



Student Handbook

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CODE OF PRACTICE

INTRODUCTION TO POLICIES

1. POLICIES ABOUT QUALITY TRAINING & ASSESSMENT SYSTEMS

- 1.1 Circulation & Implementation of Policy & Procedures
- 1.2 Designation of Authority & Responsibilities
- 1.3 Complaints & Assessment Appeals Policy
- 1.4 Partnership Agreements
- 1.5 Risk Management
- 1.6 Collection and Use of Feedback

2. COMPLIANCE WITH COMMONWEALTH, STATE/TERRITORY LEGISLATION & REGULATORY REQUIREMENTS

- 2.1 General Introduction to Compliance with Regulations
- 2.2 Specific Guidelines
 - 2.2.1 Maintain a Safe Training Environment
 - 2.2.2 Computer Facilities
 - 2.2.3 Electrical Equipment
 - 2.2.4 Fire Safety
 - 2.2.5 First Aid
 - 2.2.6 Lifting
 - 2.2.7 Work and Study Areas

3. EFFECTIVE FINANCIAL MANAGEMENT PROCEDURES

- 3.1 Certification of Accounts
- 3.2 Fair & Reasonable Payment and Refund Policy

4. EFFECTIVE ADMINISTRATIVE & RECORDS MANAGEMENT

- 4.1 Procedures to Ensure the Integrity, Accuracy & Currency of Records
- 4.2 Retention of Records
- 4.3 Up-to-Date Records of Enrolments & Participation

5. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

6. ACCESS & EQUITY & STUDENT SERVICE

- 6.1 Access and Equity
- 6.2 Dissemination of Clear Information to Students
- 6.3 Student Support
- 6.4 Welfare and Guidance Services
- 6.5 Disciplinary Procedures

7. COMPETENCE OF RTO STAFF

- 7.1 Staff, Trainers & Assessors Qualifications & Experience

8. ASSESSMENT REQUIREMENTS

- 8.1 Competency Based Training And Assessment
- 8.2 Recognition of Prior Learning (RPL)
- 8.3 Steps to follow to apply for RPL

9. LEARNING & ASSESSMENT STRATEGIES

- 9.1 Appropriate Development, Adaptation & Delivery of Training & Assessment Products

10. ISSUING OF QUALIFICATIONS & STATEMENT OF ATTAINMENT

11. USE OF NATIONAL & STATE/TERRITORY LOGOS

12. ETHICAL MARKETING & ADVERTISING

CODE OF PRACTICE

This Code of Practice serves as a preface to the Policies and Procedure's Manual.

Our Commitment

Teen Challenge Training is committed to high standards in the provision of Vocational Education and Training and other Trainee services. The policies set out in this **Code of Practice**, and in our **Policies and Procedures Manual** underpin the operations of Teen Challenge Training. We understand that our registration as a Registered Training Organisation may be withdrawn if we do not honour these obligations.

Legislative Requirements

Teen Challenge Training will comply with all Legislative requirements of State and Federal Government, for example; Work Place Health and Safety, Blue card requirements, Workplace Relations, Anti Discrimination, Privacy, Equal Opportunity and the Vocational Education, Training and Employment Act 2000.

Access and Equity

Teen Challenge Training will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

External Review

Teen Challenge Training has agreed to participate in external monitoring and audit processes as required by the State Training Agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

Quality Management and Continuous Improvement Focus

Teen Challenge Training has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from Student, tutors, and industry representatives.

Management and Administration

Teen Challenge Training has policies and procedures which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard trainee fees until used for training or assessment. We have a fair and equitable refund policy. Trainee records are kept securely and confidentially and are available for trainee perusal on request. Teen Challenge Training will have any relevant insurance necessary for the operational needs of the organisation.

Marketing and Advertising

Teen Challenge Training markets 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 or training Products.

Training and Assessment Standards

Teen Challenge Training 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 Recognition Of Prior Learning (RPL). Adequate training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for Student who are not satisfied with assessment or training.

Course/Training Product Information

Teen Challenge Training provides accurate, relevant, and up to date course information for Student prior to commencement. This includes:

- i. Student selection, enrolment and induction/orientation procedures;
- ii. Course information, including content and vocational outcomes;
- iii. Fees and charges, including refund policy and exemptions (where applicable);
- iv. Provision for language, literacy and numeracy assistance;
- v. Student support, including any external support the organisation has arranged for students;
- vi. Flexible learning and assessment procedures;
- vii. Welfare and guidance services;
- viii. Appeals and complaints procedures;
- ix. Disciplinary procedures;
- x. Staff responsibilities for access and equity; and
- xi. Recognition of Prior Learning (RPL) arrangements and credit transfer.

