



# Staff Handbook

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Revision: 2.2

Revision Date: 16-10-2018

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## Welcome Note

Welcome to DTW Designs (Qld) Pty Ltd. DTW Designs (Qld) Pty Ltd is a Registered Training Organisation #31507 registered in Queensland and is recognised by the ASQA as a deliverer of nationally recognised training.

The purpose of this handbook is to provide you with a quick reference about DTW Designs (Qld) Pty Ltd, our business operations, policies and processes, your role and responsibilities, employment and working conditions in employment.

## Introduction

As a Registered Training Organisation (RTO), DTW Designs (Qld) Pty Ltd is bound by compliance with the Standards for Registered Training Organisation (SRTOS 2015). DTW Designs (Qld) Pty Ltd has signed an agreement affirming the commitment to operate in accordance with these standards, which we are audited against on a regular basis.

The SRTOS 2015 is the nationally agreed quality framework for RTOs in the Australian VET system. A presentation of the SRTOS 2015 forms part of your induction process. The SRTOS 2015 includes a set of eight (8) standards and six (6) Schedules for the provision of quality training and assessment services. These standards and schedules are the basis of our policies and procedures which outline the responsibilities and performance expectation of our staff in ensuring compliance to the SRTOS 2015.

All DTW Designs (Qld) Pty Ltd policies and procedures, outlined in this handbook, are the responsibility of all staff and contractors. All staff/contractors are expected to comply with DTW Designs (Qld) Pty Ltd policies, processes and details in this document. If you are unclear about any information, please contact the Managing Director.

## Staff Induction Process

DTW Designs (Qld) Pty Ltd welcomes new employees through Staff Induction process. Induction at DTW Designs (Qld) Pty Ltd consists of three parts:

### Part One: Welcome and Orientation

New staff and contractors are welcomed by the Managing Director and introduced to other staff members. A meeting with the Managing Director will finalise the paperwork for your employment, confirm your job role and responsibilities, and commences your induction.

### Part Two: Completion of Induction

All new staff and contractors will undertake the Staff Induction Session and are provided with this handbook. This is to be read and completed within the first four weeks of your employment with DTW Designs (Qld) Pty Ltd.



The “Staff Induction Checklist” is completed and signed, endorsing the completion of the Induction Training and confirming the new staff / contractors understanding of DTW Designs (Qld) Pty Ltd policies and procedures.

This checklist is kept by DTW Designs (Qld) Pty Ltd on the staff/contractor personnel file. Staff/contractors can access their own personnel file by request of the Managing Director.

### Part Three: Socialisation and Ongoing development and coaching

Staff/contractors receive ongoing training and coaching specific to their job role, and ongoing professional development.

## Evaluation of the Induction Process

DTW Designs (Qld) Pty Ltd is committed to ensuring that this induction process is timely and effective for all new staff/contractors. Please provide the Managing Director with feedback regarding your commencement and induction with DTW Designs (Qld) Pty Ltd.

## Your Employment

### Staff/Contractor file

Every staff/contractor has a confidential personnel file which is kept on a secure server. All staff/contractors may have access to their own personnel file. Please contact the Managing Director.

### Staff Records - Personal details

If you are employed by DTW Designs (Qld) Pty Ltd on a fulltime, part-time or casual basis you will receive an employment contract and need to complete and sign a Letter of Offer, a ‘Staff Personal Details form’ as well as other employment forms, such as Tax declaration. These are to be returned to the Managing Director as soon as possible to avoid delays in payment.

For Trainers / Assessors, along with the above, you are required to provide details of the following:

- Certificate IV Training and Assessment qualification;
- Any relevant vocational qualifications; and
- Any licence and other certificates (e.g. working with children, high risk licences etc.)

It is important that DTW Designs (Qld) Pty Ltd has the most up-to-date personal details of all staff. If there are any changes in your circumstances and personal details, please advise the Managing Director of DTW Designs (Qld) Pty Ltd and update your details on record using the login provided at [www.dtw.com.au](http://www.dtw.com.au).





## Contract Trainers / Assessors Records - Personal details

If you are a contractor, a Project Services Agreement needs to be signed, confirming the terms of your engagement and your commitment to compliance with DTW Designs (Qld) Pty Ltd policies and procedures.

Contractors are also required to provide a copy of their:

- Business Name Registration;
- ABN;
- GST Registration;
- Professional indemnity (\$2Million) and public liability (\$5Million) insurances “Certificate of Currency” demonstrating your insurance as a “trainer/assessor”;
- Certificate IV Training and Assessment Qualification;
- Any relevant vocational qualifications; and
- Any licence and other certificates (e.g. working with children, high risk licences etc.)

## Conditions of Employment

### Accidents and Injuries

Staff must report all work-related accidents and injuries immediately to the Managing Director. A Near Miss Report Form or Incident Report Form must be completed as soon as possible.

DTW Designs (Qld) Pty Ltd keeps a record of all events, tracking and taking appropriate immediate and ongoing action to rectify the situation and prevent similar incidents occurring in the future. DTW Designs (Qld) Pty Ltd notifies insurance and medical authorities as necessary.

In the event of a workplace injury causing health issues, DTW Designs (Qld) Pty Ltd will implement a workplace rehabilitation program aimed at returning the injured staff to gainful and meaningful employment as soon as medically practicable.

### Attendance & Punctuality

All Staff are required to arrive on time at the commencement of their day, to all meetings and returning from all breaks.

It is understandable that from time to time staff may be late or absent from work. If you are going to be late you must contact your direct supervisor/manager and advise.

Absence from work for three (3) or more consecutive days without any notification being given to management will be considered as a voluntary resignation.

Your Letter of Offer will stipulate your work days and hours.



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## Availability

If you are a trainer/assessor and are unavailable to provide the contracted training and assessment services, you are required to notify the Managing Director as soon as known.

## Behaviour / Conduct

All staff are expected to behave with the upmost professionalism always and demonstrating the core values of integrity and respect.

## Breaks

Meal and break periods are in accordance with Fair Work requirements. All Staff are entitled to a 15-minute morning and afternoon tea break, and a minimum 30-minute lunch break. Breaks are expected to be taken in collaboration with your team to ensure DTW Designs (Qld) Pty Ltd can provide the best possible customer service always.

Please see your Letter of Offer for specific details on your break times and discuss with your manager/team with scheduling breaks throughout the day.

## Complaints or grievances

All staff are encouraged to discuss any complaints, grievances or concerns they have regarding their job role, other staff or any other work-related issues with the relevant individual or direct supervisor /manager in the first instance. If the matter cannot be resolved staff are encouraged to raise the issue with the Managing Director DTW Designs (Qld) Pty Ltd.

All matters are kept in the strictest confidence and following the principles of procedural fairness and natural justice.

## Conditions of engagement

Conditions of engagement will be set out in your contract. The Managing Director will discuss these with you.

## Confidential Information - Commercial

All staff, as part of their employment contract with DTW Designs (Qld) Pty Ltd, agree to not disclose or use commercially sensitive or business confidential information either during or after their employment.

## Confidential Information - Personal

DTW Designs (Qld) Pty Ltd abides by the principles of the Privacy Act.

As such, all staff are obliged to protect the privacy of clients and other staff by ensuring they follow the DTW Designs (Qld) Pty Ltd Privacy Policy and not disclose any personal information to others without the written permission of the individual concerned.

This includes mobile and home phone numbers and addresses or your fellow staff.



## Discipline & Warnings

Warning and disciplinary processes typically follow a three (3) part process, depending on the severity of staff performance/ breach.

