



TRAINING

# Student

## Handbook

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## Version Control

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Version	Review Date	Name	Actions / Amendments
01	17 April 2019	Tiffany Piper	Review and change of name

## Confidentiality & Copyright

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Hutchies is proud of the relationships we have built over time and the trust embedded in all our collaborations. Those in-the-know tell us we sometimes need more than trust though, so just to cover all bases, here's the formal legal stuff that protects our IP:

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## Background

Hutchies Training is a specialised provider of construction training. (National Provider #32409).

Hutchies Training will adopt policies and management practices which provide the highest professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of trainees.

The policies and management practices will ensure Hutchies Training complies with the Further Education Training and Employment Act 2014, the National Vocational Education and Training Regulator Act 2011 and the VET Quality Framework.

## Preamble

The handbook outlines the Registered Training Organisation's (RTO) roles and responsibilities in the provision of training and the support services that the RTO will provide to assist learners in the successful completion of the training programs.

The handbook also outlines the learner's responsibilities in the participation of training.

All students are encouraged to discuss any item in this manual with their trainer/assessor and/or the Senior Officer.

## Code of Practice

As an RTO, Hutchies Training has agreed to operate within the VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

## Legislative Requirements

Hutchies Training will meet all legislative requirements of State and Federal Government. Legislation which has been identified as being applicable to this organisation and the training it delivers is:

- Anti-Discrimination Act 1991
- Copyright Act 1968
- Education (Work Experience) Act 1996
- Fair Work Act 2009
- Further Education Training & Employment Act 2014
- Industrial Relations Act 1999
- National Vocational Education and Training Regulator Act 2001
- Privacy Act 1998 and Privacy Act Amendment 2000
- Queensland Building and Construction Commission Regulation 2003
- Right to Information Act 2009
- Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workers' Compensation and Rehabilitation Regulation 2003

Copies of the relevant legislation can be found on the following websites:

- [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)
- [www.comlaw.gov.au](http://www.comlaw.gov.au)

## Access and Equity

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Hutchies Training is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our Quality Policy Statement and this Code of Practice.

All learners will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that student's selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the program, based on their qualifications and experience.

The Hutchies Training actively implements procedures and practices that ensure that all groups have the opportunity to successfully gain skills, knowledge and experience through education and training.

## Harassment / Discrimination

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Regardless of cultural background, gender, sexuality, disability or age our students/clients have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while studying with us.

Hutchies Training, in accordance with the Anti-Discrimination Act 1991, provides a work environment free from discrimination, harassment, and victimisation and bullying. Any grievances relating to the above and proven to be true will result in disciplinary action being taken.

## Quality Management Focus

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Hutchies Training has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

## Client Services

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Hutchies Training has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with AQF Guidelines.

Our quality focus includes; Recognition of Prior Learning, a fair and equitable Refund Policy, a Complaints and Appeal Procedure, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our employer and student information advice will ensure that all fees and charges are known to students before enrolment, that program content and assessment procedures are explained and that vocational outcomes are outlined.

## External Review

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Hutchies Training has agreed to participate in external monitoring and audit processes required by the registering body. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

## Management and Administration

Hutchies Training has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisations sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Hutchies Training has adequate insurance policies.

## Record Keeping

Hutchies Training maintain all records through either manual or electronic systems. Only authorised staff members can access student records. All personal information is kept on an electronic database and are kept confidential.

## Assessment Records

All records pertaining to any courses Hutchies Training provide are maintained in accordance with the VET Quality Framework requirements. We update our records as soon as possible after the assessment date thus ensuring student information is up-to-date and available upon request. Hutchies Training retains assessment results for 30 years, as per the Australian Skills Quality Authority standards.

Candidate's results will only be released for legal or educational purposes. All accredited training results will be reported into the Unique Student Identifier system (USI). For more information regarding the USI see below.

## Unique Student Identifier (USI)

As per the Student Identifiers Act 2014, Hutchies Training or any other RTO cannot issue a VET Statement of Attainment to an individual unless they have an identifier - USI. A USI is a code assigned to a student for life, and is mandatory for students studying in Vocational Education & Training (VET) within Australia.

