



VTECH Automotive Training
DEVELOPING FOR THE FUTURE

Student Handbook Davoren Park



Student Name:.....

Please note students are to have this Student Handbook/Guidelines with them each day they attend the VTECH Automotive Training site.

Students are to operate under the guidelines of the VTECH Student Handbook at all times.

Please note due to continuous improvement this document will be subject to changes. It is the Students responsibility to regularly check with VTECH's Staff and Management for any changes

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Code of Practice

Introduction

VTECH values its employees and relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings. VTECH is an equal opportunity organisation engaged in delivering accredited units of Vocational Education and Training consistent with the standards endorsed by State and Territory Ministers under the Australian Quality Training Framework (AQTF).

VTECHS' policy dictates a strict adherence to relevant state and federal legislation relating to safety, industrial relations, access and equity.

Aims and Objectives

- Recognise and accept AQTF Qualifications and Statements of Attainments issued by all other Registered Training Organisations where relevant.
- Make skills recognition (RPL) available as an assessment option to all of our clients.
- Strive at all times to demonstrate ethical behaviour and standards in our dealings with others.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Use staff that have relevant subject matter expertise, appropriate training and development and receive any ongoing support required.
- Engage in professionally responsible and ethical assessment practice, in accordance with the Code of Practice for Assessors (Assessment Guidelines TAE04).
- Display ethical conduct at all times and reinforces ethical conduct of others.
- Retain good financial records that reflect all payments and charges and the balance due.
- Offer flexible payment arrangements, as detailed in our Handbook under Training Fee and Refund Policy.
- Continually review and evaluate our systems, products and services to ensure they are of a high standard and to ensure meeting or exceeding our clients identified needs.
- Commitment to providing high quality, innovative and interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Incorporate adult learning principles and flexibility into our training design and delivery to meet the needs and circumstances of a wide range of learners.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Recognise and be sensitive to individual differences and diversity.
- Respect the privacy and confidentiality of clients and client information.
- Engage in ethical marketing. Gain written permission from a participant or student before using information about that individual or organisation in any marketing materials.
- Offer learners support and assistance in achieving their goals.
- Take reasonable care to look after the health and safety of others, especially trainees.
- Provide clients with clear and accurate information about our courses via our website, emails, brochures, course outlines and the verbal advice we offer.
- Enroll participants on a non-discriminatory basis. This includes providing clients with advice and assistance in the enrolment process.
- Provide a fair and equitable process through which clients/candidates can appeal assessment decisions. This is detailed in our Handbook under Complaints and Appeals Policy
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.

For further information on our Code of Practice, and Policies and Procedures, please contact us on 08 8252 1144, visit or email www.vtechauto.com.au

Company Profile

VTECH Automotive Training established its technical and mechanical divisions in 1996 as a support to the Automotive and Transport Industry.

It since has grown into one of the leaders in its field of training and development through its Vehicle Transport and Automotive Training based in Davoren Park, north of the city of Adelaide.

Our Vision

To be the preferred provider of quality technical/vocational education training programs for the Automotive/Transport Industries in South Australia. To continue to support community projects, assisting with employment outcomes and economic growth within the state of South Australia.

Mission Statement

Our vision is to provide excellence in quality Automotive and Transport Training with a focus on current and future Technology and the development of a Skilled Workforce for the Transport Industry.

Message from the Training Manager

VTECH Automotive Training is committed to the provision of delivering a diverse range of quality education and training services which comply with relevant department and industry standards. We are constantly reviewing our practices to provide you the student with the best possible training available and ask you to contribute to this process through our student surveys, feedback forms and suggestion box.

VTECH uses industry experts who specialise in their own field to contribute to all facets of our training ensuring that our training reflects new technologies and work practices. Trainers are therefore able to impart relevant *need to know* information.

We at VTECH Automotive Training continue to challenge traditional training methods in view of making the principles of understanding concepts easier for you, the student. Enjoy your time at VTECH and help us help you to get the best out of yourself. We aim to give you the best possible opportunity to develop your knowledge, skills and attitude towards the world of work and technology.

Contact Details

14 Bishopstone Road
Davoren Park SA 5113
Phone: 08 8252 1144
Fax: 08 8252 1188
Email: admin@vtechauto.com.au
Web: www.vtechauto.com.au

Other:

Who are we?

VTECH Automotive Training has a variety of staff on its payroll including full and part-time trainers, administration staff, School-Based office trainees and also School-Based automotive trainees.

Office and Administration Staff

Principal/Director	Warren Meissner
Certificate III Coordinator	Scott Hahesy
Certificate I Coordinator	Mario Calleja
Training Administration	Andy Garrett
Finance-Payables/Receivables	Sandra Ohlsson
Contract of Training	David Court
Administration Officer	Chelsea Eatts
Administration Officer	Michelle Beer

Training Staff

Martyn Beck
Mario Calleja
Jason Cavanagh
Trevor Dutton
Jeff Evers
Andrew Garrett
Scott Hahesy

Student Support Services

VTECH Automotive Training has an obligation to provide you with a safe learning environment that is free from harm and bullying/harassment. If at any time throughout your training you feel you are being treated unfairly or are not happy, it is important you speak to the relevant coordinator of your training. Alternatively you can speak to any VTECH member that you feel comfortable including the administration support staff.

First Aid

The First Aid Room is located toward the back of the administration building visible from the front counter signified with a green First-Aid sign. In the unfortunate event of an injury or illness sustained on site it is absolutely crucial you notify your trainer as soon as possible. Each VTECH staff member is a trained first aider and will be able to assist you in your time of need. There are numerous first-aid kits located around the site including in the workshops. Under WHS Legislation every individual has an obligation to notify of any injury, illness or near miss.

Mobile Phones

No mobile phones are to be used during training times, only to be used during designated meal break times. If you use your mobile phone during training times, VTECH will either report you to your employer, school's VET coordinator, case manager or in some cases more than one person. If you continue not complying with the policy, you will be issued with a formal written warning and a copy sent to the appropriate people.

