

Student Handbook

Broadspectrum Training Services Pty Ltd





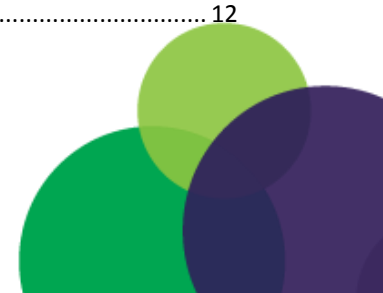
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371 Taylor Street
Toowoomba Queensland 4350

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Contents

About this Handbook.....	4
Student Information and Student Services.....	5
Facilities	5
Dress Code	5
Attendance and Punctuality	5
Parking	5
Security	5
Smoking	5
Student Responsibilities.....	6
Student Rights.....	6
Unique Student Identifier	6
Enrolments.....	6
Methods of Payment	7
Fees.....	7
Cancellations / Refunds	7
Broadspectrum Learner Portal	8
Student Computer Hubs	8
Course Information.....	8
Work Health and Safety	8
First Aid	8
Fire and Evacuation	8
Educational Matters	9
Access and Equity (EWC-4035-TR-00102).....	9
Our Objectives	9
Our Methods.....	9
Competency Based Training	9
Training Methods.....	10
Assessment	10
Complaints and Appeals Process	11
Credit Transfer (Recognition of Previous Qualifications).....	11
Change of Details	11
Recognition of Prior Learning	12
Results.....	12
Mobile Phones and Devices	12
Privacy Policy	12



Welcome!



It gives me great pleasure to welcome you to Broadspectrum Training Services Pty. Ltd. and thank you for choosing to study with us. It is our philosophy to ensure that you receive the best possible education and customer service available to ensure positive learning outcomes and experiences. Broadspectrum Training Services is a business unit of the broader Broadspectrum (formerly Transfield Services) group and is a nationally accredited Registered Training Organisation (RTO).

We specialise in the delivery of nationally recognised courses and qualifications related to a number of industries including resources, mining, infrastructure, services and hospitality. Our training is developed from industry endorsed training packages in accordance with the ASQA standards. Our trainers and assessors have extensive industry experience and certification providing quality, engaging education and training services.

The Management and support staff at Broadspectrum Training Services are here to help you!

Together, our team believes we have the skills and experience to assist you in achieving your educational goals.



Michael Dickenson
Workforce Development Manager

About this Handbook

The purpose of this Student Handbook is to provide students and clients with information on all the practical aspects of studying with us. If you can't find the answers you are looking for in this book, please jump over to our website, where you can find additional information about us and the training and assessment programs we offer.

If you need further assistance, please don't hesitate to get in touch with any one of our friendly staff who can help you out, or point you in the right direction.

www.training.easternwell.com.au





Student Information and Student Services

Facilities

Broadspectrum Training's learning facility is located at 371 Taylor Street Toowoomba, QLD 4350. The physical resources necessary to implement and achieve the objectives of the training will be available as and when required for the duration of the course. Broadspectrum Training Pty Ltd will ensure participants are provided with an environment which is conducive to learning; reflects workplace practice; addresses access and equity issues and meets all relevant workplace health and safety requirements.



Dress Code

Students will attend all courses appropriately attired for the course as per your enrolment confirmation advice letter and company standards. For Broadspectrum Employees this means appropriate Broadspectrum Uniform.

Attendance and Punctuality

Students are informed of the times, dates and locations for the course via an enrolment confirmation advice that is sent to the student on the completion of the enrolment process. This letter will inform you of the time and location of your course along with other important information. Students are expected to arrive a minimum of 15 minutes prior to the commencement of any program to prevent delays. Students that are late

for training will forfeit their place in the class.

Parking

Onsite parking is available at the Taylor Street facility at no charge. Speed limits apply at the facility and must be observed at all times without exception. Students not adhering to safe driving practices will be refused entry and at the discretion of Broadspectrum Training forfeit their position in their course.

Security

To maintain and protect Broadspectrum property the Taylor Street facility is locked prior to 7:30 am in the morning (unless otherwise agreed) and after 5 pm each day. Students are encourage to report any suspicious behaviour observed during or outside these hours at this facility. Students are encouraged to securely lock vehicles on site and keep personal belongings with them at all times to prevent theft. Any theft whilst on premise should be reported immediately to Broadspectrum Training.

Smoking

All Broadspectrum buildings are non smoking areas. Smoking is prohibited in vehicles, buildings and entries or exits to buildings or car parks. Smoking is permitted in designated areas only on site. It is an offence under Queensland law to breach these conditions.



