Following your initial enquiry, a registration form with instructions for payment will be sent out to you. Your enrolment is confirmed once you return the form and we receive the course fee.

Company enrolments will generally be handled by the authorised person from your company.

For courses with prerequisite competencies, documentary evidence that the necessary competencies are held must be provided before the new competencies can be issued. Certified copies of qualifications or statements of attainment can be provided to the Administration section at any stage after enrolment, or original documents may be sighted by the assessor during the training program.

### 2.2 Fees, Charges and Cancellation

We require payment in full of the course fee at least 4 weeks before the commencement of training. The amount due will be shown on the course registration form we send out to you after your initial booking enquiry.

Details of our fees and charges are available from our:

- Website ([www.competencytraining.com.au](http://www.competencytraining.com.au))
- Promotional Brochures
- Administrative Secretary
- Trainers and/or Assessors
- RTO Manager (for company training quotes and booking)

For cancellations received more than 4 weeks before the commencement of training a full refund will be issued.

For cancellations received 2-4 weeks before the commencement of training a 50% refund will be issued.

Cancellations received less than two weeks before the commencement of training will not be eligible for a refund, however substitutions will be accommodated.

If Competency Training cancels a course due to insufficient enrolments or for any other reason, a full refund will be issued to all students enrolled in that course.

Terms and conditions for company bookings are available on request.



### 2.3 Language Literacy and Numeracy

All students have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment will be out-sourced to a qualified expert. Any costs incurred will be the responsibility of the student.

If required, management can arrange for the provision of language, literacy and numeracy services for individuals. This service is considered to be an addition to the advertised training and will attract a nominal fee. Refer to your trainer for details.

### 2.4 Access and Equity

Competency Training is committed to providing equal opportunity and access to all persons wishing to participate in our courses.

Competency Training prohibits discrimination in any form towards any group or individuals, based on their:

- Gender
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Sexual Preference
- Age
- Disability
- Pregnancy

Access and equity issues are considered during training package/product development and in training delivery and assessment. Should you have special needs that warrant a flexible learning and assessment approach, please contact your trainer.

### 2.5 Appeals / Grievance Policy

In the event you have a grievance concerning any matter in relation to the training received, the conduct of or service provided by any member of the organisation, or any decision (related to assessment or otherwise) made by the organisation there is a three-level process in place to ensure that the grievance can be resolved amicably.

#### Grievance Procedure:

1. Speak directly with the person concerned within 7 days to resolve the problem informally.
2. If step one does not result in a satisfactory resolution, or if you cannot speak directly to the person concerned for any reason, you should direct the matter in writing to the RTO manager within 21 days. The manager will assess the appeal or grievance and make a determination within 5 working days from receipt of the complaint. You will be advised in writing of the outcome.
3. You may appeal the manager's decision by writing to the Competency Training Managing Director, who will nominate an independent person to hear the appeal in accordance with the principles of natural justice. This process should take no more than 21 days, subject to the availability of the parties concerned. All parties will be advised in writing of the outcome.



Records of any grievance requiring formal resolution (i.e. step two or three of the above) will be kept on file.

## **2.6 Recognition of Prior Learning [RPL]/ Recognition of Current Competence [RCC]**

Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Case studies

RPL/RCC is available for all units. The performance criteria of each unit provide the RPL/RCC benchmarks.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary, however generally an interview with the assessor will be necessary and the student will usually be required to take and pass the exam for the course. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. All assessments will be conducted by a qualified assessor.

A standard fee per unit/course will be charged for the RPL/RCC assessment. Tuition and coaching are available to students on request but are not included in the RPL fee - they are charged at standard hourly rates. Successful students will be notified promptly of the RPL/RCC outcome. The RTO Manager advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

Contact us for further information regarding our RPL process and fee structure, or to obtain an application form.



### 2.6.1 Credit Transfer

CT recognises all AQF qualifications issued by other RTOs in accordance with the Standards for Registered Training Organisations.

Students may be entitled to a credit transfer in the following circumstances:

1. Successful RPL application.
2. Completed units of competency from a National Training Package.
3. Approved units of competency from a National Training Product.

### 2.7 Assessment Criteria

Training and assessments services are conducted face-to-face. We can also accommodate flexible arrangements for training (after-hours or weekend sessions) or assessment (Recognition of Prior Learning or staged assessment), if required. Please inform your trainer of any special needs you may have.

Assessment will be progressive during the course and shall include observation of student progress, involvement in class activities, case studies, written tests, class exercises and similar.

The objective is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Practical Exercise** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Class Work, Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Written Questionnaire** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.

### 2.8 Issue of Certification

Qualifications (Certificates and Statements of Attainment) will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the training package/product and legislation.

### 2.9 Student Records

We safeguard any confidential information about individuals or client organisation acting on their behalf. Client information is not disclosed to a third party without a client's written consent. We provide customers access to their personal records when requested.



## 2.10 Disciplinary Action

Competency Training trainers reserve the right to refuse any student from continuing a course at any stage. Any person coming to a course under the influence of alcohol or drugs, or displaying abusive or threatening behaviour towards a presenter or other student will be asked to leave the program immediately.

Competency Training will counsel in private disruptive personnel, anyone displaying a reluctance to participate or anyone who attempts to enjoin other participants into obstructive behaviour. If following such counselling, disruptive or obstructive behaviour continues, the offenders will be warned and in the case of training being provided to a company group the formal point of contact for the company will be advised. If after this warning such behaviour continues, the offender(s) will be asked to leave the course.

