



## **Participant Handbook**

This handbook will inform you of your rights and responsibilities, SWQ Training's rights and responsibilities, policies and procedures relevant to you and relevant Queensland and Australian legislation.

*"Quality training, confident and competent people"*

### **Welcome**

*Thank you for choosing SWQ Training Pty Ltd for your training needs!*

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# Training with SWQ Training

## About Us

From small beginnings in the western Queensland town of Thargomindah in 2006, Director and trainer Mat O'Shannessy, established SWQ Training Pty Ltd. SWQ Training's mission of "Quality Training, Confident and Competent People", to Mat, means more than just training participants to be deemed competent in the unit of competency. It also means to operate safely and efficiently in their job role.

What we offer our participants:

- Full-time certificate training programs and part-time short course specifically designed to meet the needs of students and clients with a variety of delivery methods.
- Qualified Trainers and Assessors with years of industry experience and industry qualifications equivalent or higher than the qualification delivered and assessed
- Regularly scheduled courses and flexible onsite delivery to accommodate your needs.

## Training & Assessment Services

Here are some questions to ask to help you choose the best course for your needs:

- What are your personal training needs to reach your career goals?
- What are your worksite requirements?
- Do you fulfil the pre-requisite requirements, if any?
- Do you have any prior experience/knowledge?
- Do you require support with language, literacy or numeracy?
- What time do you have to devote to your training?

SWQ Training can help you throughout the training process. Before training or at any time during training, you are welcome to speak with your trainer for support, or speak with the SWQ Training team to request assistance.

## Training Needs Analysis

A Training Needs Analysis can assist with identifying the gap between training and the knowledge and skills required. An experienced trainer can sit with you to better understand your work tasks or prospective job role and identify the skills and knowledge required to perform competently.

## Language, Literacy and Numeracy

If you have language, literacy or numeracy needs, assistance can be provided or additional support services can be recommended. The trainer can assess your reading, writing and maths skills with a Language, Literacy and Numeracy assessment. This assessment is necessary to identify:

- If you can complete documentation without assistance and follow written instructions
- If you have the numeracy skills appropriate to your chosen course
- If you have the oral communication and learning skills suitable for your chosen course
- If LLN support services should be recommended prior to commencing the course
- Your experience level in order to tailor our training to your needs.

If you believe that you may require additional LLN support, we appreciate you informing us so we can provide assistance or recommend additional support. Your trainer may modify your training or make reasonable adjustments to the assessment, but must always ensure that you are assessed to the level required of your course.

## Recognition of Prior Learning (RPL)

The Recognition of Prior Learning (RPL) process can be used to fast-track the completion of applicable units of competency. The RPL assessment process evaluates the skills and knowledge gained through industry and work experiences, formal education or previous training. Any gaps identified will require training.

An RPL application must be filled out for the unit/s of competency, with evidence of previous certifications or industry experience to support the application. Once approved a Trainer will contact the applicant to determine the most appropriate assessment requirements.

## Credit Transfer (CT)

If the same or equivalent unit of competency has been successfully completed with another RTO (Recognised Training Organisation), a Credit Transfer (CT) may be granted towards full qualifications. There is no cost involved for Credit Transfers. Credit Transfer information and application forms are available on request.

## Third Party Training

SWQ Training occasionally offers training in partnership with Third Party providers. These providers are subject to change, but where applicable, will be detailed on the relevant course page. Please visit <https://swqtraining.com.au/> for more information.

## Enrolment

After you have selected the course that best meets your needs you can proceed with enrolment by:

- Completing your enrolment via the SWQ Training website
- Providing your details over the phone to the SWQ Training office on (07) 4617 7800 and an enrolment form can be emailed to you to finalise your enrolment
- Providing your details via email to [train@swqtraining.com.au](mailto:train@swqtraining.com.au) and an enrolment form can be emailed to you to finalise your enrolment

Please note: If you do not receive a confirmation email, please make contact with us as soon as possible to confirm your training and check your contact details.

