



SAFETY MINING CONSTRUCTION HOSPITALITY

RTO 31504

STUDENT

INFORMATION

HANDBOOK

www.qldtsol.com

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Welcome and thank you for choosing **QLD Training Solutions Pty Ltd** as the provider of your training. We look forward to assisting you in achieving your goals.

Hours of Operation

Course Session Times: 8.00 am-4.00 pm, may vary depending on the course.
Part time by request. Please arrange any special requests through the office.
Office Hours: 8.00 am – 4.00 pm.

Contact Details: **QLD Training Solutions Pty Ltd**
Level 1/36 Wellington Street, Mackay
Postal Address: PO Box 138
Mackay QLD 4740
Phone: 07 4944 1551
Email office@qldtsol.com



Courses Offered and Vocational Outcomes

QLD Training Solutions Pty Ltd is a Registered Training Organisation offering nationally recognised training for all areas of Queensland, providing vocational training in Hospitality, Construction (White Card), and Surface Coal Mining Operations. We also tailor short courses to meet client requirements.

We have a strong team of trainers capable of assisting you to gain vocational competency in:

SIT30616 Certificate III in Hospitality

- SITHGAM001 - Provide responsible gambling services
- SITHFAB002 - Provide responsible service of alcohol
- SITXFSA001 - Use hygienic practices for food safety
- SITXFSA002 - Participate in safe food handling practices

CPC10111 - Certificate I in Construction

- CPCCWHS1001 - Prepare to work safely in the construction industry

RIISS00034 - Surface Coal Mine Safety Skill Set

- RIICOM201D - Communicate in the workplace
- RIIERR205D - Apply initial response First Aid
- RIIERR302E - Respond to local emergencies and incidents
- RIIGOV201D - Comply with site work processes/procedures
- RIIRIS201D - Conduct local risk control
- RIIWHS201D - Work safely and follow WHS policies and procedures

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RIISS00033 - Underground Coal Mine Safety Skill Set

- RIICOM201D - Communicate in the workplace
- RIIERR205D - Apply initial response First Aid
- RIIERR203D - Escape from hazardous situations unaided
- RIIGOV201D - Comply with site work processes/procedures
- RIIRIS201D - Conduct local risk control
- RIIWHS201D - Work safely and follow WHS policies and procedures

RII30115 Certificate III in Surface Extraction Operations

- CPCCLDG3001A - Licence to perform dogging

RII20215 - Certificate II in Surface Extraction Operations

- RIIHAN201E - Operate a forklift
- RIIHAN203D - Conduct lifting operations
- RIIHAN305D – Operate a gantry or Overhead Crane
- RIIHAN208D - Perform dogging
- RIIHAN212E - Conduct non-slewing crane operations
- RIIHAN301E - Operate elevating work platform
- MSMWHS217 - Gas test atmospheres
- RIIWHS202D - Enter and work in confined spaces
- RIIWHS204D - Work safely at heights

TLI – Transport & Logistics Training Package

- TLILIC0003 - Licence to operate a forklift truck
- TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length > 11 metres)
- TLILIC0008 - Licence to operate a non-slewing mobile crane (> 3 tonnes capacity)

RII60715 Adv. Diploma of Surface Coal Mining Management

- RIIRIS601D - Establish and maintain the risk management system
- RIIWHS601D - Establish and maintain the WHS management system

RII40215 - Certificate IV in Surface Coal Mining (Open Cut Examiner)

- RIICOM301D - Communicate Information
- RIIRIS301D - Apply risk management processes
- RIIWHS301D - Conduct safety and health investigations
- RIIRIS402D - Carry out the risk management process

HLT – Health

- HLTAID001 – Provide cardiopulmonary resuscitation
- HLTAID003 – Provide First Aid

All nationally accredited courses completed will receive a 'Statement of Attainment' and the skills gained will equip you to work within the Hospitality, Construction and Mining Industries.

Educational Standards

QLD Training Solutions Pty Ltd maintains policies and management systems which provide for the highest educational and professional standards in Australia for the marketing and delivery of vocational education and training services, which safeguard the interests and welfare of students. We maintain at all venues, a learning environment which is conducive to the success of the students. We have the capacity to deliver courses by using appropriate methods and materials.

