



PARTICIPANT MANUAL

RTO ID: 91581

ISSUED: AUGUST 2014

**10A-10B Cox Avenue
Kingswood NSW 2747
Telephone: (02) 4751 5787
Facsimile: (02) 4751 5787
Email: info@lawrencedavis.com.au
Web: www.lawrencedavis.com.au**

Contents

Introduction.....	3
Work Health & Safety	3
Access and Equity	5
Anti-Discrimination	5
Appeals	6
Complaints	7
Drugs and Alcohol.....	8
Fees and Refunds	8
Harassment	10
Language, Literacy and Numeracy	10
Legislation	11
Participant Discipline.....	12
Privacy	12
Recognition of AQF Qualifications.....	13
Recognition of Prior Learning (RPL)	13
Record Keeping.....	13
Stakeholder Feedback.....	14
Workcover NSW Licensing Course Requirements.....	14
Working with Children.....	14

Introduction

LDTG Training Group (LDTG) was established in 1997 and became a Registered Training Organisation (RTO) in 2009.

The company has enjoyed steady growth, with a major highlight being the establishment of a specialist five-acre training facility located at Penrith and a fully functional modern warehouse at Kingswood in Western Sydney.

The company has built a strong market reputation as a specialist in providing training for the civil construction, warehousing and road transport sectors.

Work Health & Safety

LDTG clearly recognises the vital importance of providing all participants and employees with a safe and healthy environment in which to learn and work. We aim to achieve a high level of safety and security by adhering to government legislation and taking a personal interest in the wellbeing of our participant, employees, contractors and visitors.

By being aware of safety at all times, it is possible to recognise and prevent potential hazards occurring and report and monitor all existing hazards to the proper authority.

LDTG will at all times:

- Provide a safe and healthy workplace
- Provide or maintain equipment and systems of work that are safe and without risk to health
- Provide information, instruction, training and supervision that ensures the health and safety of all participants and employees
- Maintain the workplace in a safe condition, including entrances and exits
- Provide adequate information about any research and tests of substances used at work
- Ensure the health and safety of visitors to the workplace

Hazards

An essential step in the management of safety is ensuring that all hazards are identified, the risks assessed, and effective control measures are developed and implemented. A hazard is something that has the potential to harm the health, safety and welfare of people at work.

It is critical to report any potential hazard you see in the workplace. If you see a potential hazard and fail to report it, you could be held partially responsible if an accident was to occur where you saw the potential hazard. Report any potential hazard to management, this should be done verbally or by completing an incident report.

If you notice something which is likely to cause an accident (e.g. spilt oil), the area in question should be isolated and guarded to avoid any mishaps occurring prior to cleaning. Although you can't eliminate or minimise the dangers of every hazard yourself, you do have a responsibility to all others working or undertaking activities in the area.

Incidents

Safe work practices are designed to reduce the number of injuries and incidents in the workplace. A workplace incident is any event at work, which results in an injury or damage to property, or creates the possibility of injury or damage.

All incidents or "near miss" situations are caused by:

(a) An unsafe act: which the injured person or another person (or both) causes the incident.

OR

(b) An unsafe condition: where some environmental or hazardous situation caused the accident, independent of the person.

In the event of an incident occurring in the workplace, please ensure the injured person is made as comfortable as possible and immediately notify management/administration office, and call an ambulance if required.

It is important that all incidents are reported, regardless of whether or not a person is injured or requires medical assistance. This could prevent a further reoccurrence from happening.

If you have an accident while at LDTG premises:

- Seek the attention of a First Aid Officer
- Contact management/administration office so the injury can be recorded. This must be recorded within 24 hours of the event occurring
- Seek medical advice from your doctor
- Obtain a Work Cover Medical Certificate if you wish to lodge a Workers Compensation Claim

During Training

Participant Responsibilities

- To work in a safe manner that will not endanger themselves or others
- To follow safety instructions and use equipment provided for health and safety reasons as instructed by the Trainer/Assessor
- Report any hazards with machinery, tools, other equipment or the workplace to their Trainer/Assessor as soon as possible
- To ensure their actions do not create or increase risks

LDTG Responsibilities are:

- To educate participants on their responsibilities whilst training with our company
- To ensure that all Trainer/Assessors are educated and work in a safe manner and according to instructions
- To assess compliance with the workplace health and safety practices
- To ensure that safety equipment and practices are used where instructed
- To implement a maintenance program that ensures all safety equipment is kept in good working order
- To ensure that all employees and consultants report hazards as soon as they are detected to management

Access and Equity

There are entry requirements into any WorkCover or High Risk Licensing course offered by LDTG. Participants must be at least 18 years of age when they undertake the WorkCover assessment.