INTRODUCTION TO POLICIES

This *Student Handbook* does not stand alone.

Student should also refer to specific information provided about Courses. This may include:

- Outlines of Course content or competencies
- Specific payment and refund policies relating to individual Courses
- Assessment
- Course outcomes – with respect to, for example, possible employment outcomes
- Information provided at orientation – usually the first training session of the Course

Student should not hesitate to contact our staff if they are unable to locate this information on the website or in documents provided.

Above all, we hope that your training experience with us is rewarding and fulfilling – everything you were hoping for plus more.

Any forms that you may require are accessible on the website www.teenchallengetraining.org.au if you are unable to locate the required from here please contact one of the training staff who can assist you.

The information provided here is designed to contribute to this outcome. Through this process we can all work together to achieve a great outcome for you and your future!

1. POLICIES ABOUT QUALITY TRAINING & ASSESSMENT SYSTEMS

Firstly, you need to be aware that we do have policies about most things. Even if you are not aware of what the policy is, we probably have one.

These policies give us guidelines for our operation and help ensure that we maintain satisfactory standards in every area. Furthermore, the Government authorities who supervise training require us to have policies that they consider to comply with good training and organisational practice.

So if you don't know what the policy is, you can just ask. Some of the policies we have are not of interest to most Student, e.g. because they relate to internal or staff issues. So we try to provide Student with what is most relevant to them.

We have policies about the following:

- customer complaints and appeals
- risk identification and management
- continuous improvement
- administrative and records management
- financial management, including refund policies and systems to protect fees paid in advance
- recognition of qualifications issued by other RTOs
- access and equity
- Student selection, enrolment and induction/orientation
- staff recruitment, induction, and ongoing development
- competency in delivery and assessment
- strategies for learning and assessment

1.1 Circulation & Implementation of Policy & Procedures

We try to ensure that all our staff and training partners are familiar with our policies. However, if you find that the staff you are dealing with don't know please contact our office.

1.2 Designation of Authority & Responsibilities

As with most organisations, different staff have different responsibilities. Hopefully you will find that there is someone to help you with any particular difficulty you have.

For example, if you are paying fees for your training, you should know which person is responsible for receiving the fees, issuing refunds, etc.

The person ultimately responsible for the training provided by this organisation is the Chief Executive Officer (the "CEO"). If you ever have to go "right to the top", you may ask to speak to the CEO. He or she should be able to assist you, or direct you to the right person.

The CEO is ultimately responsible for the operation of this Registered Training Organisation (RTO). The CEO has a responsibility to ensure that everyone in the organisation knows what they should be doing, and is doing it well! The CEO is accountable to the Government Training Authorities for the operation of the organisation.

Our staff are there to do their best to work with you to make your training experience exceptional. If you think you can help us do our job better please let us know. A bit of positive feedback wouldn't go astray either.

1.3 Complaints and Assessment Appeals Policy

If you do have a complaint about something (including an assessment issue), this is what our policy says:

- a. Student need to feel free to discuss any issues about any Course related matter with any Staff Member they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, the Staff Member must complete a **Complaints: Staff Report Form** and then ensure that the Manager of V.E.T. receives the form within seven (7) days of the complaint being made.
- b. In the case of Assessment Issues, the Trainee should first approach the Trainer/Assessor conducting the Assessment.
- c. If the issue cannot be resolved informally in these initial discussions, the trainee should be advised of the formal complaints and appeal procedure process by the Staff Member who has had the initial discussions. In particular, the Trainee should be advised of the option of submitting a **Complaints Form** or an **Appeal of Assessment Form**.
- d. The Trainee has the option of submitting a **Complaints Form** or an **Appeal of Assessment Form** to either a Staff Member, or directly to the Manager of V.E.T., at any time regardless of any prior communication with other staff on an issue.
- e. If a Trainee submits a **Complaints Form** or an **Appeal of Assessment Form** to a Staff Member, the Staff Member is encouraged to try and resolve the issue with the Trainee.
- f. Regardless of whether a successful outcome is achieved or not with the trainee as a result of the Staff Member's response, the Staff Member must complete a **Complaints: Staff Report Form** and attach this **Complaints: Staff Report Form** to the **Complaints Form** or **Appeal of Assessment Form** (if a **Complaints Form** has been submitted).
- g. The Staff Member must then ensure that the Manager of V.E.T. receives both forms with in three (3) days of which ever is the earlier of either:
 - a. Resolution of the situation, or,
 - b. A period of fourteen (14) days of the initial receipt of the **Complaints Form** or an **Appeal of Assessment Form**
- h. If the situation has not been resolved by a Staff Member who has received a **Complaints Form** or an **Appeal of Assessment Form** within fourteen (14) days, the Manager of V.E.T. will either attempt to resolve the issue, or ask an Independent Appointee to try and resolve the situation.
- i. If the Manager of V.E.T. receives a **Complaints Form** or an **Appeal of Assessment Form** directly from a Trainee, the Manager of V.E.T. will contact Staff involved in conducting the course and request that a **Complaints: Staff Report Form** be provided to him/her within seven (7) working days.
- j. Ultimately, the Manager of V.E.T. will then be responsible to ensure that either the aggrieved person is now satisfied, or to communicate the organization's position on the situation. This will include an opportunity for the appellant to formally present his or her case to an independent appointee; and be given a written statement of the appeal outcomes, including reasons for the decision.

