

Hunter Plant Operator Training School

Learner Information Handbook

Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or Hunter Plant Operator Training School (hereafter named as HPOTS) policy may impact on the currency of information included. HPOTS reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting HPOTS.

This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of HPOTS. Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: HPOTS 02 4990 2588

The Learner Handbook demonstrates HPOTS commitment to providing high quality vocational education and training to the Standards for Registered Training Organisations 2025. HPOTS employees respect and adhere to policies and procedure to meet these standards.

HPOTS

Hunter Plant Operator Training School

44 Quarrybylong Street, Cessnock 2325

Telephone: 02 4990 2588

Email: admin@hpots.com.au

Website: www.hpots.com.au

About Us

HPOTS provides Vocational Training and Training, Accreditation and Compliance Services (TACS) High Risk Tickets in the areas of Civil Construction and Resource Infrastructure. Many Learners enrol to extend their current skills or to join industry as an entry level worker.

Our Mission is: To provide training and assessment services that are high-quality, cost-effective solutions to identified customer needs and market demand.

Our team members are empowered to use their talents in a safe, enjoyable and satisfying workplace in the pursuit of this goal.

We continue to improve and innovate to provide superior training solutions to the industry we serve.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in the following vocations:

- Civil Construction
- Business Management
- WHS
- Scaffolding and Rigging

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. HPOTS is governed by The Australian Quality Skills Authority known as ASQA. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates training programs and providers to ensure nationally approved quality standards are met.

Our RTO provider code is 90352.

Our Team

GENERAL MANAGER Bronwyn Musgrove	TRAINING MANAGER Sean Brennan
TRAINING AND ADMINISTRATION OFFICER Megan Smith	TRAINING AND ADMINISTRATION OFFICER Sara Musgrove
HRW TRAINER/ASSESSOR Jessie Jensen	HRW TRAINER/ ASSESSOR Daniel McNay
HRW TRAINER/ASSESSOR Mark Smith	CONTRACTUAL TRAINERS / ASSESSORS Paul Gooding Martin Gibson
FINANCIAL MANAGER (CONTRACTED) Matt Conn	

HPOTS has a bank of Trainers and Assessors who are experts in their field of industry. This dedicated team ensures you have a positive learning experience.

Learner Handbook Acknowledgement

Please ensure you read and understand all parts of this Learner Handbook. If there is any aspect with which you are unsure, please contact HPOTS for clarification.

You will be asked to acknowledge your acceptance of all the terms and conditions within this handbook at the time of enrolment.

Code of Ethics

HPOTS shall at all times, act in an ethical manner and deal with integrity while providing services to all course participants and members of the community.

HPOTS shall adopt and maintain policies and practices that ensure the quality of vocational education and training programs offered is relevant and in accordance with the statutory and regulatory requirements of:

Australian Skills Quality Authority (ASQA) and the Standards for Registered Training Organisations 2025.

Commonwealth/State legislation and regulatory requirements as are appropriate.

HPOTS will ensure that:

- All activities will be carried out honestly, fairly and accurately so as to give value to our learners
- The provision of adequate facilities and quality resources in which to conduct training programs
- The employment of qualified staff and maintenance of staff training sufficient to deliver

- programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
 - High standards of financial probity
 - Compliance with an acceptable refund policy
 - Compliance with current EEO, WHS, Duty of Care, Harassment, Discrimination and Grievance requirements
 - The maintenance of adequate records and security of all current and archival records
 - Client access to their records upon request
 - The maintenance and continual improvement of a Quality Assurance System

HPOTS undertakes to deliver quality training and to uphold the highest ethical standards.

HPOTS undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

HPOTS shall refrain from associating with any enterprise which could be regarded as acting in breach of this Code of Ethics.