Student Responsibilities

Students have the responsibility to:

- ✓ Take responsibility for their learning including;
 - Allocate time for learning and assessment activities.
 - Complete any pre reading required for the course.
 - Be on time for courses and dressed appropriately.
 - Attend classes in a fit state, ready to actively participate.
 - Complete all learning and assessment tasks to the best of their ability.
 - Complete all assessment tasks themselves avoiding plagiarism, collusion or cheating.
- ✓ Treat all fellow students and staff with respect and courtesy.
- ✓ Follow all reasonable directions provided to them.
- ✓ Follow all safety procedures and practices at all times.
- ✓ Treat the facilities and equipment of Broadspectrum training with respect and care.

Student Rights

Students have the right to;

- ✓ Be treated fairly, with respect and courtesy by Broadspectrum Training personnel and other students.
- ✓ Be provided with a safe learning environment.
- ✓ Be provided with adequate course information including learning and assessment requirements and access to Broadspectrum Training's policies and procedures.
- ✓ Be provided with regular feedback on performance.
- ✓ Be provided with the opportunity for Recognition of Prior Learning (RPL) upon request.
- ✓ Lodge a complaint of appeal without the fear of retaliation or victimisation.

Unique Student Identifier

From 1 January 2015 if you are undertaking a nationally-recognised program you will need to have a Unique Student Identifier (USI). A USI is your unique code that gives you access to your own online USI account. This is an example USI: *4AB88XP9U5*.

Your USI account shows all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

You can create your USI online at www.usi.gov.au or with your permission we can do this on your behalf.

Enrolments

Students can enrol using the following methods;

- **Online Enrolment Request:** Students can access enrolments via the [Broadspectrum Online Enrolment System](#) or via the Broadspectrum Training Website. A short video showing you how to enrol via the online method can be accessed on the Broadspectrum [YouTube Channel \(Click Here\)](#).
- **Broadspectrum Training Facility:** You can contact Broadspectrum Training directly to organise enrolment in your chosen course



- **BROADSPECTRUM EMPLOYEES ONLY:** Contact your operations support representative

Methods of Payment

The method of payment for your course for all enrolments can be achieved by;

- Direct Deposit in to our nominated Bank Account (Account details can be provided on request)
- Cheque
- Purchase Order

If you would prefer to use a different method of payment please contact us to discuss other options.

Fees

The total cost of the courses can be obtained from the [BroadSpectrum Online Enrolment System](#) or on request. To request a quote for a training program not listed please contact BroadSpectrum Training on (07) 4631 0235.

Cancellations / Refunds

BroadSpectrum Training Pty Ltd has a fair and equitable refund policy, containing guidelines guaranteeing the refund of fees to course participants under reasonable circumstances. These guidelines include:


- Registrations may be cancelled up to 5 business days prior to commencement of course with participants either transferring to another course or receiving a full refund.
- Registrations cancelled less than 5 business days but before 3 business days prior to commencement of a course will incur a 25% cancellation or transfer fee.
- If no cancellation notice is received, or cancellation is made with less than 3 business days notice, no refund will be issued.
- You may substitute another participant 3 business days prior to the course commencement date should the nominated person be unable to attend.

Notification of such changes is imperative. BroadSpectrum Training Pty Ltd reserves the right to cancel or postpone a course to an alternative date if insufficient student numbers are available for the course. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.

No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of BroadSpectrum Training Pty Ltd. No refunds will be processed for materials that are considered to be used.

All payments received will be placed in holding and will not be accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the program is completed, to ensure pro-rata refunds for eligible participants. A \$20 administration fee may be charged if direct debit payments are returned due to insufficient funds or account closure.

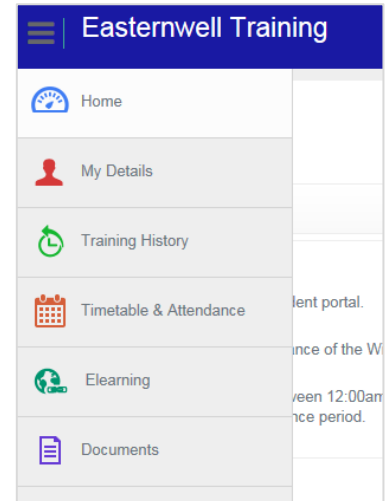
Students can apply for a refund via the "Participants Fees and Refunds Request" form available from BroadSpectrum Training (*EWf-4035-TR-13401*)



Broadspectrum Learner Portal

The [Broadspectrum Learner Portal](#) is accessed via the Broadspectrum Website for those students with an e-learning account. The Learner Portal allows students:

- To access and change their personal details;
- View course information including current courses and training history;
- Access training timetables;
- Access e-learning resources and activities (If applicable), and
- View organisation policies and procedures and other relevant student documents or links.