- k. If the trainee feels that the matter is still not satisfactorily resolved then the trainee will be referred to external organizations of appeal (e.g. Anti-discrimination Board, DET complaints).
- l. The Manager of V.E.T. will ensure that a record of the resolution, or attempted resolution, is attached to the **Complaints: Staff Report Form** which is, in turn, attached to the initial **Complaints Form** or **Appeal of Assessment Form**.
- m. The Manager of V.E.T. will ensure that the RTO will act upon any complaint found to be substantiated. The Manager of V.E.T. will also produce a **Request for Improvement Form** relating to the situation which will also be reviewed and included in the annual internal audit.
- n. No charge or fee of any kind is applied to any complaint or appeal.

1.4 Partnership Agreements

As a Registered Training Organisation, we sometimes partner with other organisations or individuals who have experience or qualifications in a particular area of training.

We always have a written agreement with our Training Partners. This will specify how each party to the agreement will discharge its responsibilities for compliance with the *Standards for Registered Training Organisations*.

As a Trainee, you should benefit greatly from the combined strengths of our Training experience, and the expertise and professionalism of our Training Partners.

Our Training Partners may be involved in the administration, delivery, and assessment of training. However, at the end of the day, we are the Registered Training Organisation that is in the position of overall responsibility with the Nationally Recognised Training you are undertaking. Our Training Partners are obligated by our agreement to comply with our Policies and Procedures.

We think our Training Partners are a great asset. We hope you do too. Once again, your feedback is not only welcome, but encouraged!

1.5 Risk Management

As a RTO, we are required to make sure that we can follow through on the delivery of our responsibilities with respect to training.

That means that we must continually watch out for potential hindrances to this being accomplished. In fact, we regularly do Risk Assessments to check that we are aware of potential difficulties that might affect the delivery of high quality training.

By assessing and managing risk, we foster success.

We invite you to contribute to this process. If you are aware of anything that might potentially hinder the delivery of our training, please let us know.

1.6 Collection and Use of Feedback

As a valued judge of our performance in training, you will be formally invited to give us feedback. Generally, this will occur on at least three (3) occasions:

- Just after training has started
- Sometime near the middle of the Course
- At the end of the Course

Usually you will be invited to complete written Feedback Forms provided to you by the Trainer. If this is not occurring, we encourage you to ask for this to occur as a reminder to the Trainer.

As well as this, we invite you to provide us with feedback anytime.

If it appears to you that your feedback is not being responded to appropriately, we invite you to approach one of our Staff or Training Partners to speak openly about the situation. If you don't feel that you are being listened to, you can formally register your feedback with our administration office. Refer to **Complaints and Assessment Appeals Policy** for information on the process.

Naturally, we hope that you've got lots of good feedback for us. Our Staff and Trainers appreciate your encouragement too.

2. COMPLIANCE WITH COMMONWEALTH, STATE/TERRITORY LEGISLATION & REGULATORY REQUIREMENTS

2.1 General Introduction to Compliance with Regulations

Teen Challenge Training identifies and complies with relevant Commonwealth, State & Territory legislation and regulatory requirements including:

- a. Anti-Discrimination Act 1991 (Qld)
- b. Child Protection Act 1999 (Qld)
- c. Criminal Code 1899 (Qld)
- d. Commission for Children and Young People and Child Guardian Act 2000 (Qld)
- e. Domestic and Family Violence Protection Act 1989 (Qld)
- f. Drugs Misuse Act 1986 (Qld)
- g. Equal Opportunity in Public Employment Act 1992 (Qld)
- h. Family Law Act 1975 (Cth)
- i. Family Services Act 1987 (Qld)
- j. Freedom of Information Act 1992 (Qld)
- k. Industrial Relations Act 1999 (Qld)
- l. Juvenile Justice Act 1992 (Qld)
- m. Liquor Act 1992 (Qld)
- n. Police Power and Responsibilities Act 2000 (Qld)
- o. Privacy Act 1988 (Cth)
- p. Supported Accommodation Assistance Act 1994 (Cth)
- q. Tobacco and Other Smoking Products Act 1998 (Qld)
- r. Weapons Act 1990 (Qld)
- s. Workplace Health and Safety Act 1995 (Qld)
- t. Vocational Educational, Training and Employment Act 2000 (Qld)

