



***Student  
Information  
Booklet***

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## Introduction

Welcome to Enrich Training. Enrich Training is a Registered Training Provider that delivers nationally recognised qualifications. This guide has been developed to provide you with all the information you need on completing one of our training programs. Enrich Training welcomes the opportunity to provide you with the information throughout the guide and may be contacted at any time for assistance. **P-(07) 3315 6311, F-(07) 3315 6266, A - Po Box 1164 Lutwyche Qld 4030, Email – [info@enrichtraining.com.au](mailto:info@enrichtraining.com.au)**

## Enrolment

Enrolling is easy. Once you have made the decision to enrol contact Enrich Training for an enrolment form. Need help deciding? We can offer you all the assistance you need to help get you underway on the best course for you.

## Entry requirements and course details

Information about the course you are interested in and the respective entry requirements are available on our course outlines. For a copy of the course outline that you are interested in please ask an Enrich Training staff member.

## Competency based training and assessment

A competency refers to a key function of a job (for example, work effectively in a business environment). To successfully complete a qualification, students must be able to demonstrate that they can perform all the competencies that make up that qualification.

The majority of courses outline what the student needs to achieve in the form of competencies. This is called competency-based training and aims to develop skills and knowledge to enable the student to perform tasks to the standard expected in employment.

Competency is determined through competency-based assessment where evidence is gathered and judged in order to decide whether a person has achieved the standard set by the relevant industry. The time required to complete competency-based training is flexible.

## Training delivery

The way you receive training will depend on the course and your learning style.

All modes of training delivery require the student to be withdrawn from routine work for the purposes of undertaking structured training and assessment.

**Classroom delivery** – In this mode, participants attend a series of workshops with experienced facilitators to guide you through the course content. Generally a component of self-paced study and assignment work between workshop days will be involved.

**Distance/Self Paced** - In this option we send the materials and assessment to the participant to work through at their own pace. This option allows maximum flexibility and participants must monitor their own progression. Unlimited support will be provided by email during working hours.

**Flexible delivery** – In flexible delivery, undertakes training using distance, correspondence, online or Internet training tools combined with instruction delivered using face-to-face, video link or teleconferencing methods.

## Recognition of prior learning (RPL)

The process of recognising existing skills is called Recognition of Prior Learning. Students who have developed skills through previous work experience or other learning opportunities may be able to have these skills formally recognised through the RPL process. Students wishing to apply for RPL for a unit of competence will be asked to gather evidence to demonstrate that competence. To apply for RPL, students should complete an RPL application form prior to training commencing. A trainer will then assist you through the RPL process. Please ask an Enrich Training staff member for further details.

## Credit transfer

Students who have already acquired an officially recognised qualification or Statement of Attainment or Qualification for one or more Units of Competency from any registered training organisation may apply for Credit Transfer for those units. Students who wish to gain credit for already acquired training must bring their qualification or statement of attainment to Enrich Training to be sighted. Once the Credit Transfer is approved, students will not be required to complete training or assessment in these units.

## Support services

Support is available from Enrich Training and Officers from the Department of Education and Training (DET) for any issues you may be having including:

- learning difficulties or problems with reading, writing or math's
- support for students with a disability
- support for students who are not making reasonable progress
- communication problems or disagreements in the workplace
- absences or behavioural issues

Please contact Enrich Training for further information.

## Misconduct and discipline

### Serious misconduct

You can be immediately suspended for serious misconduct. Serious misconduct includes:

- theft, assault and fraud
- being under the influence of drugs or alcohol at work
- causing imminent risk of serious bodily injury, work-caused illness or a dangerous event
- behaving in a way that is inconsistent with the continuation of the training contract.

You will be advised in writing of the suspension and why you are being suspended within one working day of the suspension occurring.

## Complaints and appeals

Enrich Training encourages feedback from all clients and potential clients on all aspects of its services, products and the training environment. If a client is dissatisfied with a service, product or assessment decision we will be happy to discuss the issues and concerns and take appropriate steps to rectify the issue.

If you wish to lodge a complaint or appeal you may do so by submitting the complaint or appeal in writing to the course coordinator.

It is Enrich Training Policy that all complaints and appeals will be acted on in a timely manner and that no student should be disadvantaged as a result of making a complaint or appeal.