Student Computer Hubs

Computer hubs are available for students to access during normal business hours to complete any online or e-learning programs they are required to complete if computer access at home is an issue. There is no need to make an appointment to access the computer hub but it is recommended to phone ahead to make sure there are sufficient computers available for use prior to making the trip.

Course Information

Course information can be accessed via the Broadspectrum Website or by contacting Broadspectrum Training Directly

Work Health and Safety

We take our WHS obligations seriously. Our facility and all of our training is designed with our safety and your safety in mind. You still have a responsibility to look after your own safety at all times. If you are unsure whether something is safe or not, speak up and ask your trainer or a staff member. All Broadspectrum employees, visitors, contractors and students have the right to STOP THE JOB at any time.

First Aid

If first aid is required, please ask a Broadspectrum Training staff member for assistance.

Fire and Evacuation

In the case of fire, notify any Broadspectrum Training staff member of the location of the fire. When the evacuation alarm sounds, everyone must evacuate from the area. Under instruction from your trainer, move quickly but calmly to the designated muster point.

Once at the muster point, your trainer will call the roll to check that all students are accounted for. Do not leave this area until the 'all clear' has been given. If you are not in class when the alarm sounds, proceed directly to the designated muster point. Do not re-enter any building. Do not take refuge in toilets, storerooms, rest rooms or student hubs.



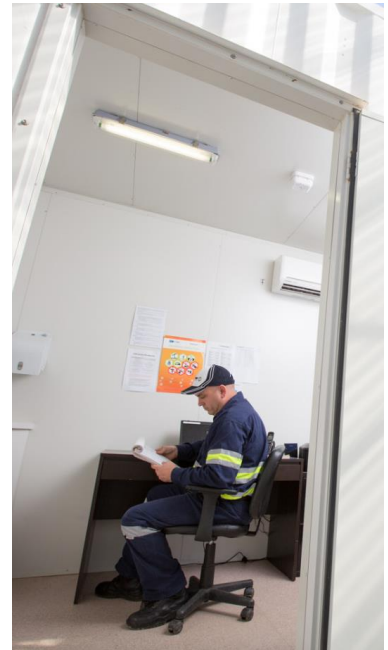
Educational Matters

Access and Equity (EWC-4035-TR-00102)

Broadspectrum Registered Training Organisation (RTO) is committed to providing and upholding the principles of access and equity in all aspects of its operations in order to maintain best practice training and client services.

Our Objectives

- ✓ Respect all people.
- ✓ Provide a learning environment free from harassment, discrimination and victimisation.
- ✓ Ensure equal opportunity is applied to all aspects of our service and training processes.
- ✓ Continually strive to improve our service to meet client and learner needs.



Our Methods

Broadspectrum RTO will meet these objectives by:

- ✓ Providing learners with information about training, assessment, and support services available to them prior to commencing training;
- ✓ Ensuring all learners understand their rights and obligations;
- ✓ Identifying and assisting with any Language, Literacy, and Numeracy concerns;
- ✓ Designing and developing programs and courses that are contextualised to the needs and requirements of the client and workplace;
- ✓ Monitoring and supporting learners progress throughout the duration of their study;
- ✓ Maintaining accurate learner records and storing them safely and securely; · Providing access for learners to their records in a timely manner;
- ✓ Managing complaints and appeals in an effective and efficient manner;
- ✓ Complying with relevant Commonwealth, State and/or territory legislation and regulatory requirements

Competency Based Training

Competency based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

The standards to which people are to reach in order to be deemed competent are set by industry and assessments should be designed to ensure each student has achieved all of the outcomes required including the knowledge and skills identified in the relevant national training package. CBT is typically based on the competence of an individual in meeting the standards and not on the time he/she has been performing the task.



Training Methods

In accordance with Adult Learning Principles; Broadspectrum Training Pty Ltd has a variety of training delivery methods for participants including:

Face To Face Classes (Off-the-job):

A class of students are led by a qualified trainer and assessor. This can provide opportunities for social interaction between participants as well as opportunity to share experiences and learn from peers.

Workplace Based (On-the-job):

Training is conducted in the workplace through interactive and problem solving opportunities within real work situations. These situations can be staged e.g. drills or adhoc training opportunities that are identified in line with day to day operations.

