

Jim Knowles Group

Information for Trainees

Jim Knowles Consulting P/L

ABN 48 076 969 518

RTO No: 5887

A Member of the Jim Knowles Group

February 2017

Hunter Region Business Enterprise Centre (HRBEC)

PO Box 113

Kurri Kurri NSW 2327

Tel: (02) 4937 5855

e-mail: jknowles@jkgroup.com.au

website: www.jkgroup.com.au



JIM KNOWLES GROUP

Consultants in Occupational Health, Safety and Risk Management

Table of Contents

1	Welcome	4
2	Company Profile	4
3	Trainee registration	5
3.1	Access and Equity	5
3.2	Refund Policy.....	5
4	Student Induction.....	6
4.1	Information for trainees.....	6
4.2	Language and literacy support	6
4.3	Support for students with disabilities	6
4.4	Work health and safety (WHS).....	6
4.5	Emergency procedures.....	7
4.6	Dress code	7
5	Student records and information.....	7
5.1	Personal information.....	7
5.2	Student privacy.....	7
6	The Assessment Process and Policies.....	8
6.1	Plagiarism	8
6.2	Reasonable adjustment.....	8
6.3	Issuing Statements of Attendance/Attainment	9
6.4	Trainers’ and Assessors’ qualifications and experience.....	9
6.5	Deadlines for submission of assessment.....	9
6.6	Reassessment	9
6.7	Assessment appeals	9
6.8	Recognition of Prior Learning (RPL).....	10
6.9	The RPL process.....	10
6.10	Credit Transfer/Mutual Recognition	10
6.11	Assessment records.....	10
7	Rights, responsibilities and standards.....	11
7.1	Trainee rights.....	11



JIM KNOWLES GROUP

7.2	Trainee responsibilities	11
7.3	Staff Rights.....	11
7.4	Alcohol and Other Drugs (AOD)	12
7.5	Harassment and discrimination	12
7.6	Occupational Health and Safety.....	12
7.7	Disciplinary procedures.....	12
8	Trainee feedback.....	13
8.1	Complaints.....	13
8.2	Continuous improvement	13

1 Welcome

Welcome to your training with the Jim Knowles Group (JKG). We look forward to working with you and ensuring that your experience with us is enjoyable, rewarding and useful. Our primary aim is to enhance your skills and knowledge in the areas of Occupational Health and Safety and Risk Management so that you, your colleagues are safer and healthier at work.

Jim Knowles Consulting P/L (part of the Jim Knowles Group) is a Registered Training Organisation (RTO No. 5887). We have developed policies and procedures to comply with the Australian Quality Training Framework (AQTF). This handbook outlines those that directly affect you so that we can support you in your studies.

2 Company Profile

The Jim Knowles Group is an affiliation of highly experienced and skilled professionals and support staff who work actively to promote the application of current knowledge and experience in work health and safety (WHS) practice in a range of industries.

The JKG provides a comprehensive range of WHS services that include Risk Management, training, mentoring, risk assessment facilitation, ergonomics and a range of other areas related to improving health and safety at work.

Please visit our website where you will find more information about us and what we do. You will also find information on training programs.

www.jkggroup.com.au

You can contact us through our office on 02-4937 5855 or by email:

bmcphoe@jkggroup.com.au

lisa@jkggroup.com.au.

jknowles@jkggroup.com.au

3 Trainee registration

Employers sponsor many of the trainees who attend our courses. In these cases, we send the preliminary information to the site training co-ordinator who will register you for the course. We have asked that this information is distributed to you beforehand as it is quite important that you know the details of the location, date(s) and time(s) of the course. In addition, we send out information on what the course entails. Many trainees like to read this before starting.

We send the information directly to individuals who register via email.

If you do not receive this pre-course information, please let us know so that we can contact the co-ordinator. The trainer will explain all the requirements to you during your induction.

3.1 Access and Equity

The JKG is committed to making training accessible and equitable for all potential trainees. As all trainees are employed when they undertake the training the Group will ensure as far as it can that there are no avoidable barriers to learning through lack of literacy or numeracy skills, inadequate English or disability.

Where any course participant cannot, despite his or her best efforts, fully participate in a course for whatever reason the JKG trainers will undertake to:

- ∞ advise the person of how s/he can successfully complete the course
- ∞ where they can seek further assistance if necessary.