## Payments

Upon enrolment, participants will be invoiced the course fees. Course fees may be paid upon enrolment, and must be finalised prior to course commencement, unless an account is established with alternative payment arrangements.

Where course fees are greater than \$1,500.00, no more than \$1,200.00 is due prior to course commencement. The balance is due upon completion of training, unless an account is established with alternative payment arrangements.

For additional information, please refer to our Payment & Cancellation Policy.

## Cancellations

If a participant wishes to cancel their training, or to transfer their training dates, the request must be made in writing to [train@swqtraining.com.au](mailto:train@swqtraining.com.au). Fees payable will be determined based on the notice of cancellation provided for training that has not yet commenced:

Notice Period	Fees Payable
7 or more business days	0% of course fees
3-6 business days	50% of course fees
Less than 3 business days	100% of course fees
Non-Attendance	100% of course fees

Where training has commenced, and a participant wishes to cancel their training, fees payable will be calculated based on the training and assessment activity already undertaken, taking into consideration any applicable pre-paid fees and funding forfeiting due to the cancellation of training.

Where exceptional circumstances exist, the student may contact SWQ Training Pty Ltd to request a refund. Requests must be made in writing to [train@swqtraining.com.au](mailto:train@swqtraining.com.au). These requests will be considered on a case-by-case basis.

In the event of cancellation by SWQ Training Pty Ltd, students will first be offered the opportunity to transfer their training to alternative dates. If there are no suitable dates available, a full refund will be provided.

For additional information, please refer to our Payment & Cancellation Policy.

## **Guidelines for Completing your Enrolment Form**

The below information is designed to assist you with completing your Enrolment Form. If you have any questions, please discuss with your Trainer or our Office staff.

### **Unique Student Identifier (USI)**

From 1st January 2015 all RTOs are required to collect and verify a USI for each participant prior to issuing a certification. It is the responsibility of the participant to keep record of their USI and provide it to SWQ Training. Visit [www.usi.gov.au](http://www.usi.gov.au) to create or locate your USI.

### **Personal Details and Contact Details**

The below information will assist us with verifying your identity and contacting you in the future:

- Full legal name including any first, middle and surnames
- Date of birth in DD/MM/YYYY format
- Name of employer (unless you have organised your own training)
- Contact phone number (please supply at least one) and email address so we can email your certificate to you
- Valid postal address and street address (to match your identification)

### **Emergency Contact**

You have the option to designate a person to be contacted if you are involved in an emergency situation and may require first aid assistance.

### **Course Details**

Please complete your course details, including:

- The course code and name
- The delivery type:
  - For short courses (1-8 days) – part time
  - For full qualifications – full time
- If you are applying for Recognition of Prior Learning (RPL) or Credit Transfer (CT) you will need to indicate this on your Enrolment Form and discuss further with SWQ Training staff.

### **Study Reasons**

Please indicate the most applicable reason for your training. Your response helps us to understand why you are completing training with us.

## Language and Cultural Diversity

Please provide your country of birth and main language spoken at home. Please also indicate if you identify as Aboriginal or Torres Strait Islander.

If you require language, literacy or numeracy assistance please advise the SWQ Training team and indicate your English proficiency in this field.

## Employment Status

Please indicate the most applicable employment status to your situation.

## Medical Condition/Disability

If you consider yourself to have a medical condition that could affect your training, please indicate the disability, impairment or condition in this area. Your Trainer may discuss this with you further in order to ensure you receive the full benefit from training with us.

According to the National Centre for Vocational Education Research (NCVER), Disability does not include short-term disabling health conditions or corrected physical conditions, such as impaired vision managed by wearing glasses or lenses. (Source: [www.ncver.edu.au](http://www.ncver.edu.au))

## Schooling and Previous Qualification Achieved

Please indicate if you are still attending school (up to Grade 12), and if so the school you are currently enrolled with.