1. A verbal warning constitutes a 'first warning';
2. A written warning constitutes a 'second warning', or 'final warning' for more serious breaches;
3. Termination of employment. This is always the last resort, however may be instant for very serious breaches, including infringements of law.

A warning is not a form of 'punishment', but rather a process whereby a staff's performance is examined in the light of the workplace standards expected by DTW Designs (Qld) Pty Ltd. Warnings can be issued for staff breaches of conduct, job productivity and performance, punctuality, attendance and failure to follow directions.

A formal letter (written or second warning), will detail issues and will normally follow verbal counselling. However, this is dependent on the severity of behaviour/breach. A formal letter may be a 'first and final' notice. The period of warning is dependent upon the nature of the issue and the circumstances surrounding it.

Termination is the last resort.

Staff should be aware of this disciplinary process, which is followed in all instances when breaches of policies, procedures or conduct occur, or when a satisfactory work performance cannot be improved and maintained.

## Dress Standards

DTW Designs (Qld) Pty Ltd expect all staff to follow a smart business dress standard. Staff are expected to present neat, clean, professional appearance always.

## Documentation

RTO compliance is demonstrated/supported by documentation. In the provision of training and assessment services you are required to complete and submit all paperwork fully and as noted in the policies and procedures, or as instructed from time to time.

## Duty of Care

DTW Designs (Qld) Pty Ltd Duty of Care as an employer includes:

- Providing a safe workplace and safe systems of work;
- Identifying potential hazards in your workplace;
- Providing mechanisms to address safety and health hazards;
- Providing ongoing safety and health training, information, instruction and supervision;
- Providing personal protective clothing and equipment, where necessary;



- Consulting and cooperating with safety and health representatives and other employees regarding workplace health and safety.

As an employee, you must:

- Take reasonable care for your own safety and health at work;
- Avoid adversely affecting the safety or health of any other person at work;
- Report any potential hazards to your employer;
- Follow safe work practices;
- Participate in safety training;
- Wear safety clothing and use safety equipment as instructed;
- Comply with safety and health instructions given by your employer.

### Equal Employment Opportunity

DTW Designs (Qld) Pty Ltd is an equal employment opportunity employer. All employment decisions follow natural justice and procedural fairness and are based on merit and business needs. DTW Designs (Qld) Pty Ltd does not factor in race, colour, sex, sexuality, citizenship status, social origin, ethno-religious or national origin, disability, age, marital status, family responsibility, religious belief, political belief or any other factor protected by law.

### Exit Interviews

The Managing Director will conduct an exit interview with all staff/contractors leaving DTW Designs (Qld) Pty Ltd. Exit interviews are a means of finalising your employment on a positive note, identifying the reasons why staff/contractors are leaving the organisation (and, if appropriate, address any issues) and an opportunity to finalise administrative matters.

### Expenses

Approved work-related expenses will be reimbursed to staff. Prior approval for the expense is required. When applying for reimbursement of work-related expenses, staff are required to complete a Staff Reimbursement form, and provide all original receipts.

All travel and accommodation expenses for approved travel will be paid for by DTW Designs (Qld) Pty Ltd.

### Fit for Work

All staff are required to:

- Present themselves fit for work.
- Participate in drug and alcohol screening programs.
- Advise their manager or site supervisor on each occasion that they have concerns regarding their fitness for work – whatever the reason.
- Remove themselves from any workplace in the event of failing any fitness for work screening, until able to provide proof of fitness for work.



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DTW Designs (Qld) Pty Ltd is committed to providing a workplace in which its staff and clients are not exposed to the hazards arising from fatigue or the abuse of drugs or alcohol.

### House Keeping

DTW Designs (Qld) Pty Ltd aims to present a high quality and efficient image to our clients and visitors. All staff/contractors are expected to observe general 'good housekeeping' standards by keeping their work areas tidy (including kitchen and bathroom facilities) and treating equipment and resources with care and respect.

### Internet and Email

Use of the Internet and the email facilities are for business purposes only. Approval must be sought from the Managing Director DTW Designs (Qld) Pty Ltd for any personal use.

Access to any social media (except DTW Designs (Qld) Pty Ltd site), pornographic, betting, sporting, shopping or other sites not related to DTW Designs (Qld) Pty Ltd business is unacceptable and any access by any person is strictly prohibited always. Any person accessing these sites will be liable for all associated costs (including time spent) and any pursuant legal ramifications, and their employment will be suspended, pending investigation with a possible outcome of termination.

Distribution of any inappropriate emails, including jokes or pornographic material in any form, either internally or externally, is strictly forbidden always. Any person found to have breached this requirement will be liable for all associated costs (including time spent) and any pursuant legal ramifications, and their employment will be suspended, pending investigation with a possible outcome of termination.

### Meetings

DTW Designs (Qld) Pty Ltd conducts staff meetings on a needs basis to ensure all staff are kept informed of business operations and matters and maintain currency with changes that may impact upon the organisation. All staff are expected to attend all staff meetings, be on time and participate effectively.

### Pay / Remuneration

All staff are required to submit a timesheet every Friday fortnight to the Managing Director. Payment due is confirmed by the Managing Director. Your pay will be placed into your nominated bank account the following Thursday.

Contractors are required to submit a tax invoice and time sheets at the end of each month via the Xero Accounting system for approval by the Managing Director. Payment due is confirmed by the Managing Director. Payments will be made (within 30 days) upon submission of a compliant tax invoice and all relevant supporting documentation (i.e. completed assessments, class attendance rolls etc.).



## Performance Expectations

The Managing Director will explain the expectations of your role. You will also receive a copy of the Job Description as applicable to your role.

## Probation

All new staff are employed on the condition that they successfully complete their three (3) month probation period without incident or complaints made against them. Induction training and reviews will be completed throughout this period to ensure communication between management and the new staff is maintained. If during this period either party is not satisfied with working arrangements and/or performance, one week's notice in writing may be given by either party to terminate the employment. After the probation period a formal review of the employment, based on performance and achievement will be undertaken.

## Resignations

It is a legal obligation of all staff to provide adequate notice of resignation. Staff submitting their resignation are required to provide notice in writing to the Managing Director of DTW Designs (Qld) Pty Ltd detailing the date of resignation, amount of notice, final date of employment and reason for the resignation.

Notice periods are typically two (2) weeks for administrative staff and four (4) weeks for leaders and managers. Please see your Letter of Offer for specific details.

Any property issued to staff, such as mobile phones, laptops, keys, company credit card or other, must be returned to the Managing Director at the time of termination. Staff are responsible for any items that are lost or damaged and will be expected to reimburse DTW Designs (Qld) Pty Ltd replacement costs.

## Safety and Health Risks

Any Staff who identify or become aware of health and safety hazards and issues in the workplace must report these to the Managing Director as soon as possible.

## Superannuation

DTW Designs (Qld) Pty Ltd pays superannuation for all Staff in accordance with the Superannuation Guarantee Levy into your nominated Superannuation Fund on a fortnightly basis.

## Termination of Employment

DTW Designs (Qld) Pty Ltd retains the right to terminate the services of any staff providing that the termination is warranted. Termination can happen in many ways. Normally it occurs:

- after the appropriate verbal and written counselling (Warnings) or,



- in extreme cases, summarily (instantly) without a period of notice.  
<http://www.fairwork.gov.au/ending-employment/notice-and-final-pay/dismissal-how-much-notice>

Fair Work defines the conduct for which staff can be summarily dismissed. These include:

- Conduct that cause's imminent and serious risk to the health and safety of a person;
- Conduct that cause's imminent and serious risk to the reputation, viability or profitability of DTW Designs (Qld) Pty Ltd;
- Theft, fraud or assault;
- Being intoxicated and or under the influence of drugs while at work.