For all courses offered by LDTG, participants must have a basic understanding of spoken and written English, as WorkCover assessments are only conducted in English.

For participants who meet the entry requirements, LDTG will assist them to enter training programs offered, without discrimination based on age, sex, pregnancy, disability, race, colour, ethnic or ethno-religious background descent or nationality, marital status, sexuality or transgender identity.

Where LDTG programs have a limited number of available places, these will be filled in order of bookings received.

Anti-Discrimination

LDTG is committed to providing a work and training environment free of discrimination of any type. We all have a responsibility for treating each other fairly, equally, with integrity, trust and respect for the individual.

LDTG will not tolerate discrimination of any sort or in any manner, and is committed to taking disciplinary action where breaches occur.

For the purpose of this procedure, discrimination is defined as behaviour that leads to the prejudice against any person or group of persons. This behaviour is unwelcome and may be construed as offensive, intimidating or humiliating to the person or group of persons on the receiving end of said behaviour.

LDTG shall take all reasonable action to ensure prevention of any form of discrimination.

LDTG will treat all reports of discrimination seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any participant, employee or contractor found guilty of discrimination. This may involve termination of participation in a training course or employment and possible legal action.

If you feel you are being discriminated against or know of someone who is, it is important that you report it to management to discuss the situation. Action will be initiated when a complaint is made in writing stating specific allegations. Alternately, a meeting can be held with management, where official notes will be recorded of the discussion, outlining the incident/s.

Reports and records of discrimination will be retained in confidential files only accessible by management.

Where appropriate, LDTG will not hesitate to report discrimination allegations to the Human Rights and Equal Opportunity Commission on (02) 9284 9600. If it has been established that an offence has been committed, it may result in immediate dismissal of the offender.

Appeals

While we aim to ensure that clients and participants are satisfied with the decisions being made by LDTG representatives at all times, we do understand that there may be times when clients have a legitimate issue with a decision made. At these times, we welcome any appeal that a client or participant wishes to make. The process for clients and participants to follow if they wish to appeal a decision is as below.

In the first instance, the issue should be raised verbally with an appropriate LDTG representative, typically the trainer responsible for the training program. After this discussion, the LDTG trainer will be required to email the details of the discussion to LDTG management for record keeping purposes, and also to identify any potential continuous improvement activities.

Where the issue is sensitive, the client or participant is encouraged to contact the LDTG office to speak to a member of LDTG management about their concern.

In the event that the appeal is not able to be resolved verbally, the client/participant will be provided with a copy of the LDTG Appeals Form to complete. This form is to be completed and returned directly to the LDTG office for LDTG management to review.

Where the appeal is in relation to an assessment judgement made by a LDTG trainer/assessor, LDTG management will arrange an alternate qualified trainer/assessor to review the documentation gathered as evidence of assessment. The alternate trainer/assessor will make their judgement of competence according to the written evidence they have reviewed.

Where this assessment judgement is the same as the original assessor's, this decision will stand.

Where the alternate assessor is either in disagreement with the assessment judgement or is unable to make a judgement of their own, a meeting will be called with the participant and LDTG management being involved. LDTG management will discuss the evidence that was gathered during assessment with the participant. An appropriate resolution will be discussed.

After the investigation and further discussions with the client/participant, LDTG management will prepare a written reply to the appeal detailing the decisions made and the related reasons. A copy of this completed Appeal Form will be provided to the client/participant.