To find state legislation please go to:

Queensland	http://www.legislation.qld.gov.au/OQPChome.htm
ACT	http://www.legislation.act.gov.au/
Northern Territory	http://www.nt.gov.au/lant/hansard/hansard.shtml
New South Wales	http://www.legislation.nsw.gov.au/
South Australia	http://www.legislation.sa.gov.au
Tasmania	http://www.thelaw.tas.gov.au/index.w3p
Victoria	http://www.legislation.vic.gov.au
West Australia	http://www.slp.wa.gov.au/statutes/swans.nsf

To find federal legislation please go to:

<http://www.austlii.edu.au/>

Once again, we ask for your assistance and cooperation in ensuring that individuals' rights are respected and upheld throughout all training related activities.

Throughout your Enrolment, Orientation, and Training periods with us, we will advise you of any legal rights or responsibilities you especially need to be aware of. We will also ensure that Workplace, Health and Safety guidelines are applied in a sensible and helpful manner.

Behaviour such as sexual harassment, bullying, racism and unlawful discrimination of any kind will be discouraged by this organisation. We're sure that most Student will be supportive of this approach. We're all for a safe and supportive training environment.

We ask Student to support our Staff in the fulfilment of their duties with respect to these issues. Sometimes, in the case of accidents, or near misses, this may require the writing of a report by one of our Staff. We would ask you to cooperate in this process so that issues may be accurately reported and any necessary action taken to ensure that the accident does not occur again (or occur at all).

Below is a brief description of each of the relevant acts listed above:

Act	Stated Purpose	Applicability to youth work
Anti-Discrimination Act 1991 QLD	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.	Defines, in Queensland, how discrimination relates to service provision and to events that may occur within the service. Is useful in making sure that a service is not (subtly or overtly) discriminating against anyone, and relating that to conditions of service.
Child Protection Act (1999) QLD	The purpose of this Act is to provide for the protection of children.	The Child Protection Act outlines the legislation relating to the care and protection of a young person who has suffered harm, is suffering harm or is at an unacceptable risk of suffering harm. A child is an individual under the age of 18 years. Is useful in knowing what your legal obligations are if you find out that a child has been abused. Explores issues of confidentiality with regard to reporting, and outlines how you <i>must</i> report.
Commission for Children and Young People and Child Guardian Act 2000 (QLD)	The object of this Act is to establish the Commission for Children and Youth People and Child Guardian to promote and protect the rights and interests and well-being of children in Queensland.	The Act outlines the purpose and activities of the Commission. To be a youth worker working with persons under 18 years of age you need a Blue Card – this is organized through the commission and the requirements etc are outlined in the Act. The Commission also investigates complaints about the treatment of children and young people and monitors the provision of services to children and young people including foster care, youth shelters etc through their Community Visitors scheme.
Criminal Code Queensland 1899 (QLD)	To declare, consolidate, and amend the Criminal Law.	Outlines what is a criminal matter, and how the law prosecutes most offences, including: <ul style="list-style-type: none"> • Assault • Rape • Theft • Forgery and Fraud Useful if you need to assist someone who has been involved in one of the above situations, and what options are open for getting legal help.
Domestic and Family Violence Protection Act 1989 (QLD)	An Act to provide for protection to a person against violence committed or threatened by someone else if a spousal, intimate personal, family or informal care relationship exists between the persons	Defines what Domestic Violence, and what Family Violence, are, and outlines the legal rights of the parties. Domestic violence occurs between two people in a marriage-like relationship. Family Violence occurs between members of the same family. Useful if you need to assist someone who has been involved in one of the above situations, and what options are open for getting legal help.
Drugs Misuse Act 1986 (QLD)	An Act to consolidate and amend the law relating to the misuse of	The Drugs Misuse Act applies to the definition and prosecution of:

	drugs and to make further provision for the prevention of the misuse of drugs and for other purposes	<ul style="list-style-type: none"> • Trafficking • Supplying • Producing • Possessing • and being a party to any of the above offences <p>...in Queensland in relation to drug-related offences. Young people often experiment with drugs, and this can be useful in helping with legal situations surrounding this usage.</p>
Equal Opportunity in Public Employment Act 1992 (Qld)	An Act to provide for equal employment opportunity in the public sector	This act is relevant if, as a youth worker, you are employed by a government organisation, such as the Department of Family and Community Services.
Family Law Act 1975 (Cth)	An Act relating to Marriage and to Divorce and Matrimonial Causes and, in relation thereto and otherwise, Parental Responsibility for Children, and certain other Matters	Includes legislation on: <ul style="list-style-type: none"> • Parental responsibility • Counselling Children • Allegations of child abuse • Family violence • Child abduction • Divorce <p>This can be useful in dealing with situations where you have to work with issues of parental consent, particularly with relations to counselling.</p>
Freedom of Information Act 1992 (QLD)	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.	Relates to how much information must be provided to, and how to access information from: <ul style="list-style-type: none"> • Centrelink • Department of Housing • Any other government department <p>Useful in helping young people to access these services and avoid being penalised.</p>
Industrial Relations Act 1999	An Act relating to industrial relations in Queensland, and for other purposes	Includes legislation on: <ul style="list-style-type: none"> • Getting paid • Working conditions • Occupational health and Safety <p>Useful not only to you as a worker, but also in helping young people to avoid being exploited.</p>
Juvenile Justice Act 1992 (QLD)	An Act to provide comprehensively for the laws concerning children who commit, or who are alleged to have committed, offences.	Relates to the arrest, trial, prosecution and punishment of minors (people younger than 18 years of age). This covers only the legal proceedings; it does not cover what the individual crimes are. The individual crimes are covered in the relevant acts (such as the Criminal Code Queensland 1899). Useful if you have to help a minor with any legal situation.
Liquor Act 1992	An Act to regulate the sale and supply of liquor and the provision of adult entertainment	In order to supply or sell liquor, a license must be obtained and for business purposes only. Discusses the preventative measures that must be taken to avoid supplying alcohol to people under the age of 18. Useful in dealing with issues surrounding youth and alcohol use and abuse.
Police Power and Responsibilities Act 2000 (QLD)	An Act about the powers and responsibilities of police officers, and for other purposes	Outlines what powers and responsibilities the police have in regards to young people: <ul style="list-style-type: none"> • Whether the Police have the right to search a young person • Whether the Police can arrest a young person without a warrant • What information a young person

		<p>must provide to the police.</p> <p>Useful if you need to deal with the police directly, or to help a young person deal with the police.</p>
Privacy Act 1988 (Cth)	An Act to make provision to protect the privacy of individuals, and for related purposes	<p>Any people, particularly young people, have the right of their personal information to be kept confidential. Confidentiality, and its related acts, will be covered in a later chapter.</p> <p>Covers what information you are allowed to keep on Students (including notes), who is able to access the files, how they can be accessed and what steps you must take to keep the records secure. A <i>very</i> important Act.</p>
Supported Accommodation Assistance Act 1994 (Cth)	An Act relating to financial assistance to the States, the Australian Capital Territory and the Northern Territory in connection with the jointly-funded program known as the Supported Accommodation Assistance Program ("SAAP"), and for related purposes	<p>Covers how housing and accommodation must be provided for homeless persons, including youth. Includes:</p> <ul style="list-style-type: none"> • Methods of assessment and referral • the protection of civil, political, economic and social rights of people who are homeless • reporting and accountability functions in this area • How to establishing networks of support between service providers
Vocational Education, Training and Employment Act 2000 (QLD)	An Act to provide for vocational training, education and employment.	Youth workers are often training through vocational education courses. The Act is relevant as it provides information about the standards etc of these courses. Young people are also students and employees and the Act outlines standards that must be complied with.
Tobacco and Other Smoking Products Act 1998 (QLD)	An Act to restrict the supply of tobacco and other smoking products to children, to restrict advertising and promotion of tobacco and other smoking products, to prohibit smoking in certain places, and for other purposes	<p>Lets you know exactly what your legal responsibilities are around smoking (which is particularly important with regard to youth). This act is undergoing revision as of the publishing of this information, but it covers:</p> <ul style="list-style-type: none"> • Supply of tobacco to persons under 18 • Areas where it is illegal to smoke <p>Many young people smoke, and so this is useful when helping them (and yourself) avoid unintentional criminal charges, and also knowing the legalities of supplying them with cigarettes.</p>
Weapons Act 1990 (QLD)	An Act to consolidate and amend the laws regulating or prohibiting the purchase, possession, use, carrying and sale of certain weapons and articles and to provide for the prevention of the misuse of weapons and for related purposes.	<p>Outlines what are dangerous weapons (including firearms), and who can possess them. Young persons are not allowed to be in possession of or use firearms or dangerous weapons, and youth workers may need to contact the police if a young person has in his/her possession a weapon.</p> <p>Useful for knowing how to help young people avoid unintentional criminal charges.</p>
Workplace Health and Safety Act 1995	An Act about workplace health and safety, and for related purposes	<p>Useful because it outlines the regulations around working safely in environments that could be potentially unsafe. Examples of the act being implemented in agency policy could include:</p> <ul style="list-style-type: none"> • Safe disposal of hazardous materials (such as needles and syringes) • Safely performing first aid • Dealing with stress • Dealing with violent situations