### Visitors

All visitors to any DTW Designs (Qld) Pty Ltd premises must be notified to the Managing Director. For safety, insurance and other business purposes, please ensure that you have notified the Managing Director of the arrival of your visitors and ensure they have the appropriate PPE.

### Workers Compensation

DTW Designs (Qld) Pty Ltd maintains workers compensation insurance for all staff. Workers compensation cover is immediate and protects staff from any work-related injury or illnesses. If a staff member is unable to work due to any work-related injury or illness, related medical expenses and staff pay may be covered until the individual can return to work.

If you suffer an injury at work or while travelling to or from work, you should report the accident and injury to the Managing Director DTW Designs (Qld) Pty Ltd as soon as possible.

## Skills and Performance

### Assessors Code of Practice

All Assessors are required to abide by the International Code of Practice for Assessors, as follows:

- a) The different needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- b) Potential forms of conflict of interest in the assessment process and/or outcomes are identified and, if necessary, appropriate referrals are made
- c) All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of outcomes
- d) The rights of the candidate are protected during and after the assessment





- e) Personal or interpersonal factors that are not related to the assessment of competency must not influence the assessment outcomes
- f) The candidate is made aware of the rights and processes of appeal
- g) Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- h) Assessment decisions are based on available evidence that can be produced and verified by another assessor
- i) Assessments are conducted within the boundaries of the assessment system policies and procedures
- j) Formal agreement is obtained both from the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- k) Assessment tools, systems and procedures are consistent with equal opportunity legislation.
- l) The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- m) The candidate is informed of all assessment reporting processes prior to the assessment
- n) Confidentiality is maintained in respect of the assessment results
- o) Assessment results are released only with the written permission of the candidates
- p) The assessment results are consistent with the purposes explained to the candidate
- q) Self-assessments are periodically conducted to ensure competencies are current against the Training and Assessment Competency Standards
- r) Professional development opportunities are identified and sought
- s) Opportunities for networking amongst assessors are created and maintained
- t) Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes

### Competency Mapping

All trainers and assessors who are not able to supply vocational certification for units of competency they deliver and assess are required to complete a 'Trainer competency mapping form' demonstrating their equivalent skills and experience. See Staff Policy.

### Direct Supervision

All trainers who are not able to supply Certificate IV Training and Assessment qualification are required to undertake Direct Supervision processes. See Staff Policy.

### Industry Currency

All trainers and assessors are required to maintain currency with vocational skills and industry contacts. See Staff Policy.





## Performance Review

The Performance Review process occurs annually and is a means by which all staff/contractors can participate in setting individual work objectives and competencies.

The Performance Review enables staff and management to:

- Reflect on the previous year's performance;
- Identify and recognise the previous year's achievements;
- Review and update position descriptions, clarifying any challenges and changes to the role;
- Identify personal and company goals and plan for the coming year;
- Identify opportunities for career advancement and professional development; and
- Identify immediate and future challenges of their position and equip staff for success.

This process also improves staff's understanding of work responsibilities and standards, and ultimately improves team work and cohesion.

Staff are informed at least one (1) week prior to their Performance Review with details of the meeting, along with the Performance Review form, so that they can prepare. This time gives staff the opportunity to reflect on their work activities, experiences, challenges and achievements over the previous 12 months, along with their goals and ambitions for the next 12 months, 2 years, 5 years.

The Performance Review process and requirements are outlined prior to the meeting with staff having the opportunity to ask questions before the review.

Staff must confirm their availability to complete the preparation and attend the meeting or negotiate an alternative date and time that is suitable to all parties.

## Professional Development

The maintenance of a high level of staff skills is essential to DTW Designs (Qld) Pty Ltd operations. To assist our staffs to achieve their respective goals, maximise their potential and to create an attractive and rewarding working environment, DTW Designs (Qld) Pty Ltd provides training and development programs for all staff in accordance with Staff Policy.

Professional development activities and opportunities may include:

- Formal external training;
- In-house meetings, skill briefs, compliance updates;
- Industry seminars, forums and webinars;
- On-the-job training, coaching and mentoring;
- Networking events;



- Placements/secondments in Industry;
- Industry journals, magazines, newsletters and other publications; and
- Working closely, or shadowing, with other trainers and assessors.

Staff are encouraged to identify and suggest appropriate professional development opportunities.

All training and time expenses relating to training programs must be captured to enable us to keep track of our investment in professional development.

### Qualifications

All staff are required to provide original copy of certification for job skills that they have attained relative to their role.

Trainers / Assessors are required to provide the following:

- Certificate IV Training and Assessment qualification;
- Any relevant vocational qualifications; and
- Any licence and other certificates (e.g. working with children, high risk licences etc.)

### Legislation and Policy Compliance

All Staff are expected to abide by all DTW Designs (Qld) Pty Ltd policies and procedures and legal requirements.

(Further detail on DTW Designs (Qld) Pty Ltd legislative requirements can be found in Section 4 of this handbook.)

(Further detail on DTW Designs (Qld) Pty Ltd policies and procedures can be found in Section 5 of this handbook.)

### Anti-Discrimination – Manager Responsibility

The Managing Director must ensure that they do not engage in harassing behaviour themselves either of their staffs, other contractors or clients. When managers observe harassment occurring they should take steps to stop it and advise the person involved of the consequences if the offending behaviour continues.

The Managing Director is also responsible for ensuring that all staff are aware that harassment will not be tolerated and that complaints will be dealt with in accordance with the terms of DTW Designs (Qld) Pty Ltd Complaints Policy.

If you tell the Managing Director about harassment they are obliged to maintain the confidentiality of your discussions. If the Managing Director feels that they are not the appropriate person to deal with the complaint, they will refer the matter to the relevant manager of the stakeholder involved in the contract, who will be able to assist you.



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## Anti-Discrimination – All Staff and Contractors

Staff are legally obliged to ensure that they do not harass other staff, managers, supervisors or clients of DTW Designs (Qld) Pty Ltd. Staff must also ensure that they do not encourage harassment.

If you become aware that someone you work with is being harassed, you can assist them in many ways. Tell them that you are willing to act as a witness if they decide to make a complaint. Back them or support them in saying 'no' to the person harassing them. However, it is not your responsibility to say anything to the alleged harasser or speak with others about the alleged harassment. Remember, if you are deemed to spreading rumours about anyone, you may be the subject of defamation action.

## Confidentiality/Privacy

During your official duties with DTW Designs (Qld) Pty Ltd you will be privy and have access to confidential information regarding DTW Designs (Qld) Pty Ltd, other staff and clients. You are not to disclose any such information (including home numbers and addresses) nor use such information in an improper manner. Please see the Privacy Policy.

## Company

DTW Designs (Qld) Pty Ltd was formed in April 1999 to provide Documentation, Training and Workplace Health & Safety Training & Assessment for Boiler and Turbine Plant Operators principally in the Power Generation Sector in Queensland.

In September 2000 we established our office in Brisbane as a central hub to access a growing number of clients across all sectors of industry. We have an on-going commitment to continue providing value for money solutions for our clients.

## Business Philosophy

The objective of DTW Designs (Qld) Pty Ltd is to provide quality training and assessment and other technical services to meet the needs and expectations of our clients in the operation of Boilers, Steam Turbines and Reciprocating Steam Engines. Our goal is to provide high quality vocational educations and training to our clients. DTW Designs (Qld) Pty Ltd will achieve this by constantly striving to surpass our client's needs in terms of quality and value and by doing so create mutually beneficial relationships.

## Operating Hours

DTW Designs (Qld) Pty Ltd are from 0800 – 1700 Monday to Friday.