Students asked to leave the course under these provisions will not be eligible for a refund of the course fee.



### 3 COURSE INFORMATION AND VOCATIONAL OUTCOMES

Competency Training Pty Ltd is accredited to deliver the nationally recognised Units of Competency in the table below. Consult the relevant Course Guides (available on our website or by contacting our office) for details of learning outcomes for each course offered.

#### Units of Competency for Standard: (UTE99) Electrotechnology Industry

Code	Title
UTENES010A	Report on the Integrity of Explosion-Protected Equipment in Haz. Areas
UTENES012TA	Attend to Breakdowns in Hazardous Areas Ex mixed
UTENES012UA	Attend to Breakdowns in Hazardous Areas Ex p
UTENES012VA	Attend to Breakdowns in Hazardous Areas DIP
UTENES012WA	Attend to Breakdowns in Hazardous Areas Ex n
UTENES012XA	Attend to Breakdowns in Hazardous Areas Ex i
UTENES012YA	Attend to Breakdowns in Hazardous Areas Ex e
UTENES012ZA	Attend to Breakdowns in Hazardous Areas Ex d
UTENES107TA	Install Explosion-Protected Equipment and Wiring Systems Ex mixed
UTENES107UA	Install Explosion-Protected Equipment and Wiring Systems Ex p
UTENES107VA	Install Explosion-Protected Equipment and Wiring Systems DIP
UTENES107WA	Install Explosion-Protected Equipment and Wiring Systems Ex n
UTENES107XA	Install Explosion-Protected Equipment and Wiring Systems Ex i
UTENES107YA	Install Explosion-Protected Equipment and Wiring Systems Ex e
UTENES107ZA	Install Explosion-Protected Equipment and Wiring Systems Ex d
UTENES214TA	Maintain Equipment in Hazardous Areas Ex mixed
UTENES214UA	Maintain Equipment in Hazardous Areas Ex p
UTENES214VA	Maintain Equipment in Hazardous Areas DIP
UTENES214WA	Maintain Equipment in Hazardous Areas Ex n
UTENES214XA	Maintain Equipment in Hazardous Areas Ex i
UTENES214YA	Maintain Equipment in Hazardous Areas Ex e
UTENES214ZA	Maintain Equipment in Hazardous Areas Ex d
UTENES408TA	Test Installations in Hazardous Areas Ex mixed
UTENES408UA	Test Installations in Hazardous Areas Ex p
UTENES408VA	Test Installations in Hazardous Areas DIP
UTENES408WA	Test Installations in Hazardous Areas Ex n
UTENES408XA	Test Installations in Hazardous Areas Ex i
UTENES408YA	Test Installations in Hazardous Areas Ex e



Code	Title
UTENES408ZA	Test Installations in Hazardous Areas Ex d
UTENES409TA	Inspect Visually Existing Hazardous Area Installations Ex mixed
UTENES409UA	Inspect Visually Existing Hazardous Area Installations Ex p
UTENES409VA	Inspect Visually Existing Hazardous Area Installations DIP
UTENES409WA	Inspect Visually Existing Hazardous Area Installations Ex n
UTENES409XA	Inspect Visually Existing Hazardous Area Installations Ex i
UTENES409YA	Inspect Visually Existing Hazardous Area Installations Ex e
UTENES409ZA	Inspect Visually Existing Hazardous Area Installations Ex d
UTENES410TA	Inspect in Detail Hazardous Area Installations Ex mixed
UTENES410UA	Inspect in Detail Hazardous Area Installations Ex p
UTENES410VA	Inspect in Detail Hazardous Area Installations DIP
UTENES410WA	Inspect in Detail Hazardous Area Installations Ex n
UTENES410XA	Inspect in Detail Hazardous Area Installations Ex i
UTENES410YA	Inspect in Detail Hazardous Area Installations Ex e
UTENES410ZA	Inspect in Detail Hazardous Area Installations Ex d
UTENES706A	Classify Hazardous Areas
UTENES707TA	Design Electrical Installations in Hazardous Areas Ex mixed
UTENES707UA	Design Electrical Installations in Hazardous Areas Ex p
UTENES707VA	Design Electrical Installations in Hazardous Areas DIP
UTENES707WA	Design Electrical Installations in Hazardous Areas Ex n
UTENES707XA	Design Electrical Installations in Hazardous Areas Ex i
UTENES707YA	Design Electrical Installations in Hazardous Areas Ex e
UTENES707ZA	Design Electrical Installations in Hazardous Areas Ex d
UTENES708TA	Design Explosion-Protected Electrical Systems Ex mixed
UTENES708UA	Design Explosion-Protected Electrical Systems Ex p
UTENES708VA	Design Explosion-Protected Electrical Systems DIP
UTENES708WA	Design Explosion-Protected Electrical Systems Ex n
UTENES708XA	Design Explosion-Protected Electrical Systems Ex i
UTENES708YA	Design Explosion-Protected Electrical Systems Ex e
UTENES708ZA	Design Explosion-Protected Electrical Systems Ex d

**Units of Competency for Standard:** (UTT98) ESI – Transmission and Distribution

Code	Title
UTTNTD30101A	Conduct High Voltage Switching Operations