



**Col Joy** Training Services

# STUDENT INFORMATION BOOKLET

[www.coljoytraining.com.au](http://www.coljoytraining.com.au)

## Units of competency

- CPCCWHS1001 Work safely in the construction industry
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- MSMWHS216 Operate breathing apparatus
- MSMWHS217 Gas test atmospheres
- MSMPER200 Work in accordance with an issued permit
- MSMPER300 Issue work permits
- RIIRIS402D Carry out the risk management process
- UETTDRRF06B Perform rescue from a live LV panel

## Skill sets on offer

- RIISS00034 Surface Coal Mine Safety Skill Set
- UETSS00029 Refresher - Perform Rescue from a Live LV Panel and CPR
- UETSS00022 Refresher - Perform CPR
- UETSS00028 Refresher - Perform Rescue from a Live LV Panel
- RIISS00042 Work Zone Traffic Control - Road Labourer Skill Set

## Qualifications on offer

- RII20215 – Certificate II in Surface Extraction Operations (Release 2)
- RII30115 – Certificate III in Surface Extraction Operations (Release 2)
- RII30415 – Certificate III in Resource Processing (Release 2)

***WE CAN TAILOR MAKE COURSES TO CLIENT SPECIFICATIONS***

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## WELCOME

The staff at **Col Joy Training Services** welcomes you to their National VET Regulated, Registered Training Organisation (NVR RTO - 6491) and training facilities. We hope you enjoy your learning experience with us as you undertake your chosen course.

**Col Joy Training Services** aims to provide training of the highest quality to meet our clients' specific needs. We achieve this through our focus on continual improvement of our course delivery and assessment strategies.

Since inception the majority of **Col Joy Training Services** work has been to provide training and development for Client Companies.

This work has been either as a result of approaches made directly to us or from our having responded to tenders. Consequently, the work has generally been specific and tailored to meet an individual client's needs.

The course has thus been aimed at improving student skills rather than providing employment opportunity skills development.

It is envisaged that this will continue to be the nature of our work.

## RTO RESPONSIBILITIES

### COMPLYING WITH LEGISLATION

It is the responsibility of **Col Joy Training Services** to provide quality training and assessment that is compliant with legislative and regulatory standards and training package requirements.

**Col Joy Training Services** will at all times provide current and accurate information to prospective learners about the training product that will enable the learner to make an informed decision about undertaking a training program, and support services available. This will include this student handbook, course information including details such as duration, location, all course fees and trading terms, and where applicable, course entry requirements.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

#### LEGISLATION:

- Copyright Act 1968
- Commonwealth Work Health and Safety Act 2011
- Work Health and Safety Act 2011
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2017/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984/Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015
- Standards for Registered Training Organisations 2015/Standards for Registered Organisations Amendment 2017

### WORK HEALTH AND SAFETY (WHS)

**Col Joy Training Services** is committed to ensuring a safe and healthy working and learning environment for staff, students, visitors and the general public in accordance with its legislative obligations.

At no point should a student place themselves or other course participants in a position that breaches the WHS laws.

Upon enrolment students are required to sign the enrolment agreement which states "Any actions that may result in injury to other course participants, staff or general public" will lead to dismissal from the course.

## OUR SERVICES

Our aim and focus is to ensure students are job ready on successful completion of their chosen training course.

This Student Information Booklet is to provide students with an understanding of their rights and responsibilities whilst undertaking a full qualification or short course with **Col Joy Training Services**. It will also provide the student with an overview of the training offered, assessment requirements and support services available.

**Col Joy Training Services** is to provide high quality training programs which are developed to meet the student's vocational goals ensuring a professional, and safe learning environment throughout the entire educational process.

We will ensure at all times that our policies, procedures and practices are inclusive and are responsive to the individual need of clients through access and equity policies, whilst ensuring opportunities for everyone to access and participate in learning and to achieve their learning outcomes

## STUDENT RIGHTS AND OBLIGATIONS

### CONDITIONS OF TRAINING

- Specific classes may have certain prerequisites and the **students may be asked to provide proof that they hold prerequisite for a certain course prior to commencement.**
- **Proof of identity and qualifications will be required via presentation of students' original documents where necessary.**
- Students participating in courses involving physical activity, practical demonstrations etc, do so at their own risk.
- Courses with minimum enrolments may be cancelled or rescheduled. **Col Joy Training Services** reserves the right to decline admission to a course and/or to terminate student's enrolment in a course.
- **Col Joy Training Services** reserves the right to change the Trainer/Assessor at any time without notice to course students.
- **Col Joy Training Services** requires you to wear appropriate PPE, clothing and footwear such as covered in shoes etc.

