

DALTON **N**
Training Services In step with the times



Learner Handbook

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1 INTRODUCTION

Congratulations on embarking on your studies.

Most of you will be upgrading your skills as part of a workplace programme and it may have been a while since you have been actively involved in formal study. Regardless of your situation, we will ensure that you are provided with the highest standard of training and services.

This handbook outlines what you can expect when you enrol with Dalton Training Services.

1.1 Who are we?

Dalton Training Services is a national Vocational Education and Training (VET) registered training organisation (52072). We focus on power generation, process plant technology and laboratory operations. These skills are especially relevant to the resources, chemical and associated industries.

Dalton Training Services was named after John Dalton.

John Dalton (1766-1844) was an English chemist and physicist and the "father of modern atomic theory". He defined an "atom" as the smallest part of substance that could participate in a chemical reaction. Dalton produced one of the first tables of relative atomic weights, a forerunner of the modern periodic table. He also developed the formula for determining the pressure of mixed gases. This is known as "Dalton's Law".



2 LEARNING AND ASSESSMENT

As a learner of Dalton Training Services:

- a. You will be treated fairly and with respect by every employee associated with your learning and assessment.
- b. Your records and personal information will be stored and maintained in a confidential and secure manner.
- c. You will be informed about assessment procedures and your progress.

2.1 Our Guarantee

Dalton Training Services will not enrol you in a qualification that we have reason to believe you will not be able to complete within the normal time frame without first advising you. We do not guarantee, however, that every learner will successfully complete the course or qualification or that a particular employment outcome will be obtained.

Where a qualification has been scheduled to be superseded, we will work with you to develop a plan most appropriate to you. Where it is not possible for Dalton Training Services to provide the alternative qualification, we will assist you in finding another Registered Training Organisation (RTO).

If Dalton Training Services ceases to operate, we will endeavour, at our cost, to arrange for you to transfer to another RTO. If we are unable to make suitable arrangements, we will refund in full any payments you have made for work that hasn't been completed.

You always maintain your rights to obtain a refund for services not provided by us in the event the arrangement is terminated early or we fail to provide the agreed services.

2.2 Flexible Learning

Flexible learning could be a blend of learning methods such as:

- a. Face-to-face delivery.
- b. Correspondence type learning but with ongoing support.
- c. On-line delivery.
- d. Practical demonstrations.
- e. Self-paced.

You will be given time during your work day to undertake your studies. You will need to negotiate this with your employer to ensure that your studies do not disrupt work.

We will make every effort to ensure that you are successful in your learning programme.

2.3 Competency Based Assessment

Competency is where a learner has the knowledge and skills and the ability to apply those in a range of situations in the workplace. All the units of competency you are enrolled in will require some form of assessment.

The various forms of assessment could include:

- a. Oral questioning.
- b. Written questions.
- c. Demonstrations.
- d. Projects.
- e. Third party reports.
- f. Portfolio of workplace evidence



Your trainer and assessor will determine if you have satisfactorily completed the required tasks. After completing a Workbook, your trainer and assessor will make a judgment on whether you are competent in all aspects of the unit(s) of competency.

After successful completion, we are required to retain your assessment items for six (6) months. If you would like them returned to you at the end of the six months, please advise us within that period. If you want copies, we can provide them to you. Online assessments will be stored electronically and made accessible upon request.

2.4 Learning & Assessment Workbook and Materials

Depending upon the unit(s) you are undertaking, you may receive a Learning & Assessment Workbook and other materials. The aim of Learning & Assessment Workbook is to help you develop an understanding of that unit and be successfully assessed on it.

Generally, the only materials or equipment you might be asked to provide would include personal items such as writing implements and pocket calculators.

If your unit(s) are delivered online, your learning and assessment workbooks and material will be provided electronically via the online portal.

2.5 Credit Transfers

Credit transfers are given for qualifications and statements of attainment issued by other Registered Training Organisations if the units have the same national code.

To receive credit, you must present the copy of your certificate with a transcript of results. (The copy must have been sighted and dated by either your supervisor, training and development officer, human resources manager or Justice of the Peace as being a true and correct record of your originals.) The copy will be placed on your file for future reference.

You may also be eligible to receive credit for previous formal training that you have completed with another RTO if it has a different national code but is similar in content to a unit of competency being sought from us. You will need to provide the same documentation as for a credit transfer. Dalton Training Services will then compare the content and requirements of the units and determine if any courses are the equivalent of any units of competency of the qualification in which you wish to enrol.

2.6 Recognition of Prior Learning (RPL)

RPL is an assessment process used to determine the extent to which an individual's prior-formal and informal learning and experience demonstrate the knowledge and, skills necessary to be deemed currently competent to the level required by the given unit of competency.

A trainer and assessor can discuss with you what this process involves and will advise you whether they think you would be a good candidate for RPL. Though the methods of assessment used and the types of evidence required may vary from those involved in the regular learning and assessment process, the rigour of the RPL Process must ensure that your competency is fully demonstrated. The RPL may identify your need to undergo some gap training in certain areas or that you may need to demonstrate skills by complete some Direct Observation assessments. .

