



Client Information Handbook

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DTW Designs (Qld) Pty Ltd
RTO 31507
21 Toolara Street
The Gap Queensland 4061

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Welcome

Thank you for considering training with DTW Designs (Qld) Pty Ltd.

DTW Designs (Qld) Pty Ltd is a registered training organisation (RTO 31507) registered with the Australian Skills Quality Authority.

DTW Designs (Qld) Pty Ltd aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, DTW Designs (Qld) Pty Ltd is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

DTW Designs (Qld) Pty Ltd operates from 21 Toolara Street, The Gap, Queensland, 4061, and offers a range of training and assessment services at our site and at client sites which include the following:

- MSMBLIC001 Licence to Operate a Standard Boiler
- MSMBLIC002 Licence to Operate an Advanced Boiler
- UEPOPL004 Licence to Operate a Steam Turbine
- UEPOPL003 Licence to Operate a Reciprocating Steam Engine
- Assessment for High Risk Work Licence in the above competencies

The purpose of this handbook is to provide you with a quick reference about training programs and processes at DTW Designs (Qld) Pty Ltd.

DTW Designs (Qld) Pty Ltd also provides a range of documentation services including the following:

- Documentation Services for the development of:
 1. Training Manuals
 2. Operating Procedures
 3. Check Lists etc.

Training programs

DTW Designs (Qld) Pty Ltd runs a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by the State and/or Commonwealth Government.



Accredited programs

Accredited programs are usually competency-based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace application are set out in Units of Competency and these can be grouped to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification, there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem-solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from www.training.gov.au and using the Nationally Recognised Training Search facility.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables



- Critical aspects of evidence
- Any pre or co-requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third-party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a specific way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment process

The assessment process will be explained at the orientation session and will be available upon request to your assessor.



Enquiring about a Training Program

Firstly view the [Enquiry Process Presentation](#).

To inquire about a training program at DTW Designs (Qld) Pty Ltd, you can go to www.dtw.com.au and select the 'Enquiries' button. Enter your details, select the appropriate course/s and provide as much information as possible, so we can provide the best feedback to your request.

We may need to contact you to discuss the following:

- The course in detail
- Confirm the fees you will have to pay
- The enrolment process
- The need for Training Plans
- The need for a Log Book
- Access to Boiler and/or Steam Turbine and/or Reciprocating Steam Engine Plant
- The assessment process
- Any prior learning or current competency
- Other topics you may wish to discuss

Our training is best delivered at your site, where access to your licensed equipment greatly enhances the training delivered. We also provide the Online Theory Courses via Teams or Zoom Conferencing in some cases. Where Online Theory Courses are conducted a Practical Training Day is scheduled immediately before Assessment to ensure the trainees are familiar with the plant.

Pre-Training Process

The pre-training process takes four weeks and includes the following steps:

- A Quotation is provided & accepted
- The face-to-face training course of 4-5 days or the Online Theory Course of 3-4 days with the Practical Training day dates are agreed and the trainer/s and assessor are engaged
- Employer information such as business details, plant details and mentor details are provided
- The Trainees complete enrolment & LLN (Language, Literacy & Numeracy) testing



- The Trainees also complete a Digital Literacy Test to ensure they are capable of using modern digital tools and software including Computers, Laptops, Tablets and associated applications and Apps.
- Training Plans are created & signed by relevant parties
- Training resources are provided and delivered
- Pre-course tasks completed by Trainees

Face-to-face and Online Training Courses

At the commencement of the face-to-face or online course, Trainees are provided with a Training Plan including a Log Book of Tasks to be completed. These tasks need to be uploaded to the Student's Courses in their Learning Management System on an ongoing basis, where they will be reviewed & marked. Before an assessment can commence the following needs to occur:

- All tasks must be completed, reviewed and marked as approved
- All parties to the Training Plan agree the Trainee is ready for assessment
- All LMS course work completed.

Note: - All work must be the trainees.

Assessment

At this stage, dates for assessment need to be agreed and an Assessor engaged. We are required to use the Assessment Instrument provided to us by the relevant State/Territory WHS Regulator. These assessments are both Knowledge (written) and Performance (practical) assessments. The Knowledge and Performance assessments each generally take between 2 and 4 hours (and occasionally more depending on the plant) to complete. The Knowledge Assessments are closed book and may be completed in a group setting, but the Performance Assessment must be one-on-one. As such, the overall duration of assessments will be dependent on the number of candidates to be assessed.

We intend to ensure your employees have the skills and knowledge required to operate your licensed equipment safely and efficiently. We provide support throughout the process, from initial contact through to assessment, to ensure the Trainee has their best opportunity to complete the required assessments and obtain their High Risk Work Licence.

Our Trainers & Assessors are industry experts and DTW Designs is available to assist with any questions you have concerning the licensed equipment.