QTS Code of Conduct

Attendance and Punctuality

Just as an employer would expect punctuality and full attendance to enable productivity levels to be maintained, so your full attendance at the course is required. If for some unavoidable reason you are unable to attend, or are likely to be late, we ask that you contact our office by phone to keep us informed. You are also required to provide some form of evidence (e.g. Doctor's certificate). Mobile phones are not to be used during all courses.

Appearance

- Personal presentation. Please make sure you are clean and tidy with personal hygiene a priority.
- Please do not wear heavy fragrances
- Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study.

Personal Protective Equipment (PPE)

- Must be compliant with the Qld Work Health & Safety Act.
- Workplace onsite training employers must supply all PPE.
- QLD Training Solutions Pty Ltd will supply all PPE for inhouse training.

Acceptable Language and Behaviour

At the commencement of the course, your trainer will outline what *Qld Training Solutions Pty Ltd* considers to be acceptable language and behaviour. While on *Qld Training Solutions Pty Ltd* property, you will be required to adhere to these standards.

Mobile Phones

Mobile phones must be switched off when in class. Radios, CD players, sports equipment and similar distracters are not allowed in the training sessions.

Smoking

Smoking is not permitted in the training areas. Smokers are requested to smoke only downstairs away from building entrances; there is to be no smoking within 5 metres of a building entrance and make use of the rubbish bins provided by the council.

Alcohol/Drugs

At no time should alcohol be consumed prior to or during the training sessions. Being under the influence of alcohol or illegal drugs will result in the termination of your program.

Machinery Tickets, Cranes, Rigging & Dogging

To be eligible to undertake training on machinery the participant **MUST** be 18 years old. Proof of age will be required.

All courses require photo ID. Please contact *Qld Training Solutions Pty Ltd (QTS)*. for details of ID requirements.

ALL RPL's need evidence produced on the day. We will require that all documents are available for us to copy on the day of the course.

Please contact the office to verify what ID you will be required to submit for all Construction White card Courses.

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Mentoring and Support Services

Ongoing mentoring and support services are provided by *QLD Training Solutions Pty Ltd* throughout the course. If you are experiencing difficulties, it is important to talk with your trainer. This can help you overcome difficulties at an early stage.

QLD Training Solutions Pty Ltd can provide skills and training needs analysis, administration & course co-ordination and direction for support with literacy & numeracy.

Language Literacy and Numeracy

QLD Training Solutions Pty Ltd requires all participants enrolling in accredited training to complete a Language Literacy and Numeracy Test. This test has been developed by experts in this field and is designed to assist us in providing the necessary support to assist all participants to successful completion of their course of study.

Further support for reading and writing can be gained through some of the support areas in the community.

- <https://www.readingwritinghotline.edu.au/>
- <https://www.scoop.it/topic/adult-literacy-apps>
- <https://dyslexiasupportservices.com.au/>
- <https://www.education.gov.au/reading-writing-hotline>
- In any instance where a student may require an interpreter, the cost of this service will be borne by the student and the interpreter needs to be approved by *QLD Training Solutions Pty Ltd* (QTS).

Discrimination

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Disciplinary action could be taken against anyone who discriminates against another student.

The welfare of our students is of utmost concern to *QLD Training Solutions Pty Ltd* and we can offer the following organisations that are equipped to offer services which may help:

- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au
- Lifeline: 13 11 14 or www.lifeline.org.au

Disciplinary Procedures

Every student will be required to follow the QTS Code of Conduct. A person violating this Code of Conduct will be given three warnings in writing, after which they will be withdrawn from the course and any fees which may be deemed to be owed to the student will be forfeited.

Staff/Student Responsibilities

QLD Training Solutions Pty Ltd is an Equal Opportunity Employer and rejects discrimination and harassment. All employees, contractors, consultants and clients will be treated on their merits without regard to race, age, sex, marital status, ethnicity or any other factors. Therefore, it will be expected that every staff member will treat each client with respect.

However, as *QLD Training Solutions Pty Ltd* also has an obligation to protect the staff within its employment, any report of discrimination or harassment must be presented in writing. All complaints will be treated seriously and investigated promptly, confidentially and impartially.