## Quality

DTW Designs (Qld) Pty Ltd abides by the stringent quality requirements of the Vocational Education Training (VET) Quality Framework, including the Standards for Registered Training Organisations 2015 (SRTOS 2015), which we are audited against by the VET Regulator on a regular basis. (Further information on the VET Quality Framework and Environment can be found in Section 6.)

To meet these objectives, we have implemented and maintain a quality management system, in accordance with the Standards for Registered Training Organisations 2015 (SRTOS 2015), throughout our operations. The quality management system ensures that all company activities are carried out in a planned and systematic manner and that our training and support activities satisfy our clients' needs.

Our aim is to constantly strive towards continuous improvement in all our activities to maintain our competitive advantage. Quality is the concern and responsibility of all staff of DTW Designs (Qld) Pty Ltd in every aspect of our business. To assist us to meet our quality responsibilities, DTW Designs (Qld) Pty Ltd will ensure that all personnel are clearly briefed and that suitably qualified personnel are provided with adequate resources and training to maintain the quality system.

Our commitment to quality will enhance our reputation, competitiveness and long-term success in the marketplace; maintain our viability and provide our staffs with an even higher degree of satisfaction and continuing employment opportunities.

## Our Staff

### RTO Personnel

Personnel of DTW Designs (Qld) Pty Ltd include:

- Managing Director
- Finance Administration Officer
- Business Administration Officer
- RTO Administration Officer
- Administration Officers
- Trainers and/or Assessors

### Qualifications for Trainers and Assessors

Lines of responsibility are in accordance with the organisation chart.

A comprehensive duty statement is maintained for each role by the Managing Director and is given to personnel during the recruitment and induction processes.



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### Qualifications for Trainers and Assessors

All Trainers and Assessors are required to hold the TAE40116 Certificate IV in Training and Assessment as of 1<sup>st</sup> April 2019. Trainers and assessors are also required to hold and maintain competence in the units of competence they deliver, at least to the level they are delivering or assessing.

DTW Designs (Qld) Pty Ltd affirms that staff members hold the relevant qualifications in accordance with the Staff Policy.

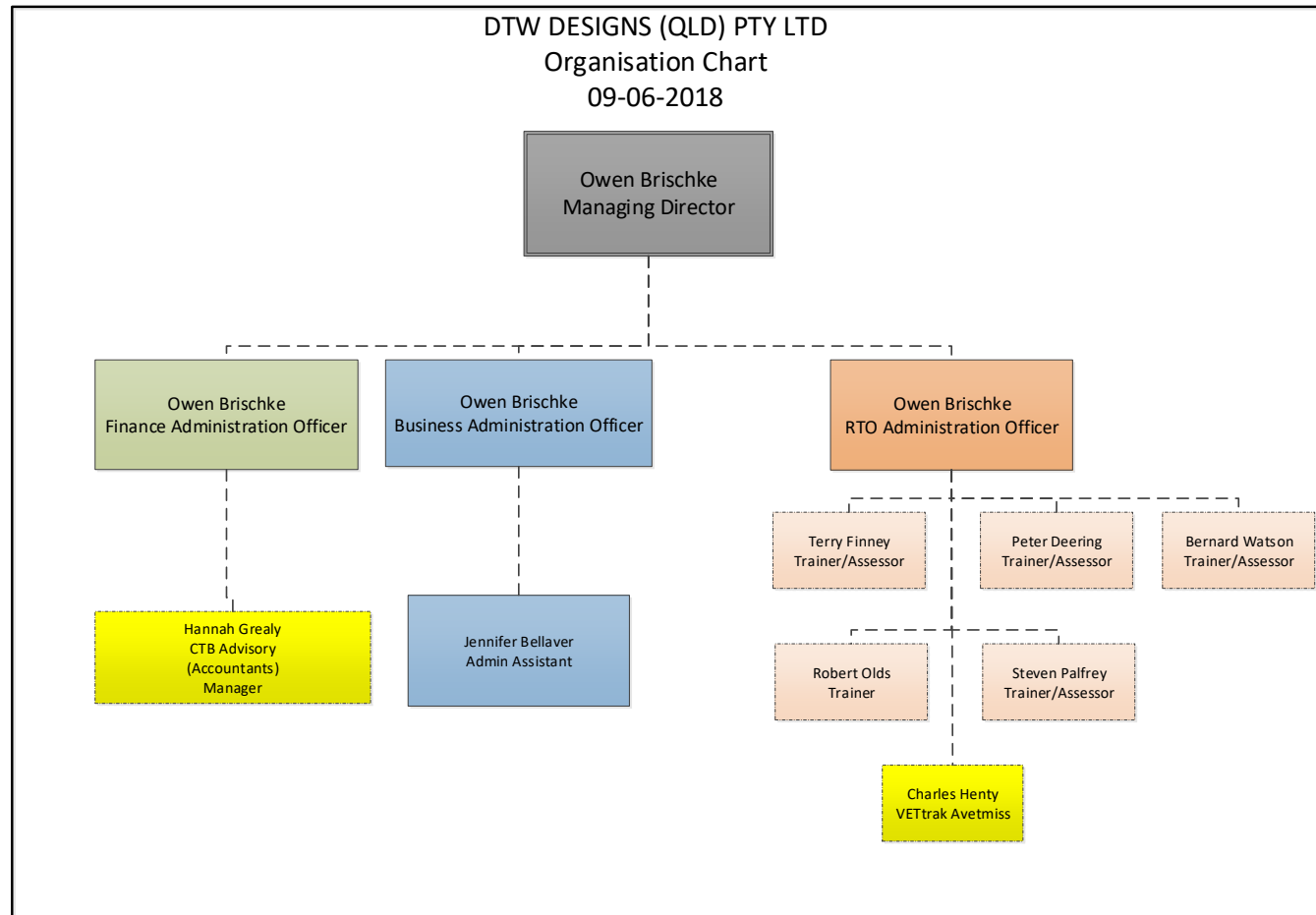
### Supporting Organisations

DTW Designs (Qld) Pty Ltd engages the following businesses providing the services listed.

- CTB Accountants - Accounting Services
- VETtrak Pty Ltd – Student Management System including Online Enrolment
- Stripe.com – Online Enrolment and Invoicing Payment Gateway
- Westpac Bank – Banking Services
- Safe Work Resources – LLN Robot
- Adobe Document Cloud – Digital Signing



### Organisation Structure





## Products and Services

### Training Programs

As an RTO, DTW Designs (Qld) Pty Ltd provides nationally recognised training and certification in compliance with training packages and accredited courses.

DTW Designs (Qld) Pty Ltd provides training and assessment services for the following industry sectors:

- Power Generation;
- Oil Refining;
- Chemical;
- Sugar;
- Manufacturing and
- Other.

Training offered falls into two main categories:

- Nationally recognised (NRT), or
- or Non-Nationally recognised (Non-NRT)

Nationally recognised training (NRT) programs are those courses, which, upon successful completion, clients can receive a Qualification or Statement of Attainment, which will be recognised across Australia. They address competency standards from National Training Packages or Accredited courses.

Non-Nationally recognised courses are those programs offered by a training provider, which do not provide national recognition, are not aligned to competency standards from Training Packages or Accredited Courses.

### Nationally Recognised Courses Offered

DTW Designs (Qld) Pty Ltd is registered to deliver, assess and provide certification against a defined scope of delivery.

