

NWP - National Water Training Package

(Release 3.0)

Registered Training Organisation RTO Code: 1735

Learner Orientation Booklet



LEARNER NAME: _____

DELIVERY LOCATION: _____

COMMENCEMENT DATE: _____

Form: B4.3-FM024
Rev: 10
Date: 14/09/2020



Head Office: 40 Reginald Street, Rocklea QLD 4106
Postal Address: PO Box 849, Archerfield QLD 4108
1800 620 690 | +617 3434 3800 | Fax: +61 7 3434 3899
sales@simmondsbristow.com.au |
www.simmondsbristow.com.au
RTO 1735 ABN 33 010 252 418



Simmonds & Bristow Pty Ltd

Learner Orientation Booklet

INDEX

DESCRIPTION	SECTION
Course Introduction	1
Learner Policy	2
Code of Conduct (i) Learner's copy (ii) Trainer's copy	2.1
Code of Practice Policy	2.2
Human Resources Policy	2.3
Physical Resources Policy	2.4
Recognition of Prior Learning (RPL) Policy and Credit Transfer	2.5
Complaint and Appeal Policy	2.6
Access and Equity Policy	2.7
Refund Policy	2.8
Award Issue and Re-issue Policy	2.9
Enrolment and Assignments Submission Policy	2.10
Legislation and Regulatory Compliance	3
Career Pathway	4
Work Readiness Assessment Introduction	5
Forms to be Completed	6
Learner Orientation Acknowledgment Form (i) Learner copy (ii) Trainer's copy	6.1
Learner Questionnaire	6.2
Training Plan	6.3



TRAINING INTRODUCTION

Section No.: 1

INTRODUCTION

Welcome to NWP - National Water Training Package training. This Learner Orientation Booklet is designed to give you some introductory information into the training you are about to start.

The information below is written especially for face to face and virtual training, where you directly interact with a Simmonds and Bristow trainer. Independent learners should ensure they contact our training team if they have questions or comments about the Training Plan and/or independent (e-learning) delivery method to which they have been enrolled.

Learners should ensure they do their own review of the Learner Orientation Booklet and contact training@simmondsbristow.com.au with any questions or clarification requests they may have. All learners who complete our online enrolment process will have accessed and confirmed acknowledgement of the policies as part of their enrolment completion process.

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, your responsibilities and the outcomes for learners on completion of the course. For workshops, you will be briefed on the topic(s) the workshop is to cover, and any potential there is to upgrade the training to a competency based outcome.

You will have been through a Training Needs Assessment to discuss your training plan to achieve your qualification (this may have been completed on your behalf by your employer). You should make sure you are familiar with your Training Plan, with its content and structure, and the stages and steps to work through the training delivery and assessment process and earn your qualification. You will be required to sign the Training Plan to show your acknowledgment. For workshops, there is not normally a Training Plan and/or assessment. Learners will receive a Statement of Attendance.

POLICIES

Prior to the first day of training, the following policies should have been accessed by you as part of your review of the content in this Learner Orientation Booklet. They are also available on our website here: <https://www.simmondsbristow.com.au/our-services/water-treatment-operator-training/>.

Learners are requested to sign a form* to confirm they have read and understand these policies and the Code of Conduct.

* Please note this acknowledgement is part of the online enrolment process, a separate form is not required.

- Code of Conduct
- 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
- Certificate Issue and Re-issue Policy
- Enrolment and Assignments Submission Policy



COURSE OUTLINE

Before you enrol into the course, you or your employer should have been issued with a course description on our website (virtual training), a course flyer/brochure or a formal proposal (if it's a customised training program). By enrolling into this course, you are agreeing to the proposed outline of the course and Fee. Please contact us to get a copy of the brochure or proposal if you haven't had access to this information.

The course will be outcome based (you have to show that you understand the training by intergrating the theory and practical training into doing your job in front of a visiting Simmonds & Bristow Trainer). Refer to the attached Training Plan to find your training and assessment arrangements. You will be expected to complete Written, Verbal, Practical Exams & Written Assignments prior to your WRA. (Work Readiness Assessment). The WRA is usually conducted 1 – 3 months after we can confirm satisfactory completion of required assignments. Refer to section 2.10 of this book for enrolment and assignment submission timeframe.

