



Trained in the outback.  
Ready for the world.

RTO #32295

# Student Handbook



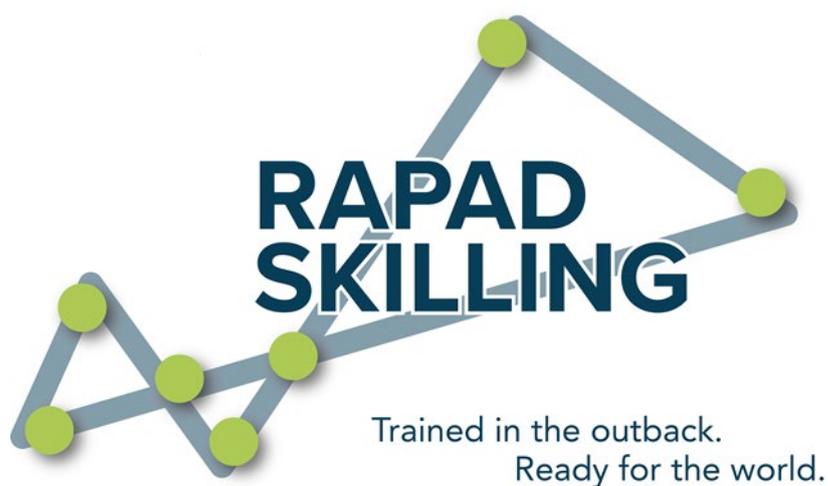
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**RAPAD's vision** *A united organisation proactively shaping and creating a prosperous future for outback Queensland.*

**RAPAD Skilling's mission** *is to deliver local, high quality training and assessment that meets the needs of our Local Government members, other Local Governments, Government and private sector industry clients.*



## Introduction

This information booklet is designed to provide you with information about the services provided by RAPAD Skilling and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by RAPAD Skilling. This information is contained relevant Course Brochures.

## Our mission

RAPAD Skilling's mission is to deliver local, high quality training and assessment that meets the needs of our Local Government members, other Local Governments, Government and private sector industry clients.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Our expectation of you

RAPAD Skilling expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of RAPAD Skilling.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and RAPAD Skilling publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and RAPAD Skilling staff members and their right to privacy and confidentiality.

## Your safety

RAPAD Skilling is committed to providing a safe environment in which you can participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;

- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

## Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire safety

- RAPAD Skilling will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

## Computer facilities

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current workplace health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

## Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by RAPAD Skilling unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.

- Do not sit or climb on any desks or tables.
- Please do not eat in the training rooms. Please eat in the designated area.

## Your equity

RAPAD Skilling is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All RAPAD Skilling staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from RAPAD Skilling staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of RAPAD Skilling that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to RAPAD Skilling, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your privacy

RAPAD Skilling takes the privacy of learners very seriously and complies with all legislative requirements of the Australian Privacy Principles (2014).

Learner information is only shared with external agencies such as registering and licensing authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make learner information available to others such as the National Centre for Vocational Education and Research. In all other cases RAPAD Skilling will seek the written permission of the learner for such disclosure.

## Our guarantee

In the event that RAPAD Skilling are not able to carry on operation RAPAD Skilling will facilitate your enrollment transfer to another RTO, issue you with an appropriate refund for service not provided, and issue a Statement of Attainment based on completed units of competence.

## Fees and refunds

In accordance with applicable State legislation, RAPAD Skilling is entitled to charge fees for items or services provided to learners undertaking a course of study. These charges are generally for items such as course materials or text books, learner services and training and assessment services.

## Fees payable

Fees are payable when the learner has received notification of enrolment. Fees must be paid in full if less than \$1500.00 or part payment to a maximum of \$1500.00 if the total course cost is more than \$1500.00, within five days of receiving this notification from RAPAD Skilling. On course commencement \$500.00 or the remaining fees whichever is lesser, will be due. If the course is more than \$2000.00 the final payment is due at the completion of study and prior to the qualification being issued. RAPAD Skilling may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of RAPAD Skilling schedule of fees and charges.