The USI will give students the ability to obtain a complete record of their VET enrolments and awards from one source (Post January 2015). To read more information on this, please go to the USI website:

<http://www.usi.gov.au/Students/Pages/default.aspx>

## Certification Procedures

All certificates and statements of attainments will be sent directly to students within 30 calendar days of the assessment, on the proviso that the student is deemed Competent and all agreed fees, if applicable, have been paid in full.

Students will be issued with the relevant certification on successful completion of:

- All units or modules in a qualification that is nationally recognised, students will be awarded with a certificate and record of results
- One or more units or modules, but not a full qualification, students will be awarded with a statement of attainment (and, if required, a record of results)
- Any short courses delivered by the Hutchies Training, students will be awarded a certificate of attendance.

If you have lost or misplaced your certificate, please contact our administration team who will be able to assist in re-issuing a replacement certificate\* (see contact details on the back page). A fee of \$30 is required to cover admin costs of any certificates.

\* A written request and appropriate identification will need to be supplied.

## Marketing and Advertising

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Hutchies Training 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 training organisation or training product.

## Training and Assessment Standards

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Hutchies Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the learner.

## Guarantee

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Hutchies Training guarantees that it will:

- Manage its operations in a systematic and ethical manner to ensure the ongoing financial viability of the organisation
- Make available the required resources to learners to ensure the learners are given the opportunity to satisfactorily complete their training
- Provide the agreed training and assessment services that the learner has accepted in the completion of the enrolment form and/or training plan.

## Sanctions

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Hutchies Training will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code of supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

If, at any time any student/client feel that we are not abiding by our Code of Practice then they are encouraged to report their complaints or grievance to the supervisor/trainer or Senior Officer of Hutchies Training in writing.

## Privacy

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Collecting your general personal information is essential to be able to conduct vocational training and assessment. Hutchies Training collects your personal information by means of the Enrolment Form. These are requirements that enable Hutchies Training to conduct their everyday business. Hutchies Training only collects sensitive information as required by the State Government Training and Employment department and the National VET Regulator.

We use the information collected only for the services we provide. No staff or client information is shared with another organisation. We will ensure that, except where required by law, personal information about a client is not disclosed to a third party without the written consent of the client. Commonwealth Privacy Act 1988 and Privacy Act Amendment 2000.

We ensure that your personal information is protected and kept strictly confidential within our database and personal files are kept in a locked cabinet that are only accessible to authorised staff members. Please refer to the Management and Administration section in this handbook for more information on how Hutchies Training keep records.

If you have a privacy complaint, please refer to our Complaint section in this handbook to read how to report this to the Hutchies Training.

**Note** Personal information is any information that would allow a person to be identified. For example, personal information includes an individual's name, age and physical characteristics.



## Freedom of Information

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All students will have access to their own personal records retained by Hutchies Training under the Right to Information Act 2009 by sending a written request, including proof of identity, to the Senior Officer of Hutchies Training. There is no fee associated with lodging a request for access to personal information.

## Disciplinary Policy

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To ensure all program participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the program.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the program content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Anti-discriminatory behaviour such as harassment and bullying
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Wilfully disobeys a lawful request of the employer/RTO
- Class attendance whilst under the influence of alcohol or any non-prescriptive drugs
- Acting or speaking in a way that may damage the reputation of the Hutchies Training and/or its training programs and/or its funding partner

The action taken will depend on the trainee's history and the seriousness of the alleged offence/s. Any person subject to disciplinary procedures has the right of appeal, in writing to the Senior Officer of Hutchies Training who will carry out an appropriate investigation and respond within 14 days.

## Mobile Phones

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Mobile phones must remain switched off during classes. Students may make and receive calls during scheduled breaks. However phones may be set on silent or meeting modes to avoid disturbance of staff and other learners during program times. Please respect others.

## Complaints

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Hutchies Training has a procedure for handling complaints should they arise.

If participants have a complaint with any aspects of their training, they are encouraged to speak immediately with the trainer/assessor or administration team to resolve the issue.

If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Senior Officer, setting out in detail the issues of concern. If you require any assistance with making a complaint, please contact our administration team (see contact details on the back page).