## Fees, charges and refunds

All fees and charges and refunds will be discussed with you prior to enrolment. A copy of the fees and charges and refund policy is available at any time upon request.

## Access and equity

Enrich Training is committed to meeting the needs of individuals through the integration of Access and Equity guidelines across the full range of services offered.

Enrich Training will endeavor to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. Enrich training will ensure that the programs and services are relevant, accessible, fair and non-discriminatory.

Enrich training will endeavor to increase opportunities for individuals participating in vocational education and training programs by providing programs that consider the needs of all people within the community.

Enrich Training will ensure their approaches to vocational education and training are responsive to the diverse needs of clients, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy and unemployment.

## Privacy

All personal information collected by Enrich Training is used only for the purposes it is provided. Personal information will be kept secure, protected and made available only to authorised users such as employers where a training contract exists or to government agencies to meet government reporting requirements. No further information will be provided to any other organisation or person without your consent.

### **Access to your records**

You may access your records at any time. If you wish to access your records please contact an Enrich staff member.

### **Replacement Certificates**

Upon completion of your course you will be issued with a certificate. The type of certificate will depend on the course undertaken. If at any time you require a replacement certificate you must make a request to Enrich Training in writing with your current address included. A new certificate will be sent to the address provided.

## Workplace harassment, victimisation and bullying

It is important that all staff and students of Enrich Training do not take part in any discriminative behaviour whilst undertaking their work or studies. Discriminative behaviour comes in many forms and may relate to age, gender, impairment, disability, race or religion. Any issues relating to discrimination should be discussed with a staff member or the directors of Enrich Training.

## Vocational Education and Training (VET) and Traineeships

The functions of Registered Training Organisations are guided by the Vocational Education and Training and Employment Act 2000. The legislation regulates the apprenticeship and traineeship system and ensures effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community.

Enrich Training ensures that all of its obligations under The Act are met. These obligations include the registration to issue qualifications with the state training authority, meeting the quality standards developed by the Commonwealth Government, monitoring student progress and the issuing of qualifications.

## Workplace Health and Safety

The health and safety of clients, employees and other people entering an Enrich Training premises is of high priority to Enrich Training. Enrich Training recognises and meets all of its responsibilities under the current legislation for maintaining a safe workplace. Participants must ensure that they do not put themselves or fellow students at risk and must always follow the directions of the Trainer/Assessor.

Your employer is responsible for your health and safety while you are in the workplace. However you do have responsibilities under workplace health and safety legislation. These responsibilities should be discussed with your employer and will include the complying with health and safety instructions, using personal protective equipment and not wilfully placing at risk for injury yourself or others.

## Legislation

The Legislation which may be applicable to persons employed by, attending training at, or visiting Enrich Training is listed below:

Corporations Act and Regulation (Qld) 2001  
Business Names Act (Qld) 1962  
Environmental Protection Act 1994  
The Privacy Act 1998  
Privacy Amendment Act 2002  
Vocational Education, Training and Employment Act 2000  
Vocational Education, Training and Employment Regulation 2000  
Workplace Health and Safety Act (Qld) 1995  
Workplace Health and Safety Regulation (Qld) (as amended) 2008  
Anti Discrimination Act (Qld) 2001  
Freedom of Information Act and Regulation (Qld) 2001  
Workplace Relations Act 1996  
Workplace Relations Amendment (Work Choices) Act 2005  
Workplace Relations Regulations 2006  
Industrial Relations Act (Qld) 1999  
Industrial Relations Regulation (Qld) 2000  
Workers Compensation and Rehabilitation Act 2003

Workers Compensation and Rehabilitation Regulation 2003

Commission for Children and Young People and Child Guardian Act (2000)

Food Act 2006 (Qld)

Food Regulation 2006 (Qld)

The legislation listed above may be accessed in the following locations:

<http://www.legislation.qld.gov.au/OQPChome.htm>

<http://www.comlaw.gov.au>

## Fact sheets

Further information on these topics may be obtained by accessing the department's fact sheets site at [www.trainandemploy.qld.gov.au/partners/factsheets/appships\\_tships/index.htm](http://www.trainandemploy.qld.gov.au/partners/factsheets/appships_tships/index.htm)

The fact sheets site contains information on the broader issues and you are encouraged to become familiar with the topics and issues addressed.