The following nationally recognised Units of Competency will be awarded when the required units of competency/modules have been obtained:

- MSMBLIC001 Licence to Operate a Standard Boiler
- MSMBLIC002 Licence to Operate an Advanced Boiler
- UEPOPL001A Licence to Operate a Steam Turbine
- UEPOPL002A Licence to Operate a Reciprocating Steam Engine

Clients successfully completing a course/program, which form part of a qualification, will receive a Statement of Attainment for those units of competency included in the assessment process.



## Competency Based Training and Assessment

Qualifications are comprised of Units of Competency, which have been determined by the Industry Skills Councils (ISCs) in consultation with industry, categorised into National Competency Standards and produced in Training Packages for a specific industry sector.

Training Packages provide a framework for training and assessment and specify what competencies staff at a level within a industry should be reasonably expected to achieve.

Successful completion of training and assessment leads to the issue of a Qualification or Statement of Attainment for all clients who achieve a 'COMPETENT' outcome.

## Training Resources

DTW Designs (Qld) Pty Ltd ensures that it has the training resources available, when delivering and assessing training, to meet the requirements of the nationally endorsed Training Packages and Units of Competency within.

DTW Designs (Qld) Pty Ltd has developed manuals /resources required for each training program. These manuals use a consistent format and include;

- Trainer Resources (Session Plans, Visual Presentations);
- Assessment Resources and tools (including RPL);
- Participant Resources; and
- Training Journals.

The use of these Training Resources will provide DTW Designs (Qld) Pty Ltd with a consistent approach in delivering quality of training and assessment services.

## Assessment

Assessment is defined (in the SRTOS 2015) as:

*“the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.”*

To achieve a 'COMPETENT' outcome client must satisfactorily complete all the requirements of the relevant Unit of Competency.

## Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.





<p><b>Valid</b></p>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• Assessment of knowledge and skills is integrated with their practical application;</li> <li>• Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li> </ul>
<p><b>Reliable</b></p>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
<p><b>Flexible</b></p>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• Reflecting the learner’s needs;</li> <li>• Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>• 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.</li> </ul>
<p><b>Fair</b></p>	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</p> <p>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</p>

### Rules of Evidence

DTW Designs (Qld) Pty Ltd Assessors are required to ensure that all evidence provided by clients, as proof of their competency, meets the following “rules of evidence”.



<b>Valid</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authentic</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Current</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Conducting Assessment

All assessment is conducted in accordance with the Assessment Policy.

Assessment processes within DTW Designs (Qld) Pty Ltd follows the methodology outlined below:

- a) Assessment procedures are fully explained to all clients.
- b) Clients are reminded of the ongoing availability of assessment, throughout training.
- c) Opportunities for RPL and flexible methods of assessment are discussed with clients.
- d) The appeals and reassessment process are outlined.
- e) The assessment requirements of the Unit(s) of Competency are outlined.
- f) Any arrangements for the training environment are outlined.
- g) Assessment follows the Principles of Assessment - validity, reliability, flexibility and fairness.
- h) All evidence is measured against the Rules of Evidence – validity, currency, sufficiency, authenticity.
- i) As assessments are undertaken, DTW Designs (Qld) Pty Ltd trainers/assessors record individual client assessment results.
- j) Post-assessment guidance is always available to clients.
- k) A fair and impartial appeals process is available to clients.
- l) Evaluation of assessment processes and procedures is gathered on an ongoing basis, contributing to continuous improvement.



## Assessment Methods

Assessment methods that may be used include, but are not limited to:

- Demonstration of skills;
- Work samples;
- Workbook activities;
- Case Studies;
- Oral presentations;
- Role-plays;
- Simulation;
- Projects;
- Written questionnaire / tests;
- Portfolio of Evidence (RPL).

## Licensing Units

DTW Designs (Qld) Pty Ltd is regulated by the State/Territory Regulators with respect to Assessment of Licensing Units. DTW Designs (Qld) Pty Ltd complies with the regulations and issues Assessment Summary Reports to clients who are assessed for Licensing Units.

## Legislation

DTW Designs (Qld) Pty Ltd complies with the following Commonwealth and State/Territory legislation in respect to its operations as an RTO:

### Commonwealth

- Privacy Act 1988;
- Copyright Act 1968;
- Skilling Australia Workforce Act 2005
- Workplace Relations Act 1996.
- Work Health and Safety Act 2011
- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 2009 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Corporation law – Corporations Act 2001 and Regulations
- Competition and Consumer Act 2010 and Regulations
- Fair Work Act 2009 and Regulations
- A New Tax System Act 1999 and Regulations
- Copyright Act 1968 and Regulations
- Fair Trading Legislation and Regulations



- Trade Practices Legislation and Regulations
- Spam Act 2003 and Regulations
- Student Identifiers Act 2014
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Act 20010 – ELICOS Standards
- Data Provisions Requirements 2012
- Financial Viability Risk Assessment Requirements 2011

### State /Territory

- Vocational Education and Training Accreditation Act 1990 (New South Wales)
- New South Wales - Vocational Education and Training (Commonwealth Powers) Act 2010
- Vocational Education and Training Act 1990 (Victoria)
- Education and the Education and Training Reform Act 2006 (Victoria)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (Queensland)
- Vocational Education, Training and Employment Act 2000 (Queensland)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (South Australia)
- Training and Skills Development Act 2008 (South Australia)
- ACT – Training and Tertiary Education Act 2003
- Vocational Education and Training (Commonwealth Powers) Act 2011 (Tasmania)
- Training and Workforce Development Act 2013 (Tasmania)
- Vocational Education and Training Act 1996 (Western Australia)
- Discrimination Act 1991 (Australian Capital Territory)
- Disability Services Act 1991 (Australian Capital Territory)
- Anti-Discrimination Act 1977 (New South Wales)
- Anti-Discrimination Act (Northern Territory)
- Anti-Discrimination Act 1991 (Queensland)
- Equal Opportunity Act 1994 (South Australia)
- Sex Discrimination Act 1994 (Tasmania)
- Anti-Discrimination Act 1998 (Tasmania)
- Equal Opportunity Act 2010 (Victoria)
- Disability Act 2006 (Victoria)
- Equal Opportunity Act 1984 (Western Australia)



There may be various other Commonwealth and State Acts and regulations that relate specifically to Training programs offered. These relevant Acts and regulations will be identified in training resources.

### [Access to Legislation, Acts and Regulations](#)

DTW Designs (Qld) Pty Ltd has and maintains memberships to the following legislation publishers to receive updates and notifications of changes in legislation and regulatory requirements.

- Australian Government, COMLaw; at <http://www.comlaw.gov.au/>
- Australasian Legal Information Institute, website: <http://www.austlii.edu.au>
- New South Wales – <http://www.legislation.nsw.gov.au/>
- Victoria – <http://www.legislation.vic.gov.au/>
- Queensland – <https://www.legislation.qld.gov.au/OQPChome.htm>
- Western Australia - State Law Publisher, at [www.slp.wa.gov.au](http://www.slp.wa.gov.au).
- South Australia – <http://www.legislation.sa.gov.au/index.aspx>
- Northern Territory –  
[http://dcm.nt.gov.au/strong\\_service\\_delivery/supporting\\_government/current\\_northern\\_territory\\_legislation\\_database](http://dcm.nt.gov.au/strong_service_delivery/supporting_government/current_northern_territory_legislation_database)
- ACT – <http://www.legislation.act.gov.au/>
- Tasmania - <http://www.thelaw.tas.gov.au/index.w3p>

Further information, see Legislation Compliance Policy.

### [Equal Opportunity](#)

At DTW Designs (Qld) Pty Ltd we are committed to providing a work environment in which staffs feel that they are a valued member of the organisation, treated fairly and given recognition for their contribution to the company's success. We also aim to provide an environment that fosters good working relationships in accordance with the Access and Equity Policy.

