



Simmonds & Bristow

Established 1965


ACN 010 252 418

Pty Ltd

NWP07 Water Training Package Cert I - IV & Graduate Certificate

Student Orientation Booklet

Trainee Name: _____	Delivery Location: _____
_____	Commencement Date: _____



Trainers:

Paul Creegan
Michael Dobell-Brown
Scott McCarthy

Contact Details:

Tel: 07 3710 9100
Fax: 07 3710 9199
Email: training@simmondsbristow.com.au



Simmonds & Bristow Pty Ltd

Student Orientation Booklet

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COURSE INTRODUCTION

Section No.: 1

INTRODUCTION

Welcome to NWP07 Water Training Package course training. This Student Information Booklet is designed to give you some introductory information into the training course you are about to start.

On the first day of training our trainer will tell you all about how the training will be delivered, what the course is all about, ie, units to be delivered, and outcomes for students on completion of the course.

POLICIES

On the first day of training, the following policies will be discussed by our trainer, and students are requested to sign a form to confirm they have read and understand these policies.

- Code of Practice
- Human Resource Policy
- Physical Resource Policy
- Recognition of Prior Learning Policy and Credit Transfer
- Compliant and Appeal Policy
- Access and Equity Policy
- Refund Policy
- Certificate Issue and Re-issue Policy

CODE OF CONDUCT

You will have to read and sign a 'Code of Conduct' by which all students and trainers will have to adhere.

COURSE OUTLINE

The course will be an outcome based (you have to show that you understand by doing the job in front of a visiting Simmonds & Bristow Trainers) training. Refer to the attachment training plan to find your training and assessment arrangement. You will be expected to complete Written, Verbal & Practical Exams & Written Assignments prior to your W.R.A. (Work Readiness Assessment) which is usually conduct 1 month after completion of face to face training. You have maximum twelve (12) months to complete the enrolled course.

Typical course delivery is two (2) weeks of face to face training with 1 month gap between each week following with one (1) month gap with your W.R.A.. The course delivery will depends on training needs assessment prior to your enrollment. Refer to the attached training plan for your course delivery and assessment arrangement details.

HEALTH AND SAFETY

You must attend the training sessions as if you were going to a work. Wear environment appropriate clothing and any mandatory PPE requirement like Safety Boots, Hat & Sun Glasses as directed by trainer. Conduct yourself under the O.H.&S Act.



RECOGNISING PRIOR LEARNING AND CURRENT COMPETENCIES

During your pre-training communication, you will be offered to identify any training or work that you are already performing competently so as the training process can be made simpler for you. One on-the-job assessments will also be conducted to evaluate your current competency in the workplace and work readiness. These competencies will be recognised and used in your overall assessment.

COURSE OUTCOME

At the end of this course, when you have shown competency in all of the training units you have completed, you will be awarded a certificate or statement of attainment according to per AQF standards . This course is a nationally accredited training package which is recognised throughout Australia and can be used for professional development in the industry or entre to higher levels of further education.

CONTACTS

Company contact Simmonds & Bristow:

Tel: 07 3710 9100
Email: info@simmondsbristow.com.au

Trainer/Assessor:

Paul Creegan
Tel: 0427 070 108
Email: paul@simmondsbristow.com.au

Michael Dobell-Brown
Tel: 0427 070 106
Email: michael@simmondsbristow.com.au

Scott McCarthy
Tel: 0427 070 137
Email: scott@simmondsbristow.com.au

Training Co-ordinator:

Tel: 07 3710 9101
Email: training@simmondsbristow.com.au



STUDENT'S COPY

CODE OF CONDUCT

Section No.: 2.1

The following code is with regards to the Students/Trainees, Trainers, Assessors & Validators participating in the Water Industry Operations training delivery. This is to outline your and our responsibilities as participant of the course. As a student you have certain obligations to your employer, training staff and yourself. Below is the minimum code of conduct requirement that is required of the students/trainees, trainers, assessors and validators:

Obligations to meet the following requirements:

- To attend all training days as directed by the training staff;
- To be ready to start training at the time advised by the training staff. Be on time at all times;
- To attend training prepared as per a normal work day, this includes appropriate PPE;
- Not to be under the influence of alcohol or any drugs;
- To treat fellow students and staff with respect at all times;
- If absent through illness, a medical certificate is to be provided as soon as possible or the next day;
- To engage in all training activities to the best of their ability
- If a conflict arises during the training you are to advise a member of the training staff immediately so as a resolution can be reached swiftly;
- All Work Place Health & Safety obligations to be fulfilled;
- Not to conduct themselves in a discriminatory manner;
- Not to use foul language;
- Not to conduct themselves at any time in an aggressive manner ;
- Not conduct themselves in a sexist manner;
- To complete all out of session assessment material in a timely manner; and
- To take responsibility for all materials provided for the training.