Hours of Training

	VET Studies		Certificate III
Start	8:30am		8:30am
Morning Break	10:10am approx.	15 minutes from when the lunch van arrives	10:10am approx.
Lunch	12:20pm approx.	30 minutes from when the lunch van arrives	12:20pm approx.
Afternoon Break	2:30pm – 2:45pm		2:30pm – 2:45pm
Finish/ Pack Up	<u>Cert I</u> 4:30	<u>Short Course</u> 2:30pm	4:45pm

Hours of training are from **8.30am sharp** to 4.45pm with 3 breaks throughout the day. Morning break is between 10:00am and 10:30am whenever the lunch van arrives and goes for 15 minutes. Lunch is between 12:00pm and 12:30pm and goes for 30 minutes from when the lunch van arrives and afternoon break is at 2:30pm or whenever your trainer deems appropriate.

The yellow sign-off sheet for lateness or early departures needs to be filled out appropriately. If you miss the morning buzzer you must first report to the office and sign-in. If you are running late in the morning please phone the office prior to your class start time to notify administration. If you need to leave prior to the agreed upon time by your trainer you are to sign-out of the office and your employer/school needs to be notified. **On the last training day of your block (Certificate III students) you are required to sign out of the office regardless of your finish time. This is so we can notify your workplace that you have left the premises.** If you finish before your regular finish time your employer may want you to return to work.

If you are late or unable to attend a session you will need to notify VTECH ½ an hour prior to commencement of the session. Failure to comply with this obligation will lead to a written warning being issued and placed in your personal file and notification to your employer/supervisor/school.

Students attending VTECH who are enrolled in a Certificate I, II or Short Course will not be permitted to leave the site at any time during training hours, unless for an authorised excursion. **(E.g. no students are to leave during their break times).**

Students who are enrolled in an apprenticeship course and over the age of 18 are permitted to leave site during their break times as long as they return well within the designated time allotted. If a student arrives back from class late it will be noted on their student report which will be sent to employers at the end of the week and the student may be reprimanded.

Emergency Evacuation

In the unlikely event of an Emergency or Evacuation an alarm will be triggered. This will be a VTECH staff member with an air horn standing in the middle of the yard blowing a continuous sound telling people to evacuate. Please make your way calmly and safely to the designated evacuation area which is located at the front of the property.

It is important that you remain with your class at all times and assemble on the other side of the fence as this will allow easy access for emergency services and there is enough room to hold all the people that will be onsite. You are to remain with your trainer and class at all times and get your name marked off the roll. An administration officer will come over and check with the trainer to ensure that every person has been accounted for. No-one will re-enter the site unless it has been deemed safe by either emergency services or upper management depending on what the threat of the emergency was. Your trainer will advise you when it is safe to return back to class.

EMERGENCY PROCEDURES

**ON BEING WARNED
BY A FIRE ALARM :-
"EVACUATE"**



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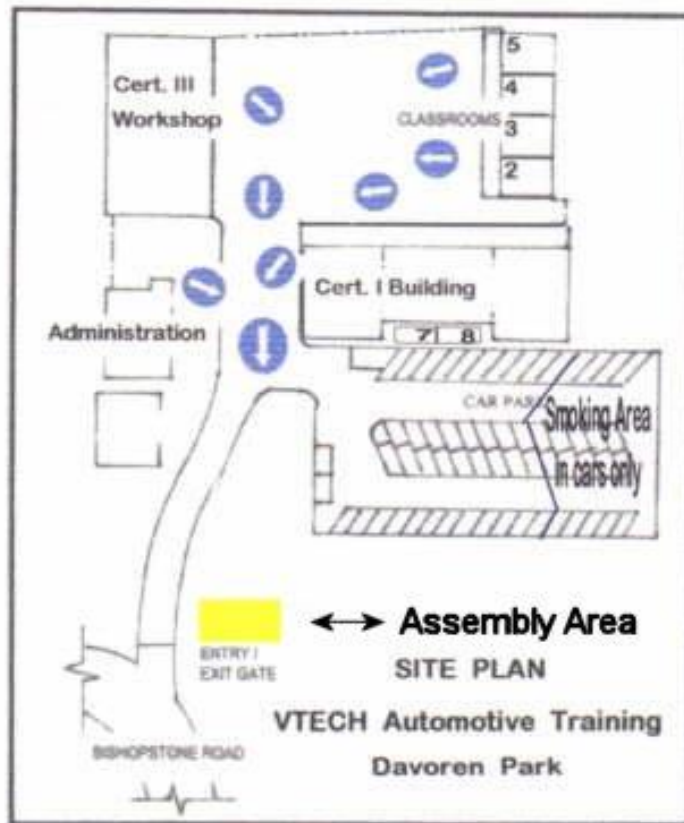
PROCEED VIA THE
SAFEST ROUTE TO
ASSEMBLY AREA



ASSIST
MOBILITY
IMPAIRED



DO NOT RE-ENTER
BUILDING UNTIL
INSTRUCTED BY
VTECH
MANAGEMENT



Chief Fire Warden
MICHELLE BEER

FIRST AID OFFICER
MARIO CALLEJA

EMERGENCY CONTACT NUMBERS

AMBULANCE/POLICE/FIRE	000
POISONS INFORMATION	13 11 26
AGL EMERGENCY	13 13 66
SA WATER	1300 883 121
STATE EMERGENCY SERVICE	132 500

Pedestrian/Vehicle Movement on Site

Please ensure you exercise reasonable care and abide by all road traffic laws when entering and exiting the VTECH Automotive Training locations. The car-park has a **5kmh** walking pace speed limit. Please Note: Use clockwise direction only in the car park as per arrows. Please be mindful of activity in the car-park as there are frequently people moving about the site.

VTECH Automotive Training is also the base for the Playford Men's Shed and quite often there will be elderly people on site and some of those with a mobility scooter/walking frame/cane. In the best interest of everyone's safety please adhere to the speed limit and be vigilant when moving about the site.