2.2 Specific Guidelines

2.2.1 Maintain a Safe Training Environment

- a. No smoking at the training facility or office
- b. No alcohol or drugs at the training facility or office
- c. Know and observe OH&S rules
- d. Know and observe details of emergency response and evacuation plans
- e. All work at heights must have permission of the Manager of V.E.T. before commencement
- f. Do not undertake work for which you are not qualified e.g. electrical maintenance
- g. Be responsible for your own actions and do absolutely nothing to endanger another person's health or safety
- h. Report all potential hazards, accidents and near misses to the Manager of V.E.T.
- i. Keep work areas neat and tidy at all times
- j. Seek assistance if required to lift heavy items
- k. Observe hygiene standards particularly in kitchen and bathroom areas
- l. Be aware of the hazards of sitting for extended periods at computer screens – sit appropriately, and rest as necessary.

2.2.2 Computer Facilities

- a. Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains. Consequently current OHS guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate
- b. Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and his/her arms are at an approximately 90-degree angle.
- c. The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

2.2.3 Electrical Equipment

- a. Appropriately licensed personnel must perform any work performed on electrical equipment.
- b. Electrical equipment that is mal-functioning must be brought to the attention of the Manager of V.E.T.

2.2.4 Fire Safety

- a. Teen Challenge Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to Student at each training facility for each course; and to users of the office
- b. All users of the office need to be familiar with the location of all EXITS and fire extinguishers. This can be found on the relevant map
- c. It is the user's responsibility to understand fire drill procedures displayed around the premises
- d. Users are asked to attend any instructions on the use of fire devices.

2.2.5 First Aid

- a. Provision for first aid facilities are available where training is delivered.
- b. There is a first aid kit available at this location.
- c. All accidents must be reported to the Manager of V.E.T.
- d. Any First Aid administered must be by a qualified First Aid person.
- e. Any First Aid administered must be recorded on a 'First Aid Record Form' located in the First Aid kit.
- f. The incident must be recorded on an 'Accident/Incident Report Form'.

2.2.6 Lifting

- a. Student are encouraged not to lift anything related to the training provided by this organization unless they do so voluntarily and taking all responsibility for any injury caused
- b. Never attempt to lift anything that is beyond your capacity.
- c. Always bend your knees and keep your back straight when picking up items
- d. If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

2.2.7 Work And Study Areas

- a. Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- b. Place all rubbish in the bins provided.
- c. Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- d. Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- e. Do not sit or climb on any desks or tables.

3. EFFECTIVE FINANCIAL MANAGEMENT PROCEDURES

Teen Challenge Training has effective financial management procedures in place in line with the organisation's scope of registration and scale of operations.

3.1 Certification of Accounts

Our RTO's accounts are Audited at least annually, by a qualified accountant with membership of The Institute of Chartered Accountants in Australia (ICAA). On request the report will be made available to the Government Registering Body.

3.2 Fair & Reasonable Payment and Refund Policy

Should Teen Challenge Training cancel any Course, participants are entitled to a full refund, or transfer of funds to another Course.

Each Course conducted by Teen Challenge Training will have its own specially constructed Payment and Refund Policy. Student should make sure that they fully understand what the Payment and Refund Policy is as described in the prospectus for any Course in which they enroll prior to enrollment. All refunds will attract a processing fee.

For each Course, participants will also be advised of deadlines for the completion of assessment. If assessment is completed / submitted after this date a late fee may apply.

We hope that Student will find our policies fair and reasonable. We hope our fees and payment plans make our Training not only affordable, but also great value.

4. EFFECTIVE ADMINISTRATIVE & RECORDS MANAGEMENT

Teen Challenge Training has effective administrative and records management procedures in place in line with the organisation's scope of registration and scale of operations.

4.1 Procedures to Ensure the Integrity, Accuracy & Currency of Records

We do respect the privacy of your Personal Information. Only Staff who need to access your personal information for the purpose of administration or training are allowed to do so.