 Two (2) copies of this form have been included in the Orientation Booklet.
 Please sign both copies.

With all signatures completed, retain one copy, tear Trainer's copy,
 hand to our trainer on the first day of training.

I have read and understand that it is my obligation to follow the above code of conduct while attending training.

.....
Student Signature

.....
Training Staff Signature



TRAINER(S&B)'S COPY

CODE OF CONDUCT

Section No.: 2.1

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- To attend training prepared as per a normal work day, this includes appropriate PPE;
- Not to be under the influence of alcohol or any drugs;
- To treat fellow students and staff with respect at all times;
- If absent through illness, a medical certificate is to be provided as soon as possible or the next day;
- To engage in all training activities to the best of their ability
- If a conflict arises during the training you are to advise a member of the training staff immediately so as a resolution can be reached swiftly;
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With all signatures completed, retain one copy, tear Trainer's copy,
 hand to our trainer on the first day of training.

I have read and understand that it is my obligation to follow the above code of conduct while attending training.

.....
Student Signature

.....
Training Staff Signature



CODE OF PRACTICE POLICY

Section No.: 2.2

As a Registered Training Organisation, Simmonds & Bristow Pty Ltd has agreed to operate within the Principles and Standards of the AQTF, and Simmonds & Bristow's Business Plan. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Simmonds & Bristow will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Simmonds & Bristow Pty Ltd has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programmes.

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a RPL Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programmes. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our training information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Simmonds & Bristow has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audits following complaint and audit for the purposes of re-registration.

Students will conduct themselves professionally or be removed from the training program.

Simmonds & Bristow has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy which is fair and equitable.



- Trainee records are managed securely and confidentially and are available for trainee perusal on request.
- The company maintains individual records on each course with training arrangements for each student outlined on their Training Plans.
- The trainees are appraised during the course and their appraisal records and copies of their assessment maintained in their student files for each course individually.
- Documentation provided to the students who have attended the course is kept on file for later reference, and accessibility.
- Certificates are accessible by electronic mode and as a hard copy accessible from the student's personal file.

Simmonds & Bristow markets the vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Simmonds & Bristow has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including RPL and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

Simmonds & Bristow will be bound to the Education Services for Overseas Students.

Simmonds & Bristow will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.



HUMAN RESOURCE POLICY

Section No.:2.3

Training staff are drawn from Simmonds & Bristow Pty Ltd's professional personnel and are all holders of Bachelor of Science, or Engineering qualifications.

The following staff are nominated for the conduct of training courses:

Mr David Bristow
Mr Paul Creegan
Mr Michael Dobell-Brown
Mr Scott McCarthy

Our trainers' standards are:

- To be responsive to individual industry needs.
- Appropriate, in that they require different standards of training/assessment provision for different qualification levels.
- Flexible in meeting training/assessment needs in a variety of sites and using a variety of delivery methods.
- Socially just in providing training/assessment opportunity.
- Competency based.
- Consistent with AQTF Product/Services Standards.
- Consistent with assessor competencies as outlined in the training package for Assessment and Workplace Training.

Our trainers will be employed with the understanding that they meet the competencies within the Certificate IV in Assessment and Workplace Training or Certificate IV in Training and Assessment. Should applicants meet all other requirements for the job, but have not undertaken the Certificate IV Assessment and Workplace Training, the company will ensure that they meet these requirements, by enrolling the successful applicant(s) in the Course.



PHYSICAL RESOURCE POLICY

Section No.: 2.4

The training offered for our courses are conducted either at Simmonds & Bristow's Training Centre in the Brisbane suburb of Rocklea, or at the clients' site. Classroom resource centre sizes and facilities are typically determined by the client organisation.

As the client organisation provides the training premises, local authority approvals are the client organisation's responsibility.

Our company offices are located at 40 Reginald Street, Rocklea, are a general office locality, and relevant local authority approval for these premises has been met.

Minimum training aids that are used include:

- White Board or Chalk Board
- Data Projector
- Audio/Visual Facilities

Reference material is also provided to each student in the form of manuals, which contains all information required for the student to attend and successfully complete the course.