Smoke Free Environment

The main areas of VTECH Automotive Training are a **smoke free environment**. We are an educational facility and operate on council land. However, we understand that this is very difficult to police so we have provided, in negotiation with council a single designated smoking area. The smoking area is located at the bottom end of the carpark in the signed area. Smoking is also permitted in students personal cars but **they must be parked south of the blue lines marked on the ground**. Please ensure you are disposing of your cigarette litter appropriately using the cigarette collection container or in students own car ash trays. During the warmer months it is crucial you are extinguishing your cigarette butt completely before placing in a rubbish bin as there is potential fire risk – especially on total fire ban days. There is to be no preparation of cigarettes on site other than in the designated smoking area.

Rubbish Bins

Throughout the site you will notice rubbish bins conveniently placed at the exit of each classroom and on the way to the carpark and throughout. Please dispose of your rubbish **IN THE BINS** before leaving. There is **NO EXCUSE** for rubbish to be left throughout the site or the carpark. If you are observed littering you may be disciplined with a warning. Please take note of labels on bins and containers for correct disposal of rubbish and recyclable items.

<i>Davoren Park Site</i>	
Green Top Bin	General Rubbish
Yellow Top Bin	Drink cans, bottles, cartons
Blue Top Bin	Clean cardboard, paper

Student Noticeboard

The student noticeboard located near the student amenities is your central base for information and you are encouraged to check this daily before going to class. The 'weekly list' is where you will find information for your training that week including how many days you are required to attend, who else is in your class, what subject you are attending for, what room you are in and who your trainer is. If you notice something out of the ordinary or think there may be an error, please see the administration team.

Student Amenities

You will find the student amenities room next to the wash bay near the student noticeboard. There are vending machines and appliances such as a fridge, microwave, toastie maker and convection oven provided for your convenience and use. There is also boiling hot water in the ZIP machine but please use with caution. The items to make your lunch have been provided by VTECH Automotive Training with good faith withstanding that you treat the area with respect and clean up after yourself. If the lunch room is constantly left dirty or equipment mistreated they may be taken away.

Drug and Alcohol Free Environment

Without exception, VTECH Automotive Training is a Drug and Alcohol free work site 24 hours a day, 7 days a week. We exercise a very strict zero tolerance regarding the **Drug and Alcohol policy** and regular random breath testing is carried out on site.

Non-compliance will result in immediately being stood down from the VTECH Automotive Training site and returned to the duty of care of your legal employer/ funding organisation/ guardian. The hand held breath testing unit that we use is similar to the police unit and requires you to count out loud to ten while it takes a sample of your breath. This will give us a positive or negative result.

If the first passive test returns a positive result we will wait 15 minutes and conduct another test. If the second passive test returns a positive result we will wait another 15 minutes and put the manual straw on to get a more accurate reading. The manual straw test will provide a positive or negative reading as to the blood alcohol concentration level of the individual and give us an accurate blood alcohol concentration reading. Upon the positive reading the individual will be counselled and the process documented. The individual will not be able to return to site until they can provide a negative breath analysis.

Work Health and Safety

Please note South Australia's harmonised Work Health and Safety (WHS) legislation came into effect on the 1st January 2013, replacing the Occupational Health Safety and Welfare Act 1986. There is an obligation for VTECH Staff and Students to keep in touch with www.safework.sa.gov.au for all the latest information re (WHS).

All students attending VTECH Automotive Training have a right to work in a safe and healthy environment. VTECH Automotive Training are committed to providing a safe working and learning environment for its students and staff members for their wellbeing and in maximizing their safety and enjoyment of our programs, in doing so we have adopted several policies.

To ensure a safe and productive learning experience at VTECH Automotive Training, please follow these simple instructions at all times.

- Pay attention and obey all instructions from staff with regard to safety.
- Work safely and consider the safety of others around you.
- Wear safety glasses, safety boots and overalls at appropriate times while at VTECH Automotive Training.
- Work uniforms may be worn if they meet safety requirements.
- Report unsafe practices or equipment to your trainer or the (WHS) officer.
- Report all injuries or near misses to your trainer.
- Adhere to fire evacuation procedures.

Site Dress Code

Required minimum dress standard is preferably work uniform (if it meets safety standards) or long work trousers (e.g. cotton drill, Bisley, King-Gee), collared button up work shirt (or collared polo shirt), and steel capped safety boots. Overalls when worn must be buttoned up correctly and not tied around the waist. See below for further detailed requirements.

Footwear Protection: All students must wear approved safety footwear (in good condition) **at all times.**

Clothing Protection: Combination overalls or work uniform (if the uniform meets safety requirements) must be worn at all times at VTECH. **In practical sessions long trousers or combination overalls (in good condition) must be worn.** Overalls are to be worn correctly and the top is not to be tied at the waist. Overalls to be buttoned up within two buttons from the top and

sleeves if rolled must be neatly rolled up. No loose clothing allowed. Appropriate headwear may be worn in the workshop. No hoods at all in the workshop (may get caught in machinery).

Eye Protection: All students must wear appropriate eye protection when working in the workshop

Hearing Protection: All students must wear appropriate hearing protection (ear muffs, plugs) for safe work when required as instructed by SOPs.

Gloves Hand Protection: Gloves are to be worn at the appropriate time by students for safe work when required as instructed by SOPs.

Hair Constraint Protection: Long hair must be restrained with a hair net when using or working near rotating machines. Appropriate hats are an acceptable form of hair restraint.

Jewellery not allowed: Jewellery/piercing not allowed in work areas due to risk to personal safety. (needs to be removed or covered up while in all work areas).

Classroom/Workshop Equipment: All students must bring own safety glasses, safety boots and overalls. Pens, paper and coloured pencils must be brought to class.

Classroom Dress Code for Summer: Students must wear covered footwear. Collared polo shirts and short sleeved collared work shirts are acceptable. Hats and sunscreen to be worn as appropriate for outdoor sun protection.

No inappropriate or offensive slogans or images to be worn on site.

****THONGS, TRACK PANTS, TANK TOPS and T-SHIRTS ARE NOT PERMITTED****

Dress code is to be appropriate and respectful for an adult workplace learning centre. The minimum dress requirement for the whole site is covered or enclosed footwear at all times and a collared shirt. No hoods on head in classroom sessions.