If you elect to use the RPL, you will be guided throughout the process and you will receive regular feedback from your trainer and assessor about the progress and status of the process.

You have the same rights to appeals and supports as for any other assessment.

2.7 Assessment Appeals

If you are not satisfied with your assessment result (for any reason), it is best to talk with your trainer and assessor immediately. Depending upon the outcome of the discussion with your trainer and assessor, you may wish to lodge an appeal in writing. You must request and complete a Continuous Improvement Form and submit it to the Principal Executive Officer within thirty (30) days of being notified of the original assessment decision. (See 6.2 for additional information).

Executive Officer and a representative from your company, will consider your appeal based on the assessment evidence presented.

3 SUPPORT SERVICES

Dalton Training Services will provide services in addition to those in our contractual agreements with you and your employer. We will give you every possible opportunity to be successful with your studies.

We will:

- a. Offer friendly co-operative advice.
- b. Encourage, guide and support you.
- c. Monitor your performance to determine if there are any matters other than physical / academic issues impacting on your progress.

3.1 Numeracy / Literacy & Disability Services

If you have a disability or have numeracy and literacy issues, every effort will be made for you to have equal access to services and be supported while studying with Dalton Training Services.

Some of the units of competency you are studying may require you to have a higher level of numeracy and literacy. We will take every reasonable measure to give you the support you need. If your support needs exceed those which we can provide, we will discuss with you how the additional support might be obtained including any costs which you might be required to pay.

We must always ensure that any disability or literacy / numeracy issues do not impact the safety of you or your colleagues.

We will provide you with:

- a. Modified learning materials.
- b. Adjustments to the way we assess your progress and competency.

4 RIGHTS, OBLIGATIONS & EXPECTATIONS

4.1 Legal

4.1.1 Privacy Policy

The personal information you provide is protected under the relevant Privacy Acts. The information we collect is only for the purposes of structuring your course and for statistical uses. We will protect your personal information and not disclose it to anyone without your formal permission except where we are required by law to provide information to government departments.

4.1.2 Work Health, Safety & Environment

As a part of our duty of care to you, we will ensure that you are performing tasks safely in your work environment.

You are required by law to take reasonable care for the health and safety of others at your workplace.

4.1.3 Equal Opportunity

Each State and Territory has its own Equal Opportunity Laws. Under these Acts, it is unlawful to discriminate or harrass on the grounds of age, gender, marital status, race, disability, sexual orientation, cultural and religious differnces.

You and the employees of Dalton Training Services are entitled to operate in a discrimination and harassment free work environment.



If you have been the victim of discrimination or harassment while undertaking your studies, contact your trainer and assessor in the first instance. If the issue cannot be resolved at that level, contact the Principal Executive Officer of Dalton Training Services.

Any discrimination or harassment complaint lodged will be treated seriously and resolved as quickly as possible. Confidentiality will be maintained throughout the process.

4.2 Non-Legal

Our expectations of you are spelt out in detail in our *Learner Code of Conduct*.

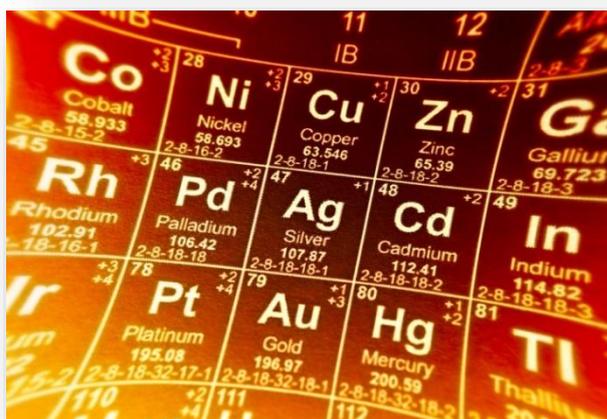
4.2.1 Referencing & Plagiarism

All forms of assessment **MUST** be your own work. Plagiarism is copying another person's ideas and published works without acknowledgement. Make every effort to reference another person's work. There are numerous books and websites with the correct techniques on referencing. Your trainer and assessor can also assist you with this.

4.2.2 Discipline

Breaches of legal requirement or of items listed in the *Learner Code of Conduct* may result in Dalton Training Services implementing disciplinary action. Disciplinary action will only be taken after the facts in the matter have been investigated, consultation has been undertaken with the parties involved and alternative means of dealing with the issue have been explored.

The *Learner Code of Conduct* includes your rights with regard to disciplinary action.



5 ADMINISTRATIVE MATTERS

5.1 Unique Student Identifier

Each learner is now required to have a Unique Student Identifier (USI). Unless you have a special exemption, all your future training in Australia will be recorded in a centralised data base. We will need to verify your USI before the course commences. If you don't already have a USI, application for one can be made by going to www.usi.gov.au

Where an exemption applies to you, the results will not be included in your USI account.