The physical environment we provide:

- Conductive to learning and students' well-being
- Reflects workplace practice
- Satisfies workplace health and safety requirements
- Satisfies local council requirements
- Addresses access and equity issues

The physical resources we offer:

- Cover the range and level of skills development required to achieve the qualification
- Consider issues of quality and quantity to allow for repetitive practice
- Be comparable to resources encountered in industry
- Be up-to-date or allow for transference of principles to currently used equipment
- Allow for achievement of technical competence
- Provide relevant library resources



RECOGNITION OF PRIOR LEARNING (RPL) POLICY

Section No.: 2.5

The purpose of Simmonds & Bristow Pty Ltd's RPL Policy is to ensure that an individual's prior learning, achieved through formal and informal training, work experience or other life experiences, is appropriately recognised in a manner that will minimise time and therefore be cost beneficial to the students and/or clients.

Simmonds & Bristow recognises and endorses the AQF (Australia Qualification Framework) RPL National Principles as the minimum standard and will adhere to the following principles:

- Our assessment processes shall provide for the recognition of current competencies regardless of where these may have been acquired.
- We focus on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal and informal training, not how, when or where the learning occurred.
- We will underpin any system of competency based training.
- We will make RPL available to all potential applicants.
- Our RPL processes will be fair to all parties involved and typically involve the completion of standard qualification course assessment material, demonstration, question and answer and portfolio evidence.
- We will provide adequate support to potential applicants during the RPL process.
- We will recognise all Qualifications and Statements of Attainment issued by other RTOs in accordance with the AQTF and AQF standards.

CREDIT TRANSFER

Simmonds & Bristow will issue credit transfer for attainment of the qualifications if you are able to provide documented evidence of units of competency and/or modules achieved from previously accredited Nationally Recognised Units which have been issued by any RTO (Registered Training Organisation).



COMPLAINT AND APPEAL POLICY

Section No.: 2.6

COMPLAINT POLICY

This process seeks to address and resolve disputes in an fair and open manner as soon as possible with an amicable outcome for all parties.

In the event of any complaint or dispute, the following procedures shall be followed:

1. The matter shall first be raised by the trainee(s), with either Simmonds & Bristow's Management, or immediate trainer, depending on the circumstances of the complaint.
2. All parties involved in the complaint will meet with Simmonds & Bristow's Management, and the student will have an opportunity to formally present his/her case. All possible steps will be taken to resolve the matter during this meeting.
3. If the matter cannot be settled by the above procedures, the trainee(s) or Simmonds & Bristow's Management, may refer the matter to the relevant Government Authority.

Each complaint and its outcome will be recorded in writing and kept in Simmonds & Bristow's training administration system.

Where the above procedures are being followed, no party shall be prejudiced as to the final settlement of the matter.

APPEAL POLICY

This policy seeks to initiate the appeal process at all stages as soon as possible to ensure a speedy outcome for all parties. The outcome must be recorded in writing.

In the event that a trainee does not agree with the results of assessment process, he or she has the right to appeal. A trainee seeking appeal against assessment, will have full access to the assessment tools used, their assessment papers, and personal trainee file.

The following procedures for an appeal process shall be observed:

- Step 1. The appeal shall first be raised by the trainee before last working day of one (1) calendar month from receiving assessment results and a meeting will be arranged with the responsible trainer, who shall take all possible steps to resolve the matter.



- Step 2. In the event the appeal remains unresolved, it shall be dealt with by the chief trainer, trainee, and responsible trainer.
- Step 3. Failing a settlement of the appeal, it shall be dealt with by way of a mediation meeting between the S&B managing director, chief trainer, and trainee, in which the trainee will have an opportunity to present his/her case.
- Step 4. If the matter cannot be settled by the above procedures, the trainee(s) can seek an independent arbitrator from the relevant government authority. S&B will take action as per arbitrator's decision within ten (10) working days from receipt of the independent arbitrator's decision.
- Step 5. Following resolution of the situation, the appellant will be given a written statement of the appeal outcome(s), including the reasons for the decision.

Each appeal process and its outcomes will be recorded in writing at all the above steps and kept in Simmonds & Bristow's training administration system.

Where the above procedures are being followed, no party shall be prejudiced as to the final settlement of the matter.



ACCESS AND EQUITY POLICY

Section No.: 2.7

The purpose Simmonds & Bristow Pty Ltd's Access & Equity Policy is to ensure that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training, and to abolish barriers and open up opportunities to all areas of the community.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.