Disciplinary action could be taken against any staff member who discriminates against a client, co-worker or any other business contact. Disciplinary action could also be taken against any staff/student found to be lodging a false claim against a client, co-worker or any other business contact.

QLD Training Solutions Pty Ltd will expect every student to treat every staff member similarly.

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Student Feedback

Our approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Recognition of Prior Learning

There is an opportunity for your current skills to be recognised. These may have been gained through previous courses or achieved via your past work or life experience.

Sufficient evidence of Recognition of Prior Learning (RPL) must be provided. This could include a demonstration of your skills and competencies, a challenge test, a training certificate or a verbal assessment.

To apply for Recognition of Prior Learning: Please speak directly to one of our qualified assessors.

- Gather all documentation and evidence relating to previous work experience and courses/qualifications – all certificates must be authentic or certified copies and presented for sighting
- Complete an application form
- Submit the application and documentation to your trainer for assessment
- Where applicable, a mandatory challenge test will be used.
- Gather all ID documents as required

A student may attend an interview with the trainer concerned in order to gain further support for the application.

Credit Transfer

If you have previously completed recognised competencies/certificates with another Registered Training Organisation, you can apply for a Credit Transfer. We will look at the validity of the documentation that you provide in making our final assessment for Credit Transfer.

Credit Transfer means that you don't have to complete the competency again.

To apply for Credit Transfer:

- gather all documentation - all certificates must be authentic or certified copies and presented for sighting
- complete an application form
- submit the application and documentation to your trainer for assessment
- Gather all ID documents as required

You may also be required to attend an interview with the staff member and trainer reviewing your application.

Training

During your induction meeting, your trainer will discuss with you what you want to achieve out of this course, what skills you are currently using and how you would like to increase them. Together you will design a plan for your learning to suit you. This may include face-to-face teaching, seminars, structured classes, the use of workbooks and texts or small workshops with other students.

Flexible Learning and Assessment Procedures

During the interview, your trainer will discuss learning and assessment options with you. Please feel free to state your preferred learning method. *QLD Training Solutions Pty Ltd* will do everything possible to provide flexible learning opportunities for you.

Assessment is conducted through a number of options, such as discussions with you, practical performances, assignments, practical projects, written tests, role playing, looking at work samples and through questioning.

In your supported learning packages, a number of activities/assessments will need to be completed to demonstrate your understanding of the skills being learnt.

Your trainer will show you what they need to see and work out with you how you will go about demonstrating your ability.

When you submit reports always put your name on every page.

- All assignments should clearly state your name, the course you are studying and the module / assignment you are completing.
- Re-evaluation of Assessment can be done if you are unhappy with the result of your assessment. You must request this within 4 weeks of marking.
- Plagiarism is unacceptable and will result in failing the module.

If you have any questions about assessment, please talk with your trainer.

Issuing of Results

QLD Training Solutions Pty Ltd offers Nationally Recognised Courses for Mining, Machinery, Health and Hospitality.

Upon successful completion of your course, a Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for all RTOs in the *Standards for RTOs 2015*. (Note this does not equate to a complete qualification).

A Statement of Attendance will be issued for those undertaking a non-accredited course. This applies to the Customer Liaison Officer and also the Partial STD 11. The student receives a Statement of Attendance until the course is finalised with the return of the '*Site Verification*' form.

Fees and Charges

QLD Training Solutions Pty Ltd requires all fees to be paid prior to the issuing and release of certificates.

Please contact QTS for all course prices.

Payment of fees can be made to *QLD Training Solutions Pty Ltd* via Credit Card, Direct Deposit, Cash/Eftpos and Purchase Orders. Please note it is the Student's responsibility to organise purchase orders from employment agencies or businesses, not ours.

All QTS Mackay-based course fees need to be paid on booking and can be cancelled up to 2 business days prior to the date the course is held, without incurring fees, unless alternative arrangements have been made with *QLD Training Solutions Pty Ltd (QTS)*. OR in the case of workplace onsite training 4 business days.

QTS will allow substitutes on the day of training if a student is unable to attend the training. Refunds and transfers will be made at the discretion of QTS. Doctors certificates will be required should a student need to cancel on the day and require a credit transfer.