Where required or requested by any party involved, an independent third party or panel can be arranged by LDTG management to review the appeal and mediate a decision. The particular third party is to be agreed to as being suitable by both LDTG and the person/people making the appeal. Mediation companies that may be contacted include:

Leadr – contact details can be found on www.leadr.com.au

Intermediate – contact details can be found on www.intermediate.com.au

The costs of an independent panel or party will be the responsibility of LDTG.

If the client/participant is still not satisfied with the resolution of the appeal, they may seek further assistance from ASQA, who can be contacted on 1300 701 801 or through their website at www.asqa.gov.au

Complaints

While we aim to ensure that clients and participants are satisfied with the services offered at all times, we do understand that there may be times when clients have a legitimate concern. At these times, we welcome any complaint that a client or participant wishes to make. The process for clients and participants to follow if they have a complaint is as below.

In the first instance, the issue should be raised verbally with an appropriate LDTG representative, typically the trainer responsible for the training program. After this discussion, the LDTG trainer will be required to email the details of the discussion to LDTG management for record keeping purposes, and also to identify any potential continuous improvement activities.

Where the issue is sensitive or in relation to the trainer, the client or participant is encouraged to contact the LDTG office to speak to a member of LDTG management about their concern.

In the event that the complaint is not able to be resolved verbally, the client/participant will be provided with a copy of the LDTG Complaints Form to complete. This form is to be completed and returned directly to the LDTG office for LDTG management to review.

LDTG management will review and investigate any complaint received in writing. Throughout the investigation process, the client/participant lodging the complaint will be provided with the opportunity to provide further information or clarification about the situation. LDTG management will also discuss the complaint with relevant staff members or contractors involved. This discussion will be respectful of the client/participant's confidentiality and privacy.

After the investigation and further discussions with the client/participant, LDTG management will prepare a written reply to the complaint detailing the decisions made and the related reasons. A copy of this completed Complaint Form will be provided to the client/participant.

Where required or requested by any party involved, an independent third party or panel can be arranged by LDTG management to review the complaint and mediate a decision. The particular third party is to be agreed to as being suitable by both LDTG and the person/people making the complaint. Mediation companies that may be contacted include:

Leadr – contact details can be found on www.leadr.com.au

Intermediate – contact details can be found on www.intermediate.com.au

The costs of an independent panel or party will be the responsibility of LDTG.

If the client/participant is still not satisfied with the resolution of the complaint, they may seek further assistance from ASQA, who can be contacted on 1300 701 801 or through their website at www.asqa.gov.au

Drugs and Alcohol

LDTG does not allow the use or consumption of drugs and/or alcohol during the business hours of the company.

Any student/employee/contractor who arrives at the training facility under the influence of alcohol will be asked to leave the premises. Their return to the course/work will be at the discretion of management.

Fees and Refunds

LDTG is focused on providing a cost effective and valuable service to all of its clients.

Fees for each training program are as noted on the LDTG website, in course flyers and booking confirmations.

Course fees are payable by direct deposit into LDTG's nominated bank account, via a Paypal account/portal, credit card, cheque, money order and cash.

For participants who are paying fees for themselves, a non-refundable deposit is required to be paid by participants at least one (1) week prior the course commencement date. Once the deposit has been received, the participant's enrolment is confirmed and any pre-study materials are provided to the participant.

Remaining course fees are required to be paid before or on the first day of the course.

Where a Job Network Agency or an employer is paying course fees for a participant, these fees are invoiced directly to the agency/employer on course commencement. No deposit is required.

Refunds

Where course fees include a deposit, this deposit is non-refundable and covers the administrative costs of enrolling a participant into a program.

Should a participant notify LDTG of their withdrawal or intended withdrawal from a program once they have enrolled, refunds will apply as outlined below.

If the participant provides more than five (5) business days' notice of their withdrawal from the course, any fees that have been paid in excess of the deposit will be refunded.

If the participant withdraws from the course between 5 and 2 business days (inclusive) before the course, they will be required to pay 75% of the full course fees (including the deposit). If the full course fees have already been paid, the participant will be refunded 25%.

Participants may notify LDTG of their withdrawal from a course by phone, email or in person.

Should a participant not attend their scheduled training course, they will forfeit all course fees already paid and be liable to pay any outstanding amount.

