

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 2015. HPOTS employees respect and adhere to policies and procedure to meet these standards.

HPOTS

Hunter Plant Operator Training School

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Telephone: 02 4990 2588

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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 Surface Extraction. 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
- Surface Extraction Operations

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

RTO OPERATIONS MANAGER Bronwyn Musgrove	FINANCIAL MANAGER (CONTRACTED) Matt Conn
TRAINING MANAGER Sean Brennan	TRAINING AND ADMINISTRATION SENIOR OFFICER Kyara Smith
HPOTS SITE OFFICER Len Spencer	TRAINING PROGRAMS SENIOR OFFICER Matt Doyle
CASUAL HRW AND PLANT TRAINER/ASSESSOR John Stapleford	TRAINING PROGRAMS SENIOR OFFICER Michael Ferguson
CONTRACTED PLANT OPERATIONS TRAINER/ASSESSOR Ben Swift	ADMINISTRATION AND DATA ENTRY OFFICER (C) Sara Musgrove

HPOTS also 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 2015. 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 Delivery
- On site Workplace Training and Assessment
- Verification of Competency

Places on our courses 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.

Enrolment

HPOTS conducts enrolment, induction and orientation for all learners. The enrolment process may vary depending on the type of qualification you intend to study. 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.

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

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

Note: enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

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

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
All Programs including <ul style="list-style-type: none"> • Dogging • All Cranes • Rigging • Scaffolding • EWP • Forklift • Earthmoving • Working at Heights • Confined Spaces • Chainsaw 	Steel Cap Workboots	Hi Viz Long Sleeve Shirt or safety vest, Long Trousers	Hardhat	Safety Glasses	Gloves
Classroom Based Courses including <ul style="list-style-type: none"> • Construction Induction 	Enclosed Shoes, Boots (non-Slip)	Smart Casual	Hat		

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.

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.

Registering and licensing bodies such as the Australian Skills Quality Authority, and as applicable Roads and Maritime Services (RMS 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. 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 is 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 RTO 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 may be 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 or coordinator 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 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.

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 and the requirements of the relevant training packages.

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 see whether or not 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 Stand Alone 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
- 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 and other RTOs in the Standards for RTOs 2015.

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, Drugs and Alcohol

HPOTS is a smoke-free workplace. 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.

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.

Thanks you for choosing HPOTS for your training needs.