5.2 Fees & Charges

5.2.1 Replacement Documents

A charge of \$60 per item will be made for any additional or replacement testamurs or statements of attainment or records of results.

5.2.2 Fees & Charges for Individual Learners

In the overwhelming majority of cases, learners enrolled with Dalton Training Services will have their fees paid by their employers. If your employer is paying your fees the following information **does not** pertain to you and you should **ignore** all the following.

Learners seeking to enrol in a course with Dalton Training Services at their own expense are advised of all fees and charges associated with a course, including course fees and administration fees. Copies of our *Annual Course Fees* are available upon request. They will be required to sign a payment agreement, setting out payment terms, at or prior to the time of enrolment.

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required are not included in course fees and will be an additional cost.

Deposits & Payments

Payment of a deposit will be required prior to the commencement of training. At no time will any deposits or prepayments held for a learner by Dalton Training Services exceed \$1,500.00. Any amount in excess of this limit will be returned to the learner. The deposit will include the cost of the first workbook to be undertaken, the cost of all materials included in the initial issue and the total qualification Administration Fee.

Invoices for the next workbook will be issued after the successful completion of the previous workbook.

You have 14 days to pay an invoice. If you don't make the payments your training may be suspended until satisfactory arrangements are made.

Refunds

Applications for refunds must be made in writing. Any course fees paid in advance for units of competencies not yet undertaken will be refunded. Returned unused learning materials will be refunded.

Used learning materials will not be refunded. Administration fees will not be refunded.

An additional fee will be incurred at the rate provided in your Payment Agreement for reissuing of a qualification certificate or an academic statement.

5.3 Course Results

After completing a qualification you will be issued with a qualification certificate and a record of results within 30 calendar days (provided that all fees have been paid).

If requested by any party, we will verify the authenticity of any qualification certificates and statements of attainment that we have issued.

5.4 Withdrawals

If your employer is paying for your tuition and you cease to be employed by them, contact your trainer and assessor immediately. If this occurs you can still continue with your studies pending suitable arrangements being made. You may need to pay the balance of the fees.

If you do not wish to continue with your studies, a statement of attainment up to that point will be sent to you.

5.5 Access to Records

Requests to access your records must be made in writing. The request should include a description of the information required. You will be advised of how you may access or obtain a copy of your personal information. Access to records will be given by providing you with a copy of the information requested.

5.6 Third Party Arrangements

In some instances, training and/or assessment for a course or a qualification may be delivered by a third party on Dalton Training Services' behalf. You will be advised if such circumstances will be applicable to your training and will be informed of how to contact that third party at any time. You will be notified of any changes to be made to the third party arrangements.

Dalton Training Services is responsible for issuing of all qualifications and statements of attainment and, therefore, remains responsible for the quality of the training and assessment provided. A complaint or appeal concerning the third party may be lodged with Dalton Training Services per the process described in Section 6.2 below. Should you choose to lodge a complaint or appeal directly with the third party, they have undertaken to advise Dalton Training Services of the nature and outcome of such complaints.

6 YOUR SAY

6.1 Suggestions

We know that we aren't perfect and that there will always be something that we can do better. Dalton Training Services welcomes suggestions and comments from any of its stakeholders, especially you, at any time. We also believe that you shouldn't have to wait until you've completed a unit or your course before being asked for your ideas and feedback.

A copy of our "*Continuous Improvement Form*" is available upon request. Copies may also be accessed from your trainer and assessor. You are encouraged to use the Continuous Improvement Form at any time to lodge a suggestion, an appeal, a complaint or even a compliment. You may submit the form anonymously for any purpose other than for an appeal.

We would, however, like to acknowledge how important your input is to us and to give you feedback on how it is being actioned.

6.2 Complaints & Appeals

A **Complaint** can be defined as a person's expression of dissatisfaction with any aspect of Dalton Training Services' services and activities.

If your complaint is about your trainer and assessor or an employee of Dalton Training Services, you should first approach them. You may, however, feel more comfortable approaching your employer first.

If your complaint is about the Principal Executive Officer of Dalton Training Services we have arranged for a qualified person external to Dalton Training Services to deal with your complaint. The contact details for this person are available from our head office.



We will assist you, if requested, in following the processes for submitting a complaint or an assessment appeal. If a complaint or appeal cannot be resolved by Dalton Training Services, the qualified person external to Dalton Training Services will be engaged to review the matter.

A full copy of the *Complaints & Appeals Policy* and the *Complaints & Appeals Procedure* can be provided upon request.

All appeals and complaints will be acknowledged in writing and treated confidentially and professionally.

6.3 Feedback

At the completion of your qualification you will be provided with a *Completion Survey*. Return of this the survey is not mandatory but we would appreciate you taking the time to complete it as it will help us to improve our services.

7 FOR MORE INFORMATION

You can find out more about us at www.daltontrainingservices.com.au.

All relevant policies are available on request.

Should there be any changes which could affect your training programme, you will be notified by email.

Dalton Training Services can be contacted at:

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ROLEYSTONE

Western Australia 6111

(08) 9496-3888

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