

Student Handbook

Version 2.5 September 2024



RelyOn

DOCUMENT RELEASE

Document Title			
	Name	Title	Date
Author:	J. Watson	Director, Training & Assessment	11/09/2016
Reviewed by:	L. Parkinson	Managing Director	14/09/2016

REVISION HISTORY

Revision Number	Date	Section	Amendment Details	Author	Approved
0.1	11/09/2016	All	Original Draft	J. Watson	L. Parkinson
1.0	14/09/2016	All	Review	L. Parkinson	L. Parkinson
1.1	30/06/2020	All	Review	R. Harvey	L. Parkinson
2.0	30/08/2021	All	Revision	S. Hansford	L. Parkinson
2.1	14/10/2021	30.2	Minor text change	S. Hansford	L. Parkinson
2.2	30/03/2022	41	Minor text change	R. Harvey	L. Parkinson
2.3	08/09/2022	43	Added new section	G. Broadbent	R. Harvey
2.4	27/02/2024	41.1	Added new section	G. Broadbent	L. Parkinson
2.5	18/09/2024	All	Review	Peters	J. Kelso

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1. About RelyOn

RelyOn delivers:

- Training for electricity networks and the power and infrastructure Industry;
- Technical curriculum design;
- Electrical and safety consulting services; and
- Workforce training and compliance solutions.

RelyOn is registered with the Australian Skills Quality Authority (ASQA) to provide a range of accredited courses, nationally recognised within the Australian Qualifications Framework (AQF). In 2022, Nutec invested in RelyOn to expand into High Voltage (HV) and electrical training and consultancy services across its global markets and to further strengthen its leading position within renewable energy training services.

As a Registered Training Organisation (RTO ID 40754), RelyOn operates in accordance with the Standards for Registered Training Organisations (SRTO) under the National Vocational Education and Training Regulator Act (NVR). Our commitment under the SRTO includes obligations to:

- Recognise the training and/or qualifications issued by other RTOs.
- Deliver services in line with access and equity principles.
- Ensure our training staff hold appropriate credentials as well as career and industry experience.

RelyOn delivers training and advisory solutions that contribute to the quality of the work performed and the safety of those who undertake these activities.

We design and deliver short courses and full Qualifications that are endorsed by the Australian Industry and Skills Committee (AISC).

We offer blended learning formats - comprising instructor led classroom and practical programs, eLearning and virtual classroom options and on-the-job training in collaboration with industry. For a full list of our training scope, visit training.gov.au. The Courses Page on our website at <https://www.relyonaustralia.com/courses> provides information on our current offerings.

Our energy professionals draw on their extensive experience across Generation, Transmission, Distribution, Rail and Mines. They have a deep understanding of energy networks and a passion for sharing their knowledge of safe operating, risk analysis and industry best practice.

When undertaking training with RelyOn, participants will learn or refresh skills and knowledge relevant to industry. Training will be delivered by a trainer who has current, practical and industry-based experience.

The following information is provided to answer questions in relation to enrolment and

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administration of participant training and the administration of participant records. If you require further information, please contact our staff.

We strive to provide participants with the highest standards in training and encourage participants to use all the resources available to have a rewarding learning experience.

2. Purpose of this Handbook

The purpose of this Student Handbook is to provide participants with information in resolving any questions that may arise during the course of study. In this handbook participants will find information regarding:

- The structure and operations of RelyOn.
- Training & assessment services on offer.
- Procedures for recognition of prior learning (RPL).
- Complaints and appeals processes.
- Policies regarding safety and discrimination.
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures, please contact our office.

3. Participant Induction and Acknowledgement

Before you complete and sign your enrolment form for a RelyOn course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact our office to speak to a member of the Training Delivery Team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

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4. Our Mission

Our mission is to:

- Be a valuable partner to owners and operators across the power industry;
- Be an employer of choice, fostering a workplace culture of inclusiveness, diversity, compassion and fun;
- Promote an environment that encourages staff to innovate and challenge the status quo, but remember and respect the lessons of the past;
- Recruit high calibre staff that are flexible, passionate and committed to achieving quality outcomes at a personal and collective level;
- Equip our clients with knowledge and skills that enable them to undertake their work safely and confidently in the electricity supply industry.

5. What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed Training Packages that identify specific skills and knowledge applied in the workplace. Participants for a VET qualification must demonstrate the skills and knowledge identified in a training package and be judged 'competent' in the selected units of competency to be eligible for the award of the qualification.

For more information on Australia's VET system, visit training.gov.au.

6. National Recognition

6.1. What is a Registered Training Organisation (RTO)?

Registered training organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means that RTOs, such as RelyOn, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

6.2. What Does 'Nationally Recognised' Mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. A course is nationally recognised if it is developed under the Australian Qualifications Framework (AQF) and delivered

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by an RTO. It is our policy and a legislative requirement that we formally recognise all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO. Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

Nationally recognised training is sometimes referred to as accredited training.

7. ASQA Standards, Governance and Legislative

Requirements for RTOs

The ASQA Standards and their elements specify the key requirements to be met by each RTO. The Standards for RTOs 2015 do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. RelyOn is able to show, through systematic approaches to management and continuous improvement, that it is focused on continuously improving its outcomes in relation to each Standard.

In addition to maintaining compliance with ASQA Standards, RelyOn manages its training programs in accordance with relevant State and Territory legislation and regulations. As part of its training package, RelyOn encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

8. Participant Protection Through Governance Arrangements

For your protection as a participant, RelyOn maintains governance arrangements across all of its operations, within its scope of operation. RelyOn complies with the VET Quality Framework and national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that RelyOn will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, RelyOn ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from participants and other stakeholders.

Operating within the Australian Qualifications Framework offers RelyOn accredited training in industries including electricity networks and generation.

We design and deliver short courses and full Qualifications. The distinguishing features of the four qualification levels are:

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Qualification Level	Features
Certificate II	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to limited range of predictable problems. • Perform a range of tasks where choice between a limited range of options is required <p>Individuals holding this competency are required to:</p> <ul style="list-style-type: none"> • Assess and record information from varied sources • Take limited responsibility for own outputs in work and learning
Certificate III	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate some relevant theoretical knowledge • Apply a range of well developed skills • Apply known solutions to a variety of predictable problems • Perform processes that require a range of well-developed skills where some discretion and judgement is required • Interpret available information, using discretion and judgement <p>Individuals holding this competency are required to:</p> <ul style="list-style-type: none"> • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others
Certificate IV	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas • Identify, analyse and evaluate information from a variety of sources <p>Individuals holding this competency are required to:</p> <ul style="list-style-type: none"> • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others

Diploma	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas • Analyse and plan approaches to technical problems or management requirements • Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations • Evaluate information using it to forecast for planning or research purposes <p>Individuals holding this competency are required to:</p> <ul style="list-style-type: none"> • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes
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Table 1 Qualification levels

RelyOn adheres to ASQA standards with all accredited programs aligned to the qualifications contained in the relevant training packages, ensuring best practice in service and delivery at all times.