WORKSHOP OUTLINE

Before you enrol into the workshop, you or your employer should have been issued with a workshop content description on our website (virtual training), a workshop flyer/brochure or a formal proposal (if it's a customised training program). By enrolling into this workshop, you are agreeing to the proposed outline of the workshop and Fee. Please contact us to get a copy of the brochure or proposal if you haven't had access to this information.

HEALTH AND SAFETY

You must attend the training sessions as if you were going to a work. You are required to wear environment appropriate clothing and any mandatory PPE requirement like Safety Boots, Hat and Sunglasses etc. as directed by your trainer. You are required to conduct yourself under the OH&S Act.

RECOGNISING PRIOR LEARNING AND CURRENT COMPETENCIES

During your pre-training communication, you will be offered an opportunity to identify any training or work that you are already performing competently so the training process can be made simpler for you. On-the-job assessments may also be conducted to evaluate your current competency in the workplace and work readiness. These may 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 (Australian Qualification Framework) 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 into higher levels of further education.

AQF certification documentation (i.e. Certificate, Statement of Attainment) is issued to you within 30 calendar days of:

- You the learner being assessed as meeting the requirements of the training product; and
- The training program you are enrolled is complete; and
- Providing all agreed fees that you owe to Simmonds & Bristow have been paid and a valid USI has been provided.

WORKSHOP OUTCOME

The workshop will not be competency outcome based, while knowledge and practical skills may be gained by participation, there is no formal competency assessment associated with workshops. Attendees will be issued a Statement of Attendance.



CONTACTS

Company: Simmonds & Bristow:

Tel: 07 3434 3800

Fax: 07 3434 3899

Email: training@simmondsbristow.com.au

Head Office address: Unit 2, 40 Reginald Street, Rocklea QLD 4106

Postal address: PO Box 849, Archerfield QLD 4108



LEARNER'S COPY

CODE OF CONDUCT

Section No.: 2.1

The following code applies to the Learners, Trainers, Assessors & Validators participating in the Water Operations training delivery. This is to outline your and our responsibilities, as participants of the course. As a learner, you have certain obligations to your employer, training staff and yourself. Below is the minimum Code of Conduct requirement which is required of the learners, 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 workday, this includes appropriate PPE;
- Not to be under the influence of alcohol or any drugs;
- To treat fellow learners 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 your 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 Workplace 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 to conduct themselves in a sexist manner;
- Written answers must be in your own words or clearly identified as a group answer where the trainer has facilitated and approved group/team answers or evidence collection;
- To complete all out of session assessment material in a timely manner;
- To take responsibility for all materials provided for the training; and
- Notify the Training Coordinator of any changes to personal details (particularly postal address).

 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 Trainer's copy,
 hand it to the 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 the training.

Learner Name:
Please Print

Trainer Name:
Please Print

Learner Signature:

Trainer Signature:

Date:

Date:



TRAINER(S&B)'S COPY

CODE OF CONDUCT

Section No.: 2.1

The following code is with regards to the Learners, Trainers, Assessors & Validators participating in the Water Operations training delivery. This is to outline the learner and trainers responsibilities as participants of the course. As a learner, you have certain obligations to your employer, training staff and yourself. Below is the minimum Code Of Conduct requirement that is required:

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 workday, this includes appropriate PPE;
- Not under the influence of alcohol or any drugs;
- To treat fellow learners 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 Workplace 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 to conduct themselves in a sexist manner;
- Written answers must be in your own words or clearly identified as a group answer where the trainer has facilitated and approved group/team answers or evidence collection; To complete all out of session assessment material in a timely manner;
- To take responsibility for all materials provided for the training; and
- Notify the Training Coordinator of any changes to personal details (particularly postal address).

 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 Trainer's copy,
 hand it to the 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 the training.

Learner Name:
Please Print

Trainer Name:
Please Print

Learner Signature:

Trainer Signature:

Date:

Date:



CODE OF PRACTICE POLICY

Section No.: 2.2

As a Registered Training Organisation, Simmonds & Bristow Pty Ltd (RTO1735) has agreed to operate within the Principles and Standards for RTOs 2015, 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 learners 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 learner 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 has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

We have sound management practices to ensure effective client service. In particular, we have client service standards to ensure timely issue of learners 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 learner welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. 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 learners 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 and Federal training agencies. This covers random quality audits, audits following complaint and audit for the purposes of re-registration.

Learners 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 learner fees until used for training/assessment. We have a Refund Policy which is fair and equitable.