If you have completed school, please indicate your highest school level achieved and any additional study level you have completed.

## Privacy Notice and Student Declaration

It is important that you read through the Privacy Notice and complete the Student Declaration, including the relevant tick boxes. If you have any questions, please discuss with your Trainer or our Office staff.

If you are under 18 years of age, you must obtain consent from your parent or guardian to enrol with SWQ Training.

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## **Contact information**

At any time, you may contact SWQ Training Pty Ltd via [train@swqtraining.com.au](mailto:train@swqtraining.com.au) or calling 07 4617 7800 to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## **Training & Assessment**

The below information relates to your training and assessment with SWQ Training. If you have any questions, please discuss with your Trainer or our Office staff.

## Housekeeping

We ask that all participants read and follow these guidelines while attending training with SWQ Training:

- Sign the attendance sheet each day
- Complete your enrolment form with accurate details. Guidelines for completing your enrolment form can be found in this Participant Handbook
- Speak with your Trainer before leaving the training area/building
- Comply with all reasonable requests and requirements made by SWQ Training staff
- Take breaks as directed by your Trainer, including lunch and morning/afternoon tea
- Promptly contact the SWQ Training Toowoomba office or your Trainer if you will be late or unable to attend your training
- Wear clothing, footwear and PPE appropriate for the training session
- Use plant and equipment according to its intended purpose
- Act in a safe manner and adhere to Workplace Health and Safety guidelines at all times. If a hazard or incident is identified, promptly report to your Trainer or SWQ Training staff
- Switch all mobile devices to silent during your training session
- Participate appropriately in all evacuation or emergency procedures
- Do not copy or plagiarise material – all theory responses and assessments must be your own work
- Do not attend training or assessment activities under the influence of alcohol or drugs
- Be courteous and respectful towards all participants and staff. Sexual harassment, discrimination, violence and any obscene, offensive or insulting language or behaviour will not be tolerated

## Training Resources

You will be provided with all the necessary training resources on your first day of training. Should your resources be lost or damaged and you require any item to be reissued, please contact the SWQ Training team. Fees may apply and are subject to change.

## Assessment & Results

Once all training has been completed, you will be required to undertake a theory and practical assessment. To demonstrate competency, you must successfully complete each assessment to the required level and provide any necessary additional documentation. If you are deemed competent in your assessment, you will be entitled to receive a Statement of Attainment or Certificate as record of completion.

### Certificates Issued

The certificate type is issued based on training completed:

Training Type	Certificate Type
Accredited Short Courses	Statement of Attainment
Accredited Qualifications	Certificate and Transcript of Results
Non Accredited Training/ Verification of Competency	Statement of Attendance

Certificates are issued to the email address supplied on your Enrolment Form within 30 days of the assessment, unless recalled or cancelled by the Regulator (ASQA). Where an email address has not been supplied, an original will be mailed to the postal address provided on your enrolment form.

## Certificate Replacement

For electronic issuing, SWQ Training can email a copy to the email address you have provided, at no cost. Lost or destroyed hard copy certificates and Competency Cards can also be issued upon request, for a small fee. Please contact our office on 07 4617 7800 for current prices.

## High Risk Work Licences – Applying For Your Licence

Once you have been deemed competent, you will receive an Assessment Summary via email. Your Assessor will provide full instructions for lodging your application for your High Risk Work Licence online. This application must be made within 60 days of your assessment.

If you do not make the application within the required timeframe, you will have to re-sit your assessments and achieve a competent result to obtain a new Assessment Summary.

Please refer to the Workplace Health and Safety website for current license application fees: [www.worksafe.qld.gov.au/licensing-and-registrations](http://www.worksafe.qld.gov.au/licensing-and-registrations).

## Re-Attempt Assessment Fees

If you are deemed Not Yet Competent (NYC) for all or part of your assessment, additional fees may be charged for you to re-attempt these assessments. These fees will be discussed and agreed upon in consultation with SWQ Training management. If the assessment has not been re-attempted within 6 months, full course fees will be charged for further attempts.