9. How is Training Delivered?

Training courses with RelyOn are delivered in various modes and can include:

- Face to face classroom training
- Practical training
- Remote learning via virtual classrooms
- Self-paced Online learning
- On-the-job assessments

10. Prerequisites

10.1. What are Prerequisites?

Prerequisites are units of competency that are critical to achieving subsequent competency. They vary based on the course offering. Please consult the course outline for specific prerequisite information. It is imperative that you review the course information and determine if you hold the prerequisites before enrolling to ensure successful enrolment.

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10.2. Supply of Course Prerequisites

Some courses have prerequisites that **MUST** be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by 5pm on the business day prior to the course, the enrolment will be cancelled and entry to the course will be refused. If this occurs, the course fee will not be refunded, nor held in credit.

10.3. Learner prerequisites

Enrolment and admission into some of RelyOn programs is subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment.

In the case that a potential participant does not meet the prerequisite conditions, we will endeavor to assist you in understanding your options in regards to meeting the standards. Any questions regarding prerequisites can be addressed by contacting our friendly sales team.

Enrolment can be initiated by contacting our office, or online, if available for the specific course.

11. Enrolments

RelyOn generally provides training services directly to its corporate clients. This means our students have been nominated for training with RelyOn by their employer and this training that we conduct is billed to the employer.

In most cases, training and assessment is also conducted on the employer's site using the facilities and equipment they provide. In most circumstances, if you wish to enroll in training with us, we will need to liaise with your employer regarding the fee arrangements, site access, equipment requirements and other details so please provide these details to us.

We do offer some courses that take individual learners directly for which we charge a fee directly to the student. More information on our obligations to you in respect to those fees is set out in the fees section.

When you (or your employer) notify us of your interest in a training course, we will provide you with a range of information that will allow you to determine if the training we offer is appropriate to your needs. This information is our pre-enrolment information and will include at least the following:

- Student Handbook (this document)

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- Relevant Course/Qualification details
- Enrolment Form / Enrolment Terms & Conditions (or link to the online enrolment portal)
- Information about the Unique Student Identifier scheme

Should you wish to proceed with the training, you will be required to go through our enrolment process. This means you will need to complete the hard copy or online enrolment form including agreeing to the terms and conditions. The enrolment form requires you to nominate which course or qualification you are enrolling into, as well as which units of competence (particularly where there are elective choices available) you are intending to take. You will also be required to identify which of those units you are seeking recognition for prior learning (if any). Where a unit of competency requires the completion of a prerequisite(s), evidence of successful completion of the prerequisite must be produced before your enrolment can be confirmed.

It is a condition of enrolment that you supply us with sufficient information to correctly verify your identity and to issue any resulting certification to the correct address. This information will include full name, date of birth, photographic ID (to be brought on the first morning of training) and address. Any personal information supplied to RelyOn as part of the enrolment process will be kept securely, and in accordance with all privacy legislation and our own Privacy Policy. The introduction of the national Unique Student Identifier (USI) also means that students will need to supply us with this number before commencing training and before any certification for nationally recognised training can be issued.

For students undertaking some courses additional information may be required prior to being enrolled and commencing training. These requirements will be provided on our website and/or by our office team.

In addition to verifying your identity, we are also required to report a range of demographic statistical information to NCVER, which is located on the last page of our enrolment form. Pleasetake the time to complete this information fully and accurately.

Enrolment applications are assessed to ensure that the participant meets any prerequisites that have been set for the selected course. Participants will be informed of successful enrolment and sent information on the course.

Participants who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact RelyOn to discuss their training needs and alternative opportunities.

12. Enrolment Confirmation

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment. The enrolment confirmation includes the time, date and location of training, the resources the participant should bring to the course

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and overview of the units of competency to be studied and the format / style of training to be provided.

13. Induction

Every course begins with an induction program including:

- Introduction to RelyOn staff
- Overview of facilities, emergency procedures, housekeeping items
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued.

14. Fee Inclusions

Each qualification, unit of competency or course offered by RelyOn has a specific course fee. For individual fee-paying students, the course fee is the maximum fee that may be charged to the participant for their selected training program. For our Corporate Clients, this fee is in accordance with our schedule of Corporate rates in the service contract.

All fees will be paid according to the fee structure disclosed at time of enrolment.

It is RelyOn's policy that the course fee will be all-inclusive. Participants will not be 'surprised' by unexpected requirements, fees or expenses outside of the fee that is stated in your quotation or letter of offer and booking confirmation email.

Inclusions:

- All tuition
- Any associated participant workbooks, handouts or manuals
- Classrooms and facilities

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer, helmet, harness) the participant will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

Our refund and cancellation policy and other terms and conditions are made available and must be agreed to when booking online. For non-online bookings, these stipulations are communicated in the booking confirmation email sent to the fee-paying student or our Corporate Client upon enrolment.

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15. Participant Code of Conduct & Support

When you successfully enroll in a course with RelyOn, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer.

RelyOn provides training services in a spirit of cooperation and mutual respect. When attending a course at the premises of RelyOn, or any other place where we are conducting training, or where you are known to be a participant of RelyOn, we ask that participants be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- All participants must comply with all reasonable requests and requirements made by RelyOn staff;
- No participant should attend any class while under the influence of alcohol or any drugs (prescribed or otherwise);
- Any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated;
- Disruptive behaviour is unacceptable and will not be tolerated; and
- Any breaking of any state or federal law (e.g. stealing, damaging property, assault etc.) will be reported to the relevant authority.

If a trainer/assessor or staff of RelyOn is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer/assessor or staff has the authority to:

- Warn the participant that their behaviour is unsuitable or unacceptable;
- Ask the participant to leave the training venue or immediately cancel the class; or
- Cancel the participant's enrolment in the course without refund or acceptance into another course.

If a participant wishes to express a complaint in relation to any disciplinary action taken, they have the opportunity by following RelyOn's Complaints and Appeal Procedure.

Staff of RelyOn are expected to maintain a professional and ethical working relationship with their fellow staff, management and participants. Any breach of our disciplinary standards will be raised with the Training Operations and HSE Manager, and where necessary the Managing Director and the appropriate action will be taken.

16. Dress and Appearance

During any practical training sessions it is expected that all participants will be appropriately

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attired for the particular session. The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course or it will be provided for you.

It is not acceptable for participants to attend a course or workshop wearing clothing that bears obscene, offensive or insulting images or wording.