Delivery of Programs

Our training programs are delivered by appropriately qualified and experienced trainers. We offer training programs via:

- Classroom / Mixed Mode Delivery
- On site Workplace Training and Assessment
- Verification of Competency
- Traineeships

Places on our programs are limited. We do this to provide you with maximum “seat time” and trainer attention to your individual needs. The volume of learning attached to each program describes the amount of time attached to practical exercises to ensure all learners can gain maximum skills in using the apparatus or machinery.

Enrolment

HPOTS conducts enrolment, induction and orientation for all learners. Prior to enrolling, a copy of our Learner Handbook is available on our website www.hpots.com.au for you to read and understand.

Information on the program you are wishing to undertake and the fees and charges relating to your proposed program of study will be provided, and payment terms and methods will be agreed upon.

When the enrolment process has been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the program.

An enrolment form must be completed on Day 1 of your program, together with any required clarification of identification, and/or self-assessment regarding special circumstances and/or training needs.

Enrolment Dates

Our published Training Program Diary Dates outlines start dates for most programs. In some cases, a definitive start date does not appear on our website. In this case, please call for more information.

All dates can be found on our website www.hpots.com.au

Entry Requirements

Please contact HPOTS to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace where the required competencies can be learned and practiced.
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

PPE Requirements

HPOTS has established a set of minimum Personal Protective Equipment requirements for participants on our courses.

You will need to bring the appropriate PPE for your workplace when attending your HPOTS program. If your workplace does not have a PPE requirement you must bring with you the following equipment.

Activity	Footwear	Clothing	Head Protection	Eye Protection	Other
<ul style="list-style-type: none"> • Dogging • All Cranes • Rigging • Scaffolding • EWP • Forklift • Earthmoving • Working at Heights • Confined Spaces • Chainsaw 	Steel Cap Work boots	Hi Viz Shirt or safety vest, Long Trousers or shorts	Hardhat	Safety Glasses	Gloves
Classroom Based Courses including <ul style="list-style-type: none"> • Construction Induction • Work Site Supervisor Safety 	Enclosed Shoes, Boots (non-Slip)	Smart Casual			

Gloves, safety vests, hardhats and safety glasses are available if required.

You will not be permitted to participate in the practical elements of your program unless you are wearing correct PPE.

Personal Property

HPOTS cannot take any responsibility for personal items of participants. Please ensure you keep all phones, wallets etc on your person during your training.

Unique Learner Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows learners to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show learner achievements from 1 January 2015 onwards.

As an RTO, HPOTS cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all learners supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/learners/create-your-usi> for more information, and instructions on how to apply.

HPOTS Access to your USI

If you require HPOTS to look up a USI on your behalf you must authorise this and declare that you have read the privacy information at <http://www.usi.gov.au> "I want to learn more about my privacy".

Your Privacy

HPOTS recognises your right to privacy. Our Privacy Notice (which appears in your enrolment pack) identifies how we handle information we gather about you. Your enrolment details and progress reports are collected and stored. Your files only contain information pertinent to your training program and the confidentiality of all personal information in our records is protected under the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000.

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

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

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.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 NVET 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.desegov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET 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 HPOTS 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

Registering and licensing bodies such as the Australian Skills Quality Authority, and as applicable Services NSW (HRW Licence applicants only) and Training, Accreditation and Compliance Services, (High Risk Work Licence applicants only) may be provided access to your training records for the purposes of auditing, quality assurance of HPOTS services, or investigating complaints.

Where State or Commonwealth funding supports training, we are obliged to submit your enrolment details for statistical purposes and we may, with your consent, release information on enrolment, attendance and performance to a third party (e.g. sponsor such as employer, rehabilitation provider etc.). This authorisation will only be valid for the duration of prescribed enrolled course/unit.

Fees

Information about fees and charges is documented clearly on our website “Fees and Refunds Policy”. A number of factors will determine how much your training program will cost. This includes things like:

- Which training program you will study
- Any credits that may be applied through direct credit transfer, verification of competencies, recognition of prior learning and/or recognition of current competency
- Cancelling from a Training Program which has already commenced.