E-Learning

Participants are guided through the learning and assessment process for a course or qualification via Broadspectrum's Learning Management System accessed via the Broadspectrum Learner Portal. E-Learning can include, webinars, videos, interactive courses, discussion forums, online assessment and quizzes.

Informal Learning Opportunities

Broadspectrum Training recognises the value derived from informal learning opportunities in the workplace and in other areas of your life as well such as membership of community groups, sporting and interest clubs, and through interaction with your peers. These learning opportunities are just as valid as formal opportunities and often lead to a broader range of skills and knowledge.

Work Experience and Vocational Placement

Whilst formal training opportunities are relevant means of obtaining competence in a task, it is recognised that the learning that occurs in these programs must transfer to the workplace for real value to be derived from it. If vocational placement is a compulsory component of a program, it is necessary for students to successfully complete it in order to achieve successful result outcomes for the relevant unit of competency.

Assessment

Assessments conducted by Broadspectrum will be conducted in line with the Broadspectrum's Assessment Policy (EWC-4035-TR-00103). Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved.

This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry or enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry). The Competency based assessment process will be conducted in an open, transparent and accountable manner, emphasising the aspects of equity for all.



Evidence Gathering

Broadspectrum Training staff, in conjunction with industry representatives, have selected suitable methods to ensure sufficient evidence can be gathered on how you perform a task or skill against the specified criteria.

Some assessment methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

Readiness for Assessment

When commencing study, your teacher or workplace trainer will provide you with an overview of planned assessment and will negotiate time-frames and requirements with you to ensure your readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded.

Complaints and Appeals Process

Feedback from Participants or Clients, positive and negative, is highly valued and assists Broadspectrum Training to strive for excellence through constant evaluation and continuous improvement.

To address a grievance, complaint or appeal an assessment, RPL or Credit Transfer decision, Participants or Clients are advised to refer to the following Complaints and Appeals Process (EWP-4035-TR-12301), and:

- Discuss the grievance or appeal with the Trainer or Assessor
- If the grievance or appeal is not addressed to the satisfaction of the complainant are advised to complete the Complaints and Appeals Statement form which is available from Broadspectrum Training reception. (EWF-4035-TR-12301)
- The RTO Manager or Management is to evaluate the Complaints and Appeals Statement and conduct enquiry where necessary and address the grievance or appeal
- If the grievance or appeal is not addressed to the satisfaction of the participant, it is to be referred to an external mediator for resolution.

Credit Transfer (Recognition of Previous Qualifications)

An application for credit transfer can be made if you have previously satisfied the required module or unit through previous study. Applications for Credit Transfer should be made at the commencement of your study.

Change of Details

Please advise Broadspectrum Training of any changes to your personal details including, address or phone number, so that you are able to be contacted and your certificates are posted to the correct address. You are able to change your contact details and emergency contact details over the phone or through the [Broadspectrum Student Learner Portal](#).





BROADSPECTRUM

Recognition of Prior Learning

An application for Recognition of Prior Learning (RPL) can be made if you have already attained the necessary skills required for your program elsewhere, for example, work, other study, skills and knowledge. During the assessment you will be required to provide evidence of your work and life skills, knowledge and experiences to your RPL assessor, to support your RPL application.

Results

At the successful completion of your course or program, your qualification will be posted to you in the mail. If you do not complete a full qualification, you will receive a Statement of Attainment for the relevant units of competency you satisfied. Records of your participation, progress and results are also available via the [Broadspectrum Student Learner Portal](#).

Mobile Phones and Devices

Students are to be considerate of the rights of others at all times whilst on location. Any use of mobile phones or devices that impinges on the rights of others or disrupt the learning or assessment process may result in the suspension or exclusion of the student for a specific period or until the situation is rectified to the satisfaction of Broadspectrum Training

Privacy Policy

Broadspectrum Training respects your privacy and has established rules to ensure that your personal information is protected.

Broadspectrum's privacy policy ensures personal information is collected, stored, used and disclosed only under strict guidelines to prevent it from being misused or passed on without your permission.

Broadspectrum adheres to the Information Privacy Act 2009 (Qld) and the Information Privacy Principles.

Broadspectrum Training can only disclose your personal information;

- With your consent, or if it is:
- Required or permitted by law
- Reasonably necessary for law enforcement
- Reasonably believed to be necessary to prevent or lessen an imminent threat to health or life.

Thankyou

Thanks once again for choosing to study with us.

Our passion is high quality education and an engaging learning experience for our students and clients. Feedback on our service and any aspect of your learning experience is always welcomed and appreciated.

If you have any further questions not answered by this guide, please see our website www.training.easternwell.com.au or get in touch with your trainer or a staff member.

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