17. Late Arrivals

Arriving late to a course affects the learning outcomes of all students. RelyOn reserves the right to refuse entry to candidates who arrive late to a course.

18. Participants' Rights and Responsibilities

Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behaviour
- To be given adequate information about course and trainer's expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability (consistent with requirements of the unit in question)
- To receive co-operation from other participants
- To receive support from other participants in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times.

Responsibilities:

- To provide a safe and supportive learning environment for fellow participants and trainers
- To treat all participants and trainers with respect, regardless of gender, race, culture, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognise that people are not all the same – treating everybody the same is not necessarily fair

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- To co-operate with fellow participants and trainers
- To use appropriate language and behaviour at all times and present themselves in a fit state to learn.

You are expected to behave appropriately during training and assessment. Your trainer will reserve the right to speak with you and take action if your behaviour is disruptive to the training and assessment process.

19. Support

19.1. General Support

All general participant course enquiries are to be directed to your trainer/assessor or assessor on the day of training. Additional support enquiries are to be directed to: admin@thomsonbridge.com.

19.2. Distance Based Support

Throughout the duration of your distance based or remote training course, participants will be provided with an email address to communicate specific queries relating to course content and assessments to a trainer who has been assigned to a particular unit in the course.

Your trainer will endeavour to reply to all emails by close of business the following working day. If you are concerned that your email has not been received or responded to within this timeframe, please contact our office.

20. Welfare and Guidance

RelyOn will assist all participants in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all participants are aware they can contact their trainer/assessor or other RelyOn staff members in the event that they are experiencing difficulties with any aspect of their studies. RelyOn staff will ensure participants have access to the full resources of RelyOn to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a participant is experiencing personal difficulties, RelyOn staff will encourage the participant to contact RelyOn management who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a participant's needs exceed the capacity of the support services RelyOn can

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offer, they will be referred onto an appropriate external agency.

Extensive information regarding support agencies, resources and services may be sourced online. RelyOn staff members will assist participants to source appropriate support if applicable.

21. Assessment

RelyOn ensures that all strategies for training and assessment:

- Meet requirements of the relevant Training Standard, Training Package or VET accredited course.
- Will be conducted in accordance with the principles of assessment and the rules of evidence.
- Will meet workplace and, where relevant, regulatory requirements.
- Are systematically validated.
- Have been developed through effective consultation with industry.

A defined training and assessment strategy is implemented to ensure that training and assessment services are conducted by trainers and assessors who have the necessary training and assessment competencies; relevant vocational competencies at least to the level being delivered or assessed; can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most of our courses, you will be required to undertake assessment of a theoretical nature and demonstrate skills in a practical environment.

For more detailed information about assessment policies and procedures, please request a copy of RelyOn's Assessment Policy and Procedure.

21.1. Assessment

Most of our training courses are competency-based. This means that students are required to demonstrate that they have achieved the mandated level of skills and knowledge which are assessed through a range of different theory and practical assessment tasks. Assessment is often progressive throughout the course and will include observation of student progress, involvement in class activities, case studies, written tests, class exercises and similar.

Students may be assessed by one or more of the following methods:

- Practical Exercise – an opportunity to display problem solving and decision making skills in a simulated context.
- Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.

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- Class Work, Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- Written Questionnaire – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- Online Assessment – providing answers to questions that are related to a course or module via our online learning management system.

We will also discuss with each student individually, the options that are available to them if they are deemed 'not yet competent' at the completion of the training course. These options include the possibility of being reassessed at a later date or alternatively undertaking the full training course again at a later date. These options are likely to incur additional fees. If you are being paid for by a Corporate funded program, rescheduling training and/or assessment will require the approval of your Employer.

If at any stage a participant feels that they were not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section of this handbook.

22. Completion Dates

All assessment items must be submitted by the due date as advised online or by your trainer/assessor or an unsatisfactory result for the assessment will be noted. If participants are unable to submit assessment, sit an exam, or perform a practical assessment task and an extension of the due date is required, participants must apply in writing to their assigned trainer/assessor before the due date.

Extensions to due dates are at the discretion of the trainer/assessor and are generally only granted where the following apply:

- Circumstances beyond your control, such as injury or illness validated with a medical certificate
- Bereavement or other compassionate grounds

23. Submitting Authentic Work

All work submitted must be your own work. RelyOn may verify authentic assessment in the following ways:

- Participant confirmation and declaration (online or assessment summary sheet completed)
- Workplace supervisor verification
- Additional verbal questions given to participants on a random basis
- Comparison of work style and quality for all work undertaken.

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24. Acknowledgement and Plagiarism

Plagiarism is using someone else's work and pretending it is your own work. Foregoing proper acknowledgement of the origin, source, or ownership of material is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual (or individuals if an assessment has been assigned as part of a group exercise).

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer or others.

Submitting an

assessment that is a result of a 'joint effort' where the task is required to be completed individually is deemed collusion and is unacceptable.

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Where cases of plagiarism are identified trainer/assessor will refer matters to the Training Operations and HSE Manager.

25. Assessment Records

RelyOn is committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our participants' privacy. Upon enrolment, participant details will be entered into the participant management system. This process initiates the establishment of the participant individual file that is then used to record all future details pertaining to the client. RelyOn retains the file in accordance with our Records and Archive Management Policy.

Electronic records are stored in cloud based AVETMISS compliant software and are protected by password access. Maintaining up to date virus protection software ensures further security of records.

RelyOn's records retrieval system will retain participant results for a period of not less than 30 years. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be stored and securely shredded every six (6) months in accordance with the ASQA directions.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

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RelyOn will ensure that any confidential information acquired by the business, individuals or organisations acting on behalf of us is securely stored.

Access to individual Participant training records will be limited to those required by the Standards for RTOs 2015 such as:

- Trainer/assessor to access and update the records of the participants whom they are working with
- Administrative and RTO staff responsible for student management
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of Work Health and Safety Regulators for purposes of complaint investigation
- Officers of ASQA or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

- People as permitted by law to access these records (e.g. subpoena, search warrants, social service benefits)
- Participants authorising releases of specific information to third parties in writing
- The participants themselves, after making application in writing.

26. Recognised Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process where partial or full credit can be granted for past learning through structured or unstructured training, work experience, or by some other means. RelyOn encourages participants to apply for RPL where they think they may have sufficient evidence to demonstrate competence in a unit (or components of a unit) without having to undertake formal training. Participants must be able to show throughout this assessment process that their knowledge and skills are current and can be applied at the time of application.

RelyOn will typically accept only RPL students that are sponsored and funded by their Employers. All applicants for RPL are to complete an interview and provide requested evidence.

Upon receipt of an RPL application an initial assessment fee is requested to conduct the initial desktop assessment. The outcome of this initial assessment is recorded and communicated to the candidate and their Employer. At this stage a price will be determined against the amount of assessment required to conduct the RPL and potential gap training that may be required.