Cancelled Programs

Every effort is made to ensure programs run as advertised, however HPOTS reserves the right to alter any arrangements, including cancelling programs is required. All programs require a minimum number of learners to proceed. Learners will be contacted at least 3 days prior to the program start date if the program is not going ahead. If Program payment has already been made by you, a refund or credit will be provided.

Recognition

Learners seeking any recognition should advise their trainer at the time of enrolment to obtain the relevant application forms.

Direct Credit Transfer

HPOTS recognises AQF qualifications and Statements of Attainment issued by another Registered Training Organisation. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Learners wanting to apply for RPL should request a Recognition kit.

Verification of Competency

A Verification of Competency (VOC) is a method of assessment that assists employers to meet WHS requirements and ensure staffs are still competent to operate equipment or perform a task.

New national WHS harmonisation laws, effective January 2012, bring greater importance to employers due diligence and obligation to ensure an individual has “current competency”.

Assessing for “Verification of Competency” enables a businesses to confirm that employees are competent in their skills and using the equipment.

It is commonly used in many industries for pre-employment checks, contractual arrangements or site requirements.

Assessments can take place on the workplace to limit the impact to productivity onsite or at our Cessnock site. Our assessments include knowledge testing and demonstration of skills.

What if the person it not competent?

Client – (individual or employer) would be advised of any additional/gap training required before any further assessment could be conducted.

Each assessment takes approximately 1-2½hrs and will depend on the type of plant and/or requirement of employer/site.

Our training experts will talk to you about your site and if you have all the necessary equipment and a simulated environment to ensure all skills and knowledge can be tested

Learner Support Services

All learners enrolled in HPOTS programs are treated as individuals and are offered advice on local support services that may assist them in achieving their learning outcome. Please contact the General Manager if you require assistance.

Language Literacy and Numeracy

All training and assessment delivered by HPOTS contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

At the onset of your training program you are required to complete a Foundation Skills Screening Tool which will assist in establishing any assistance you may require. HPOTS encourages any learner who feels they may experience difficulties in Language Literacy or numeracy to advise their trainer prior to the program commencement date. Assistance will be made available through experienced trainers supporting learners with LLN needs.

Fair Treatment and Equal Opportunity

HPOTS incorporates the principles of equity into all learning programs. HPOTS employees are instructed in their responsibilities with regard to access and equity Principles. Learners have equitable access to programs irrespective of their gender, culture, linguistic background, race, socio-

economic background or disability. Please refer to our Fair treatment and Equal Opportunity Policy and our Diversity and Inclusion Policy on our website.

Declaration of any Medical Issues which may impair your training and Assessment Activities

HPOTS recognises that some student may have pre-existing medical injuries or disorders. If you have an injury that may be aggravated when taking part in the Practical activities and assessments, you must advise your trainer to ensure reasonable adjustment can take place to safeguard you against any possible aggravation of further injury.

Student Safety Declaration

If you are undertaking a program which requires you to work at heights or within a confined space, you will be required to complete a Document declaring you understand the nature and requirements of your program. All students will be monitored during these practices to ensure their safety and will not be forced to undertake any such activity which may cause concern or anxiety.

Delivery of Training

HPOTS ensures that all resources used for the delivery of training meet the requirements endorsed by the relevant training Package(s), for the delivery, assessment and issuing of qualifications. This includes:

- Trainers and assessors with appropriate qualifications, skills and knowledge and experience in their chosen vocation.
- Delivery and assessment resources appropriate to the methods and delivery for the training program
- Learning Materials and / or texts and support materials relevant to the training program.

All delivery and assessment strategies are designed in close consultation with industry to best achieve the required learning outcomes within a program whilst taking into consideration the learning styles of learners.

Assessment

HPOTS is committed to making certain valid and reliable assessment of achievements against industry requirements. All assessment undertaken by HPOTS is consistent with the Principles of Assessment, the Rules of Evidence, and the requirements of the relevant training packages.