We will implement customer oriented conservation programmes and target the specific needs of market segments in enhancing the economic development of the organisation.

The procedures to effect this are:

- To ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
- To ensure access and equity issues are considered during curriculum development.
- To provide access to staff development to assist trainers/assessors who deliver courses to under-represented groups.



REFUND POLICY

Section No.: 2.8

Our refund policy commits to the following:

- Should Simmonds & Bristow Pty Ltd cancel any course, participants are entitled to a full refund or transfer of funds to a future course.
- Full refunds are made for cancellations received in writing 14 days prior to training commencement. If withdrawal or cancellation by the Client or Student occurs within 14 days of training commencing, 50% of the course fees will be forfeited and the balance refunded within 30 days of the date of notification.
- No refund is available to participants who leave before completion of the course unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis.
- However, should participants wish to study incomplete modules in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.
- All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rate refunds for eligible students.
- The client organisation, prior to the course being conducted, is to be supplied with a detailed proposal that is fully costed.
- The proposal must include an outline of the course, course objectives and assessment requirements. The cost of the course is to be detailed and clearly state the payment conditions.



CERTIFICATE ISSUE AND REISSUE POLICY

Section No.: 2.9

Certificate Issue Policy

A certificate and a transcript of completed modules will be supplied to the student when all modules for the course they are enrolled in are completed and paid for. A Statement of Attainment will be supplied to the student when complete one or more but not all modules in a qualification. If the student attend the course but not get competent in any unit, a Certificate of Attendance will be issued.

The original Certificate/Statement of Attainment/Certificate of Attendance is supplied at no charge to the student.

Certificate Re-issue Policy

If the student request to re-issue their Certificate/Statement of Attainment/Certificate of Attendance due to any reason that is no fault to Simmonds & Bristow, a certificate re-issue charge of \$60 applies.

The student need fill in a Certificate Re-issue Application to provide detail information of the re-issue request including post address for the certificate and declaration of invalidation of original certificate. The re-issued certificate will be the same content with original one.



LEGISLATION & REGULATORY COMPLIANCE

Section No.: 3

Simmonds & Bristow will comply with the following legislation and regulatory bodies.

COMMONWEALTH LEGISLATION

A New Tax System (Goods and Services Tax) Act 1999

An Act about a goods and services tax to implement A New Tax System, and for related purposes:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/38F9061D809D74C8CA2573AA000271E7/\\$file/ANTSGoodsServTax1999_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/38F9061D809D74C8CA2573AA000271E7/$file/ANTSGoodsServTax1999_WD02.pdf)

Copyright Act 1968

An Act relating to copyright and the protection of certain performances, and for other purposes:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/A750F68B8F91B251CA2570DC000DF43D/\\$file/Copyright1968.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/A750F68B8F91B251CA2570DC000DF43D/$file/Copyright1968.pdf)

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/896CF5A0E01CA785CA25705700098A96/\\$file/DisabilityDiscrimination1992_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/896CF5A0E01CA785CA25705700098A96/$file/DisabilityDiscrimination1992_WD02.pdf)

Privacy Act 1988

An Act to make provision to protect the privacy of individuals, and for related purposes:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/3CD4A17CBBAD4590CA2570CA0011DAD8/\\$file/Privacy1988_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/3CD4A17CBBAD4590CA2570CA0011DAD8/$file/Privacy1988_WD02.pdf)

Racial Discrimination Act 1975

An Act relating to the Elimination of Racial and other Discrimination:

- ▶ [http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/0/29DCCB9139D4CCD8CA256F71004E4063/\\$file/RDA1975.pdf](http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/0/29DCCB9139D4CCD8CA256F71004E4063/$file/RDA1975.pdf)

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/4BE9F8C90260EFD9CA25703B001B27ED/\\$file/SexDiscrimination84_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/4BE9F8C90260EFD9CA25703B001B27ED/$file/SexDiscrimination84_WD02.pdf)

Workplace Relations Act 1996

An Act relating to workplace relations, and for other purposes:

- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/FB3A14DD9047F816CA2570DB007BEA0A/\\$file/WorkplaceRelations1996Vol1_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/FB3A14DD9047F816CA2570DB007BEA0A/$file/WorkplaceRelations1996Vol1_WD02.pdf)
- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/964D1C9F60647EA9CA2570DB007BEAB1/\\$file/WorkplaceRelations1996Vol2_WD02.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/964D1C9F60647EA9CA2570DB007BEAB1/$file/WorkplaceRelations1996Vol2_WD02.pdf)
- ▶ [http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/8188A6BD6AEBCFF5CA2570DB007C7647/\\$file/WorkplaceRelations1996Vol3.pdf](http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/8188A6BD6AEBCFF5CA2570DB007C7647/$file/WorkplaceRelations1996Vol3.pdf)