In addition, we ask that all Student acknowledge that Government Auditors may need to check our Administration Systems. In doing this, they may gain access to information you have provided to us.

If you would like information that we have on file about you to be provided back to yourself or given to someone else, you need to request this by requesting and submitting a **Personal Information Disclosure Form**.

4.2 Retention of Records

We will retain a record of the Units of Competency and Qualifications that you have achieved for 30 years.

We may keep the assessment you have completed until the end of the appeal period for Assessment. Some Assessment Reports completed by Assessors, and discussed with you at the time of assessment or just after, may not be returned to you unless you request that they are.

4.3 Up-to-Date Records of Enrolments & Participation

Your Enrolment Form is our way of ensuring that we have the minimum amount of essential information to ensure that:

- You meet entry requirements for the Course you enrol in
- We will be able to communicate with you about all aspects of the Course as it proceeds
- You are aware of all the information available about us and about the Course you want to enrol in
- You are aware of the Payment and Refund information
- We can enter your details on our Qualification Register for the future issuing of Qualifications

Your trainer will also encourage you to sign the **Participant Attendance Register** each intensive training day or session you attend. This becomes a record of your participation in the Training Process. In some cases we are required to verify your attendance to Government Departments providing payment benefits or fee subsidies to Student. We know you'll be proud to "sign on" and show your commitment to the Training Process.

5. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

If you've done Accredited training at another RTO, and have a Qualification or Statement of Attainment to show us, we will recognise the validity of that training.

If this proves that you have completed some of the Course you are going to do with us, we will give you direct credit where it applies.

6. ACCESS & EQUITY & STUDENT SERVICE

6.1 Access and Equity

Teen Challenge Training is committed to meeting the needs of the individual Student and the community as a whole, through the integration of access and equity guidelines.

Teen Challenge Training will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

Teen Challenge Training will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age (considering of course the appropriateness for involvement in a workplace environment), social or educational background or disability.

6.2 Dissemination of Clear Information to Students

It is vital that lines of communication remain open between you, the Trainee, and whoever it is that you need to contact.

Having access to the internet is one very useful means of communication. Emails can be sent and received at any time of the night and day. You'd be surprised to know the hours that some of our staff work – just check the time recorded in the properties of the emails we send and you'll see for yourself!

Apart from using the internet for emailing, our website will usually contain relevant, up to date information that will help you in the training process.

When calling by phone, if you have to leave a message, just leave:

- a. Name and a time for us to get back to you
- b. a contact method (phone number or email address)
- c. why you called (so we can get the appropriate person to call you back).

Your call or e-mail will be responded to within 48 working hours of being received.

Whatever happens, we'll try our best to communicate with you via the surest and most appropriate means of communication that suits you.

6.3 Student Support

Teen Challenge Training provides a range of services to assist current and prospective students in achieving their goals during their studies. Students may request additional support at any time during their enrolment period. These services may include:

- Counselling
- Disability support
- Learning support
- Flexible assessment

Students may be referred to other services as appropriate.

Students will also receive contact on a regular basis from a training staff person to ensure the student's progress and offer support. Students will be contacted two weeks after enrolment, then a minimum of once every month.

Entry requirements submitted by prospective students with the course enrolment form will be assessed when the enrolment is been processed. If a prospective student has requested additional support or it is identified that there may be a need for additional support you will be contacted by Teen Challenge Training to discuss the issue. If appropriate you will be offered a number of relevant options for support and if an agreement upon support is reached this will be documented and sent to you, with a copy kept by Teen Challenge Training in your file.

If you are having any problems with your learning materials or assessment requirements you can contact Teen Challenge Training by via phone or email to discuss any issues and request additional support.

6.4 Welfare and Guidance Services

Student welfare and guidance is available from training staff - they are able to help with any issues that may arise and can also refer students to other services as appropriate.

6.5 Disciplinary Procedures

In the event that a student conducts himself or herself in a Teen Challenge Training course in a manner that causes harm to others or that abridges the ethical practices of scholarly work, such as by plagiarism, or breaches the policies and procedures of this handbook, Teen Challenge Training may bring disciplinary procedures into effect. These procedures follow the general format of the 'Complaints and Assessment Appeals' procedure. Students involved in disciplinary procedures will always be given the opportunity to present their views of the matter involved, and every attempt will be made to secure a fair and reasonable solution.

7. COMPETENCE OF RTO STAFF

7.1 Staff, Trainers & Assessors Qualifications & Experience

All Trainers responsible for the delivery of Training and Assessment of your performance are qualified and experienced. They need to be qualified as Trainers, and Qualified in the area in which they are training.