Workshop Policies

All students will be expected to observe the following safety rules at all times. Other safety rules may be applicable to certain tasks and procedures as specified. Students wearing unacceptable clothing or footwear may be refused admission into the workshop by the class trainer and students sent back to school/work. Schools/employers will be notified prior to this arrangement.

Expectations/Guidelines for Safe Efficient Workshop Operation

The workshops, training areas and classrooms are to be kept clean and tidy at all times. This is the responsibility of each group including the trainer, students and any assistants working with the group.

Tools & Equipment

Tools and equipment used in the workshop are to be regularly cleaned, inspected and put away in appropriate storage areas. Any damaged tools are to be tagged out and notification submitted in writing to Senior Management. Training vehicles are to be respected with the use of guard & seat covers and by caring for the paintwork and interior.

Containers

Correct containers are to be used for collection and storage of fluids.

- Liquids are to be kept in bunded containers/cabinets/areas.
- Black Containers for Engine, Gearbox and Hydraulic Oils.
- Blue Containers for Parts.
- White Containers for Coolant.
- Yellow Containers for covering top of Batteries when removed from Vehicles.

Note: Containers are to be used to store parts, bolts, nuts etc. when disassembled.

Rag System

The appropriate wheelie bin is to be used for rags.

- Blue for new rags
- Green for reusable rags
- Black for rags that are used and will require disposing of through a licensed agent.

Please Note: keep lids on bins shut and make sure rags are inside the bin.

No Rags are to be disposed of in general rubbish.

Minimising Workshop Hazards

Due to the use of flammable materials there are to be no naked flames (e.g. cigarette lighters and/or matches, etc.) allowed on VTECH sites except within approved smoking areas. Any welding and hot work is to be carried out as per the relevant Safe Operating Procedure (SOP) or Safe Work Method Statements (SWMS) and to be completed inside designated workshops on total fire ban days.

General Requirement

All appropriate JSA's, SOP's, SDS and Job Cards are to be used with each group for jobs and projects. **Each individual is responsible and has a Duty of Care under the Work Health and Safety (WHS) Act 2012, Work Health and Safety Regulations 2012.**

VTECH Training Sites are an extension of Employment WorkCover Obligations and Responsibilities.

Eye Protection

It is an obligation by all personnel to wear suitable eye protection when in the workshop. (Clear indoors, clear/tinted outdoors)

When using grinding equipment it is also necessary to wear fully sealed goggles or a full face mask over normal safety glasses.

Students at their induction, sign a written statement in this handbook declaring they will comply with all workshop safety policy and procedures.

Safety Standards Compliance

Please ensure you obey and adhere to all workshop safety policies and procedures at all times. If any student or staff personnel are not complying, especially after being requested to comply with workshop safety policy and procedures, they are to have their behaviour noted both on the roll and in their personal file and the student's workplace is to be notified.

Some students have claimed that they do not have to wear safety glasses in their workplaces. That is up to the student's employer and their staff to risk manage appropriately, however at all times while students are on site and under VTECHs responsibility all Work Health and Safety policies and procedures **must** be adhered to at all times.

It has been noted in writing by trainers that some students have to be constantly reminded to wear their safety glasses. **This is unacceptable!** It is for the students own protection that they comply at all times.

Due to VTECHs continued efforts over the last 10 years in ensuring that appropriate eye protection is worn, the compliance of these policies and procedures is at a good standard on VTECH sites.

On workplace visits VTECH staff have noticed there could be some improvement in industry. **Our eyes are with us for life, they are very hard to replace.**

Residual Current Device 'Orange Box' Policy



1. Introduction

RCDs, commonly referred to as "safety switches", are electrical safety devices designed to immediately switch off the supply of electricity when electricity leaking to earth is detected at harmful levels. RCDs detect an imbalance in the electrical current and disconnect the power within 10 to 50 milliseconds, preventing electrocution and fire.

RCDs offer high levels of personal protection from electric shock.

This policy is initiated by the Principal of VTECH Automotive Training (from here on to be referred as for students' reference). Trainers and staff are informed and encouraged to read and are required to implement the Residual Current Device (Orange Box) Policy.

2. Purpose & Operation

Electrical hazards are often hidden and can be difficult to identify, such as a small hole in an extension lead or a power board damaged internally. Electrical accidents occur in an instant. RCDs are the only device that can protect from these hidden dangers and give a 'second chance'.

Where an electrical hazard has been identified by the Principal of VTECH in keeping with the WHS Act 2012, and the hazard can be controlled by the installation of an RCD, a portable RCD must be implemented.

Types of Electrical Equipment Requiring RCD Protection as determined by the Principal

- Cut Off Saws
- Angle Grinders
- Electrical Hand Drills
- Soldering Irons
- Power Packs

3. Key Principles

From 1 January 2013, requirements for Residual Current Devices (RCDs) will apply to workplaces where "plug in" electrical equipment (electrical equipment supplied with electricity through a socket outlet) is used in the following operating environments:

- Electrical equipment is exposed to operating conditions that are likely to result in damage to the equipment (or a reduction in its expected life span) including conditions that involve exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.
- Electrical equipment is moved between different locations in circumstances where damage to the equipment or to a flexible electricity supply cord is reasonably likely.
- Electrical equipment is frequently moved during its normal use.

4. Responsibilities

The Trainer is required to instruct their student to push button test all RCDs to ensure that their tripping mechanism has not failed prior to operating the power tool. This is a daily requirement. It is also necessary to test the performance of the RCD annually. VTECH will keep the records of testing for a period of 5 years, except for the daily push button tests for portable RCDs.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that allows you to gain credit for skills and experience you already have. If you already have some skills in a particular area, you can ask for an RPL assessment of those skills as they apply to a particular competency. VTECH Automotive Training will accept and recognise current qualifications/units issued by the Australian Skills Quality Authority (ASQA) accredited registered training organisations.