In the case of lack of English literacy or numeracy skills, the trainer will give sufficient assistance to you in order that you can understand the written materials and can answer questions verbally.

We endeavour to provide all assistance in the strictest confidence.

3.2 Refund Policy

Where trainees cannot attend a training course for which they have been registered we ask that they notify the JKG Office (see front page for details) as soon as they can.

We refund fees if you cancel more than 72 hours (3 days) before the course starts. However, if you cancel less than 72 hours and more than 24 hours we shall charge you or your employer half the fee with the option of sending another person later if the remainder of the fee is paid.

If the cancellation is less than 24 hours before the course, we shall charge you or your employer the whole fee. In extenuating circumstances, we give you or your employer the option of re-registering you for the course at another time.

If your employer has supported your attendance, we shall also advise it of this arrangement.

4 Student Induction

4.1 Information for trainees

When you attend one of our courses, the trainer will explain the course, its timetable and any course requirements. S/he will provide you with:

- ∞ An explanation of and agreement about what s/he expects from the trainee in terms of participation in classroom activities
- ∞ An outline of the subject content and how it will be delivered
- ∞ An outline of the competency unit that you are working towards
- ∞ The assessment requirements that you will need to demonstrate in order to be deemed 'competent'
- ∞ How you can apply for Recognition of Prior Learning (RPL) or credit transfer
- ∞ Details of WHS procedures including emergency procedures
- ∞ Information on resources available to you and how you might access these

If you consider that you may have difficulty coping with the course content for any reason please take a moment to discuss this with your trainer early in the course. S/he will endeavour to provide you with the necessary support or refer you to an appropriate person.

4.2 Language and literacy support

If you believe that you might have problems with basic literacy, numeracy, English language or other areas of learning, please speak with your trainer. They are then alerted to any special needs that you might have and will endeavour to provide you additional support whenever required.

4.3 Support for students with disabilities

We make every effort to make reasonable adjustment to accommodate trainees with disabilities. Our training rooms have fully wheel chair accessible. If the course is conducted at your employer's premises or those that your employer arranges you may need to contact your site co-ordinator if you feel that there might be a problem.

If you believe that your disability may impact on your ability to complete any assessments please let your trainer know so that special arrangements can be made.

4.4 Work health and safety (WHS)

WHS is our business and we are committed to providing a safe and healthy training environment. Everyone at the JKG has a duty of care to report hazards, risks, incidents or unsafe practices.

4.5 Emergency procedures

In the event of an emergency (e.g. fire or bomb threat) which requires emergency evacuation of the building, please leave as quickly as you can when the alarm has been raised. Your trainer will give you more specific information during the training and will give you directions. Please obey these.

4.6 Dress code

Please attend your classroom sessions suitably dressed in clean, neat clothes. Your trainer will ask you to cover up or remove offensive slogans or pictures if you do not comply with this requirement.

5. Student records and information

5.1 Personal information

We must collect personal information from you on your enrolment. We send you an enrolment form and we ask you to fill this in and return it to Barbara at lisa@jkggroup.com.au or to your trainer on the first day of the course.

As an RTO we are required, as part of our registration, to provide this information to the Australian Vocational Education Training Management Information Statistical Standard (AVETMISS). This is part of a national data standard that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

5.2 Student privacy

The JKG recognises your right to privacy. We keep training record information safe and secure and we are aware of

- ◆ Obligations governing storage of information
- ◆ Right of individuals to whom the information relates
- ◆ Obligations of record keepers to limit use; and
- ◆ Limits on use to which information can be put.

JKG is required to keep trainee records strictly confidential. However, we are obliged to make information on training achievements and records available to the Australian Skills Quality Authority (ASQA) or related bodies by the Regulations as well as the trainee's employer if they have sponsored the training.

6 The Assessment Process and Policies

Your trainer will advise you of the assessment requirements during your induction. This information will include:

- ∞ Discussion of the competency and what you will need to demonstrate to be deemed 'competent'
- ∞ Times and method of each assessment (including evidence) and deadlines for submission of assignments
- ∞ Details of assignments and how they are to be completed
- ∞ Arrangements for workplace assessments if required
- ∞ Assessment criteria and guidelines
- ∞ Appeals/review procedures

If you are aware that you cannot meet the assessment deadlines, please inform your trainer immediately.