Our course enrolment is via our an online portal with details provided on how to enrol. When DTW Designs (Qld) Pty Ltd receives an enrolment, an automatic reply is sent from the server acknowledging the enrolment. This reply includes documents that should be read carefully.



Client Selection

DTW Designs (Qld) Pty Ltd is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria (if applicable),
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a course (High Risk Work Licence Training has a minimum age for Assessment of 18 Years)
- meeting any WHS Regulator requirements for assessment

DTW Designs (Qld) Pty Ltd utilises the Learning, Literacy and Numeracy test at <https://dtw.lln.training/> to determine a minimum Certificate IV level of LLN as part of the enrolment process.

DTW Designs (Qld) Pty Ltd will ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Client Enrolment

DTW Designs (Qld) Pty Ltd is committed to the enrolment of clients when the organisation can deliver the course for which the client is enrolling and where the client:

- has applied in the prescribed manner
- meets the selection criteria for the course, or has satisfied the Managing Director of their equivalent qualification or experience to undertake the course
- has supplied accurate personal and previous qualification information
- agrees to abide by the organisation's policies, procedures and code of conduct
- agrees to pay the prescribed fees

Recognition of Prior Learning (RPL)

Trainees can apply for Recognition of Prior Learning (RPL). This means that Trainees can submit evidence for a Unit of Competency, and have it assessed by a Qualified Assessor without completing the training. There may be a requirement for some Gap Training if the applicant does not meet all the requirements of the RPL.



DTW Designs (Qld) Pty Ltd believes that no Trainee should be required to undertake a competency or element of competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

DTW Designs (Qld) Pty Ltd aims to maximise the recognition of a Trainee's prior skills and knowledge whilst always maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

Where a Recognition of Prior Learning (RPL) is applied for, there will be a Mandatory Challenge Test applied to High Risk Work Licences Courses as per the State/Territory WHS Regulator requirements.

Anyone with the necessary knowledge and skills to match a Unit of Competency or a qualification at the required standard should contact our RTO Administrator on +61 7 33002622 who will provide the information regarding Recognition of Prior Learning (RPL).

Any documents provided to support a claim of competency must be JP Certified copies of originals and presented with the original documents. Original documents will be returned. All evidence submitted must be the applicant's work and if there is any work of others, this must be formally acknowledged.

Regardless of the type of evidence that submitted, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency
- Meets any Regulatory requirements
- Are the applicant's work and evidence can be authenticated?
- That the applicant can perform the competency consistently and reliably
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above
- Where RPL is for a Licence for High Risk Work will necessitate a mandatory challenge test as per the WHS Regulator requirements

DTW Designs (Qld) Pty Ltd is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. The Assessor will examine the evidence presented and then make a judgment on that evidence which will be either:

- **C** - competent against that Unit of Competency(s)
- **NYC** - not yet competent.



The Assessor will advise the applicant of steps that can be taken in the case of an NYC outcome for an assessment task. If deemed not competent in an initial assessment, an applicant is allowed a second attempt. However, if an applicant is deemed not competent on the second attempt, the applicant will be required to re-enrol. Please talk to your assessor if you have any concerns.

Making the most of the training program

It is very important to make the most of the training opportunity. Please note, it is the applicant's responsibility to do this. To optimize learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow trainees
- Respect other people's opinions
- Ensure a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that is submitted to the Assessor
- Keep track of progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact the trainer if not understand the training activity or assessment task

Getting help

At DTW Designs (Qld) Pty Ltd Trainers and Assessors provide the best support. If support is required, please speak to them.



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Student Portal

Trainees are sent an email including a link to set a password for access to their Student Portal after Initial Enrolment. Trainee can then access the Student Portal at <https://dtw.vettrakcloud.com.au> using their email address as the Username and the Password they created. When doing so the Dashboard Menu (Figure 1) displays.