The original Qualification / Statement of Attainment will need to be sighted and a copy will be taken and placed in the student's personal file. It is the responsibility of the student to supply all the required evidence for RPL/Credit Transfer as required. For more information please refer to the RPL document, this can be accessed from the administration office.

Unique Student Identifier (USI Number)

As of January 1st 2015 the Federal Government requires all students undertaking a nationally recognised training to register for a Unique Student Identifier (USI). A USI gives you access to your online USI account which will hold all your recognised training records available from 2016 onwards.

To apply for a USI number please visit the website www.usi.gov.au or see the administration team for more information and an instruction letter on how to apply.

Learner Proof of Identity

Learners/Students are required to provide photo identity of themselves, to establish their proof of identity. The evidence is required to have a recent photo of the individual and their address for example: current driver's licence or student card.

VTECH staff are to record sufficient evidence that they have sighted the original for example: photo copy the learners drivers licence checking the details are current. Photo copy at 140% and write on the bottom right hand corner "Sighted Original, dated and initial/sign". This copy is then to be filed in the learners personal file.

Department of Communities and Social Inclusion (DCSI) Child-Related Screening

If you are an apprentice that may be attending training at school sites like Sims Farm, prior to any training commencing you must obtain a clearance under the Children's Protection Act 1993 regulated by the Department for Communities and Social Inclusion.

This is because the training will be undertaken on Government school property and anyone involved with training or work on a school property must have the formal checks in place. To apply for your DCSI clearance please visit the website www.dcsi.sa.gov.au/services/screening or see the administration team for more information and an instruction letter on how to apply.

Skills Record Evidence Book (SREB)

A Skills Record Evidence Book (SREB) for each student will be used to record progressively both on and off the job training undertaken and the levels of performance achieved. The SREB consists of performance achieved and performance checklists for each module of training.

The SREB can be used to elaborate on the overall assessment stated on the certificate received by a student. Used in this way, the SREB will be important to both the student and the future employers as a record of the details of the training undertaken both on and off the job and the student's standard of performance.

Each student must have their SREB available both on the job and during off the job training so that ongoing assessments can be made at all times. **It is the student's responsibility to ensure the SREB is regularly updated and signed by both on and off job training providers.**

The SREB is specifically designed to gather evidence and record the underpinning knowledge and units of competency as they are achieved in the workplace. The SREB is a crucial component to the qualification being undertaken and **must be signed off in its entirety** by the workplace supervisor and VTECH Automotive Training trainers **before a qualification can be issued**. It is important to gather this evidence to get competencies signed off as often as possible as this can affect the issuing of specialist qualifications.

Learning Evidence Record (LER)

The Learning Evidence Record (LER) is to be used in conjunction with the SREB to document learning evidence that may include photos of project work and tasks undertaken, notes, copies, job cards etc.

Joint Responsibilities

VTECH will ensure:

- All students and stakeholders are treated with courtesy and respect.
- Learning occurs in a supportive and safe environment free from discrimination, harassment and bullying.
- Any concerns and complaints are taken seriously and addressed promptly.
- Reasonable learning needs are met regardless of gender, disability, ethnicity, age or mode of study.
- Access to counselling and support services are made available to students.
- Opportunities are provided for feedback on services and an avenue to participate in decision making that affects the student body.
- Employers are notified if a student is absent or late to trade school.
- Student reports are sent to employers as soon as practically possible upon completion of the block to provide information on the students' progress for that week.
- A weekly phone – up reminder to the employer occurs to confirm the students place in the class for that week.

Students are expected to:

- Treat others with courtesy and respect.
- Know and observe student policies and procedures.
- Maintain a high standard of academic integrity in their work.
- Act in a fashion not likely to be perceived as discrimination, harassment or bullying.
- Attend classes on time and submit work as required.
- Complete Skills Record Evidence Book (SREB) in conjunction with VTECH staff, Employer / Host Employer / Structured Workplace Learning Supervisor.

- Act in a professional manner during work placements or other forms of practice-based learning activities and respect the confidentiality of information made available as part of that work experience.
- Respect VTECH property and facilities and not interfere with the performance of staff or the ability of other students to benefit from their studies.
- Follow all reasonable instructions from VTECH Staff.

Principles of Assessment

All VTECH Automotive Trainers conduct assessments in line with the principles of assessment and the rules of evidence as required by the Standards for Registered Training Organisations 2015.

Fairness

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

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- 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.

Validity

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

Validity requires:

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

Reliability

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

Rules of Evidence

Validity

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.

Sufficiency

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.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

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.

Bullying and Harassment Policy & Procedure

Policy

VTECH Automotive Training is committed to providing its workers with a safe work environment that is free from inappropriate behaviour and will take all reasonable steps to minimise any form of workplace bullying or harassment and to treat people with equity and dignity.

Scope

This policy is applicable to all persons in the workplace and includes workers, contractors and visitors who are affected by the activities of VTECH Automotive Training

Definitions

Workplace bullying is repeated, unreasonable behaviour directed towards a worker or a group of workers, that creates a risk to health and safety.

Roles & Responsibilities

Managers/Supervisors are responsible for:

- Monitoring the workplace to identify any potential bullying and harassment.
- Reporting any bullying or harassment.
- Following up any bullying or harassment and taking any action required.

Workers are responsible for:

- Not acting in a way that may become a risk to health and safety of other persons.
- Reporting any bullying and harassment.

Procedure

Bullying

Bullying can present in many forms in the workplace, and can be either direct or indirect bullying. Examples of direct bullying include; abusive or offensive language, spreading rumours, frightening or humiliating behaviour, display of offensive material, teasing, inappropriate comments relating to; appearance, race, religion, lifestyle or family and initiation practices. Indirect bullying can include unrealistic workload (too much or too little), unrealistic timelines, excluding, withholding information, unreasonable or unfair rostering and inconveniencing workers through changing arrangements.

What is not bullying

Bullying is not reasonable management action carried out in a reasonable way, this includes performance management and review, reasonably transferring of workers, not promoting a worker with a fair reason, setting reasonable goals and targets. Bullying is also not a single incident however these should not be ignored as they have the potential to escalate.