DTW Designs (Qld) Pty Ltd does not tolerate any form of discrimination, harassment, violence, victimisation or vilification and disciplinary action will be taken against any staff or client involved in such behaviour. From a staff perspective, this may include termination of employment and from a client perspective, removal from a training course.

### [Discrimination](#)

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age



- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National Origin

It is DTW Designs (Qld) Pty Ltd policy to ensure that these attributes are discounted when employment or training decisions are made.

#### Harassment

Harassment is any behaviour, which is unwelcome, offends, humiliates or intimidates the person being harassed. The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- Unwanted touching
- Sexual innuendo
- Sexual propositions
- Nude pin-ups and posters
- Obscene telephone calls
- Wolf whistles

#### Workplace Harassment

- Will usually be repeated behaviour but can also consist of a single act.
- Has the effect of offending, humiliating or intimidating the person at whom it is directed? It makes the work environment unpleasant and sometimes even hostile. If a person is being harassed, then their ability to do their work is affected. They often become stressed and suffer health problems as a result.
- Can often be the result of behaviour, which is not intended to offend or harm, such as jokes or unwanted attention. The fact that harassment is not intended does not mean that it is not unlawful. The differences between people should be acknowledged and respected, never ridiculed.
- Can involve an abuse of power, for example: a manager may harass a person whom they are supervising. Abuse of power can also happen when certain groups are in a minority in the workplace and are, therefore, in a vulnerable position, for example: women or people from non-English speaking backgrounds.



### *Types of Harassment*

There are many types of harassment. These can range from direct forms such as abuse, threats, name calling and sexual advances; to less direct forms such as the creation of a hostile work environment, but where no direct attacks are made on an individual.

<b>Verbal Harassment</b>	<ul style="list-style-type: none"> <li>• Sexual comments, advances or propositions</li> <li>• Lewd jokes or innuendos</li> <li>• Racist comments or jokes</li> <li>• Spreading rumours</li> <li>• Comments or jokes about a person’s disability, pregnancy, sexuality, age religion etc.</li> <li>• Repeated questions about one’s personal life</li> <li>• Belittling someone’s work or contribution in a meeting</li> <li>• Threats, insults or abuse</li> <li>• Repeated unwelcome invitations</li> <li>• Offensive obscene language</li> <li>• Obscene telephone calls, unsolicited letters, faxes, emails</li> </ul>
<b>non-verbal harassment</b>	<ul style="list-style-type: none"> <li>• Leering, e.g. staring at a woman’s breasts</li> <li>• Putting offensive material on notice boards, computer screen savers, emails etc.</li> <li>• Wolf whistling</li> <li>• Nude or pornographic posters</li> <li>• Displaying sexist or racist cartoons or literature</li> <li>• Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours</li> <li>• Following someone home from work</li> <li>• Standing very close to someone or unnecessarily leaning over them</li> <li>• Mimicking someone with a disability</li> <li>• Practical jokes that are unwelcome</li> <li>• Ignoring someone, or being cold and distant with them</li> <li>• Crude hand or body gestures</li> </ul>
<b>Physical harassment</b>	<ul style="list-style-type: none"> <li>• Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, and brushing up against a person</li> <li>• Indecent or sexual assault or attempted assault</li> <li>• Hitting, pushing, shoving, spitting, and throwing objects at a person</li> <li>• Unzipping a person’s attire</li> </ul>



## What to do - If you feel you are being Harassed

If you feel that you are being harassed, tell the person to stop, that their behaviour is unacceptable and that they must not do it again. It is important to say these things to the person harassing as they may interpret silence as some form of acceptance or consent. If, however, you are too frightened or embarrassed to say anything, this does not mean that your complaint will be treated any less seriously.

If the behaviour does not stop, or even if it does but you still wish to report it, tell your manager. It is a good idea to make a written note of any harassment, including details of dates, times, witnesses, what happened and what you said or felt. Be frank and honest with whoever is appointed to investigate your complaint, as this will enable the appropriate action to be taken.

## What DTW Designs (Qld) Pty Ltd will do

It is DTW Designs (Qld) Pty Ltd legal responsibility to ensure that harassment does not happen in the workplace. If it does occur, the company will take complaints of harassment very seriously. The complaint will be investigated in a sympathetic, fair and confidential manner. Action will be taken to ensure that the harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.

You will not be victimised or treated unfairly for making a harassment complaint.

## Workplace Health and Safety

### Workplace Health and Safety

DTW Designs (Qld) Pty Ltd is committed to implementing, maintaining and continuously improving Workplace Health and Safety (WHS) in all of its facilities. The management of DTW Designs (Qld) Pty Ltd recognises that it has a responsibility to provide and maintain a safe environment for staff, clients and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace or training environment is maintained.

WHS is also integral to DTW Designs (Qld) Pty Ltd objective of maximising productivity and growth. In particular, DTW Designs (Qld) Pty Ltd is committed to:

- a) Compliance – Ensuring that the organisation has management systems and operating procedures that strive for best practice, but at the very least, secure compliance with the legislative and regulatory requirements relating to the identification, control and monitoring of WHS risks associated with DTW Designs (Qld) Pty Ltd operations.





- b) Systems and procedures – Assessing and surveying practices and risks to facilitate the development, maintenance and continuous improvement of systems and procedures to prevent accidents and ill health, and to cater for the rehabilitation of injured workers.
- c) Communications – Fostering open and constructive communication between all levels of management, staffs and clients to maximise involvement in the development of systems and procedures.
- d) Education and training – Provide appropriate education and training to all management and staffs WHS issues and requirements.

Resources commensurate with this commitment will continue to be made available to minimise WHS risks and losses.

### Workplace Rehabilitation

DTW Designs (Qld) Pty Ltd is committed to the provision of rehabilitation facilities for all staff who have suffered illness or injury that might affect their ability to effectively perform their usual work tasks without risk to themselves or others.

The aim of such rehabilitation is to restore maximum function to and effect appropriate job placement for staff through the advice and recommendations of Workplace Health and Rehabilitation specialists and other professionals involved in the staff's rehabilitation.

DTW Designs (Qld) Pty Ltd is committed to ensuring that the Workplace Rehabilitation process commences as soon as possible after injury/illness first occurs, ensuring that a return to work by an injured/ill staff is a normal expectation, and ensuring that participation in a rehabilitation program will not, of itself, prejudice an injured/ill worker.

### Privacy

DTW Designs (Qld) Pty Ltd abides by the Australian Privacy Principles (APPs), which are set out in the Privacy Act 1988.

DTW Designs (Qld) Pty Ltd collects personal information when you commence employment with us. We will tell you why we are collecting it and how we plan to use it or the facts will become obvious when we collect the information. The information collected will normally comprise:

- Name
- Date of Birth
- Address
- Telephone numbers (landline and mobile)
- Email address
- Next of Kin details
- Bank Details



- Superannuation details

We may also collect personal information from publicly available sources. As a general rule, we will not collect sensitive information. However, if we do, it will usually be for the purposes of entering employment contracts with you and, where the law requires, we will seek your consent to collect it.

We use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep personal information secure from misuse, loss or unauthorised access and disclosure.

Generally, you have a right to access your personal information in accordance with the Records Management Policy, but if we deny access we will tell you why. Please contact the Managing Director of DTW Designs (Qld) Pty Ltd for access to your records or if you have a concern about the security of your personal information.

## Policies and Procedures

### [DTW Designs \(Qld\) Pty Ltd Policies & Procedures](#)

All DTW Designs (Qld) Pty Ltd policies and procedures are available on our Internet Site.