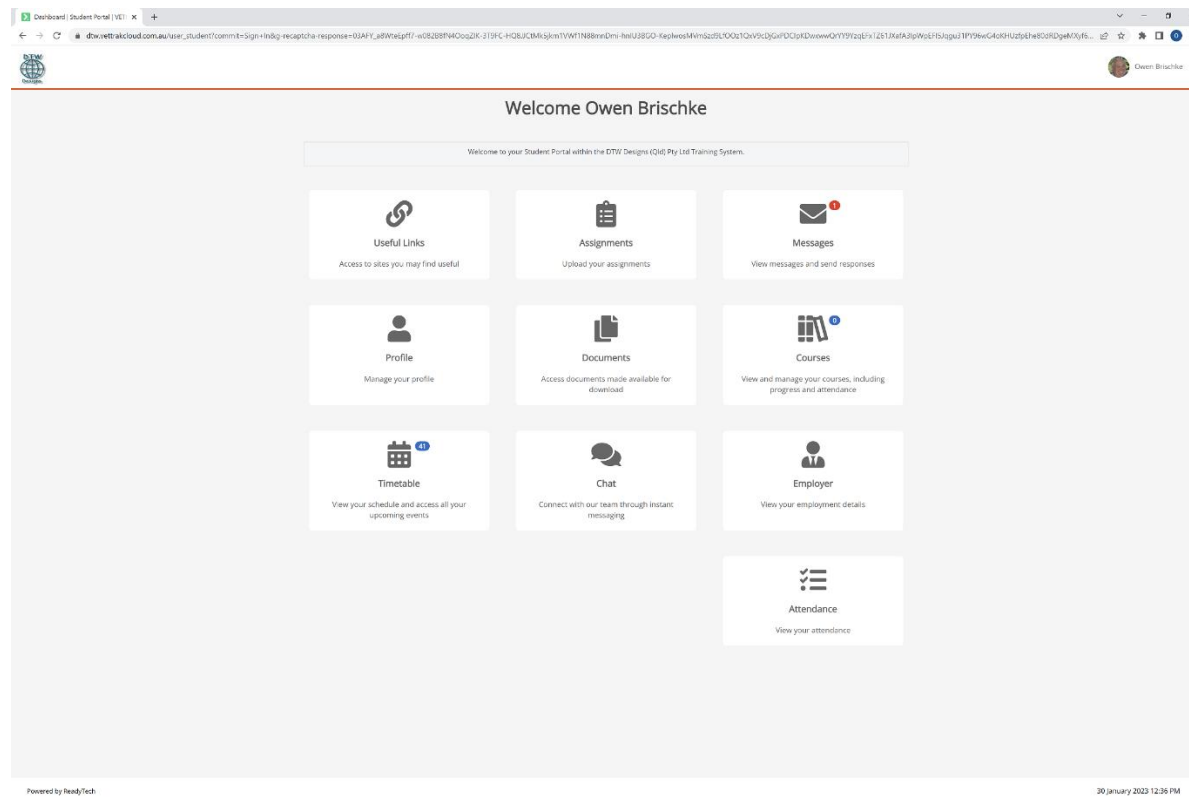


Figure 1-Dashboard Menu



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The Dashboard Menu displays tiles that link to the respective areas. When any tile is selected that page displays and a Collapsed Menu, (Figure 2) is included down the left side of the screen. Selecting the three lines just below the logo will display the Expanded Menu (Figure 3).



Figure 2-Collapsed Menu

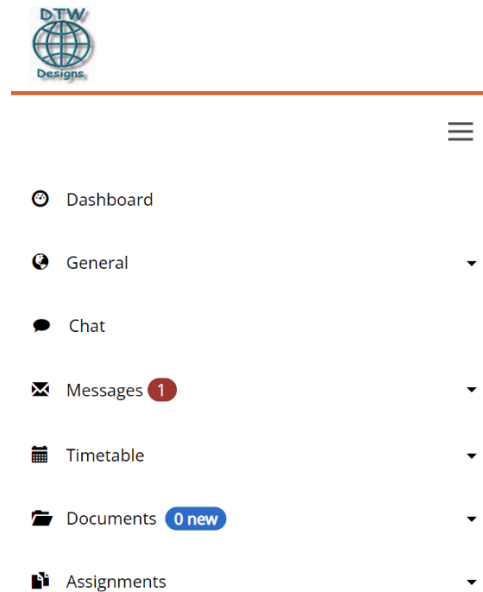


Figure 3- Expanded Menu

Navigation can be via the Expanded Menu or if choosing the Dashboard returns to the Dashboard Menu (Figure 1).

Trainees can access all areas of their Student Portal.

Learning Management System

Trainees are also provided with access to a Learning Management System (LMS) at <https://dtw.anewspring.com.au> with the same Username as the Student Portal and are sent a temporary password. It is suggested trainees use the same password as for the Student Portal for their LMS.

The LMS contains the same training resources as those provided in hard copy allowing access via PC, Laptop or Tablet.



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Training Pathways

There are many training opportunities available and for more information about these please speak with a Trainer or Assessor.

Rules and regulations while completing a program

DTW Designs (Qld) Pty Ltd is committed to providing a learning environment that encourages clients of all abilities to participate and to complete their training program. DTW Designs (Qld) Pty Ltd ensures that all training programs are delivered following the rules and regulations set out by the relevant regulatory body. If any special assistance is required, please inform our staff at the interview or on enrolment. DTW Designs (Qld) Pty Ltd respects the client's right to privacy and confidentiality.

Appeals

Complaints, grievances and appeals on any decision while completing training programs with DTW Designs (Qld) Pty Ltd, follow documented policies and processes. These will be explained during the induction after enrolment. To find out more, please contact the RTO Administrator at +61 7 33002622 to make an appointment.

Fees

DTW Designs (Qld) Pty Ltd aims to keep fees to a minimum and have payment plans for clients.

DTW Designs (Qld) Pty Ltd also has a refund policy which will be discussed during the induction. To find out more about fees and refund options please call the RTO Administrator at +61 7 33002622 to make an appointment.