### CONFIDENTIALITY

- **Col Joy Training Services** takes its obligations under the Privacy Act very seriously and will take all reasonable steps in order to comply with the Act to protect the privacy of the personal information held. Personal information of students will be kept confidential and will only be used for the purpose to which the information is deemed relevant.
- When a third party, e.g. an employer, requests information about the student, that person will be contacted and his/her permission will be required in writing and must be signed by the individual before that information is released.

### SAFE WORKING ENVIRONMENT

- **Col Joy Training Services** aims to ensure the health, safety and welfare of all its employees and others who enter its work premises and training venues. Students must also be aware of their duty to take reasonable care of the health and safety of others.
- This includes no smoking inside buildings. Smoking is strictly forbidden inside any **Col Joy Training Services** buildings or vehicle. This includes the forecourt or front area of the complex. A designated smoking area has been set aside at the rear of the complex. All cigarette butts must be placed in bins provided.
- Students must comply with general workplace health and safety rules, EEO, Work Cover and general practices/directives of **Col Joy Training Services**

## LEGISLATION

**Col Joy Training Services** complies with the Vocational Education Training and Employment Act of 2000 and other relevant State or Territory laws including Commonwealth or State/Territory legislation on:

1. Workplace health and safety
2. Workplace harassment, victimisation and bullying
3. Anti-discrimination, including equal opportunity, racial vilification, disability discrimination
4. Apprenticeships and Students.

## COURSE FEES/PAYMENTS

All courses fees are paid online through the website, or in person by:

- Credit card
- Direct deposit
- Cash/Eftpos
- Purchase Order

If payment cannot be made please contact the office for a payment alternative method – **07 4942 6311** or email: [bookings@coljoytraining.com.au](mailto:bookings@coljoytraining.com.au).

The print and re-issue fee for original an card is **\$11.00** and a qualification is **\$33.00**. **No cost applies for copies.**

*If found **Not Competent** in a course a **grace period (cooling off period) of 1 month** applies, otherwise monies are forfeited.*

All course fees include material and administration fees. **“No additional fees or charges apply for any additional services.”**

*The NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to commencement. The NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.*

## CANCELLATION/REFUNDS POLICY

Should **Col Joy Training Services** need to **cancel/reschedule** any course, students/companies are entitled to their **100%** deposit being fully refunded or transferred to a future course. Ideally, **48 hours** notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given.

- **A 100% fee will be incurred to a student/company if notice of non-attendance is not received via email or phone call at all by the beginning of the course.**
- **Tailor-made Company bookings and all non-Mackay based bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given.**
- **Col Joy Training Services will on-cost to clients all flights and accommodation organised for courses when the course is cancelled or postponed for any reason, e.g. weather.**
- **Failure to supply all pre-requisite documentation for a course will result in the course qualification being held over until such times as these are provided.**
- **No refund is available to students who leave before finalising the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In that case, the student/company may reschedule within **one month of the course date.****
- **No refunds will be given if the student fails a course.**
- **If a student withdraws from a course without giving written notice in advance to Col Joy Training Services, this will result in an automatic forfeiture of all fees paid to date.**

- **Protection of Fees Paid** – All deposits/prepayments received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.
- **Cancellation** of a course by **Col Joy Training Services** due to RTO or third party closure, after student has enrolled and paid course fee with no commencement – **Col Joy Training Services** will issue full refund.

## RESULTS ISSUED AND CERTIFICATION ISSUANCE

Once you have been found competent in the skills and knowledge of your specified course or Qualification you will be presented with a **Nationally Recognised AQF VET Qualification**. Only students assessed as competent are issued a Statement of Attainment. The standard we must meet is “certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirement of the training program in which the learners is enrolled to complete”. RTOs should retain evidence that this occurs and that learners receive all documents they are entitled to, including records of results where applicable”.

After completion of a course and the Trainer/Assessor has assessed you as competent you will receive a nationally recognised qualification and card where applicable.

### Results Issued:

- **C** – Competent
- **NC** – Not competent
- If you are found **NC** you have the choice to **re-sit** the part of the assessment you were found **NC**. A re-sit fee may apply.