STATE LEGISLATION

Anti-Discrimination Act 1991

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

Education (General Provisions) Act 2006

An Act to consolidate and amend the law relating to education and for related purposes:

- ▶ <http://www.legislation.qld.gov.au/Search/isysquery/7bc6bb2c-542c-4a78-b888-c20f4c9398cc/7/doc/EducGenPrA06.pdf>

Education (Queensland Studies Authority) Act 2002

An Act to establish the Queensland Studies Authority, to confer functions on the authority including functions about developing and accrediting 1–12 syllabuses and preschool guidelines, testing, assessment, moderation, certification, vocational education and training and tertiary entrance, to establish the Office of the Queensland Studies Authority, and for other purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducQStAuA02.pdf>

Fair Trading Act 1989

An Act to make provision with respect to certain unfair or undesirable trade practices, to regulate the supply of goods and services, to provide for consumer authorities and for related purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FairTradA89.pdf>

Freedom of Information Act 1992

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FreedomInfoA92.pdf>

Higher Education (General Provisions) Act 2008

An Act to provide for the approval of the establishment or recognition of universities, approval of the operation of overseas higher education institutions or interstate universities, accreditation of courses offered by non-university providers, and for other purposes:

- ▶ <http://www.legislation.qld.gov.au/Search/isysquery/eb3370a7-4a7c-434d-a324-9bce52b1fe76/2/doc/HighEducA08.pdf>

Industrial Relations Act 1999

An Act relating to industrial relations in Queensland, and for other purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/IndustRelA99.pdf>

Vocational Education, Training and Employment Act 2000

An Act to provide for vocational education, training and employment:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

Vocational Education, Training and Employment Regulation 2000

Regulation about Registered Training Organisations and Accrediting Courses; Apprentices and Trainees – Training Contracts, Training Plans, Training Records; Fair Procedures; Vocational Placement and Fees:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmR00.pdf>

Workers' Compensation and Rehabilitation Act 2003

An Act to establish a workers' compensation scheme for Queensland, and for other purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompA03.pdf>

Workplace Health and Safety Act 1995

An Act about workplace health and safety, and for related purposes:

- ▶ <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaA95.pdf>



OTHER REGULATORY REQUIREMENTS

COMMONWEALTH:

Australia Quality Training Framework 2007

- ▶ http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/aqtf/

Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)

- ▶ <http://www.ncver.edu.au/vetsystem/publications/872.html>

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

- ▶ http://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/National_Code_2007_pdf.pdf

STATE:

Change of Organisational Status Policy

- ▶ http://www.trainandemploy.qld.gov.au/resources/registration_audit/pdf/reg_org_status_policy.pdf

Fee Schedule for Recognition of Training Services in Queensland

- ▶ http://trainandemploy.qld.gov.au/resources/registration_audit/pdf/feescharges.pdf

Requirements of a Training Plan for an Apprentice or Trainee (Training and Employment Guideline 15)

- ▶ http://www.trainandemploy.qld.gov.au/resources/about_us/pdf/g15.pdf

Retention of Student Results and Assessment Records Policy

- ▶ http://www.trainandemploy.qld.gov.au/resources/registration_audit/pdf/reg_resource_policy_retention_student_results.pdf

Transition Requirements and Maintaining Current Scope of Registration

- ▶ http://www.trainandemploy.qld.gov.au/resources/registration_audit/pdf/reg_resource_policy_transition_requirements.pdf

NOTE: For further information, you may contact our Training Co-Ordinator.



CAREER PATHWAYS

Section No.: 4

The Water Industry Operations & Laboratory Operations Training Package are designed as a pathway into a career in the Water & Wastewater Plant Operations & Laboratory Operations Industries.

When the student has shown competence in the required units for attainment of the particular Certificate or Diploma they will be awarded a Certificate.

This certificate will list all the Course Units that competency was shown in for this course.

If a student has not yet completed all the required units for a particular qualification then these units can then be credited to further training as the trainee's career path is established.

