

STUDENT HANDBOOK

TLILIC 0003 - LICENCE TO OPERATE A FORKLIFT TRUCK

STUDENT INFORMATION BOOK

Barclay Thomas Training Group Pty Ltd is a fork lift training school totally dedicated to producing professional forklift operators. Our aim is to ensure that at the completion of training, the new fork lift operator is more than just qualified ... he or she is capable & employable.

Using the national unit of competence and internally developed and individually tailored integrated training systems, we seek to help students achieve higher assessment success.

Barclay Thomas Training Groups

CODE OF PRACTICE

Company Objectives

Barclay Thomas Training Group Pty Ltd aims to maintain the highest professional standards in design, delivery, and marketing of forklift training.

Our policies and practices are aimed at:

- providing effective, efficient training services to its students, and
- Safeguarding and perpetuating the high standards of the logistics & HRW training industry.

The company aims to provide a facility and a learning environment that is both interesting and enjoyable, and conducive to the success of each individual student.

Access and Equity Policy

The directors, staff & management seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and students efforts are encouraged and their achievements given due recognition.

In accordance with Anti Discrimination and Equal Opportunity Legislation in all States of Australia, our staff are aware and sensitive to the diverse needs of individual clients, including people who face barriers due to age, gender, cultural differences, disability, language literacy and numeracy. Our policy is to treat all enrolled students and persons seeking enrolment in an open, transparent, ethical and fair manner, and to provide a study environment that is free from all forms of discrimination and harassment.

Fairness must be considered in the context of all of the relevant circumstances, including course pre-requisite requirements, age specific requirements, and the applicants capacity to take part in the program, and does not imply that all students are treated the same.

Recruitment

Recruiting of students by Barclay Thomas Training Group will be conducted in an ethical and responsible manner and will be consistent with the requirements of the current standards for Registered Training Organisations.

Enrolment of students will be on a first come first served basis and classes will be based on a max of three students to a forklift. The management of BTTG reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are not appropriate to this course of study based on a numeracy and literacy test although an alternative of oral assessment may be offered in some case's

Appropriately qualified staff will assess the extent to which each applicant is likely to achieve the competency standards and course outcomes, based on the course entry requirements and the applicant's current educational qualifications and/or proficiency's.

All trainee selection decisions will comply with equal opportunity legislation and national guidelines.

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WHSQ regulations state that students must be:

- 18years of age to hold a forklift licence
- Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

Course Fees

All students pay a non-refundable up front training fee in advance of commencement day at time of booking

The full course fee covers:

- Provision of Training Materials and handouts
- Loan of Easy Guide reference books
- Use of forklifts
- Assessment fee

Any remedial training and subsequent assessment (1) will be included.

Should the student require a replacement testamur due to student loss or destruction this will be issued at a fee of \$25 should the testamur need reissuing due to fault of the school, this will be provided at no fee.

Refund Policy

No refund of fees once training has commenced.

Deferment- rebook in another class (no refund) if less that 2 working days notice is given.

Cancellation- refunds for fees paid in advance will only be paid if notice of a minimum of 2 working days is given (excluding weekends and public holidays)

Privacy Policy

BTTG acknowledges and respects the privacy of individuals. The information collected includes but is not limited to personal contact details, course enrolment details and changes to enrolled courses.

The school uses the information only for the purpose that it was provided and to communicate with nominated persons in the event of an emergency. BTTG does not provide or sell personal information to external companies for the purpose of marketing. The school may also collect statistical information in order to improve the level of service provision; however none of this information can be attributable to any individual.

The school is required to provide personal information to external agencies or organisations including the Australian Government and designated authorities and licensing bodies in order to provide specific services and as required by law. This may include sharing information with the Australian Skills Quality Authority (ASQA), The Department of Education & Training, (DET); Workplace Health & safety Queensland (WHSQ)

Physical Resources

Students have access to the necessary facilities/materials/equipment to complete their course

These include:

Well maintained Forklifts

Modern training room facilities with multimedia equipment

Resource Learning Materials reference materials

Student lounges

Freedom of Information

Whilst all training records are the property of the company, BTTG guarantees the right of access of each student to his or her own training record on written request and in the company of an appointed BTTG employee.

Instructional Standards

BTTG is committed to providing students with the highest possible safety and professional training standards and adheres to the Standards for Registered Training Organisations (RTOs) 2015.

All instructors hold relevant competencies and knowledge at an equivalent or higher level than specified in the unit of instruction to be delivered and are encouraged to further develop their own skills.

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Relevant Legislation for Training

BTTG abides by the regulations of the following Acts and Regulatory bodies:

- VET Quality Framework
- Australian Qualifications Framework
- The National Vocational Education and Training Regulator Act 2011
- The Copyright Act 1968
- Anti Discrimination Act 1991
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy and Personal Information Protection Act 1998
- Privacy (Private Sector) Regulations 2001
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2005

This legislation is available to students and staff via electronic copy. To retrieve copies of this legislation please see administration.

Code of Conduct

Students are expected to carry out their duties in a professional, responsible and courteous manner and to be accountable for their conduct and decisions. Staff and students have a duty to take reasonable care to avoid causing harm (including physical harm) to anyone. Thus, staff and students should actively promote safe working practices and environments for everyone using school facilities.