## USI – UNIQUE STUDENT IDENTIFIER

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation it is mandatory to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed.

You can create your own USI number through the USI website: [www.usi.gov.au](http://www.usi.gov.au). Alternatively **Col Joy Training Services** can create one on your behalf with your written permission. To provide your USI number to **Col Joy Training Services** you must verify that you have read and agreed to the USI privacy policy notice at [www.usi.gov.au/documents/privayc-policy](http://www.usi.gov.au/documents/privayc-policy). Contact our administration staff for further information.

## RECOGNISING OTHER QUALIFICATIONS

**Col Joy Training Services** accepts and recognises other qualifications.

Under the requirement for mutual recognition, **Col Joy Training Services** recognises “Statements of Attainment” and “Certificates” issued by other NVR RTOs within Australia.

## SUPPORT SERVICES

- |                                      |                       |
|--------------------------------------|-----------------------|
| • Criminal Justice Commission        | 1800 061 611          |
| • Disputes Resolution Centre         | 1800 817 927          |
| • Freedom of Information             | 1300 363 992          |
| • Ombudsman (QLD)                    | 07 3005 7000          |
| • Ombudsman (Commonwealth)           | 1300 362 072          |
| • QLD Anti-Discrimination Commission | 1300 130 670          |
| • Legal Aid QLD                      | 1300 651 188          |
| • Employment Services                | 132850                |
| • Lifeline                           | 131114 / 07 4944 1442 |

### STUDENT COUNSELLING

Should the need arise, students are counselled by staff initially and then referred to a Client Company appropriate person for further counselling, i.e. Company Management.

### SPECIAL LEARNING NEEDS

**Please make the administration staff aware of any special learning needs at the time of booking or booking in if possible.**

All students will be assisted if special learning needs are identified by the Trainer/Assessor or a third party.

### LANGUAGE, LITERACY AND NUMERACY

**NOTE: COL JOY TRAINING SERVICES** will not discriminate against students who may have LLN needs and allowable adjustments may be made to delivery and assessment in line with the individual requirements. Please discuss with your Trainer/Assessor.

## RECOGNISED PRIOR LEARNING (RPL)/CREDIT TRANSFER (CT)

Recognition of prior learning shall be available to all potential course students and shall be fair to all persons involved.

**Col Joy Training Services** assesses applications for recognised prior learning on the basis of validity, reliability, flexibility and fairness. All assessment of RPL is carried out against the competencies.

**Col Joy Training Services** also will apply a direct credit transfer to a course where the qualification has been viewed and witnessed by Administration – a copy may also be required for student file for future reference. This may result in a discount depending on course enrolment.

## STUDENT RECORDS

It is the policy of **Col Joy Training Services** that all student records be dealt with in strict confidence and are available upon request.

**Col Joy Training Services** is not permitted to provide your employer with the results of your training, regardless of who paid for the course. Students are required to provide **Col Joy Training Services** with written permission to supply their employer or other parties with their training results. Please contact administration for further information.

Student records are securely stored electronically by **Col Joy Training Services** for a legislated period of 30 years.



**Transfer of Student Results and Other Records in the Event that Col Joy Training Services ceases to operate or if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in:**

If **Col Joy Training Services** ceases to operate, it must and will, within **14 days** of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of a disk copy or hard copy and include software details. Copies of qualifications/Statements of Attainment granted to students, and a list of the competencies/modules achieved for each student must also be included.

### **Retention and Safeguard of Student Results and Assessment Records Framework**

All items, the description of each, the period to be retained and the number to be retained are outlined in the "Department of Employment and Training; Retention of Student Results and Assessment Records Policy".

### **Safeguard Procedure**

**Col Joy Training Services** will:

- Designate an employee or employees to coordinate its information safeguard program
- Assess risks in each area of its operations
- Require service providers, by contract, to implement appropriate safeguards for customer information in the form of the confidentiality agreement
- Document any material changes to the business that may affect this safeguard procedure.

**Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements via email or phone contact.**

## **APPEALS/COMPLAINTS**

**APPEALS** result from a student who is not satisfied with a decision that has been made, for example, competency assessment decisions.