- Learner records are managed securely and confidentially and are available for learner perusal on request.
- The company maintains individual records on each course with training arrangements for each learner outlined on their Training Plans.
- The learners are appraised during the course and their appraisal records and copies of their assessment maintained in their learner files for each course individually.
- Documentation provided to the learners who have attended the course is kept on file for later reference, and accessibility.
- Certificates are accessible in an electronic format and as a hard copy accessible from the learner's personal file.
- During the initial training interview, you may be put onto speakerphone and the conversation recorded for training purposes. Please advise the Trainer if you do not wish for this to occur.

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 learners.

Simmonds & Bristow will be bound by the Education Services for Overseas Learners.

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.

The following staff are nominated for the conduct of training as at 14th September 2020:

Ms Liz Millan
Mr William Oldroyd
Dr Travis Robinson
Ms Kim Kerby

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 Vocational Education and Training (VET) Quality Framework.
- 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 in Training and Assessment, 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

Our training offered in our courses is conducted either at training rooms organized in central cities (for Open Industry courses), or at the clients' site. Classroom resource centre sizes and facilities are typically determined by the client organisation.

If 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 in 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 learner in the form of manuals, which contain all information required for the learner to attend and successfully complete the course.

The physical environment we provide:

- Is conducive to learning and learners' 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
- Considers issues of quality and quantity to allow for repetitive practice
- Are comparable to resources encountered in industry
- Are up-to-date and allow for transference of principles to equipment currently in use
- Allow for the 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 learners 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.
- The decision relating to the granting of the competency(s) by RPL Application will only be reached after examination of documented results of prior studies, support information provided and learner interview, if necessary, related to the application.

CREDIT TRANSFER

We will recognise all Qualifications and Statements of Attainment issued by other RTOs in accordance with the Vocational Education and Training (VET) Quality Framework and AQF standards.

Simmonds & Bristow will issue a credit transfer for the 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).

When Credit Transfer is required, the learner is required to either present the original certificate to our trainer or provide a [certified copy](#). A certified copy is a copy of the original document that has been verified as a true copy by an authorized person after they have signed the original (for example a JP).



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 learner(s), with either Simmonds & Bristow's Management, immediate trainer, or Training Coordinator depending on the circumstances of the complaint.
2. All parties involved in the complaint will meet with Simmonds & Bristow Pty Ltd's Management and the learner 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 learner(s) or Simmonds & Bristow 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 Pty Ltd'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 learner does not agree with the results of the assessment process, he or she has the right to appeal. A learner seeking an appeal against an assessment, will have full access to the assessment tools used, their assessment papers, and personal learner file.

The following procedures for an appeal process shall be observed:

- Step 1. The appeal shall first be raised by the learner 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, learner, and responsible trainer.
- Step 3. Failing a settlement of the appeal, it shall be dealt with by way of a mediation meeting between the Simmonds & Bristow managing director, chief trainer, and learner, in which the learner will have an opportunity to present his/her case.
- Step 4. If the matter cannot be settled by the above procedures, the learner(s) can seek an independent arbitrator from the relevant government authority. Simmonds & Bristow 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 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 of 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 affect this are:

- To ensure the establishment of non-discriminatory learner 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 training course or workshop, participants are entitled to a full refund or transfer of funds to a future course or workshop within the following 12 months.
- Full refunds are made for cancellations received in writing 14 days prior to the program. 50% refund for cancellations made within 14 days and prior to 7 days of commencement of the course. No refunds 7 days or less prior to commencement.
- No refund is available to participants who leave before completion of the training unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. Should participants in these circumstances wish to study the 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 held 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-rata refunds for eligible learners.
- 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 workshop or course, course, objectives and any assessment requirements. The cost of the training is to be detailed and clearly state the payment conditions.



AWARD ISSUE AND REISSUE POLICY

Section No.: 2.9

Award Issue Policy

A certificate or diploma and a transcript of completed units of competency will be supplied to the learner when all units for the course they are enrolled in are completed and paid for. A Statement of Attainment will be supplied to the learner who completes one or more but not all modules in a qualification or completes additional units of competency above the number in the qualification training plan. If the learner attends the course but does not achieve competency in any unit, a Statement of Attendance can be issued on request.

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

Award Re-issue Policy

If the learner requests a re-issue of their Diploma/Certificate/Statement of Attainment/Statement of Attendance due to any reason that is no fault of Simmonds & Bristow Pty Ltd, a re-issue charge of \$90 plus GST applies.