Material, financial and computerised resources should be used only for the legitimate school purposes for which they are provided. All training material and handouts are the copy write of BTTG, unless copy write is previously claimed and held by a proprietary supplier either cannot be copied for distribution to other parties. Students may not remove company equipment from the school, except where this is necessary for school purposes and where they have appropriate permission. All property of BTTG is to remain the property of BTTG.

The General Manager and staff do not ever expect to discipline students who are undertaking a fork lift licence course. Students may however fall in to the following disciplinary areas.

Workplace Health & Safety. - All students have a duty of care to work and study in a safe manner that cannot cause harm to themselves or others.

Abuse – BTTG will not condone abuse of any sort. No verbal or physical abuse of staff or other students will be tolerated. Abuse of school's resources will not be tolerated.

Discrimination. - BTTG will not condone sexual harassment or racial prejudice in any form

Recognition of Prior Learning and Credit Transfer

Where ever possible previous forklift training will be taken into account when enrolling in our courses. A student transferring from another school will need to discuss their prior training with the instructor

For prior partial assessment an assessment summary will be required to give credits

The student will require evidence by way of their log book or training records. No records = no credit given

Course Content and Assessment Procedures

Student training and progress is to industry specific standards incorporating the National syllabus and the national unit **TLILIC0003**, which specify the competencies a forklift operator must achieve at various stages before a final assessment and the issue of a forklift operator licence.

Assessment is in three parts 1) Written Knowledge

2) Calculations

3) Practical

Results and Qualifications

Work Place health & safety Queensland will be notified in advance of any assessments, which the student undertakes.

The Accredited Assessor will record satisfactory completion of assessments and issue assessment summaries.

WHSQ will issue the necessary licences to reflect a pass in these tests after the application online at www.worksafe.qld.gov.au has been made.

Once a student has completed their training with BTTG their records will be kept in the student archives for 6 years as required by WHSQ and a copy of the Statement of Attainment issued will be kept for 30 years.

All qualifications and statements of attainment issued by BTTG conform to the requirements of the Australian Qualification Frame work.

Complaints and Appeals Policy and Procedure

Policy

Barclay Thomas Training are committed to responding to the need of Participants, staff and others associated with the business. In the event that anyone is not happy with any aspect of the service provided we would like the opportunity to address the issue. We encourage anyone who with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision we have made (an appeal) to contact us.

The complaints and appeals process must be made publicly available via the RTO's website.

Procedure

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which Participants may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- timeframe in which a qualification was issued
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

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First instance: Participants are encouraged to speak immediately with their Trainer. If the Participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the General Manager.

Second instance: If the issue is not resolved the Participant is encouraged to either speak to or contact in writing the Directors.
(the complainant will receive a response in writing within 7 working days of the complaint being received)

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the Participant in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the Directors immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance: If the Participant is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint
- Participant name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the Directors. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the "Complaints" in "Complaint and Appeals."

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A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

Appeals

Appeals are the expression of the dissatisfaction of a decision made by the RTO. This could be an assessment decision or other decision made by the RTO.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- appeal against an assessment decision due to not being fully informed of the assessment process or faulty or inappropriate equipment or facilities
- appeal against the decision not to grant a refund
- appeal against the outcome of a complaint

Step 1

The Participant appealing an outcome discusses their issue with their Trainer/Assessor.
(This step must commence within ten (10) working days of the outcome being advised).

Step 2

If still not satisfied, the Participant may complete the Appeals Form - Part A and forward to the Directors.
(This should occur within five (5) working days of Step 1)

Step 3

The decision being appealed is to be reviewed by a different Assessor or other relevant person (depending on the nature of the appeal) and the outcome of the review summarised on the Appeals Form. The Participant is to be advised of the appeals outcome within ten (10) working days.
(This should occur within ten 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, the Participant's appeal is to be reviewed by the General Manager. The General Manager will send an acknowledgement letter to the Participant, record the receipt of the Assessment Appeals Form, then review. The General Manager if necessary will convene a review panel to thoroughly examine the appeal.
(The Participant is to be advised of the outcome within ten (10) working days).

Step 5

If the Participant is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

If at any point throughout the appeal it is anticipated that the process will take longer than 60 days the person appellants will be advised of the delay and the reason for the delay.

Procedure

1. All Employees/Contractors and prospective Participants are provided with a copy of the Complaints and Appeals Procedure in the Staff and Participant's Handbook.
2. All appeals must be lodged within five (5) working days of the decision.
3. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties are to have a clear understanding of the steps involved in the procedures.
5. Each Participant will be provided with the opportunity to present his or her case at each stage of the process.
6. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
7. All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
8. Barclay Thomas Training will provide Trainers and/or Participants with details of external authorities that they may approach with respect to their complaint if required.
9. Barclay Thomas Training will endeavour to resolve any complaint referred to it by ASQA within ten (10) working days of its receipt of the complaint.
10. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
11. Barclay Thomas Training will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Barclay Thomas Training will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
12. Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
13. Records relating to the complaint or appeal including the associated registers are to be securely retained.

Supporting documents

- Appeals Form
- Appeal Register
- Complaints Form
- Complaints Register

Student Counselling/Support

The CEO is available by appointment to discuss issues arising during training.

Where professional counselling appears necessary, BTTG will, at the students request arrange a meeting between a student and a counsellor. Where the counselling involves professional fees, payment of these fees will be the responsibility of the student.