- ∞ Methods of assessment vary with each course but they include:
- ∞ Work-based projects (risk assessments)
- ∞ Classroom exercises such as role play, case studies, short answer tests (written or oral)
- ∞ Classroom participation in discussion

6.1 Plagiarism

Give people credit for their ideas. Taking someone else's idea without proper acknowledgement is plagiarism and is not acceptable. Plagiarism can involve:

- ∞ Use of someone else's argument even if the exact words are not used
- ∞ Incorrect/incomplete/inadequate referencing of a quote
- ∞ Subtle changing of another author's sentences and presenting them as your own
- ∞ Copying other people's work

Where required your trainer will advise of the best way to reference and acknowledge source material.

6.2 Reasonable adjustment

Where trainees may have a disability reasonable we can adjust assessment processes to ensure that trainees do not have artificial barriers that prevent them from demonstrating their competence.

Reasonable adjustments may be the provision of a scribe; alternative methods such as an oral rather than a written assessment; enlarged print materials or additional time in the assessment.

If applicable, please advise us of the nature of your disability at the time of registration (if possible) so that we can make suitable arrangements.

6.3 Issuing Statements of Attendance/Attainment

Statement of Attendance

If you wish to attend our course without submitting assessments, we can issue you with a Statement of Attendance. You need to request this. However, please note that employers are likely to require you to obtain a Statement of Attainment.

Statement of Attainment

When you have successfully completed all the assessments to demonstrate your competency in a unit we issue you with a Statement of Attainment. This will list your full name; identify the unit number and name of the competency achieved; and the date when it was achieved.

6.4 Trainers' and Assessors' qualifications and experience

Trainers and assessors who are highly experienced and knowledgeable in risk management conduct all training and assessment for JKG courses. Each also has the Certificate IV in Training and Assessment qualification.

6.5 Deadlines for submission of assessment

Your trainer will provide you with due dates for workplace based assignments. You need to submit these on time. If you believe that you will not meet the deadline, please talk to your trainer about obtaining an extension. However, also note that s/he is not obliged to grant you this. You will need to provide us with a satisfactory reason, such as a medical condition, and we usually grant only one extension except in extenuating circumstances.

6.6 Reassessment

If you cannot demonstrate your competency on the first attempt, we shall offer you a second assessment. To prepare for this we may offer you coaching or additional study help.

6.7 Assessment appeals

If you disagree with the outcome of your assessment, you should discuss the matter with the assessor. If together, you cannot reach a resolution you can lodge an appeal with the JKG RTO Compliance Officer (Barbara McPhee) who will arrange for an independent assessment. The decision of the independent assessor will be final.

You have 30 days from the notification date of your assessment result to lodge an appeal. You do this through the RTO Compliance Officer during office hours.

You can appeal because:

- ∞ You were not told about the assessment process for the course
- ∞ The assessment process differed significantly from what you were told
- ∞ The assessment environment adversely affected your performance
- ∞ You believe that you demonstrated competency in your performance.

6.8 Recognition of Prior Learning (RPL)

RPL is the process of acknowledging skills and knowledge that you have gained in previous studies, and from work and life.

We will consider you for RPL if you have:

- ∞ Successfully completed a similar course in another RTO
- ∞ Relevant workplace, community or life experience
- ∞ Evidence of previous successful study e.g. results notices, certificates or references
- ∞ Evidence of experience such written reports, work projects, third party reports such as peers or supervisors

6.9 The RPL process

The process of RPL involves:

- ∞ Talking to the trainer about what you have done and why you think you qualify for RPL
- ∞ Undertaking the assessments required for the unit of competency
- ∞ Liaising with the assessor in relation to any further evidence that might be required and providing this
- ∞ Assessor making a judgement and advising you of the outcome

6.10 Credit Transfer/Mutual Recognition

We recognise the equivalent Statements of Attainment and qualification issued by other RTOs Australia wide. If you believe that you have already achieved the same, or similar, competency you might like to apply for a credit transfer.

To do this you need to show us the original copy of your qualification and we shall check the content against the current content of the specific unit. You may receive only partial credit if components have changed and the JKG reserves the right to check with the issuing RTO.

6.11 Assessment records

We maintain your results records for 30 years. If an original certificate is lost, damaged (so that it is unreadable), or destroyed you may apply for in writing for it to be re-issued. There is a fee of \$25 + GST for this service.

If you need access to your training records please call our office.

7 Rights, responsibilities and standards

All trainees in our courses and staff at JKG have the right and responsibility to learn and work in a respectful and supportive environment.