The learner must fill in a Re-issue Application to provide detailed information of the re-issue request including postal address for the award and a declaration of invalidation of original. The re-issued document will have the same content as the original one. The word "reissue" will be printed on the document. The signatory will be a current member of staff that is able to sign qualifications at the time of re-issuance.

Award Copy Re-issue Policy

If the learner requests a re-issue (re-emailing) of the electronic copy of their Diploma/Certificate/Statement of Attainment/Statement of Attendance due to any reason that is no fault of Simmonds & Bristow Pty Ltd, a re-issue charge of \$60 plus GST applies.



ENROLMENT AND ASSIGNMENTS SUBMISSION POLICY

Section: 2.10

The purpose of this Enrolment and Assignments Submission Policy is to ensure a consistent and transparent practice for all parties involved.

Certificate II/III and Short Courses

Certificate II and III full qualification and any level of Short Courses' normal enrolment period is defined to be 1 year from the first day of delivery or the duration specified in the funding contract if applicable.

Learners are required to submit the course assignments within 4 months after the last day of classroom training. Learners and their employer, (if the employer has paid the course fee), will be contacted if they fail to submit their assignments, and will be given another deadline for assignment submission. The learners will have maximum 3 chances (3 deadlines including the initial one), to submit their assignments, up to a total of 3 months extension (with absolute final deadline 6 months after the last day of classroom training). If the learner fails to complete/submit their assignments within the time frame, the enrolment will be closed with no further extensions, assessment or training to be conducted for the learner under that particular enrolment unless extreme circumstances apply. Extension requests must be made in writing (email is preferred).

For correspondence study learners, assignments are to be submitted 3 months prior to reaching the end of the 1 year enrolment period.

Certificate IV and Diploma

Certificate IV and Diploma: normal enrolment period is defined to be 2 years from the first day of delivery or the duration specified in the funding contract if applicable.

Certificate IV and Diploma level courses generally require submission of assignments related to UoC delivered within 2 months of each unit's delivery completion. Absolute final assignment submission deadline for all outstanding units is 4 months prior to the enrolment end date (contract end date where funding applies).

All level of Enrolments

Exceptions apply to enrolments involving government funding (e.g. User Choice). In that case, the enrolment period refers to the training contract terms and conditions. The absolute final assignment submission deadline will be notified to learners and their employer, allowing time for assessment and resubmission if necessary.

In the cases below, the enrolment may be closed and the units that the learner has commenced will be recorded as "withdraw":

- Failure to follow the above assignment submission timeframe; and
 - i Funding contract final date for results submission is reached; or
 - ii Simmonds & Bristow is unable to contact the learner using any of the contact details (phone or email addresses) provided upon enrolment or during the enrolment period.

The above procedures have been put into place to ensure all learners are being treated fairly and consistently.



LEGISLATION & REGULATORY COMPLIANCE

Section No.: 3

Simmonds & Bristow will comply with the following legislation and regulatory bodies (links are valid as at 14th September 2020).

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:
<https://www.legislation.gov.au/Details/C2014C00008>

Copyright Act 1968

An Act relating to copyright and the protection of certain performances, and for other purposes:
<https://www.legislation.gov.au/Details/C2016C00741>

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability:
<https://www.legislation.gov.au/Details/C2016C00763>

Privacy Act 1988

An Act to make provision to protect the privacy of individuals, and for related purposes:
<https://www.legislation.gov.au/Details/C2016C00838>

Racial Discrimination Act 1975

An Act relating to the Elimination of Racial and other Discrimination:
<https://www.legislation.gov.au/Details/C2016C00089>

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:
<https://www.legislation.gov.au/Details/C2016C00880>

Fair Work (Registered Organisations) Act 2009

An Act relating to workplace relations, and for other purposes:
<https://www.legislation.gov.au/Details/C2016C00479>

QLD 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:
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1991-085>

Education (General Provisions) Act 2006

An Act to consolidate and amend the law relating to education and for related purposes:
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2006-039>

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:
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1989-084>



Right to Information Act 2009

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2009-013>

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:

<https://www.legislation.qld.gov.au/view/pdf/asmade/act-2008-025>

Industrial Relations Act 1999

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

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-063>

Further Education and Training Act 2014

An Act to streamline the regulation of apprenticeships and traineeships, to establish a robust and modern legislative framework for training and to make minor and consequential amendments to other legislation as stated in schedule 1