DTW Designs (Qld) Pty Ltd is committed to the provision of quality delivery and assessment activities in accordance with the requirements of the SRTOS 2015. DTW Designs (Qld) Pty Ltd policies and procedures have been developed to be relative to the training and assessment provided and to ensure compliance with the SRTOS 2015, key legislation and regulations with a focus on “best practice”.

All staff and contractors are required to read and become familiar with these policies as part of your induction. (These are included on your Staff Induction Session checklist). You are required to read all DTW Designs (Qld) Pty Ltd policies and procedures and sign a confirmation that you have read and understood them.

Policies and procedures include:

- Access and Equity
- Appeals
- Assessment
- Audit
- Client Information
- Complaints
- Code of Practice
- Continuous Improvement
- Enrolments
- Evaluation
- Financial Management
- Marketing
- Partnering
- Privacy
- Recognition
- Records Management
- Refunds
- Risk Management
- Staff
- Training and Assessment Strategies and Resources
- Training Delivery
- Transition of Training Packages



- Issuing Certification
- Legislation Compliance
- Management of RTO
- Validation
- Version Control
- Workplace Health and Safety

*For full information on all Policies and procedures please see Policy documents.*

## Vocational Education & Training

### Introduction

This Section provides you with an explanation of the VET sector and environment, the VET Quality Framework and key regulatory components and requirements. Included is a brief description of competency-based training and assessment along with other issues relevant to Training in vocational education and training in Australia.

### Vocational Education and Training (VET)

**Vocational education and training (VET)** is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners for a workplace environment.

**Competency Based Training Assessment (CBTA)** – VET includes a competency-based approach to training and assessment and recognition of skills and knowledge required to work effectively. CBTA teaches and assessors individuals against industry benchmarks (units of competency or modules) collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to these standards expected in the workplace.

In many cases CBTA forms part of a pathway to employment, to a structured learning program or to further training. It is important that it happens within a context of work performance and learning and that skill gaps identified during the process is opportunities for further development, not failure. It is also important that evidence collected is viewed as a process negotiated with the candidate, not a one-off test of knowledge that has been imposed on the candidate.

**Providers of learning and assessment** services in VET are registered and regularly audited for service quality – training providers are known as **Registered Training Organisations "RTOs"**. RTOs issue nationally recognised qualifications.

**Training packages** provide the central system or 'architecture' of VET. Training Packages are a set of nationally endorsed standard and qualifications for recognising and assessing people's skills. A training package describes the skills and knowledge needed to perform effectively in the workplace. It does not describe how an individual should be trained.

In industry areas where Training Packages do not exist, or where corporations have specific needs, Accredited Courses are used. **Accredited courses** are similar in nature to Training Packages however use modules instead of units of competency.



**Industry-led system** – Vocational Education and Training in Australia is an industry-led system, administered by Government policy through Department of Education and Training <https://education.gov.au/> and the development of industry-recognised training packages by representative bodies – known as Industry Skills Councils.

**Commonwealth, State and Territory governments** – a national Agreement brings together Commonwealth, State and Territory governments to provide the policy and regulatory frameworks for VET system. State/Territory Governments implement the VET Quality Framework (which includes Training Packages, the Australian Qualifications framework (AQF) and the Standards for Registered Training Organisations 2015 (SRTOs 2015) through one (1) National and two (2) State Regulatory Authorities, to ensure consistency, quality and national recognition of provider services.

### VET Regulators

There are three (3) VET Regulators in Australia; ASQA, TAC and VRQA.

#### Department of Education & Training (DET)

The Department of Education and Training (DET) is a Commonwealth statutory authority which administers and provides a national focus for vocational education and training (VET) in Australia.

Newly formed in December 2014, its mission is to ensure that the skills of the Australian labour force are sufficient to support internationally competitive commerce and industry and to provide individuals with opportunities to optimise their potential.

#### Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of providers and accredited courses.

ASQA regulates according to a risk assessment model—meaning that the Authority applies proportionate regulatory intervention based on risk assessment. 'Proportionate' intervention means that regulatory focus is concentrated on providers of concern (those that are not delivering quality training outcomes). Similarly, regulatory interventions are minimised for providers that consistently deliver high-quality training outcomes.

This model:

- ensures risks to quality vocational education are well managed
- employs a strong compliance auditing and monitoring regime and a range of escalating sanctions, and



- recognises the need for innovation and flexibility in VET.
- ASQA's approach to regulating the sector:
- is risk-based, and
- ensures training meets the needs of industry.

**The ASQA Website** is: <http://www.asqa.gov.au>

#### Training Accreditation Council (TAC)

The Training Accreditation Council (TAC) is Western Australian's State Regulatory Authority and is responsible for assuring the quality of vocational education and training in Western Australia.

The Training Accreditation Council is committed to:

- Being the national leader for recognition of quality assurance of training, including associated policies, services and standards in the vocational sector; and
- Providing practical, efficient and responsive support to government, the State Training Board, industry, training providers and the community.

TAC's role is to provide for:

- The registration of training providers;
- The accreditation of courses;
- The recognition of skills qualifications;
- Provide policy advice to the State Training Board on recognition arrangements; and
- Audit registered training organisations against the SRTOS 2015 ensuring the implementation of quality training services in WA.

**The TAC Website** is: <http://www.tac.wa.gov.au>

#### Victorian Registration and Qualifications Authority (VRQA)

The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training.

The VRQA:

- registers certain education and training providers and awarding bodies
- registers certain qualifications and accredits courses
- registers children for home schooling in Victoria
- regulates apprenticeships and traineeships in Victoria.

The VRQA Board is supported by an office that is placed within the Department of Education and Training.



The VRQA registers providers of:

- Vocational Education and Training (VET) that deliver accredited training to domestic students in Victoria only, or Victoria and Western Australia only
- school education
- senior secondary education – both school and non-school providers
- overseas secondary student exchange organisations.

The VRQA does not regulate education and training providers in Victoria that deliver:

- to international students (other than those enrolled in schools or undertaking school sector courses) in Victoria
- VET courses outside Victoria, including VET delivered online or by distance education
- English Language Intensive Courses for Overseas Students (ELICOS) and Foundation Studies courses (other than courses delivered by schools).

**The VRQA Website is:** <http://www.vrqa.vic.gov.au/Pages/default.aspx>

### Registered Training Organisations (RT)

An RTO is any training organisation registered by the relevant VET Regulator to provide nationally recognised vocational education and training (VET) and assessment services, within a defined “scope of registration”, and in accordance with the VET Quality Framework.

The significance of being recognised as an RTO means that Company Name must operate in accordance with the national principles, standards and protocols that make up the VET Quality Framework and specifically the Standards for Registered Training Organisations (SRTOS 2015).

As a Registered Training Organisation (RTO), Company Name provides quality Training and Assessment services in accordance with industry Training Packages and Accredited courses. RTO certifications are recognised by all other RTO’s; giving clients greater mobility and confidence that their skills will be recognised and valued.

### VET Quality Framework

The VET Quality Framework is a set of standards and conditions that the VET Regulators use to assess whether an RTO meets the requirements for registration.

The VET Quality Framework comprises –

- the Standards for Registered Training Organisations 2015
- the Australian Qualifications Framework (AQF)
- the Financial Viability Risk Assessment Requirements 2011
- the Data Provision Requirements 2012
- Training Packages



Under the SRTOS 2015, training organisations must be registered to deliver, assess and issue Australian Qualifications Framework (AQF) qualifications or Statements of Attainment for endorsed Training Packages and accredited courses.