## Academic Appeals

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Should a student wish to appeal any decision made by Hutchies Training the appeals will be managed in accordance with Hutchies Training's Appeal procedure. This includes appeals against assessment decisions.

An appeal must be lodged within twenty (20) working days of the client being notified of a decision made by Hutchies Training or in the case of an academic appeal, within twenty (20) working days of the completion of the assessment. Only in special circumstances will incidents reported outside of this time frame be investigated. The trainee should first approach the assessor if they wish to appeal an assessment decision. If the matter is not resolved to the satisfaction of the participant there is an option for further review by the Senior Officer and an independent panel. Complaints, Grievances and appeals can be addressed to:

### Training Department

Locked Bag 3002  
Toowong DC QLD 4066

Email [training@hutchies.com.au](mailto:training@hutchies.com.au)

Phone 1300 HUTCHIES

Please contact the Administration team (see contact details on the back page) if you have any queries with the Academic Appeals procedure.

## Plagiarism

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Plagiarism is defined as "To take and use one's own thoughts, writings or inventions of another" (Oxford English Dictionary). Therefore, taking someone else's work and using it as your own. Plagiarism can be unintentional, that is why it is extremely important to ensure that you reference other's work.

Hutchies Training students have responsibility to ensure high standards in their academic work. Thus not cheating in assessment, which plagiarism is. If a student is found to have cheated or plagiarised, a formal interview will be conducted with the Senior Officer and a decision will be made in regard to the student's future with the Hutchies Training.

## Language, Literacy and Numeracy (LLN)

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Every endeavour is made to enhance effective participation by all adults in training and assessing, in the workplace, by providing access to language, literacy and numeracy programs and services.

If you believe you require assistance with your training program please provide details on the enrolment form.

A Language, Literacy and Numeracy indicator assessment will be completed prior to commencement of training.

Support may be provided in any of, or a combination of, the following formats:

- Oral assessment
- Variation in training delivery
- Additional training (tutorials)
- Referrals to learning support organisation. Further details provided on request.
- IT support through emails etc

## Support and Counselling

### Support Services

Students are offered the following support services to assist in successful completion of training:

- RPL assessment;
- Options in learning;
- One on one tutoring;
- Pre-program interviews;
- Training needs analysis;
- Information on our website.

### Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students/clients. This includes:

- Occupational Health and Safety;
- Review of payment schedules when requested;
- Learning pathways and possible RPL & RCC opportunities; provision for special learning needs;
- Provision for special cultural and religious needs.

### Counselling Services

If a student has a problem with any unit, they should feel free to discuss their concerns with their trainer/assessor who may refer them to the Senior Officer. If the support needs extend to a need for counselling the student will be referred to an appropriate external support agency.

## Program Fees and Charges

Where required Hutchies Training will charge apprentices and trainees tuition fees. When Hutchies Training have the need to charge students fees, the fees and charges will be detailed in specific program information and the following refund and cancellation policy will apply. To view the schedule of fees, please see the Hutchies Training website.

## Refund and Cancellation Policy

Full refunds will be made to the students in the event of program cancellation by Hutchies Training.

Participants who withdraw from a program due to ill health will receive a full refund of program fees paid, less any Administration and material fee that is relevant. A medical certificate must be provided.

Participants who withdraw from the program for reasons other than ill health, with less than seven days' notice prior to the commencement, will not be refunded.

If a participant commences a program but withdraws part way through the program due to ill health or bereavement the person will be permitted to comeback within 60 days and complete the training. If the person is unable to return to complete the training then a refund based on the percentage of the program not completed will be given.

Transfers will be accepted up to 7 days prior to the program commencement. Transfers within programs will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited

## Enrolment and Selection

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Enrolment will be made by completing the enrolment form during the initial interview with your trainer/assessor or Apprentice Development Coordinator.

Enrolment of participants, will be conducted at all times in an ethical and responsible manner and consistent with the requirements of our learning & assessment strategies and the training package/accredited program. The selection of participants will comply with our Access and Equity Policy.

Hutchies Training will ensure that appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the program, based on the applicant's previous qualifications and experience. For further information on enrolment please contact our administration.