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2014-025>

Workers' Compensation and Rehabilitation Act 2003

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

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2003-027>

Work Health and Safety Act 2011

An Act to provide comprehensively for work health and safety, to provide for a new definition of asbestos in particular legislation and for a work health and safety levy, to amend other legislation as a consequence, and to amend the Workers' Compensation and Rehabilitation Act 2003 for particular purposes

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018>

OTHER REGULATORY REQUIREMENTS

Standards for Registered Training Organisations (RTOs) 2015

<http://www.comlaw.gov.au/Details/F2014L01377>

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

<https://www.ncver.edu.au/rto-hub/avetmiss-for-vet-providers>

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

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

Australia Qualification Framework

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia encompassing higher education, vocational education and training and schools. <http://www.aqf.edu.au/>

NOTE: For further information, you may contact our Training Coordinator.



CAREER PATHWAYS

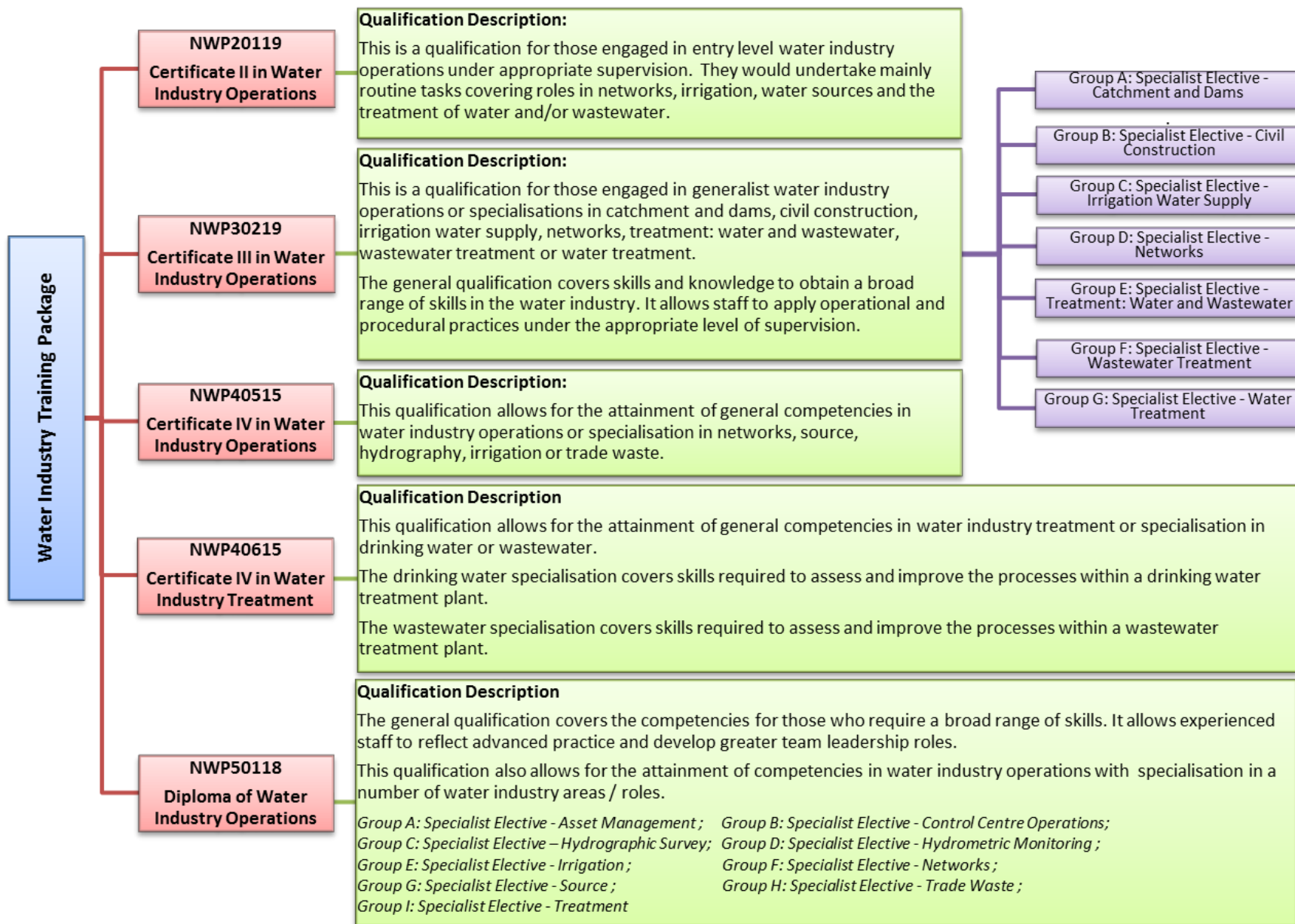
Section No.: 4

The Water Operations Training Package is designed as a pathway into careers in the Water & Wastewater network and Plant Operations industries. See the chart next page.