A participant may transfer their enrolment to a later course date at no additional cost should they not be able to attend the course in which they are enrolled. Approval for a transfer must be sought from LDTG management. Generally, approval will be granted for instances such as ill health, emergency and bereavement.

In the event of LDTG being unable to provide the course as advertised, full refunds will be paid to participants or a transfer to another course date will be offered.

Refunds will generally be paid in the same manner as the fees were paid (e.g. credit card, direct deposit, etc).

Harassment

LDTG is committed to providing a work and training environment free of any form of harassment. No form of harassment will be tolerated under any circumstances and appropriate disciplinary action will be taken against any employee, contractor or visitor who commits harassment.

Harassment is defined as unwelcome behaviour and/or behaviour that may be construed as offensive, intimidating or humiliating to the person on the receiving end of the behaviour.

Behaviour that may be seen as sexual harassment may include displays of offensive or sexual materials or comments, or unwelcome physical contact between persons. This form of harassment may be a single, isolated incident or a repeated set of behaviours. Sexual harassment may take the form of verbal or non-verbal behaviours and may include bullying or pledges in return for sexual favours.

LDTG management will take all reasonable actions to ensure the prevention of any form of harassment.

LDTG will treat all reports of harassment seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any participant, employee or contractor found guilty of harassing another co-worker, participant or visitor. This may involve a participant being removed from their training program and possible legal action.

If you feel you are being harassed or know of someone who is, it is important that you report it to management to discuss the situation. Action will be initiated when a complaint is made in writing stating specific allegations. Alternately, a meeting can be held with management, where official notes will be recorded of the discussion, outlining the incident/s.

Reports and records of discrimination will be retained in confidential files only accessible by management.

Where appropriate, LDTG will not hesitate to report harassment allegations to the Human Rights and Equal Opportunity Commission on (02) 9284 9600. If it has been established that an offence has been committed, it may result in immediate dismissal to the offender.

Language, Literacy and Numeracy

Participants in all of LDTG must have a basic understanding of spoken and written English as a minimum in order to be able to enrol into our courses. This is due to the fact that WorkCover assessments are completed in English.

On the first day of the course, participants are required to complete enrolment paperwork. During this process, the trainer/assessor is to watch the participants complete these forms. Should the participant be visibly having difficulty with completing the form/s, this may be a sign that they have a language, literacy and/or numeracy skills gap.

Signals that the participant may be having difficulty include:

- Making excuses for how long it will take to complete forms
- 'Forgetting their glasses'
- Complaining about the font size and format of a document
- Leaving forms or sections of forms blank
- Taking an unreasonable amount of time to complete the form

Where a participant has an identified need for assistance with language, literacy or numeracy, LDTG's trainers and assessors will endeavour to provide this assistance directly by adjusting the course to suit the participant.

In the event that external assistance is required, LDTG will consult with the participant, job service provider or employer to source appropriate learning assistance.

In the event that the assistance that is required is beyond what LDTG can provide, the participant may be encouraged to contact their local TAFE campus. TAFE is generally in a better position to be able to provide training on language, literacy and numeracy skills.

Legislation

LDTG's management is responsible for ensuring the organisation complies with all relevant legislation and regulations. Applicable legislation includes, but is not limited to:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Privacy Act 2013
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- Dangerous Goods (General) Regulation 1999
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Worker's Compensation Act 1987
- Workers Compensation Regulation 2010
- NSW Commission for Children and Young People Act 1998
- National Vocation Education and Training Regulator Act 2011

Further legislation can be found on www.comlaw.gov.au

Participant Discipline

LDTG expects all participants to behave in an appropriate manner during training programs. Participants are expected to demonstrate ethical behaviour standards, including respect for other people, not using coarse language and being courteous.

LDTG staff are authorised to remove a participant or stop the entire class in the event of serious misconduct. Incidents of serious misconduct may include:

- Theft
- Assault
- Fraud
- Harassment
- Being at training and/or work experience (where applicable) whilst, under the influence of drugs and/or alcohol
- Violence of causing a risk of injury to self or others

Serious misconduct will be dealt strictly in accordance with relevant legislative requirements and may require reporting to relevant authorities.