## Learner cancellation

If you wish to cancel your enrolment part way through a training program you must notify RAPAD Skilling in writing at the soonest opportunity if consideration of fee reimbursement is required. This may be via email or letter. RAPAD Skilling staff are able to advise you of your rights with regards to the refunding of tuition fees. They will also advise of other options such as suspending the enrolment and re-commencing in another scheduled training program.

If you give written notice to cancel your enrolment and are eligible for a refund you will be provided with a Refund Request Form.

## Refunds

- If you give notice to cancel your enrolment more than 10 days prior to the commencement of a program you will be entitled to a full refund of fees paid.
- If you give notice to cancel your enrolment less than 10 days prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by RAPAD Skilling is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.
- If you cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees.

Where refunds are approved, the refund payment will be paid within 14 days from the receipt of written notice to cancel of enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

If you have purchased a text or training workbooks and subsequently cancel, RAPAD Skilling will not

refund monies for the text unless a written request for a refund is received and RAPAD Skilling is satisfied that the text is in as-new condition.

## Replacement of text and training workbooks

If you require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to the RAPAD Skilling schedule of fees and charges.

## Payment method

RAPAD Skilling accepts payment for fees using:

- Electronic Funds Transfer
- Credit Card – (fees apply-please enquire)
- Cheque (made payable to RAPAD Skilling)

- Payment in cash in person (with the right money, no change available) to the RAPAD Skilling office (117 Eagle Street Longreach).

## Access to your records

You are entitled to have access to your learner file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by RAPAD Skilling, you are welcome to have access anytime to view your records in the presence of a RAPAD Skilling representative. Your learner file is not to be taken away from the RAPAD Skilling office. You may request a copy.

The record remains the property of RAPAD Skilling and is to be retained to comply with regulatory requirements. If you require access to your records, just ask your trainer and it will be organised at the earliest convenience.

## Our continuous improvement of services

RAPAD Skilling is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

## Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to RAPAD Skilling so we can improve our services in the future.

## Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to

collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. The completion and return of this survey is important to RAPAD Skilling for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach RAPAD Skilling will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the detail of the language, literacy and numeracy assistance available;
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within RAPAD Skilling and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Making complaints and appeals

RAPAD Skilling is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by RAPAD Skilling in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may

be made by any person but are generally made by learners and/or employers.

### What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to RAPAD Skilling within 28 days of the learner being informed of the assessment decision or finding.

### Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in this case you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### Complaint and appeals handling

RAPAD Skilling undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by RAPAD Skilling including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of RAPAD Skilling to review his or her complaint or appeal following the internal RAPAD Skilling complaint or appeals process. It is noted that a review of findings by an independent person

or body will generally only relate to the appeals process and is less likely to be required in complaints handling.

- RAPAD Skilling shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the

learner or otherwise shall be implemented immediately.

- Complaints and appeals are to be handled in the strictest of confidence. No RAPAD Skilling representative is to disclose information to any person without the permission of the RAPAD Skilling General Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

The timeframes for processing are:

### COMPLAINTS

The General Manager will finalise and provide the complainant with his or her response to the as soon as possible but no later than 10 working days from when the complaint is received.

### APPEALS

Applications for reconsideration of an unfavourable decision or finding will be treated with the highest importance.

Learners must make an appeal in writing and specify the particulars of the decision or finding in dispute.

- Appeals must be lodged within 28 days of when the decision or finding is communicated to the learner. The following procedure will be followed when an application for appeal is received:
- The General Manager will arrange for a re-assessment of the learner as soon as practicable but no longer than 20 working days. The learner is also to be offered the opportunity to undertake additional training before this re-assessment. The learner may be offered up to 3 re-assessments.
- If after the reassessment, the learner remains not-yet-competent and is unsatisfied with the assessment outcome, the General Manager will meet with the learner within 10 working days from the notification of the decision to discuss the assessment process and the assessment outcome.
- If after consultation with the General Manager, the learner remains unsatisfied with the assessment process, the learner is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.

## Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, RAPAD Skilling provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in RAPAD Skilling's scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

## Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, RAPAD Skilling applies the following rules of evidence that the assessment is:

- Sufficient
- Valid,
- Authentic, and
- Current.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. RAPAD Skilling reserves the right to require candidates to undertake practical assessment activities of skills and knowledge

in order to satisfy itself of a candidate's current competence.