When the learner has shown competence in the required units for attainment of the particular qualification, they will be awarded a Certificate or Diploma as appropriate.

This will be accompanied by a Statement of Attainment or Record of Results which will list all the course Units that competency was shown in for this course.

If a learner has not yet completed all the required units for a particular qualification then these units can be credited to further training as the learner's career path is established. A Statement of Attainment only will be issued in this case.





WORK READINESS ASSESSMENT INTRODUCTION

Section No.: 5

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

As part of our assessment strategy, we conduct a one-on-one Work Readiness Assessment (WRA) in the workplace, to ensure you have successfully translated the training in the workplace.

The WRA is normally conducted at your workplace, either Remote WRA with phonecall/video conferencing/video streaming or Onsite WRA in person. It is intended as an opportunity for you to demonstrate your competence in the skills in which 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. In some cases, if the Unit of Competency being assessed is not very tightly related to specific worksite technology operation, WRA may be conducted in the classroom or over the phone. This may be particularly relevant for some Certificate IV and Diploma learners.

WRA results will be recorded in the Overall Evidence Guide against each element, performance and knowledge evidence. A Work Readiness Assessment Form may also be required to be completed.

To be found competent, you must not only be found competent in all your exams & assessment, you must also display competence during your WRA.



LEARNER'S COPY

LEARNER 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, i.e., modules to be delivered and outcomes for learners on completion of the course.

POLICIES

On the first day of training, the following policies will be discussed by our trainer, and learners are requested to sign below to confirm they have read and understand these policies, and are 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.
- Enrolment and Assignments Submission Policy

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 it to the trainer on the first day of training.

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

Learner Name:
Please Print

Trainer Name:
Please Print

Learner Signature:

Trainer Signature:

Date:

Date:



TRAINER(S&B)'S COPY

LEARNER 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, i.e., modules to be delivered, and outcomes for learners on completion of the course.

POLICIES

On the first day of training, the following policies will be discussed by our trainer, and learners are requested to sign below to confirm they have read and understand these policies, and are 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.
- Enrolment and Assignments Submission Policy

 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 it to the trainer on the first day of training.

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

Learner Name:
Please Print

Trainer Name:
Please Print

Learner Signature:

Trainer Signature:

Date:

Date:

LEARNER QUESTIONNAIRE

Section: 6.2

AQTF Quality Indicators

LEARNER SURVEY

Cover letter

Dear Water Operation/Treatment Course Learner,

I invite you to take part in a survey being conducted by Simmonds & Bristow to seek your views on the quality of our education and training. The outcomes play an important role in developing and delivering training at Simmonds & Bristow.

Your feedback counts. The survey is being conducted to collect feedback from learners on their views about their learning experiences. Simmonds & Bristow uses the feedback it receives from learners as part of its continuous improvement processes to ensure it provides quality training and assessment. Simmonds & Bristow must also provide a summary report of feedback from learners to its Registering Body to provide an indication of its performance. This is a condition of registration. The survey should take about 10 minutes to complete.

Please note that your response is private and confidential. All learners that enrolled in our courses, either full qualification courses or short course will be given this survey to fill in. The survey will be distributed and collected by trainer on the last practical face-to-face training/assessment date of the course or by mail/email. It is your option whether to put your name on the survey or not. **Individual respondents will not be identified in any data or reports. Survey responses will not be linked with enrolment records.**

Participation in this survey is highly valued but voluntary. You are free to withdraw consent at any time. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

If you have any questions about this survey or would like further information, please contact our Training Coordinator at Simmonds & Bristow on 07 3434 3800 or training@simmondsbristow.com.au.

Thank you for considering your involvement in this survey. We wish you all the best in your future education and career.

The survey can be sent by one of below options:

Post to:

Training Coordinator
Simmonds & Bristow Pty Ltd
PO Box 849
ARCHERFIELD QLD 4108

Email: training@simmondsbristow.com.au

Fax: 07 3434 3899