Situations which could potentially contribute to bullying in the workplace and causing harm to people must be identified and controlled. Information regarding signs of bullying can be found by assessing;

- Sick leave, absenteeism, staff turnover and complaints.
- Feedback from managers, workers and relatives.
- Workers compensation claims.
- Hazard reports.

It is important that all workers and persons at the workplace are treated with respect and dignity; unacceptable behaviours will not be tolerated in any way.

Reporting

All incidences of bullying and harassment are encouraged to be reported immediately. Reports can be made to senior management.

Managers will take all reports seriously and will commence action immediately following the report. Incidents can be reported using the Incident Report & Investigation form or an informal verbal complaint. All reports of bullying and harassment will be treated with confidentiality. Within VTECH Automotive Training it will be the responsibility of the appropriate coordinator to manage any complaints of bullying or harassment.

Bullying complaints can be resolved using an informal resolution or a formal investigation. Informal resolution can be either through the manager or directly to the person involved. Records of conversations will be maintained. Informal complaints do not involve investigation or disciplinary action.

Should a complaint require investigation a full and documented account will be obtained and documented including all the details, potential witnesses and any other relevant information, this will be done by an independent person (this may be an internal party not involved). The nominated manager must obtain information from all involved persons. Once all information is obtained a response will be given to the complainant. This response must be as soon as reasonably practicable and where ever possible within 14 days.

Outcomes of investigations

The outcome of an investigation may include disciplinary action and or counselling. The outcome will be communicated to all parties in writing. Should the complainant not be satisfied with the outcome of the investigation further information can be obtained from contacting SafeWork SA, the Equal Opportunity Commission or the Office of the Employee Ombudsman

Documentation

All records of information, conversations and involvement must be recorded and maintained in a confidential file.

Information and training

All workers should be aware of bullying, its impacts and how to deal with incidence of bullying or harassment. All workers will be made aware of this procedure.

Worker Assistance

Assistance will be provided to the person who has been bullied. This assistance may be in the form of mentoring, counselling, redressing any inequalities, training and support.

Sexual Harassment Policy

Sexual harassment is a criminal offence in South Australia. It will not be tolerated at VTECH and may also be the subject of police proceedings.

Definitions

Sexual harassment is behaviour of a sexual nature that imposes upon someone in the working or learning environment. Forms of sexual harassment may include a number of means that may offend or make someone uncomfortable.

Forms of sexual harassment may include:

- Requests for sexual favours
- Deliberate physical contact such as touching or fondling, kissing, embracing, patting and pinching, wolf whistles, offensive staring and gesturing.
- Constant questioning about a person's private life.
- Suggestive comments about a person's physical appearance or sexuality.
- Producing erotic or sexually graphic materials.
- Obscene or unsolicited communications or persistent social invitations.

Staff and Student responsibilities

VTECH Automotive Training is legally responsible for the actions of its staff and students and will not tolerate any form of sexual harassment. All staff and students are expected to behave in a sensitive, courteous and considerate manner when communicating with each other.

What can you do if you are sexually harassed?

If you are or have been sexually harassed you are advised to keep a record of incidents, dates, times, places and witnesses. We will respect either decision or action you may or may not take. Research shows that when ignored most sexual harassment continues and often becomes worse.

If you wish to talk to any member of VTECH Automotive Training staff they will be able to provide you with support and information required in handling the matter.

Access and Equity Policy

VTECH Automotive Training's commitment to the principle of access and equity in vocational education and training aim to improve the knowledge, skills and quality of life for all its students having regard to the particular needs of target groups.

VTECH Automotive Training aims to meet this commitment by:

- Promoting training programs that reflect the diverse client population
- Ensuring that all students are informed of their options in meeting their needs.
- Increasing the skill base of the unemployed people in the community improving their employment prospects in line with skill shortages recognised within industry areas.

- Ensuring that those groups traditionally underrepresented in vocation education and employment have the opportunity to participate and achieve positive outcomes by working closely with industry and organisations sponsoring our programs.

Equal Opportunity Policy

The Equal Opportunity Policy ensures that all our students have the same opportunities and are not treated unfairly on the basis of difference.

VTECH Automotive Training is committed to the principles of Equal Opportunity and ensuring that all its students are treated fairly and with respect in relation to:

- Discrimination on the basis of age
- Sexuality
- Religion
- Disability
- Sex
- Race
- Marital status

We have a responsibility to ensure the learning environment is non-discriminatory and free from harassment. You have a responsibility to behave in a courteous, sensitive and non-discriminatory manner at all times when working with others including members of staff.

Unacceptable Behaviour and Discipline Procedure

VTECH Automotive Training expects all students to behave in a courteous and responsible manner as earlier stated in the student's responsibilities. Below is a list of behaviours that are considered as not meeting acceptable VTECH Automotive Training standards and may be subject to disciplinary proceedings.

- Disobeying any reasonable instruction by a staff member
- Discrimination, harassment or bullying
- Sexual harassment.
- Racism.
- Behaving in a disruptive manner e.g. swearing, yelling or using abusive and offensive language.
- Disrupting other students learning.
- Not wearing appropriate safety apparel.
- Vandalising or causing willful damage to VTECH Automotive Training premises or belongings of other VTECH trainers or students.
- Stealing/theft of VTECH Automotive Training or other student's property and belongings.
- Being dishonest, telling or giving incorrect information.
- Use of drugs or alcohol while on site.
- Assaulting or attempting to assault anyone while on VTECH Automotive Training premises including the use of offensive weapons.
- Viewing or distributing offensive material on the premises.
- Throwing of liquids, missiles, or other objects
- Putting grease in someone's hair or pockets
- **Endangering the safety of yourself or other students around you.**

Where any one of the above forms of unacceptable behaviour occurs, disciplinary action may be taken. One or several of the following forms of action may take place

- The trainer can ask the student(s) to leave the classroom/workshop or refuse entry to a classroom/workshop if behaviour is disruptive or dangerous.
- A student may be suspended or expelled by the Business Principal if the behaviour threatens the safety of others, interferes with the duties of staff or purposely damages or threatens VTECH Automotive Training property.
- The police may be contacted in cases of possible criminal behaviour.