If QTS needs to change the date of a course, we will transfer the student straight over, however if the new date is not suitable to the student, the student is entitled to a full refund or transfer as required.

When making a booking, the student is required to provide an email address so that QTS can forward a tax invoice which also confirms the course details, date and time.

A reissue of a certificate qualification will incur a \$50 fee.

A reprint of a Wallet card, will incur a \$10.00 fee.

All course fees charged are inclusive of materials, certificate issuance and administration fees.

Cancellation/ Refund Policy

QLD Training Solutions Pty Ltd accepts payment when the booking is made for the course and we are happy to transfer a credit if students are unable to attend the course and have followed the cancellation procedure.

To receive a credit for a Mackay-based course, a student is required to advise QTS via email, 48 hrs prior to the start time of the course. Clients cancelling the day of the course will require a Doctor's Certificate to receive a credit. A 100% fee will be incurred to a student or company if notice of non-attendance is not received via email or phone call at all by the beginning of the course.

For students or companies enrolling in a tailor-made, off site training course held other than at our Mackay facility situated at *QLD Training Solutions Pty Ltd*, 36 Wellington Street, Mackay, a tax invoice will be generated and full payment will be required to confirm the course booking. As we will be travelling for these courses, there cannot be a credit given once booked, unless email notification is received at least 4 days prior to the course start time. We only conduct tailor-made training when we have certain numbers and failure to advise us of any changes in your circumstances within the time allocated, does not make it viable for us to travel in most cases.

No refund will be given if the student leaves before completing the competency unless they provide a Doctor's Certificate or can show extreme personal hardship. In this case, the student or company may reschedule to a course within one month of the date.

'White Card' Safety Induction Verification Process

QLD Training Solutions Pty Ltd, delivers the 'White Card' under licence agreements with QLD Work Place Health and Safety.

It is a condition of these agreements that we undertake a verification process of individuals completing this training.

This process is used to assist in the determination as to whether or not the person who is to receive the "White Card" is the person who actually completed the course.

Please note:

- Where it has been identified that a false declaration has been made or that the person who is to receive the "White Card" has made false claims, then no "White Card" will be issued and payment forfeited.
- ID requires us to collect specific forms from the student before starting the course. If the student does not have these forms they will not be permitted to continue on with the course.
- Please enquire through your trainer or the QLD Training Solutions office for details of the forms required.

Job Placements

QLD Training Solutions Pty Ltd is a training business and we do not supply or look for work for clients. We offer the training students may require to help find and maintain employment only.

Complaints/Appeals Procedures

QLD Training Solutions Pty Ltd strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

The student has 6 months to make an appeal.

Should a participant have a complaint with any aspect of their training, they are encouraged to speak immediately with the *Trainer* or the *QLD Training Solutions Manager* to resolve the issue. On receipt of an email concerning a complaint, QTS will send an acknowledgement within 3 days of receipt.

QTS will review the complaint and contact the complainant within the next week.

If it is going to take longer, QTS will notify the student in writing (via email) and provide regular updates.

If the participant is not satisfied that the issue has been resolved, they are encouraged to address concerns to the CEO via email. Students may also request a '*Complaints and Appeals*' form from the Trainer or the Directors of *Qld Training Solutions Pty Ltd*, detailing the issues of concern. If the matter is still not resolved, participants are advised they may take their complaint through 3rd parties, legal avenues, the Anti-Discrimination Board, Consumer Affairs or other bodies as appropriate.

Access & Equity

Our Access & Equity Policy ensures that student selection decisions comply with equal opportunity legislation, and will be maintained in accordance with *QLD Training Solutions Pty Ltd* Student Information Sheet.

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Management & Administration

QLD Training Solutions Pty Ltd has policies & management strategies that ensure effective financial and administration practices. Management guarantees the organisation's sound financial position and safeguards students' fees until used for training.

Student Records

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by student. Please forward your request via email to office@qldtsol.com

For all replacement certificates and cards, please email the office for prices and charges.

Marketing

QLD Training Solutions Pty Ltd markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. We will not use any student photos for marketing purposes.

Sanctions

QLD Training Solutions Pty Ltd will honor all guarantees outlined in the Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Supervising Registered Training Organisation withdrawn.