Where the participant is not able to achieve the full qualification through RPL and gap training is required a training plan and costing structure will be mutually agreed upon.

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26.1. How Do I Prove That I Have the Necessary Skills and Knowledge?

The evidence you provide within your RPL application **must be:**

- **Valid:** verifying that your skills and knowledge meet the requirements specified in the unit of competency
- **Authentic:** proving that it was really produced by you or relates to you
- **Current:** showing experience you've had within the last two years
- **Sufficient:** covering all aspects of the relevant unit/s of competency against the elements, performance criteria and critical aspects

When compiling RPL documentary evidence you may include the following documentary evidence, but not limited to:

- Resume or work history
- Position Description from current and previous roles
- Formal qualifications, certificates, statements of attainment and results of assessments
- Documented examples of work
- Completion of training record book or learning logs;
- Details of in-house courses, in-service, workshops, seminars or inductions
- Records of training and education – transcripts of training histories
- Recent referees – references, letters or correspondence from previous employers or supervisors
- Third party reports – confirmation from previous employers or supervisors of how you have applied your skills and knowledge in the work place in reference to the unit/s of competency
- Work performance reports
- Awards

27. Credit Transfer

Similar to RPL is a process called credit transfer. If you have completed structured training which consisted of units with content identical to those in the course you are enrolling in, you may be eligible for credit transfer. You must be able to present your statement of attainment that you have attained for the unit/s of competency.

In order to receive credit transfer, the participant is required to provide the original AQF qualification and transcript of results or statement of attainment issued by another Registered Training Organisation.

Reference section 41.1 of this document for further information regarding equivalent units.

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28. Fees and Conditions Related to RPL and CT

The fees associated with RPL and CT will be provided to you (or your Employer) prior to undertaking these tasks. Refer to the Fees, Charges and Refund section for more details about our fee policies, terms and conditions.

29. Privacy

RelyOn understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the *Commonwealth Privacy Act 2001* and where they apply to our dealings with you, the participant.

RelyOn maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. RelyOn maintains these records for the legislated period to enable retrieval of records as required.

Unless previous written consent is provided by the client, RelyOn will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from state or federal government departments. In all other instances we will seek your written permission.

A copy of RelyOn's Privacy Policy can be accessed by contacting our office. The relevant privacy principles are summarised as:

- Collection
- Use and disclosure
- Data quality
- Security

We will collect only the information necessary for our primary function and you will be told the purpose for which the information is being collected.

Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.

We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date.

We will take all reasonable steps to protect the personal information we hold from misuse and loss, and from unauthorised access, modification, and disclosure.

We will document how we manage personal information and when asked by an individual,

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will explain the information we hold, and for what purpose, and how we collect, hold, use and disclose the information.

The individual will be given access to the information held about them at their request. This includes anything held on the participant's file, including assessment results and participation records. If the participant identifies errors within the information, we will correct and update to file.

We will not assign participants unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Where practical we will apply the principle of anonymity unless there is a good practical or legal reason to require identification.

Privacy protection principles apply to the transfer of data throughout Australia.

We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, information about the individual's racial or ethnic background, or criminal record.

30. Fees, Charges and Refunds

Each course, unit of competency or accredited course offered by RelyOn has a specific course fee. These fees vary from course to course.

The course fee will be clearly itemised in the letter of offer or quotation and course booking confirmation. The course fee must clearly detail any additional costs such as the issuance of GWOCertification. Packaging and associated discounts for corporate clients will be negotiated during the quotation process.

30.1. Fees Paid in Advance

Some courses may require a payment in advance.

A pre-paid fee is not a requirement where we are engaging with Corporate clients who are paying on behalf of their employees.

30.2. Payment Terms

30.2.1. Short Courses

For courses valued at \$1500 or less:

For individual students enrolling in short courses (i.e. not part of a corporate booking on behalf

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of an employer), it is RelyOn's policy to invoice and collect payment prior to commencement of the course. Fees for specified courses may be also collected through online payments. Should any monies be outstanding, they will be collected on the day.

For courses valued at greater than \$1500:

For individual students enrolling in short courses (i.e. not part of a corporate booking on behalf of an employer), where the VET component of the course value is greater than \$1500, \$1500 will be collected prior to the commencement of the training, and the remainder will be due at the completion of training prior to the issue of certification.

For corporate bookings, we will invoice the company/employer contact upon completion of the course. Our standard terms are 30 days.

Course fees are due and payable as specified on the tax invoice or at time of online enrolment. The following rules are essential:

- In the case of corporate clients, RelyOn shall not commence a course without the receipt of a Purchase Order.
- Payment in full is required prior to release of any Statements of Attainment in the case of individual students.

30.2.2. Qualifications

As stated above, in accordance with RTO standards, where an individual learner is paying for the qualification themselves, payments in advance will not be more than \$1,500.

The remainder of the course fee will be invoiced in advance at milestones after commencement of the course as defined in the letter of offer. The letter of offer must have been accepted in writing by the student (such as via return email) prior to course commencement.

For corporate clients, courses involving qualifications will be quoted and invoiced on a program-by-program basis.

30.3. Payment methods

RelyOn accepts the following payment methods:

- Credit Cards (VISA, MASTERCARD)
- Direct Electronic Funds Transfer into our bank account.

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30.4. Proof of Payment

A RelyOn invoice will be emailed to the participant on receipt of payment. All payments are tracked in our accounting package and reconciled against bank records, and daily EFTPOS reconciliation reports.

30.5. Cancellation, Withdrawal & Transfer

30.5.1. Short courses

RelyOn 's cancellation policy for short courses for **corporate clients** is as follows:

- We reserve the right to charge in full for any cancelations received with less than 7 days' notice prior to the course commencement date.

RelyOn 's cancellation policy for short courses for **individual learners** is as follows:

- We reserve the right to charge in full for any cancelations received with less than 7 days' notice prior to the course commencement date. Where practicable, RelyOn will transfer the learner to another course.
- Where a learner does not attend a course, or arrives too late to effectively complete the course, or withdraws during the course RelyOn reserves the right to charge in full with no refund available to the learner.
- Where an individual learner requests to be transferred from one course to another they must apply in writing to admin@thomsonbridge.com. Any agreement to affect a transfer including financial impacts will be made at the sole discretion of RelyOn .
- Where an individual learner is asked to leave a course for disciplinary reasons, RelyOn reserves the right to charge in full and no refund will apply.