Sometimes, experienced personnel who have much to offer in a particular field of experience, may be partnered with our Qualified and Experienced Trainers. In this case, the Qualified and Experienced Trainer is ultimately responsible for the official Delivery and Assessment provided.

Great people are the key to great Training, and we believe in using great people. We know you will find them doing a great job for you.

8. ASSESSMENT REQUIREMENTS

8.1 Competency Based Training and Assessment

All programs delivered by Teen Challenge Training are assessed under the “Principles of Competency Based Training”.

The aim of Competency Based Training is to assess the trainee’s ability to do the activities in each unit instead of sitting an examination that has a specific “pass mark”. Your Assessor will assess your competency (ability) in each unit. You will receive an assessment of “Competent” or “Not Yet Competent” once you have completed all assessment for that particular unit of competency. Initially you will receive a notification of successful or unsuccessful for any assessment you submit. When you receive a statement of attainment or transcript your result will be recorded as competent or not yet competent.

Competencies are normally expressed in terms of a Unit of Competence. Competencies include the skills and tasks that are required in a Work environment. When you are being assessed on these activities you will be required to perform them to the level required in the appropriate environment.

All assessment results are recorded. Student will be notified of results in each assessment and have access to their assessment records through their Trainer or the RTO office.

8.2 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the formal acknowledgment of skills, knowledge and competencies obtained through formal and informal training, study, work and life experience.

RPL can be given where formal study in a previously completed course has led to a person demonstrating the same competencies as will be developed by doing another Course.

RPL can also be given where a person **has evidence** that competencies have been developed in situations outside the classroom, e.g. at work, or by observation, reading or working as a volunteer in church or community based organisations.

8.3 Steps to follow to apply for RPL

1. Request **RPL Guide & Application Form**.
2. Complete **RPL Application Form**.
3. Return **RPL Application Form** with Course Enrolment Form and enrolment fee.
4. Application is assessed.
5. You will be advised within 28 days of the Cost for Processing and Formal Assessment.
6. You can decide if you want the formal assessment process to go ahead.

For all the information about RPL, ask for an **RPL Application Form**.

9. LEARNING & ASSESSMENT STRATEGIES

Every Course we run has been planned to maximize the learning opportunities for the Student enrolled. That's why it's important for you to know the following information about a Course you might enrol in:

- Times and Frequency of Intensive Training Sessions
- Approximate amount of "out of class" independent study you will need to do
- Types of Assessment and approximate time required to complete
- Practical components of the Course
- Duration of Course and dates of deadlines for assessment

Where we can be flexible to meet your particular training needs, we will be. However, we may need to negotiate options to suit your needs in advance of the Course starting to maximize the possibility of us accommodating you without disadvantaging others who do not have the same needs. There is space on the enrolment application form where you can indicate if you have any need for specific support.

9.1 Appropriate Development, Adaptation & Delivery of Training & Assessment Products

If it becomes obvious in the process of the delivery of training during a Course that some changes can be made to improve the Training process, Student are invited to suggest alterations to the proposed program to the Trainer.

If the Trainee feels that his/her suggestions are not being considered and that a complaint should be made, the Trainee is advised to follow the **Complaints and Assessment Appeals Policy**.

10. ISSUING OF QUALIFICATIONS & STATEMENT OF ATTAINMENT

Most of the Training we deliver is Nationally Recognised. That is, it meets the requirements of Government Accreditation and Training Departments. If the Training being provided meets these requirements, the advertising for the Course will state that it is "Nationally Recognised Training". A formal Course Code should be given to identify the exact Accredited Course or Unit of Competency being delivered. If you are not sure, please ask.

If you complete your Training and demonstrate Competency for the Course or Unit, a Qualification (for a full Course) or Statement of Attainment (for a unit, or number of units, as part of a full Course) will be issued within twenty one (21) days of completion.

11. USE OF NATIONAL & STATE/TERRITORY LOGOS



When we are delivering Nationally Recognised Training – Courses that are Government Accredited - we are permitted to use this logo on our advertising.

We are proud to be able to offer you Training that is Recognised Australia wide. If the Course you complete with us is Accredited, then the Certificate you receive from us will have this logo on it – then we hope you will be proud of your accomplishments as well.

12. ETHICAL MARKETING & ADVERTISING

We are committed to providing you with accurate and up to date information in all our advertising. We want to provide you with the right information that will help you make the best choices.

All potential Student are encouraged to contact our office, visit our website, or write for more information about any Course that they are interested in.

We hope to hear from you soon!