## Managing Issues and Concerns

At all times we will endeavour to develop positive and constructive relationships with participants. However, if a particular issue arises which needs to be dealt with, SWQ Training will discuss the situation directly with the person(s) involved, with the express purpose of resolving the issue.

Issues or situations may include non-attendance, use of inappropriate language, unsuitable or inappropriate clothing (not wearing PPE), discrimination, harassment, being under the influence of alcohol or illegal substances or disobeying instructions provided by SWQ Training staff or Trainers.

## Appeals

If you are deemed 'Not Yet Competent' and are dissatisfied with the result, or consider the assessment process unfair, an appeal can be lodged against the assessment decision. The appeal must be lodged in writing, within 14 days of the assessment, stating why you are dissatisfied with the assessment decision. SWQ Training's Appeals Policy can be accessed directly from the SWQ Training website: [www.swqtraining.com.au/get-started/](http://www.swqtraining.com.au/get-started/).

## Complaints

If you have any concerns during your training, please immediately advise your Trainer or our Office staff so that we may address the issue. Details of the matter may be recorded, as well as the action taken to resolve the situation.

If the issue cannot be resolved, further action may be taken with the SWQ Training Management team. Please refer to our Complaints Policy, which can be found on our website [www.swqtraining.com.au/get-started/](http://www.swqtraining.com.au/get-started/), for more information.

## Privacy

Under the Data Provision Requirements 2012, SWQ Training Pty Ltd is required to collect personal information about our participants and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). The collection, handling and

storage of personal information is conducted in accordance with the Privacy Act 1988. For more information on the Privacy Act 1988 please visit <https://www.oaic.gov.au/privacy-law/>. Further information is provided in our Privacy Policy which is available on our website: [www.swqtraining.com.au/get-started/](http://www.swqtraining.com.au/get-started/).

## Access and Equity

SWQ Training's Access and Equity Policy ensures courses are responsive to the diverse needs of all participants. The participant recruitment process is consistent with the requirements of the training program and standards of the relevant training package. Participant recruitment and course selections comply with equal opportunity legislation. SWQ Training's Access and Equity Policy can be accessed directly from the SWQ Training website: [www.swqtraining.com.au/get-started/](http://www.swqtraining.com.au/get-started/).

## Discrimination, Bullying & Harassment

Participants have the right to learn in an environment free from discrimination, bullying & harassment.

Discrimination involves treating someone less favourable because of a personal attribute/characteristic, which may include:

- Age
- Gender
- Cultural or ethnic background
- Disability
- Sexuality
- Language skills, literacy or numeracy level
- Employment status

Bullying involves repeated and unreasonable behaviour towards others, creating a risk to Workplace Health & Safety. This may include:

- Verbal abuse
- Belittling comments
- Ridicule
- Teasing or practical jokes
- Physical abuse

Harassment involves behaviour that intimidates, offends or humiliates others because of a particular personal characteristic, such as:

- Age
- Gender
- Cultural or ethnic background
- Disability
- Sexuality
- Language skills, literacy or numeracy level
- Employment status

Sexual harassment involves unwelcome behaviour towards another person, and may include:

- Uninvited touching or embracing of any person
- Inappropriate comments
- Displaying pornographic or sexual material
- Constant uninvited SMS texting
- Constant and repeated invitation to go on social outings after a prior refusal/s

Discrimination, bullying and harassment will not be tolerated from course participants, Trainers of staff. If you are concerned about an issue relating to discrimination, please notify your Trainer or our Office staff so that the matter may be addressed immediately.