30.5.2. Qualifications

RelyOn 's cancellation policy for **qualifications** for individual learners is as follows:

- Where an individual learner has made a payment upfront, the learner will receive a full refund for any cancelations made within the first two days of enrolment. RelyOn provides a two (2) business-day (or period defined by local legislation) "cooling off period" where individual learners pay the fees in advance for a full qualification;
- Where an individual learner seeks to cancel a qualification at any other time, fee refunds will be at the sole discretion of RelyOn .
- Where an individual learner wishes to withdraw from a qualification, she/he must contact RelyOn via admin@thomsonbridge.com to formally request to withdraw. Depending on the circumstances and timing of the withdrawal a financial penalty may apply. RelyOn will discuss specific withdrawal requests with the learner concerned. Where the withdrawal involves a corporate client, RelyOn will engage with the employer and learner on the specific request and any financial impacts. RelyOn encourages

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learners to discuss their intent to leave a qualification with a RelyOn representative before formally withdrawing.

- Where an individual learner is asked to leave a qualification for disciplinary reasons no refund will apply.
- Where a learner from a corporate client is facing withdrawal for disciplinary reasons RelyOn will engage with the learner and employer on the circumstances and financial impact.

30.6. Refunds

Requests for refunds must be submitted in writing to admin@thomsonbridge.com and all requests will be reviewed within five working days. Learners will be advised by email of RelyOn 's decision.

Where a decision is made to make a refund it will be via electronic funds transfer or where payment was made via credit card, via a credit card reversal.

Where an individual learner is not entitled to a refund but believes that extenuating circumstances apply, RelyOn will review the circumstances and make a decision. The decision to make a refund is solely at the discretion of RelyOn . When applying under these circumstances the individual learner must provide satisfactory evidence of the circumstances of his/her withdrawal or non-attendance to admin@thomsonbridge.com.

30.7. Course scheduling

RelyOn reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

RelyOn reserves the right to change course fees, dates, content, trainers or method of presentation at its discretion.

RelyOn takes responsibility and follows processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act2011.

31. Award of Certifications

To be eligible for a qualification (e.g. Certificate or Diploma) a participant must have completed all the required course work and assessment as set out in the course outline. All required course assessment work must be deemed as Competent by your assessor.

31.1. Statement of Attainment

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As participants progress through their learning and complete a unit of competency or module, a statement of attainment will be awarded, if the full certificate or Diploma level course has not been completed.

31.2. Statement of Attendance

Statements of attendance are supplied to participants who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for participants who attend non-accredited training (e.g. skills only).

31.3. Re-print certification

Where the candidate requests a new copy of his/her certification the following fees apply:

- Statement of attainment - \$25.00+GST
- Qualification (with Academic Transcript) - \$50.00+GST

Requests for re-prints are required in writing and are to provide the following details:

1. Full Name (as presented on drivers licence)
2. USI
3. Email address
4. Course name and name of unit of competency

31.4. Additional Resources

The below examples are a guide only and will be advised at time of enrolment of what additional resources are required. Below are examples of some of the resources that may be required:

- PPE
- Laptop Internet access

Where practical assessment is to be undertaken you may be required to wear appropriate PPE. This information will be disclosed to you in your enrolment confirmation. Where participants arrive to a course without PPE, we will make the necessary arrangements to ensure you are protected throughout your assessment.

For some courses you may need access to a laptop to complete assessments and conduct research whilst attending a course. This information is provided in our course information sheets and at time of enrolment.

You may need access to the internet for research, submitting online assessment items, and email for communication purposes and tutor assistance. This primarily relates to our distance based and virtual courses and this information is provided in our course information sheets and at time of enrolment.

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32. Complaints and Appeals

RelyOn manages and responds to complaints in relation to the quality of training and assessment; the quality of client service; and compliance with the Vocational Education and Training Quality Framework, including allegations involving the conduct of:

- The RTO, its trainers, assessors or other employees; and/or
- A third-party providing services on the RTO’s behalf, its trainers, assessors or other employees.

Definitions applied in the complaints and appeals procedure:

Word/Term	Definition
Complainant	A person who lodges a complaint. Complaints lodged by staff are out of scope of this policy and procedure.
Formal Complaint	A formal expression of dissatisfaction in regard to some aspect of the conduct of RelyOn operations, services, staff or participants. Internal complaints/grievances are out of scope and are managed via Thomson Bridge’s Dispute Resolution Policy and Procedure.
Informal Complaint	A concern that is expressed without initiating a formal complaints process.
Involved person/s	A person/s who has been identified as the source or cause of the complaint.
Academic Appeal	A formal statement by a person (complainant) expressing disagreement or dissatisfaction with an assessment decision.
Appellant RTO	A person who lodges an academic appeal. Registered Training Organisation, identified as RelyOn .
Investigating Manager	The Manager of the team member or product to which the complaint pertains.
Third party Natural Justice	A third party to the complaint. May be internal or external to the organisation. The rule against bias and the right to a fair hearing.
Review Officer	The Review Officer is assigned to review the complaint when the complainant is dissatisfied with the outcome of the complaint.

Table 2 Complaints and appeals procedure definitions

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32.1. Complaints and Appeals Policy and Procedure

RelyOn publishes its Complaints and Appeals Policy on its website. It is located under Resources – Student Resources. In addition to the Policy the Complaints and Appeals Form is also located on our website.

Should you need assistance in locating or downloading any of our Complaints and Appeals documentation contact the RelyOn office for assistance.

32.2. Informal Complaints and Appeals

It is expected that prior to initiating a formal complaint and appeal process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved without enacting the formal process.

It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment.

Participants are encouraged to raise concerns directly with the involved party, particularly where the concerns are adversely affecting the learning environment.

Where this course of action is not able to provide an equitable solution or the problem or issue persists, an official complaint should be lodged in writing, **within 14 days of the event or issue to which the complaint pertains.**

32.3. Formal Complaints and Appeals Procedures

Stage 1 - Lodging a Formal Complaint or Appeal

Where the parties involved are unable to successfully resolve the complaint directly, then a formal complaint or appeal may be lodged in writing (using the Complaints and Appeals Form) via email sent to admin@thomsonbridge.com. The formal complaint should detail the following information:

1. Complainant's full name, address, phone/email address
2. Details of the concern raised by the complainant
3. The complainant's desired outcome
4. Reasons outlining the escalation to a formal process

The Complaints Coordinator acknowledges receipt of all complaints and appeals in writing. The acknowledgement outlines the anticipated review period.

The Complaints Coordinator records the complaint or appeal in the Complaints Register and assigns to the relevant Investigating Manager.

Where RelyOn considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the Complaints Coordinator informs the affected parties in writing,

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outlining reasons why more than 60 calendar days are required, and regularly updates the affected parties on the progress of the matter.