Environmental Policy

VTECH Automotive Training acknowledges the importance of protecting the environment in a sustainable manner to help reduce any damage or impact its operations and activities might have.

This policy aims to integrate a philosophy of sustainable development into all the VTECH Automotive Training activities and to establish and promote sound environmental practice in our operations.

To demonstrate our environmental management, our focus will be to:

- Comply with relevant Australian Government environmental legislation, regulations and policies and other requirements.
- Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy, water and natural resources where practicable.
- Conserving natural resources by reusing and recycling.
- Consider sustainable practices when procuring or changing plant, equipment, substances or practices.
- Creating an environmentally aware culture where responsibility is assigned and understood.
- Communicating this Environmental Policy to our workers, contractors, and volunteers.
- Strive for continual improvement of environmental performance through the monitoring of our achievements on a regular basis.

Training Fee and Refund Policy

VTECH Automotive Training makes every effort to ensure that all students and employers are made aware of course costs which may be charged prior to entering into a written agreement. Course costs may include but are not limited to administration fees, resource/consumables fee, purchase of textbooks and SREBs, and other expenses that are a requirement of their training.

Where a refund from circumstance caused by VTECH Automotive Training occurs (e.g. cancellation of classes) a full refund of the fee shall apply. No administrative charges will be applied in this instance. A full refund will also be given where a student withdraws before delivery of training commences through sickness (verified by medical certificate) or change of employment hours or location (verified by employer). Where a student withdraws after 2 days of training involvement, no refund will apply.

A partial refund may apply where the student commences the course but withdraws prior to the completion of the first 2 days training (to be negotiated).

All accounts are strictly 14 day payment terms and any accounts unless otherwise arranged with management. Any accounts not paid by the due date will incur a \$15.00 + GST per month late fee.

VTECH accepts payment by cash, cheque, money order or EFT only. Please note credit-card facilities are not available.

Complaints Policy

Commitment

VTECH Automotive Training is committed to providing excellence in quality automotive and transport training that comply with and reflect legislative and industry standards and expectations. The organisation understands that on occasion, there may be instances of dissatisfaction and will undertake all available measures to address the course and rectify.

VTECH Automotive Training will address any and all complaints in a positive and proactive manner ensuring the process is handled in a fair, constructive, confidential and timely manner. This policy should be seen as complementing and consistent with other company policies developed and implemented by VTECH Automotive Training.

Types of complaints

- Insufficient course advice or enrolment difficulties.
- Program delivery.
- RTO as an organisation.
- Training and assessing staff.
- Administration, management and support staff.
- Other learners.
- Relating to equality and access, discrimination, harassment and bullying.
- Fees and charges.
- Inadequate learning resources.
- Complaints may be formal and informal.

Informal complaint

Where possible in the first instance, all non-formal measures should be exhausted prior to the instance of a formal complaint. This may include advice, discussions and general mediation in relation to the issues and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appealed the following process must be followed.

Formal complaint process

If a complainant is unhappy with the outcome of a non-formal resolution they will be asked if they would like to take the issue further and complete a complaints form that can be accessed from the administration staff or on the VTECH website. The written complaint must contain the below information to be suitable for investigation;

- Submission date of complaint.
- Name of complainant.
- Nature of complaint.
- Date of the event which lead to the complaint.
- Name of position of individual responsible of complaint.
- Attachments and supporting evidence (if applicable).

A written response from the principal/director shall be communicated within ten (10) working days of the original complaint being received.

The principal/director will investigate all allegations of misconduct or grievance with appropriate staff and identify any short falls of policies and procedures.

Upon a suitable solution being identified, the principal/director will make contact with the complainant to discuss and immediately implement any corrective and preventative action that is required.

At all times VTECH Automotive Training will adhere to the strictest of confidence throughout the process. Any documentation including written notes, minutes of mediation, supporting evidence and any paperwork relating directly to the progress of the complaint will be filed in a separate Complaints and Appeals folder to be kept in locked filing cabinets. Information relating to and containing details of a current student may also be kept in their personal file. At all times VTECH Automotive Training will ensure that it follows the principles of fairness in dealing with complaints. It is recommended and encouraged that a complainant nominates a third party representative (e.g. family member, friend, counsellor, professional representation) to support them in any mediation or counselling sessions.

Appeals Policy

All VTECH Automotive students are entitled to formally appeal the outcome of an assessment decision by completing the complaints and appeals form clearly stating their case and providing as much detail as possible.

Students will need to include the following information for their appeal to be considered:

- **Submission date of appeal.**

- **Name of appeal.**
- **Nature of appeal.**
- **Assessor/assessment result appeal is against.**
- **Supporting documentation regarding their assessment outcome.**
- **Attachments (if applicable).**

Once the form has been received, details are recorded on the Complaints and Appeals Register which is reviewed by senior administration staff, Cert I & III Coordinators and upper management. Information recorded on the register will include:

- **A specific appeal number.**
- **Submission date of the appeal.**
- **Name of the appellant.**
- **Description of appeal.**
- **Determined resolution (outcome).**
- **Date of outcome.**

Certificate I or II appeals are to be addressed and handled by the Certificate I Coordinator while any Certificate III or Contract of Training appeals are to go to the Certificate III Coordinator.

A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor nominated by VTECH Automotive Training.

The student shall be notified in writing of the outcome with reasons for the decision and the Complaints and Appeals Register updated.

The student may also be offered the option of initiating the external appeals process if still not satisfied with the outcome. If the student would like to proceed with the external appeals process they must advise VTECH Automotive Training in writing within 10 working days of receipt of the initial outcome.

External appeals

If still not satisfied with the decision in either the formal complaints or appeals procedures, the complainant may request the matter be further reviewed and investigated by an external dispute resolution process to be appointed by VTECH Automotive Training.

If a complainant is still dissatisfied with the decision of VTECH Automotive Training they may wish to seek legal advice or place a complaint about VTECH Automotive Training to ASQA (Australian Skills Quality Authority the regulatory governing body) directly.