## Training

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### Competency Based Training

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Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT looks at the skills and knowledge that a person needs to do a job. Assessment criteria are defined for each subject. The assessment criteria, describes the performance criteria to be applied and the associated skills and underpinning theory knowledge requirement.

### Flexible Learning

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Hutchies Training will provide flexible training delivery to meet the needs of our clients.

## Assessment

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### Assessment under CBT

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Assessment under CBT is criteria based where a predetermined standard has to be achieved. The learner's performance is compared to the standard rather than against a predetermined percentage pass mark or other learner's results. This means that the system of measuring results by marks or percentages is no longer relevant. A learner is assessed as either competent or not yet competent.

### Recognition of Prior Learning

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All students have the right to apply for recognition of Prior Learning (RPL) if they believe they have previously undertaken relevant learning through structured or unstructured training, work experience or some other means.

Recognition of Prior Learning is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

## Structured Workplace Learning

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Some of the courses offered by the Hutchies Training (eg Doorways to Construction, Trade Start) have a short vocational placement component. Under the Vocational Education and Employment Act 2000 Chapter 4 Vocational Placement, S117(5) and S120(2); this placement can be no longer than 240 hours and the student will not be remunerated.

## A Guide to the Process of Recognition of Prior Learning (RPL)

Recognition of prior learning is a process whereby skills can be recognised. These skills may have been obtained in a number of ways, via:

- Relevant prior learning
- Competencies acquired through previous work
- Life experiences
- Training and/or educational experiences

Through the process of RPL, people can obtain formal qualifications and recognition. These qualifications are nationally recognised under the VET Quality Framework (VQF). RPL may be granted only for a complete program or full subject. It will not be granted for part of a subject.

Any RPL granted will be based on the gathering of valid, sufficient, accurate, consistent and authentic evidence against the defined assessment criteria of the subject.

### RPL Assessment Procedure

There are a number of ways RPL can be assessed. Essentially, the same assessment applies for RPL as that for a student enrolled in and attending a subject at a provider. The methods of assessment are varied and will be determined after the person seeking RPL has enrolled. The methods of assessment may include, but are not limited to:

- Written or oral examination
- Practical test
- Comparison of outcomes obtained under prior learning to the outcomes contained in the module descriptor
- Interview
- Evidence offered by referral persons

Applicants applying for RPL will be advised of applicable fees at the time of application. For more information please contact your trainer who will assist you to make an application.

In brief the process for recognition or prior learning is:

- Gather all relevant documentation and evidence relating to previous and current work
- Complete an application form
- Submit these to the instructor or principal for assessment
- Attend an interview to support your application, and/or
- Be assessed through theory and/or practical assignment/s

### Credit Transfer

Those learners who have successfully completed units of competency and/or qualifications, and who hold evidence (statement of attainment/certificate) for those units of competencies/qualifications/programs issued by a Registered Training Organisation will be granted direct credit transfer when applicable to the program being undertaken.

### National Recognition Policy

Hutchies Training recognises the AQF qualifications and statements of attainment issued by any other RTO.

## Program Information

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Specific program brochures and flyers have been developed for all of the programs within our current scope of registration. Student information sheets for each program and its content also support this. Program information is also available on our website at [training.hutchies.com.au](http://training.hutchies.com.au).

## Occupational Health and Safety Policy

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Hutchies Training accepts its legal and moral obligation as required under the Work Health and Safety Act 2011 and is committed to ensuring the health and safety of all persons who may be affected by its operations and activities.

Students also have obligations under the Work Health and Safety Act 2011 whilst participating in training. These obligations will be outlined at the commencement of the training. Training on specific industry hazards is incorporated in the training program.

## Hutchies Training Contact Details

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### Locations

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#### Hutchinson Builders Office

584 Milton Road  
Toowong QLD 4066

#### Yatala Campus

153 Burnside Road  
Ormeau QLD 4207

### Phone

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1300 HUTCHIES  
+61 7 3335 5145

### Email

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[training@hutchies.com.au](mailto:training@hutchies.com.au)

### Website

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[training.hutchies.com.au](http://training.hutchies.com.au)

[HUTCHIES.COM.AU](https://hutchies.com.au)