Stage 2 - Determination of Outcome

Where RelyOn determines that they have the decision making authority they make a determination and inform the authority of the outcome in writing within 60 days. Decisions or outcomes of the complaint or appeals process that resolve the complaint or appeal and find in the favour of the party are implemented as soon as practical. Documentation is securely filed and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

If a complaint cannot be investigated by RelyOn (for whatever reason), then the Complaints Coordinator will inform the complainant at this point and refer them to the most appropriate body.

Stage 3 - Internal Third-Party Review of Determination

Where RelyOn is unable to make a determination or the complainant is dissatisfied with the outcome the complainant can appeal and request a review of the decision from an internal or independent third party. Appeals or requests for review of decisions are to be lodged in writing within 30 days of the decision or outcome.

Requests for appeal or review of decisions are referred to the RTO and Compliance Manager (review officer) to undertake an internal review. The Managing Director may be assigned as a third party.

The review process and review officer is recorded in the Complaints and Appeals Register.

The review officer makes a determination and advises the complainant or appellant of the decision or outcome in writing. Decisions or outcomes of appeal or review process that find in the favour of the complainant or appellant are implemented as soon as practical.

The Complaints Coordinator will notify RelyOn of the outcome and action to be implemented. Documentation is securely filed and the outcome and any continuous improvement actions are noted in the Complaints and Appeals Register.

Stage 4 - External Third-Party Review of Determination

Where the complainant or appellant is dissatisfied with the outcome of the internal review they may appeal and request a review of the decision from an independent external third party. Appeals or requests for independent third-party review of decisions are to be lodged in writing via email to the external third party within 30 days of the decision or outcome.

RelyOn acknowledges receipt of the request for independent third-party review in writing. The acknowledgement outlines the anticipated review period and the independent review officer. The review process and review officer is recorded in the Complaints and Appeals Register.

RelyOn acknowledges receipt of the request for independent third-party review in writing. The acknowledgement outlines the anticipated review period and the independent review officer. The review process and review officer is recorded in the Complaints and Appeals Register.

RelyOn discloses any costs associated with a third-party review, so all parties are aware of any costs they may incur. The Australian Quality Skills Authority is not able to act as the independent third party for reviewing complaints.

Complainant or appellant can have independent reviews undertaken by such parties as State Training Authority, Training Ombudsman, Small Claims Tribunal, Office of Fair Trading or relevant industry bodies.

The independent review officer makes a determination to RelyOn. RelyOn advises the appellant of the decision or outcome in writing. Decisions or outcomes of the appeal or review process that find in the favour of the appellant are implemented immediately.

Documentation is securely filed and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

33. Study Arrangements and Flexible Delivery

Modes of study may vary from self-paced, distance education to face-to-face workshops (or in some cases, a combination of both). You will need to refer to the relevant course guide as to how the course is structured and what modes of study are incorporated. The course guide indicates approximately how many hours per week you will need to spend doing self-directed study, where applicable. This may vary depending on your level or previous knowledge and how quickly you are able to locate or access resources. **Self-paced, distance education** requires you to be committed and to allocate sufficient study and research time towards your course.

Attendance at **face-to-face workshops** (where relevant to your chosen course) is compulsory to successfully complete the course. Learning activities and assessments are undertaken at the workshops, which are unable to be completed by distance education.

We recognise that not everyone learns in the same manner, and that with an amount of 'reasonable adjustment', participants who may not learn best with traditional learning and assessment methods will still achieve good results. We will endeavour to assist you achieve your required competency level by making any adjustments required to meet your learning needs, where the adjustment is reasonable and is within our ability.

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Where we are not able to assist you, we will refer you (where possible) to an agency that can assist.

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34. Ethical Marketing and Advertising

RelyOn ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.

RelyOn course brochures, profiles and schedules can be found on the RelyOn website.

35. Language, Literacy and Numeracy (LLN) Assistance

All of our standard course material contains written documentation and, in some instances, you may be required to submit written assessment items. For some courses, limited numerical calculations may also be required.

We recognise that not all people have the ability to easily read, write and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your required competency level by taking into consideration any language, literacy or numeracy difficulties you may have, and accommodating these where reasonable and within our ability.

To assist in identifying your needs we have included an LLN questionnaire in Appendix 1. It is recommended that you complete this tool, however it is not compulsory.

RelyOn will undertake assessments to help participants identify any LLN learning needs as part of the enrolment and course conduct processes.

In the event where additional support is required we can refer you to an appropriate, external support provider.

In the event that a participant's needs exceed the ability of RelyOn's staff to assist, the participant will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

36. Access and Equity

RelyOn is committed to practicing fairness and equal opportunity for all current and potential participants, regardless of sex, race, impairment or any other perceived difference in class or category. RelyOn will address access and equity matters as a nominated part of operational duties.

RelyOn has developed policies and procedures to guide and inform all staff and participants in their obligations regarding access and equity. Upon induction into RelyOn, all staff are provided

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with copies of the policies which they must adhere to throughout all their operations as a RelyOn member. Participants are made aware of the access and equity policy via the RelyOn Student Handbook and informed of their rights to receive access and equity support and to request further information.

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

RelyOn staff and participants will be informed about:

- Treating participants equitably and in accordance with relevant legislation and policies
- The appropriate action to be taken if harassment or victimisation occurs
- Complaint mechanisms available to a participant who is harassed or victimised because of their learning needs.

37. Reasonable Adjustment

RelyOn recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a participant who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of RelyOn respect these differences among participants and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of participants. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the participant can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Reasonable adjustments to accommodate requirements may include:

- Writing material in plain English
- Providing audio-taped material for participants who cannot read
- Reading written material to participants
- Providing a writer for participants who cannot write
- Providing an interpreter or provide documentation that has been translated (where very limited English can be applied, assessor to judge whether the limited English will affect the integrity of the unit of competency)
- Using signs, pictures and graphics
- Video recordings or participant demonstrating skills and verbally answering responses
- Interviewing the employer/supervisor about their work

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- Asking participants to demonstrate their skills on-the-job.

Where adjustments are made a **declaration** is to be stated, describing how the assessment was adjusted and signed by the participant and the assessor.

RelyOn staff will pursue any reasonable means within their ability to assist participants in achieving the required competency standards. In the event that a participant's needs exceed the capacity of the support services RelyOn can offer, they will be referred onto an appropriate external agency.

In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

38. Work Health and Safety

The *Work Health and Safety Act 2011* outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements RelyOn has initiated procedures, policies and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present a strategic overview of the RelyOn WHS system and to provide guidance for meeting the requirements of occupational health and safety on the RelyOn premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all RelyOn employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO. RelyOn management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for RelyOn participants, employees, management and stakeholders

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- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Evacuation plan (fire and other workplace emergencies)
- Emergency control
- Accident/ Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (Storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Participant safety (this may extend to mandatory pre-start health questionnaires for high stress training such as some GWO courses)
- First aid and safety procedures displayed, for all RTO staff and participants to see.