7.1 Trainee rights

As a trainee in JKG courses you have the right to:

- ∞ Be treated fairly and with respect by staff and fellow students
- ∞ Complete your course without harassment or discrimination
- ∞ Pursue your training goals in a supportive and stimulating environment
- ∞ Privacy concerning your records and documents that contain personal information
- ∞ Information on what you need to successfully complete the course

7.2 Trainee responsibilities

When you join our training you agree to:

- ∞ Treat other learners, JKG staff and others with fairness and respect
- ∞ Not engage in plagiarism, collusion or cheating in any assessment
- ∞ Be punctual and regular in attendance
- ∞ Take an active part in classroom assessments
- ∞ Submit written assessments by the due date
- ∞ Observe all health and safety requirements
- ∞ Behave in a responsible manner and be respectful of others

7.3 Staff Rights

All JKG personnel have the right to:

- ∞ Be treated fairly and respect by trainees and other staff
- ∞ Work in an environment free of harassment and discrimination

All staff have a responsibility to:

- ▶ Be fair and equitable
- ▶ Promote an environment where trainees are aware of their rights and responsibilities
- ▶ Treat everyone with respect and courtesy

- ▶ Not to disclose student attendance or performance details to unauthorised personnel
- ▶ Actively promote learning in trainees
- ▶ Present course material in such a way that helps trainees to achieve the training goals
- ▶ Ensure that classes start and finish on time
- ▶ Inform trainees on how and when they can be contacted
- ▶ Give reasonable notice to students about dates and times of assessments
- ▶ Return assessments and feedback in a reasonable time

7.4 Alcohol and Other Drugs (AOD)

JKG's policy is for Zero Tolerance of alcohol and other drugs other than prescribed medication.

If you appear to be under the influence of drugs or alcohol we shall prohibit you from joining the class and we shall report this fact to your site co-ordinator where applicable.

7.5 Harassment and discrimination

Harassment is conduct (verbal, written or physical) that is unwanted, unwelcome and unsolicited and that may be intimidating, offensive or demeaning to an individual or group. We do not tolerate any kind of harassment in our programs.

7.6 Occupational Health and Safety

JKG is committed to preserving and enhancing the health and safety at work of everybody who works with and for the Group. It is also committed to providing guidance for its clients, trainees and colleagues in occupational health and safety (WHS) to the highest possible standards.

7.7 Disciplinary procedures

JKG reserves the right to ask any person to leave a course, at JKG's sole discretion, if that person is disruptive to the orderly progress of the course or if they chose not to comply with the following rules.

Please do not:

- ☞ Smoke in non-smoking areas
- ☞ Be disrespectful to staff or fellow trainees
- ☞ Remove, damage, mistreat or interfere with other people's property
- ☞ Interfere with other people's opportunity to learn
- ☞ Harass others by being aggressive or using offensive language

- ☞ Act unsafely
- ☞ Refuse to participate in group activities
- ☞ Be repeatedly late or absent
- ☞ Be under the influence of alcohol or illicit drugs
- ☞ Engage in any offensive conduct or unlawful activity
- ☞ Cheat or plagiarise other people's work
- ☞ Wear inappropriate clothing that may cause other people undue offence.

We shall refer any theft, assault or other unlawful acts to the Police.

8 Trainee feedback

8.1 Complaints

If you have a problem or a complaint related to your JKG training please advise your trainer or ring our office on 02-4937 5855. In consultation with you, we shall try to address the problem immediately. If we cannot we shall make arrangements for you to speak to the most appropriate person.

If you would like to put your complaint in writing please do so and hand it to the Trainer/Assessor or send it to Jim Knowles or Barbara McPhee at the address on the front of this handout. You might prefer to email Jim or Barbara. We shall get back to you as soon as possible to discuss the matter with you or to let you know what action we are taking.

Whatever your problem or complaint we undertake to our best to work with you co-operatively to solve it.

8.2 Continuous improvement

Our courses are a significant part of our work. We seek your feedback, which is always valued. We undertake to consider each criticism and suggestion for change seriously and where feasible we include your ideas in the next course.

We are proud of our staff and the courses that we run and we are always seeking to improve. We can only do this with your help.

The Group also has a Code of Practice setting out the professional Standards by which it operates.

If you require further information on these or other matters please contact our office in Kurri Kurri on 02-4937 5855 or email Barbara at lisa@jkggroup.com.au.