Further training options such as Certificate III in Water Industry Operations are shown in the Simmonds & Bristow Course Outline Brochure 'Training for the Water Industry Professional' to be found after this Orientation Booklet and on the Simmonds & Bristow website. This Brochure identifies further career pathways for the student in Water Industry Operations

Career training paths in laboratory Operations start with a Certificate II & move through to a Diploma. The attainment of these qualifications will allow career progression in the Laboratory Industry.



WORK READINESS ASSESSMENT INTRODUCTION

Section No.: 5

This is an explanation of how the Work Readiness Assessment Booklet is used during the training.

You will have been through the Training Needs Assessment to discuss your training plan to achieve your qualification and how the training program will be delivered and your responsibilities. You should now be familiar with your Training Plan, with its content and structure, and the stages and steps to work through the training plan and earn your qualification. You will be required to sign this plan to show your acknowledgment.

A Work Readiness Assessment Booklet has been designed to record the skills and knowledge you have gained and a formal sign-off document at the competent completion of each unit.

The W.R.A. is conducted at your workplace and is intended as an opportunity for you to demonstrate your competence in the skills you have been trained and your application of those skills on the job. Some elements of this assessment will be conducted by demonstration, some by question & answer and if required by role play.

To be found competent in the Cert/Diploma course, you must not only be found competent in all your exams & assessment, you must also display competence during your W.R.A.



STUDENT'S COPY

STUDENT ORIENTATION ACKNOWLEDGMENT FORM

Section No.: 6.1

INTRODUCTION

On the first day of training our trainer will walk you through how the training will be delivered, what the course is all about, ie, modules to be delivered, and outcomes for students on completion of the course.

POLICIES

On the first day of training, the following policies will be discussed by our trainer, and students are requested to sign below to confirm they have read and understand these policies, and aware of the relative legislation:

- Code of Practice;
- Human Resource Policy;
- Physical Resource Policy;
- Recognition of Prior Learning Policy and Credit Transfer;
- Complaint and Appeal Policy;
- Access and Equity Policy;
- Refund Policy; and
- Legislation and Regulatory Compliance.

Two (2) copies of this form have been included in the Orientation Booklet.
Please sign both copies.
With all signatures completed, retain one copy, tear out the second copy,
hand to our trainer on the first day of training.

I have read and understood Simmonds & Bristow Pty Ltd's policies as outlined in their Orientation Booklet.

Student Name:
Please Print

Student Signature:
Date:

Trainer's Name:
Please Print

Trainer's Signature:
Date:



TRAINER(S&B)'S COPY

STUDENT ORIENTATION ACKNOWLEDGMENT FORM

Section No.: 6.1

INTRODUCTION

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Student Name:
Please Print

Student Signature:
Date:

Trainer's Name:
Please Print

Trainer's Signature:
Date:



TRAINING EVALUATION FORM

Section: 6.2

COURSE TITLE

DATE OF COURSE

LOCATION

TRAINER/INSTRUCTOR

STUDENT NAME (OPTIONAL)

This questionnaire has been designed to get your feed back on the course you have just attended. We appreciate the time you have taken to complete the form. All information or comments you give are confidential and for our monitoring use only.

Your feedback is valuable to us and will be used in our continuous improvement process to ensure we are meeting your training needs and expectations. It also gives us essential information on how we can improve course content and delivery.

Please complete the form as honestly as possible - your input is much appreciated.

Thank You.

1. THE OBJECTIVES OF THIS COURSE WERE CLEARLY STATED.

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

2. THE PROGRAM ACHIEVED THE COURSE OBJECTIVES.

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

3. THE TIMETABLE OF THE COURSE WAS WELL STRUCTURED.

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

4. THE SUBJECT MATTER WAS RELEVANT TO MY NEEDS/JOB

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree



5. THE TRAINING AIDS, MANUALS, HANDOUTS, ETC WERE USEFUL

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

6. THE TRAINING METHODS WERE EFFECTIVE.

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

7. THE TRAINER WAS APPROACHABLE AND ATTENTIVE TO INDIVIDUAL NEEDS

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

8. THE TRAINER ENCOURAGED INTERACTION WITH THE STUDENTS

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

9. THE TRAINER WAS PROFESSIONAL AND HAD GOOD INDUSTRY KNOWLEDGE.

- Strongly agree
- Agree
- Neither agree/disagree
- Disagree

10. BASED ON YOUR COMMENTS ABOVE, DO YOU HAVE ANY SUGGESTIONS ON HOW THE COURSE COULD BE IMPROVED.

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