39. Harassment and Discrimination

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

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace and learning environment through a process of communication, mentoring, and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

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In the event that a person considers that they have been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a trainer/assessor or other RelyOn staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow RelyOn policy and procedures to rectify the situation.

Principles:

- All staff and participants have a right to work and learn in an environment free from any form of harassment and discrimination.
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination (including victimising and bullying) is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- If any staff are informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained.
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint should be victimised.
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution in good faith.

RelyOn staff and participants should be aware of the following definitions:

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Word/Term	Definition
Bullying	<p>Unwelcome and offensive behaviour that intimidates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include:</p> <ul style="list-style-type: none"> • verbal abuse; • physical assault; • unjustified criticism; • sarcasm; • insult; • spreading false or malicious rumours about someone; • isolating or ignoring a person; • putting people under unnecessary pressure with overwork or impossible deadlines; • and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.
Confidentiality	<p>Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it.</p> <p>Within an RTO this may refer to private verbal discussions, participant assessments, managerial decisions and legal proceedings.</p>
Discrimination	<p>Treating someone unfairly or unequally simply because they belong to a group or category of people.</p> <p>Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation.</p> <p>Victimisation is also treated as another form of discrimination.</p>
Harassment	<p>Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed.</p> <p>Equal opportunity laws prohibit harassment on the grounds of sex and race.</p>

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Word/Term	Definition
Racial harassment	<p>Occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language, ethnic region, or a racial characteristic. It may include:</p> <ul style="list-style-type: none"> • derogatory remarks; • innuendo and slur; • intolerance; • mimicry or mockery; • displays of material prejudicial to a particular race; • racial jokes; • allocating least favorable jobs; • or singling out for unfair treatment.
Sexual harassment	<p>Defined as verbal or physical conduct that is unwelcome and uninvited. It may include:</p> <ul style="list-style-type: none"> • kissing; • embracing; • patting; • pinching; • touching; • leering or gestures; • questions about a person’s private or sexual life; • request for sexual favours; • off colour jokes; • phone calls, emails or messages of an inappropriate nature; • offensive noises; • or displays of sexually graphic or suggestive material.
Victimisation	<p>Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another’s work environment or denial of access to work related resources.</p>
Discipline	<p>RelyOn’s staff are expected to maintain a professional and ethical working relationship with all other staff members, management and participants. Breaches of the disciplinary standards will result in discussion between the relevant trainer/assessor and RelyOn management and appropriate action will be taken.</p>

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Table 3 Work Health and Safety definitions

In summary, RelyOn will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual participants
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and participants, so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of participants' community, government agencies and organisations and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist participants in planning their pathway from school or the community to vocational education and training.

40. Continuous Improvement

RelyOn has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used.

As a component of the feedback strategy, RelyOn consults with industry both during course construction and implementation. Industry consultation ensures that RelyOn and assessment strategies result in graduating participants that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

- Participants and staff are encouraged to provide feedback about the quality of the RelyOn programs, facilities and resources
- Participants are encouraged to provide both verbal and written feedback throughout their training through evaluation forms that are supplied at various stages during the course and via ad hoc feedback to their trainer
- Upon graduation each participant is requested to complete the required Australian Skills Quality Authority (ASQA) learner questionnaire
- Trainers and assessors are encouraged to provide feedback during staff meetings, on an ad hoc basis as well as through formal feedback at the end of a course
- All RelyOn staff are encouraged to provide feedback to management during regular staff

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meetings and on an ad hoc basis

- Formative and summative evaluation processes are undertaken throughout the delivery of the course to capture participant, employer and trainer/assessor feedback.

41. Transition to Training Packages

To ensure that you are only training in current courses, RelyOn manages the transition from superseded training packages within 12 months of their publication on the National Register.

Learners and if relevant their employers will be informed of this change and given the opportunity to clarify understanding.

For apprentices a new training plan will be developed for the updated qualification, which will be provided to the apprentice for signing. Apprentice employers will need to contact their apprenticeship network partner to administer the change.

41.1 Equivalent status

RelyOn adopts a best practice approach to assure appropriate recognition of equivalent units for the best educational outcomes and safety of our students, specifically:

All training products will be reviewed to identify any criteria changes that RelyOn will deem not equivalent through the transition process. Where the RelyOn analysis identifies elements to be not equivalent, trainers and students requesting credit transfer would be required to undertake a gap assessment to ensure any identified changes are assessed and the student is deemed competent to the new unit before it is awarded. The key aspects RelyOn will review are:

- a. Any safety related topic e.g., introduction of new safety knowledge evidence understanding and or performance requirement.
- b. Any change to performance assessment deemed significant e.g. the introduction of new first aid technique where there is a significant variance to the old first aid technique which is no longer deemed appropriate.
- c. Any change to knowledge evidence deemed significant e.g. an additional requirement to understand a testing sequence/result to making a connection of an installation to an electricity entity network.
- d. Any other significant change affecting the outcome e.g. a change in the range statement for the use of specific equipment or techniques not required in the superseded product.

All other amendments to a product would be deemed minor and would allow the transition of the unit to fall under the category as stated on the release of the product as “equivalent”. Only those elements deemed to be significant changes and or safety critical will be gap assessed.

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42. Working with persons under 18 years of age

Participants under 18 years of age may enroll in RelyOn courses. A child is considered any individual less than 18 years of age.

It is the responsibility of RelyOn to ensure that all participants are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to RelyOn, any behaviour that can reasonably be considered harmful or potentially harmful to participants, or where it is reasonable to believe that a participant has been harmed or requires protection from harm.

The RTO will comply with all relevant State and Federal legislation in the area of working with children.

43. Apprenticeship programs

Expectations of the 3 parties explained:

There are essentially 3 parties involved in the management of an apprentice or trainee through their training lifecycle:

- The Apprentice/Trainee
- The Employer
- The RTO

Each of these roles, have a specific part to play in the process to ensure the successful outcome of the respective qualification being delivered in the nominated time with the least negative impact to all the parties above.

We like to call this an “engaged” process where the 3 parties agree and participate/facilitate on the following basis:

The Apprentice/Trainee: Agrees to engage with all formal training on a ‘best foot forward’ approach. They agree to meet all milestones of training and assessment submission as detailed in their training plans and as set down by the instructors and TB Program Manager from the RTO and as directed by their employer. Where they are falling behind or are having difficulties, they are to discuss this directly with their employer to facilitate a solution.

The Employer: Agrees to facilitate time for the apprentice to attend tutorials as required during business hours as the tutorials are held every Tuesday and Thursday between 1-4pm.