If you encounter any of the above issues then please contact management immediately so that the matter can be dealt with promptly. The details of the incident should be recorded in an incident report.

Privacy

LDTG will not provide individual personal or training information to unauthorised third parties unless prior written permission has been received from the individual.

Through the processes of providing training services, LDTG may be requested to provide details to governing authorities of the training programs. These authorities include the Department of Education and Communities, Australian Apprenticeship Centres, WorkCover NSW and the Australian Skills Quality Authority.

LDTG may also provide information to training participant's employer or Job Service Provider.

We guarantee that we will not sell personal information to any third party.

Participants have the right to access their own personal file/records, subject to certain exceptions provided for in the Privacy Act. For security reasons, participants will be required to provide proof of their identity by answering at least two questions, one of which will be to confirm their date of birth. The other question, for example, may be to provide their full address.

Recognition of AQF Qualifications

LDTG recognises the AQF qualifications and statements of attainment issued to participants by other Registered Training Organisations.

LDTG may be able to grant credit to the participant for training previously completed with another RTO.

LDTG requires copies of relevant qualifications of the applicant prior to the commencement of the training program. It is preferred that these qualifications are certified by a Justice of the Peace. If these are not certified by a JP, then the originals must be shown to LDTG staff upon application for recognition.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

LDTG ensures that an individual's prior learning is recognised, irrespective of where and how the learning takes place. The opportunity to apply for RPL must be offered to every participant.

The steps involved in an RPL application are defined in the LDTG RPL Kit.

Record Keeping

LDTG ensures the security of all records and integrity of data by using Wisenet. Wisenet has security firewalls and individual logons and passwords. This means that only LDTG staff who are allocated a logon are able to access the data.

Data entered into Wisenet will be retained for a period of at least thirty (30) years to allow for re-printing of Certificates and Statements of Attainment where requested.

For all courses that could lead to the issue of a High Risk License from WorkCover NSW, all course paperwork is retained in hard copy for a period of at least five (5) years from the completion of the course.

For all other courses all course and participant paperwork is retained in hard copy for at least six (6) months from the completion of the course.

Data related to a participant's enrolment and progress in a training course may be required to be reported to governing bodies and funding agencies, such as the National Council for Vocational Education and Training Research, the Australian Skills Quality Authority and the NSW Department of Education and Communities.

Stakeholder Feedback

Feedback forms are issued to all participants on the completion of their training program, using the Quality Indicator Feedback Form that is mandated for use by Registered Training Organisations.

Completed feedback forms are reviewed by the Director. Any items or areas that are identified as not satisfactory by 20% of course participants or more will be noted as items that need to be explored further, with potential improvements to be made to the course/s and support services.

Participants are also able to provide feedback to trainers and other personnel verbally and/or in writing at any other time. Any feedback received in this way is to be recorded and forwarded to management (by email or in hard copy) for review.

Any required action or response to feedback that has been received will be determined at the staff meetings with responsibilities allocated as required.

Workcover NSW Licensing Course Requirements

For any licensing course offered by LDTG, there are some additional requirements as defined by Workcover NSW.

For any training and assessment for a Workcover NSW High Risk licence, participants must be 18 years of age at the time of WorkCover assessment.

Participants must be able to speak and understand the English language in written and verbal form prior to assessment.

Participants will also be required to provide a minimum of 100 points of identification when undertaking a licensing training and assessment program. ID requirements are sent with booking confirmation at the time of enrolment, a copy can be obtained from Administration office.

Working with Children

Justice and fairness to all, requires a consistent, fair and lawful approach to be taken by LDTG.

LDTG's Working with Children Procedure has been developed to outline the relationship between The Working with Children Guidelines and new or existing LDTG team members.

The Child Protection (Prohibited Employment) Act 1998 makes it an offence for a person convicted of a serious sex offence (a prohibited person) or a registrable person under the Child Protection (Offenders Registration) Act 2000, to apply for, undertake or remain in, child-related employment. It does not apply if an order, from an Industrial Relations Commission or the Administrative Decisions Tribunal, declares that the Act does not apply to a particular person.

All new employees will be required to sign a Prohibited Employment Declaration, and in certain child related positions, will be required to authorise a Working with Children Check.