## Getting credit for your current competence

RAPAD Skilling acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by RAPAD Skilling. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original by a Justice of the Peace or equivalent.

## Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in RAPAD Skilling's scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and RAPAD Skilling does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

## Learning Support

Learning support is available for all students. Whether you need help with reading, writing or using a computer we are committed to assisting you to be successful in your course.

Our **Study Tips Guide** provides information, tips and ideas on the below topics; however, our trainers can work closely with you to develop these skills as required.

- Assignments, essay writing and referencing
- Study skills and exam preparation
- Literacy and numeracy
- Time management and organisational skills
- Computer skills

If your personal circumstances interfere with your progress, please contact your trainer to discuss your

options. In some situations, we can assist with the following:

- Extra assistance/support
- Provide extension for assessment due dates
- Deferment of course

## Mental Health & Wellbeing

It's normal at times to feel sad, stressed, angry or anxious. But when these feelings last for longer than usual and start to affect your everyday life, it's important to seek help and support. Below are some organisations that can offer assistance and recommend what type of support is right for you.

- headspace: 1800 650 890
- ReachOut: reachout.com
- Head to Health (Australian Government Department of Health): headtohealth.gov.au

## Counselling Services

If you need someone to talk to, the following offer telephone support 24 hours / 7 days a week:

- Lifeline: 13 11 14
- Beyondblue: 1300 224 636
- Kids Helpline: 1800 551 800
- Relationships Australia: 1300 364 277
- The Suicide Call Back Service: 1300 659 467

Local Services, available Monday-Friday (business hours):

- Royal Flying Doctor Service: (07) 4652 5800  
137 Eagle Street, Longreach
- Relationships Australia: (07) 4658 1844  
19 Duck Street, Longreach

## Disability Support

If you have a disability and need help, we can assist to provide support and advice. Please discuss your concerns with your trainer.

Options may include:

- Extra support with literacy and numeracy (LLN) if required
- Additional one-on-one tuition

- Larger print or alternative resources as available
- Assistive technology recommendations
- Assistance from the Reading and Writing Hotline: 1300 655 506 (help by mail/computer, locating people/teachers who can help and websites and books)

## Career and Employment Services

If you are looking for work, you can find and apply for jobs on employment sites like Seek, CareerOne and Indeed.

Also, locally RAPAD Employment Services Queensland (RESQ) can assist you with your employment needs. Contact your local office on:

- Longreach (07) 4658 0710
- Charleville (07) 4654 2470
- Cunnamulla (07) 4655 0105

For career information and advice:

- [myskills.gov.au](http://myskills.gov.au) (Australian Government – Department of Employment, Skills, Small and Family Business), this is a national directory of vocational education and training (VET) organisations and courses.
- [myfuture.edu.au](http://myfuture.edu.au) – start your personal career journey. Find out about the work, required qualifications and pathways of possible occupations.

## Financial Services/Hardship

If you are experiencing financial hardship, please contact your local Centrelink office for advice and assistance.

- Longreach Office – 96 Galah Street
- [www.humanservices.gov.au](http://www.humanservices.gov.au)
- Employment Services Line 132 850
- Disabilities, Sickness and Carers 132 717

## Contacting RAPAD Skilling

RAPAD Skilling administration and trainers can be contacted at the RAPAD Skilling Office on the details following:

### **RAPAD Skilling**

### **Head Office and Training Rooms**

### **Contact Details:**

(8:30am–5pm Monday to Friday)

117 Eagle Street Longreach

PO Box 504 Longreach Qld 4730

T| 07 4652 5600

E| [skilling@rapad.com.au](mailto:skilling@rapad.com.au)

W| [www.rapadskilling.com.au](http://www.rapadskilling.com.au)











## **RAPAD SKILLING**

PO Box 504 Longreach QLD 4730 Australia

T: +61 (0)7 4652 5600

E: [skilling@rapad.com.au](mailto:skilling@rapad.com.au)

W: [www.rapadskilling.com.au](http://www.rapadskilling.com.au)