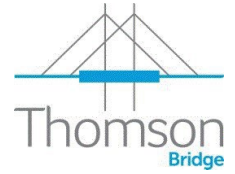
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Student Handbook

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The RTO: Agrees to provide tutorials on regular basis for the apprentice to attend for clarification and contextualisation of any topic to assist them to understand the topic and clarify any assessment requirement. The RTO will respond to requests for assistance outside tutorials only at the instructor's discretion of availability to respond. The RTO agrees to provide feedback and manual grading of assessments directly to the apprentice/trainee and in a timely way. The RTO will provide status of progress updates at 6 monthly intervals.

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Appendix 1 LLN Questionnaire

The Language, Literacy and Numeracy indicator is conducted to assess your capabilities in the mentioned areas. This indicator is not intended to cause anxiety, but is used to establish program or course options in which we can support you in completing the qualification or course.

Self Evaluation **Marks**

1 Speaking and Listening:

- Answer:** () Sometimes I require assistance or struggle to understand what is being said.
- () Normally I have no problems speaking or
- () listening. I can speak and understand very well.

2 Reading:

- Answer:** () Sometimes I require assistance or struggle to understand what I am reading
- () Normally I have no problems with
- () reading. I can read very well.

3 Writing:

- Answer:** () Sometimes I require assistance or struggle
- () writing. Normally I have no problems writing
- () I can write very well.



Appendix 1 LLN Questionnaire

4 Maths:

- Answer:** () Sometimes I require assistance or struggle with maths
- () Normally I have no problems with maths
- () I can understand and complete maths very well.

5 John completed school two years ago and wanted a job that would allow him to travel to different countries. John is now 19 years of age and is considering a career in the High Voltage industry as a lineworker. He likes to cook meals for friends and family. He is looking at an apprenticeship and gaining training to ensure he can obtain line worker qualifications. He wants to undertake a 4 year apprenticeship to become qualified.

How old is John

Now?Answer:

6 How old was John when he left school?

Answer:

7 What does John like to do for his friends and family?

Answer:

8 What is the duration of the apprenticeship that John wants to complete?





Answer:



Appendix 1 LLN Questionnaire

Please Review the chart and then answer the following questions

Fire Extinguisher Chart

Extinguisher		Type of Fire				
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No
	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes

9 What extinguisher can only be used on wood, paper & cloth? Answer:

10 What extinguisher cannot be used on wood, paper & cloth? Answer:

11 What extinguisher cannot be used on cooking oils and fats? Answer:

12 What extinguisher can only be used on flammable gasses? Answer:



Appendix 1 LLN Questionnaire

The table below is a basic work hour's table for a worker named Raita. Look at the table and answer the questions below

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Commence work	7.30am	7.30am	8.00am	9.00am		8.30am	
Complete Work	1.30pm	2.30pm	4.15pm	3.45pm		12.00pm	
Total Hours worked	6 Hours						

13 In the row for **TOTAL HOURS WORKED**, work out the total hours worked each day. For example on **MONDAY** Raita worked 6 hours.

14 On which day did Raita work the most

hours? Answer:

15 Raita gets paid \$10.50 per hour (total hours) how much did Raita earn on

Monday? Answer:

16 Which is the correct sentence:

- Answer: () He gave me a hammer and I placed it in my toolbox yesterday.
- () He give me a hammer and I placed it in my toolbox yesterday.
- () He gives me a hammer and I placed it in my toolbox yesterday.
- () He gave me a hammer and place it in my toolbox yesterday.

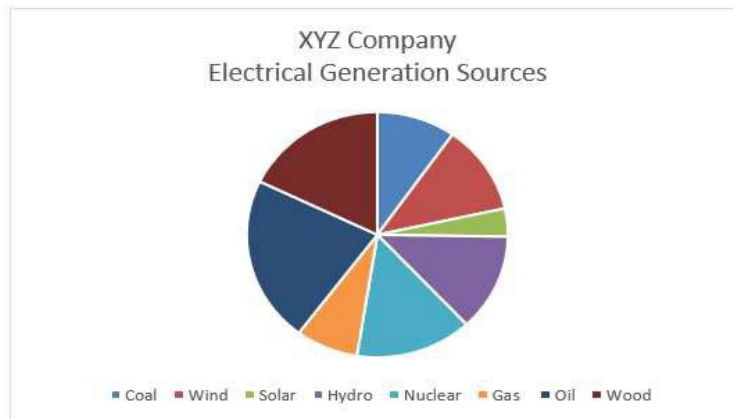


Appendix 1 LLN Questionnaire

17 Tick the three misspelled words in the following list

- | | |
|-------------------------|--------------------------|
| () Transit | () Generally |
| () Distribution | () Beginning |
| () Acommodation | () Availablility |
| () License | () Acquire |
| () Knowledge | () Bookkeeping |
| () Acknowlege | () Achieve |

18 From the chart below, which is the smallest source of electrical generation used by XYZ Company?



Answer:



Appendix 1 LLN Questionnaire

Please read the logbook security example below:

Date	Time	Security Officer	Report Incident
13/4	1520	M. Smith	Signed in
	1720		Collected keys from Peter Delaney. Commenced patrol of George St and Brown Rd sides (fire escape door at George St hallway open). Hydraulics not working to make door close. Secured exit, called Tina to arrange repairs.
	1730		Forklift left unattended at front office, blocking access. Went inside to talk to driver

19 What is the name of the security officer?

Answer:

20 What time did the security officer sign in?

Answer:

21 In your own words tell us what happened at 5.30pm

Answer:

22 Who will organise repairs for the door?

Answer:

23 You have been asked to cater for a party for 60 people. In your budget you have allowed \$11.50 perperson. What is the total amount you can spend on catering for the party?

- Answer:**
- () \$700.00
 - () \$69.00
 - () \$690
 - () It is impossible to calculated



Appendix 1 LLN Questionnaire

24 Match the text in the column on the left to it's correct title in the column on the right

<p>You will be issued with PPE by your employer, but you don't always wear all the PPE. You will need to choose what items to use and in what situations.</p>	<p>Correct Storage</p>
<p>Working with electricity can be dangerous and we take as many precautions as possible to protect you from electric charge. PPE is used as the last line of defense to protect you from hazards.</p>	<p>Selecting your PPE</p>
<p>You should make sure that your PPE fits you correctly. You will be shown how to wear or use your PPE and you must always wear it in full when required.</p>	<p>Why you need protection</p>
<p>Your PPE should be checked after each use to make sure that it has not been damaged or soiled. Always keep your PPE in a dry place that can be accessed quickly and easily.</p>	<p>Wearing your PPE</p>

25 Van needs to travel 20km to work and he drives at 60km per hour. If he leaves home at 7:30 am, what time will he arrive at work?

Answer:

**End of Assessment
Paper**