Principles of Assessment

The main way that we decide which method to use is by choosing the method/s that best meets the Principles of Assessment, which require that assessment must be:

Valid

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- a) assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- b) assessment of knowledge and skills is integrated with their practical application;
- c) assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- d) judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Flexible

Assessment is flexible to the individual learner by:

- a) reflecting the learner's needs;
- b) assessing competencies held by the learner no matter how or where they have been acquired; and
- c) drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual

Fair

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary..

Making sure that we only choose methods that meet these principles will also make sure that we are choosing methods that are best suited to our particular context and purpose This means that we will be collecting evidence that is meets the Rules of Evidence and which also uphold the legal and ethical requirements of our work.

Rules of Evidence

It is not good enough to just collect any evidence. Just as the way we collect evidence is guided by the principles of assessment, the way we collect evidence is guided by the **rules of evidence**.

Rule	Evidence must...
Valid	<ul style="list-style-type: none"> - Address all the elements and performance criteria - Reflect the skills, knowledge and context described in the competency standard - Demonstrate the skills and knowledge are applied in real or simulated workplace situations
Current	<ul style="list-style-type: none"> - Demonstrate the candidate's current skills and knowledge - Comply with current standards
Sufficient	<ul style="list-style-type: none"> - Demonstrate competence over a period of time – assessment systems should include an acceptable time frame for assessment - Demonstrate competence that is able to be repeated - Comply with language, literacy and numeracy levels which match those required by the work task (not beyond)
Authentic	<ul style="list-style-type: none"> - Be the work of the candidate - Be able to be verified as genuine

Assessment is specifically conducted to determine if a learner can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to determine a learner has the required skills and knowledge to perform effectively in the workplace. If a learner's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the learner is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Compiling a portfolio of work samples
- A combination of the above

HPOTS has a Training and Assessment Strategy for each of the qualification and Individual Units of competency we deliver, and we outline our approaches for conducting assessment in those strategies. Included in our training and assessment strategies are practices that promote flexibility in

learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Conducting Assessment

All learners are made aware of the assessment process and how assessment will be conducted as they undertake their chosen program.

The assessment requirements for all accredited programs are outlined to learners and any arrangements for workplace assessment are arranged to ensure a complete skills transfer from the training room to the individual. All evidence gathering methods remain reliable, flexible, valid and fair. Post assessment guidance is available to all learners. A fair and impartial appeals process is available and can be viewed on our website.

At the completion of each program, you are required to undertake and complete an assessment. These normally consist of the following

- Written Questions
- Calculations used in your area of learning
- Practical (observation) exercise

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by HPOTS. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Learner Conduct

Just as HPOTS has a responsibility to meet expectations of learners, legislation, and regulations, so too, do learners have obligations they are expected to meet. It is expected that learners will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

HPOTS views learner misconduct seriously. We expect that our learners will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of learner misconduct vary up to and including expulsion from the course. Examples of learner misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Vilification and Antisemitism
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to HPOTS.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the training program
- Learner to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for HPOTS in the Standards for Registered Training Organisations 2025.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at HPOTS. All staff, learners and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Smoking, Vaping, Drugs and Alcohol

HPOTS is a smoke-free campus. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any learner under the influence of drugs and/or alcohol is not permitted on HPOTS premises, to use HPOTS facilities or equipment, or to engage in any HPOTS activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Healthy Body, Healthy Mind

HPOTS is committed to ensuring all staff and participants feel safe and happy whilst they are in our care. We promote healthy conversations and mutual respect. We need to make certain all participants enjoy their experience at HPOTS and view their learning as a stepping stone to personal achievement.

Commitment to Quality and Continuous Improvement

HPOTS is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from learners regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

We trust you enjoy your learning experience with HPOTS.

Thank you for choosing HPOTS for your training needs.