**Australian Qualifications Framework (AQF)**

The Australian Qualifications Framework (AQF) is the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. Introduced Australia-wide on 1st January 1995, it identifies twelve national qualifications across schools, the vocational education and training sector (TAFE’s and private providers) and the higher education sector (mainly universities). These are;

Schools Sector	Vocational Education and Training Sector	Higher Education Sector
Senior School Certificate of Education	Voc Grad Diploma Voc Grad Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Master’s Degree Graduate Diploma Graduate Certificate Bachelor Degree Advanced Diploma Diploma

The AQF helps all learners, employers and education and training providers to participate and navigate the qualifications system. The framework assists learners to plan their career progression; at whatever stage, they are within their lives and when they are moving interstate and overseas.

**The AQF Website is:** [www.aqf.edu.au](http://www.aqf.edu.au)

**Standards for Registered Training Organisations 2015 (SRTOS 2015)**

New regulatory standards for training providers and regulators came into effect on the 1 January 2015 which mark an important step towards improving the quality of Australia’s training system.

These standards are designed to:

- set out the requirements that an organisation must meet to be an RTO





- ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study
- ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.
- These standards are designed to ensure:
- the integrity of nationally recognised training by regulating RTOs and VET accredited courses using a risk-based approach that is consistent, effective, proportional, responsive and transparent
- consistency in the VET regulator's implementation and interpretation of the RTO Standards and Standards for VET Accredited Courses
- the accountability and transparency of the VET regulator in undertaking its regulatory functions.

Training organisations must be registered as an RTO to issue nationally recognised AQF qualifications or Statements of Attainment in the vocational education and training sector and deliver the associated training and assessment. RTOs must meet all the standards of the SRTOs 2015 to maintain registration as an RTO.

#### *Components of SRTOs 2015*

The SRTOS 2015 quality standards contain four (4) 'Parts' and six (6) Schedules, all of which form part of the legislative instrument and are therefore auditable.

A brief outline of these follows. All staff/contractors must read and understand the full SRTOS 2015 Standards.

#### **Part 1 – Preliminary**

The Preliminary contains the purpose, structure and glossary. The glossary forms part of the legislative instrument and are therefore auditable.

#### **Part 2 – Training & Assessment**

Part 2 contains three (3) standards, each with sub-clauses, and identify quality practice about Training and Assessment. These include:

1. The RTOs training and assessment strategies and practices are responsible to industry and learner needs and meet the requirements of training packages and VET Accredited courses.
2. The operations of the RTO are quality assured.
3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.





### **Part 3 – Obligations to Learners**

Part 3 contains three (3) standards, each with sub-clauses, and identify quality practice regarding obligations to learners. These include:

1. Accurate and accessible information about an RTO. Its services and performance are available to inform prospective and current learners and clients.
2. Each learner is properly informed and protected.
3. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### **Part 4 – RTO governance and administration**

Part 4 contains two (2) standards, each with sub-clauses, and identify quality practice regarding RTO governance and administration. These include:

1. The RTO has effective governance and administration arrangements in place.
2. The RTO cooperates with the VET Regulator and is legally compliant always.

For further information regarding the Standards for Registered Training Organisations 2015, see [www.comlaw.gov.au/Details/F2014L01377](http://www.comlaw.gov.au/Details/F2014L01377)

#### **Training Packages & Accredited Courses**

Training Packages are a key feature of vocational education and training in Australia. They are part of the National Training Framework that aims to make training and regulatory arrangements simple, flexible and relevant to the needs of industry.

Training Packages:

- Are developed by industry for industry
- Encourage training in the workplace
- Provide for multiple pathways to competency

Training Packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills.

Training Packages are developed by industry through national Industry Skills Councils (ISC's), Recognised Bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must



provide evidence of extensive consultation and support within the industry area of enterprise.

Training Packages complete a quality assurance process and are then endorsed and placed on the National Register ([www.training.gov.au](http://www.training.gov.au)).

Training.gov.au is the official National Register on VET in Australia and is the authoritative source of information on training packages, qualifications, accredited courses, units of competency, skill sets and Registered Training Organisations.

The structure of Training Packages is consistent. There are five (5) components of Training Packages:

### **Units of Competency**

Units of Competency provide an industry benchmark for training and assessment. They specify the scope of knowledge, skills and level of performance required for activities within the workplace. Units of Competency form the largest component of a training package and are constructed in a consistent manner.

A unit of competency comprises the following:

- **Unit Code and Title.** This is a national code and title of the unit.
- **Application.** Provides information and summary regarding the unit, briefly describing how the unit is practically applied in the industry and in what contexts the unit may be applied.
- **Pre-Requisite Units.** A list of any unit(s) in which the candidate must be deemed competent prior to the determination of competency in this unit.
- **Elements.** Describes key tasks or activities of work covered in the unit.
- **Performance Criteria.** Specifies the required level of performance in terms of a set of outcomes expected against each element for a person to be deemed competent.
- **Foundation Skills.** Describes those language, literacy, numeracy and employment skills that are essential to performance.
- **Range of Conditions.** Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.
- **Unit Mapping.** Specifies code and title of any equivalent unit of competency.
- **Links.** Link to Companion Volume Implementation Guide.



## Qualifications

Qualifications provide a structure (or grouping of Units of competency) against which RTO's can award nationally recognised certification. The qualifications are aligned directly with the Australian Qualification Framework (AQF).

A **Statement of Attainment** may be issued to individuals who have been assessed as competent against a Unit/s of competency which do not make up a full qualification.

Information includes:

- **Qualification Code & Title.**
- **Qualification Description.** A description of the qualification outcomes, including licensing outcomes.
- **Entry Requirements.** Specifies any mandatory entry requirements.
- **Packaging Rules.** Specifies the total number of units of competency required to achieve the qualification, including core and electives.
- **Qualification mapping information.** Specifies code and title of any equivalent qualification.
- **Links.** Link to Companion Volume Implementation Guide.

## Assessment Requirements

Assessment requirements underpin the assessment process for a unit of competency. It provides critical information for an RTO regarding evidence requirements. Information includes:

- **Unit Code and Title.** Assessment Requirements for Unit of Competency Code.
- **Performance Evidence.** Specifies skill evidence to be provided.
- **Knowledge Evidence.** Specifies knowledge evidence that must be met.
- **Assessment Conditions.** Stipulates mandatory conditions for assessment.
- **Links.** Link to Companion Volume Implementation Guide.

## Credit Arrangements

Specifies existing credit arrangements between Training Package qualifications and Higher Education qualifications in accordance with the AQF.

## Companion Volumes

A guide for the implementation of the qualification.

### [Review of Training Packages](#)

Training Packages are subject to continuous improvement processes and as such a complete review is conducted on each Training Package approximately every three years. This involves representatives from the industry across each State/Territory providing input.



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#### Helpful Websites

DET - <https://education.gov.au/>

National Register - [www.training.gov.au](http://www.training.gov.au)

Australian Qualifications Framework (AQF) - [www.aqf.edu.au](http://www.aqf.edu.au)

ASQA - [www.asqa.gov.au](http://www.asqa.gov.au)

Training Accreditation Council (TAC) - [www.tac.wa.gov.au](http://www.tac.wa.gov.au)

Victorian Registration & Qualifications Authority -  
<http://www.vrqa.vic.gov.au/Pages/default.aspx>

Unique Student Identifier - <http://www.usi.gov.au/Pages/default.aspx>



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## Acknowledgement

I acknowledge that I ..... have read and fully understand the contents of this Staff Handbook, which outlines the conditions of my employment and my responsibilities as a contractor/employee of DTW Designs (Qld) Pty Ltd.

.....  
Name

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Signature

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Date

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Name of Witness

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Signature of Witness

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Date