Third-Party Arrangements

Some of our courses are delivered by Third-Party providers on behalf of the QLD Training Solutions Pty Ltd as the RTO. If you require information regarding these providers, please call or email us direct.

All 3rd Party Trainers and Assessors follow all the QTS policies and procedures. For all queries please contact the office of QTS.

STUDENT AGREEMENT – INDEMNITY

IN CONSIDERATION of *QLD Training Solutions Pty Ltd* permitting me to participate in this training I agree with the following;

- 1. I INDEMNIFY** *QLD Training Solutions Pty Ltd* from any negligence, tort, breach of contractual or any other legal or equitable rights whatsoever caused, and this indemnity will extend to and include any danger arising from my participating in the training and by my use of the *QLD Training Solutions Pty Ltd* facilities.
- 2. I WILL** abide by the Rules and Regulations of *QLD Training Solutions Pty Ltd* as to the training and to the use of the *QLD Training Solutions Pty Ltd* facilities and the directions of the *QLD Training Solutions Pty Ltd* officials, including the right to terminate or cancel my training and the use of the *QLD Training Solutions Pty Ltd* facilities at any time according to RTO Policy.
- 3. THE PERSONAL INFORMATION** I have supplied to *QLD Training Solutions Pty Ltd* regarding any qualifications, experience and any other matter associated with that training is true and correct and I have **READ AND UNDERSTOOD** all of the clauses of this agreement before signing the same and before my use of *QLD Training Solutions Pty Ltd* facilities or before any completion.

4. IN THIS AGREEMENT the following words shall respectively mean;

"Student" — the person named as such on this application form on this paper.

"QLD Training Solutions Pty Ltd " – *QLD Training Solutions Pty Ltd* (any group or organisation associated with a *QLD Training Solutions Pty Ltd*), and any teachers, lecturers, instructors, directors, officers, managers, advisors, employees, agents, licensees, sub-contractors, subsidiaries, holding companies, associate, and assignees, or any person associated with *QLD Training Solutions Pty Ltd* in any way; any company in control of the venue or any company or person authorising the use of the venue, its directors, officers, managers, advisors, employees, agents, licensees, subcontractors, subsidiaries, holding companies, associates and assignees or any person or company associated with *QLD Training Solutions Pty Ltd* or person in any way.

"QLD Training Solutions Pty Ltd facilities" the land and building, associated with any training or any part of the training venue.

"Use of the QLD Training Solutions Pty Ltd facilities" — the use by the student or his attempted use of the *QLD Training Solutions Pty Ltd* facilities whether such use or access is in breach of this agreement or *QLD Training Solutions Pty Ltd* Rules and Regulations or authorised or otherwise and whether intended to be so used or not.

"Damage" - all loss or damage, cost, or expenses, whether direct or indirect flowing from any legal liability, claim, demand, right of action, proceedings or judgment of whatever nature road whether arising at law or its equity and whether suffered to that person or properly of *QLD Training Solutions Pty Ltd*, or Student, or any other person or corporation and whether arising out of or consequent upon the negligence of the *QLD Training, Solutions Pty Ltd* the Student or otherwise.

"Rules and Regulations" - are the Rules and Regulations relating to any Training which are available from *QLD Training Solutions Pty Ltd* and include all amendments or alterations to the Rules and Regulations made from time to time.

Agreement

(To be signed by student at time of enrolment)

I hereby declare that I have received a copy the Student Information Handbook of *QLD Training Solutions Pty Ltd* and agree to adhere to the policies and procedures as set out therein.

I also understand that under the Privacy Act, *QLD Training Solutions Pty Ltd* is required to obtain written permission allowing personal details relating to my enrolment to be passed on to any government body requiring such information. In accordance with these requirements, I hereby give my consent.

Signature

Name (printed)

Dated this day of 20...

Feedback

We thank you for taking the time to read through this Student Information Handbook. If you have any questions, please do not hesitate to talk with your Trainer or a *Qld Training Solutions Pty Ltd* staff member.

If you appreciate the extra effort a trainer has given you, or you have concerns about something, we encourage you to let us know. This allows us to constantly evaluate and improve our services to you.

Informal feedback can be sent to: QLD Training Solutions Pty Ltd
PO Box 138
MACKAY QLD 4740

Your feedback is really important to us!