**COMPLAINTS** result from situations where any individual (**the complainant**) is not satisfied with the operations or practices of the RTO. This may include but is not limited to; the quality of service provided, access and equity, discrimination, harassment or bullying, unsafe practices, course advice or enrolment, marketing, learning resources, fees and charges, or conduct of trainers/assessors or third parties delivering on behalf of the RTO. Complaints will require discussions and actions to take place to resolve the issue.

Individuals wishing to lodge a complaint or an appeal can contact administration for more information. On receipt, **Col Joy Training Services'** CEO will contact the individual and organise an appropriate time to discuss their concerns. Throughout all stages of this procedure the individual will be kept abreast of all decisions and eventual outcomes or proposals.

If a problem is identified with the assessment process, there may be an opportunity for reassessment to be conducted by another assessor. All complaints or appeals will be handled expediently and are considered confidential. If the complaint cannot be resolved within this process, an independent mediator will be appointed to assist with a resolution.

If you feel your complaint has not been fairly dealt with by **Col Joy Training Services**, you can lodge a formal complaint with Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/making-a-complaint.html>, however all avenues for resolution must be utilised first.

If you have a complaint, query or concern, please speak to your Trainer/Assessor and/or management so something can be done to help you.

Our complaints and appeals process suggests steps you can take if a problem needs to be addressed.

What you can do:

- Approach a Trainer/Assessor for advice and/or support for strategies to resolve the issue.
- Approach Administration and gain the appropriate student complaints and appeals form.
- Complete the complaint/appeals form with signature and either email, post or hand to **Col Joy Training Services** for review.
- The student complaint and appeals form will be processed within **14 days** of receipt of form.
- **A written letter will be sent once both parties have reached a mutual agreement.**

## COMPLAINTS AND APPEALS POLICY

Our process is – the Student is to approach the Administration department and ask for a student complaint form; then send a written complaint detailing their problem to the Director/Chief Executive Officer.

From the date of the student complaint form being received in writing, the complaint must be resolved within 14 days with both parties reached a mutual agreement.

Upon receiving the complaint form it is forwarded to the Director/ Chief Executive Officer for action and review.

The person who the complaint is against (respondent) is notified by **Col Joy Training Services'** Director/Chief Executive Officer of the specific allegations being made against them and all relevant information about the complaint in writing.

### The hearing rule

The respondent is given a reasonable chance to consider their position and reply in writing.

### Case to be met

Once **Col Joy Training Services** receives the respondent's reply, **Col Joy Training Services** creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution.

**Both parties have a real chance to reply** (chance to give your response before the final decision is made) whether in writing or orally.

**Col Joy Training Services** receives the replies from both parties and unless any further evidence is submitted, and unless the resolution is challenged by either party; a written agreement is made of resolution and action implemented.

The Director/Chief Executive Officer is to issue a written agreement/letter to both parties upon agreement or resolution of the complaint received.

The Compliance Officer is to save and file the complaint in the complaints section.

*The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their Supervisor. In some cases resolution of the complaint may also involve appropriate bodies external to **Col Joy Training Services** e.g. trade unions or statutory bodies.*

Where the **Col Joy Training Services** considers more than **60 calendar days** are required to process and finalise the complaint or appeal, the RTO informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

## STUDENT FEEDBACK

**Col Joy Training Services** recognises that feedback from students/companies is essential for growth, development of services and continuous improvement.

“**Col Joy Student feedback form**” is available for all students/companies at the end of each course.

This will enable us to deliver comprehensive and quality training for you and all future students/companies.

## THIRD PARTY ARRANGEMENTS

**Col Joy Training Services** has third party arrangements in place with

- **SEDGMAN**

### Fees

- all fees will be paid directly to **Col Joy Training Services** unless **Col Joy Training Services** states otherwise

### Issuing of Qualifications to meet AQF

- **Col Joy Training Services** will provide a Statement of Attainment upon the student being assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the address provided on the student enrolment form. This process takes up to 3 – 5 days.

### Complaints/Appeals

- The same process applies as in this student information guide.

### Changes

- Where there are any changes to agreed services, **Col Joy** will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements by phone.

## SUMMARY

**Col Joy Training Services** aims to provide training of the highest quality to meet our clients' specific needs. We hope that your experience with our company lives up to your expectation.

## OFFICE AND TRAINING LOCATION



Office 12 Fursden Street  
Mackay QLD  
Ph 07 49426311 Fax 07 49428673  
Website: [www.coljoytraining.com.au](http://www.coljoytraining.com.au)