### External Support Services

While SWQ Training aims to provide the necessary support to all participants, there may be situations where we will refer participants to outside support services for specialised assistance. Some support services are included below:

Employment Services	Best Employment 1800 660 660
Disability Services	Endeavour Foundation 1800 363 328
Literacy/Numeracy Courses	TAFE QLD 1300 308 233
Personal Counselling	Relationships Australia 1300 364 277
Drug and Alcohol	ADIS (Alcohol and Drug Information Service) 1800 177 833
Suicide Support	Lifeline 131 114 MIC (Mates in Construction) 1300 642 111

### Workplace Health & Safety

SWQ Training is committed to creating a safe work environment for all by reducing or removing risks to the health, safety and welfare of all those who may be affected by our business operations. Our aim is to ensure all work activities are completed safely and our course participants are trained to understand the importance of workplace health and safety in relation to their own workplace.

We are committed to complying with the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, Codes of Practice, Australian Standards and updates as provided by Workplace Health and Safety Queensland.

To assist in maintaining a safe work environment we ask that you:

- Take reasonable care for their own health and safety, as well as the health and safety of others
- Follow any reasonable direction given by their trainer, management or SWQ Training workers
- Comply with participant/visitor sign in/out processes
- Use safety equipment, including personal protection equipment, as directed by their trainer/SWQ Training staff
- Report all hazards, accidents, injuries or incidents to their trainer/SWQ Training staff

### Drugs & Alcohol

SWQ Training is committed to providing a workplace that is free from hazards associated with drug and alcohol use. The misuse of alcohol and medications, and the use of drugs can have serious consequences in the workplace. As such, random testing may occur for course participants at any time during a course, in particular prior to assessment activities being undertaken. Course participants are made aware that testing may occur, and if they receive a positive result will not be permitted to continue their training and assessment activities. Their employer will be notified, and they will be required to reschedule to complete their course.

## Legislation

At SWQ Training we abide by the Standards for Registered Training Organisations (RTOs) 2015, as well as additional Acts and Standards detailed below.

Further information on these acts can be sourced online at [www.austlii.edu.au](http://www.austlii.edu.au).

### **National Vocational Education and Training Regulator Act 2011**

This is an act to establish the National vocational Education and Training regulator (ASQA), and for related purposes. The Act provides conditions on registration through to suspending or cancelling the registration of an RTO.

### **Standards for Registered Training Organisations (RTOs) 2015**

The purpose of these Standards are to set out RTO requirements, to ensure the training products meet requirements and ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.

### **Workplace Health & Safety Act 2011**

This provides a framework for managing health and safety risks in QLD workplaces. The objective is to prevent fatalities, injuries and illness caused by the workplace. All organisations must comply with this act.

### **Anti-Discrimination Act 1991, Disabilities Services Act 2006 and Sex Discrimination Act 1984**

These acts aim to promote equality by protecting everyone's basic human rights, in particular the right to be treated equally and fairly regardless of backgrounds.

### **Further Education and Training Act 2014**

This act was introduced to provide a legislative foundation to the apprenticeship and traineeship system.

### **Workplace Relations Amendment (Work Choices) Act 2005 Fair Work Act 2009**

This Amendment to the act was introduced into parliament in 2008 to update work choices legislation.

### **Copyright Act 1968**

Copyright is free and applies automatically when learning material is created. You may need permission from the copyright owner to copy material for education purposes. *All source of material copied need to be acknowledged.*

### **Privacy Amendment Act 2004**

This act provides rights to individuals to access and correct their personal information. This information may include the home address, contact details, relationship status, financial status, medical history, and work status. Participants provide this information to the RTO on an express or implied understanding that it remains confidential and is not disclosed to others.

### **Trade Practices Amendment (The Australian Consumer Law) Act (N01) 2010**

This act aims to provide an equal, competitive, informed and safe market place. It makes provision for unfair trade practices and aims at regulating the supply of goods and services. It applies to all business and how they market and promote and price their services/goods for sale.

### **Commission for Children & Young People & Child Guardian Act 2000**

This act ensures the protection and safety of participants under 18 years of age. All staff that work with people under 18 have a Blue Card to comply.