Australian Skills Quality Authority

Tel: 1300 701 801

www.asqa.gov.au

Authorisation of Photograph

VTECH Automotive Training will take students photographs to assist in the process of student identification and keep one on file in the administration office. On occasion student photographs may be also be taken while they are performing practical tasks to assist with VTECH Automotive Trainings collection of evidence for assessing. VTECH Automotive Training may also use photographs taken for any marketing or news purposes to promote VTECH and its programs.

Privacy Policy

This policy is to explain how VTECH Automotive Training collects and uses personal information while complying with the requirements of the Australian Privacy Act 1988 (Cwlth).

VTECH Automotive Training collects personal information only when necessary pertaining to its training and services provided by the Registered Training Organisation ensures information will be collected only in a fair and lawful manner.

Sensitive information such as an individual's racial or ethnic origin, medical conditions, learning difficulties and disability or impairment may be collected in order to satisfy law requirements and to ensure that the RTO is able to maintain individual's safety.

VTECH Automotive Training will only disclose information for the purpose for which it was originally collected, however we may use the information for other purposes only with the individuals consent.

Depending on the purpose for which personal information has had to be collected, it may be stored electronically. This information may be accessed by VTECH administration staff, management staff and training staff. All VTECH Automotive employees are instructed and knowledgeable on appropriate confidentiality requirements and maintain integrity when it comes to accessing anyone's personal records and information.

VTECH Automotive Training may contact the students/apprentices to inform of new training programs/services that are available through it. VTECH Automotive Training may also share student information with other people or organisations to assist in providing the best quality in regards to training and program delivery.

VTECH Automotive Training will make available your personal information upon receiving a request from an individual. Information however may be withheld subject to the exceptions in the Privacy Act 1988 (Cwlth).

Each individual has their own responsibility to ensure that if any details are changed i.e. address or phone number, the VTECH administration team are notified to ensure that only the most up to date and current information is on file.

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Student copy to be filled
in and remain in book

Student Acknowledgement and Sign-Off

Student Name _____

Induction Date _____

I acknowledge that I have received the VTECH Automotive Student Handbook and have completed an in depth onsite induction. I agree to observe and follow everything outlined to me contained in this Student Handbook throughout my training and while I am a student of VTECH Automotive Training.

I understand that it is my responsibility to be familiar with its contents and to ask questions of my trainers on any matters I don't understand.

I also agree that I have understood clearly my requirements on the below items:

- Skills Record Evidence Book (SREB)
- Learning Evidence Record (LER)
- Hours of Training
- Evacuation Procedure

- Drug and Alcohol Policy
- Smoke Free Environment
- Complaints and Appeals
- Fees and Refunds
- Assessment Standards
- Policies and Procedures

I also give permission for my photo to be taken as per the authorisation of photograph clause previously mentioned in this Student Handbook on page 24.

I too give permission for VTECH Automotive Training to release my personal details as per the privacy policy previously mentioned in this Student Handbook on page 24.

Signed _____

Date _____

VTECH Staff Member completing Induction	Office Use Only
Name:	
Signature	Date:

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Student Acknowledgement and Sign-Off VTECH

Student Name _____

Induction Date _____

I acknowledge that I have received the VTECH Automotive Student Handbook and have completed an in depth onsite induction. I agree to observe and follow everything outlined to me contained in this Student Handbook throughout my training and while I am a student of VTECH Automotive Training.

I understand that it is my responsibility to be familiar with its contents and to ask questions of my trainers on any matters I don't understand.

I also agree that I have understood clearly my requirements on the below items:

- Skills Record Evidence Book (SREB)
- Learning Evidence Record (LER)
- Hours of Training
- Evacuation Procedure
- Drug and Alcohol Policy
- Smoke Free Environment
- Complaints and Appeals
- Fees and Refunds
- Assessment Standards
- Policies and Procedures

I also give permission for my photo to be taken as per the authorisation of photograph clause previously mentioned in this Student Handbook on page 24.

I too give permission for VTECH Automotive Training to release my personal details as per the privacy policy previously mentioned in this Student Handbook on page 24.

Signed _____

Date _____

VTECH Staff Member completing Induction	Office Use Only
Name:	
Signature	Date:

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For students under the age of 18 ONLY. To be returned to VTECH office

Parent Guardian Sign-Off Sheet

Excursion/Field Trip Authorisation

From time to time Excursions/Field Trips to other sites may be arranged and Students are expected to attend as part of their training. At all other times students attending VTECH who are enrolled in a Certificate I, II or Short Course will not be permitted to leave the site at any time during training hours, unless for an authorised excursion. (E.g. no students are allowed off site during their break times).

I therefore consent to my child being part of the Excursion/Field Trip and understand at no other time are they permitted to leave the training premises.

Yes

No

Authorisation Of Photograph

VTECH Automotive Training will take your child's photograph to assist in the process of student identification and keep one on file in the administration office. On occasion your child's photograph may also be taken while they are performing practical tasks to assist with VTECH Automotive Trainings collection of evidence for assessing. VTECH Automotive Training may also use photographs taken for any marketing or news purposes to promote VTECH and its programs.

I therefore consent to my child being photographed.

Yes

No

Privacy Policy

VTECH Automotive Training collects personal information from the students/apprentices relating to training and services provided by the Registered Training Organisation.

This information and all related details are required to process the qualification and/or any certification that may be created. VTECH Automotive Training may contact the students/apprentices to inform them of new training programs/services that are available through its Registered Training Organisation. VTECH Automotive Training may also share student's information with other people or organisations to assist in providing the best quality in regards to training and program delivery.

I therefore give consent for VTECH Automotive Training to provide my child's personal information and details to other training personnel or organisations that it sees fit.

Yes

No

I agree to all terms and give my permission for all above boxes marked "Yes".

Student Name

Student to sign..... **Date**.....

Parent/Guardian Print Name.....

Parent/Guardian to sign..... **Date**.....

VTECH Staff Member completing Induction Name:	Office Use Only
Signature	Date: