



Client Information Handbook

Approved by: RTOADM
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Revision Date: 23-05-2017

UNCONTROLLED IN HARD COPY FORMAT



DTW Designs (Qld) Pty Ltd
RTO 31507
21 Toolara Street
The Gap Queensland 4061

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DTW Designs (Qld) Pty Ltd
RTO 31507
21 Toolara Street
The Gap Queensland 4061

Welcome

Thank you for considering training with DTW Designs (Qld) Pty Ltd.

DTW Designs (Qld) Pty Ltd is registered training organisation (RTO 31507) registered with the Vet Regulator.

DTW Designs (Qld) Pty Ltd aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, DTW Designs (Qld) Pty Ltd is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

DTW Designs (Qld) Pty Ltd operates from 21 Toolara Street, The Gap, Queensland, 4061, and offers a range of training and assessment services at our site and at client sites which include the following:

- MSMBLIC001 Licence to Operate a Standard Boiler
- MSMBLIC002 Licence to Operate an Advanced Boiler
- UEPOPL001A Licence to Operate a Steam Turbine
- UEPOPL002A Licence to Operate a Reciprocating Steam Engine
- Assessment for High Risk Work Licence in the above competencies

The purpose of this handbook is to provide you with a quick reference about training programs and processes at DTW Designs (Qld) Pty Ltd.

DTW Designs (Qld) Pty Ltd also provides a range of other services including the following:

- Documentation Services for the development of:
 1. Training Manuals
 2. Operating Procedures
 3. Check Lists etc.
- Relief Boiler and Steam Turbine Operators
- Boiler Auditing



Training programs

DTW Designs (Qld) Pty Ltd run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and/or Commonwealth Government.

Accredited programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification, there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from www.training.gov.au and using the Nationally Recognised Training Search facility.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.



Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a specific way
- Handle unexpected issues or problems
- Work with others 'in a team'



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- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment process

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

Enrolling in a Training program

To enrol in a training program at DTW Designs (Qld) Pty Ltd, you will initially need to contact the Administration Office on +61 7 33002622 to discuss the following:

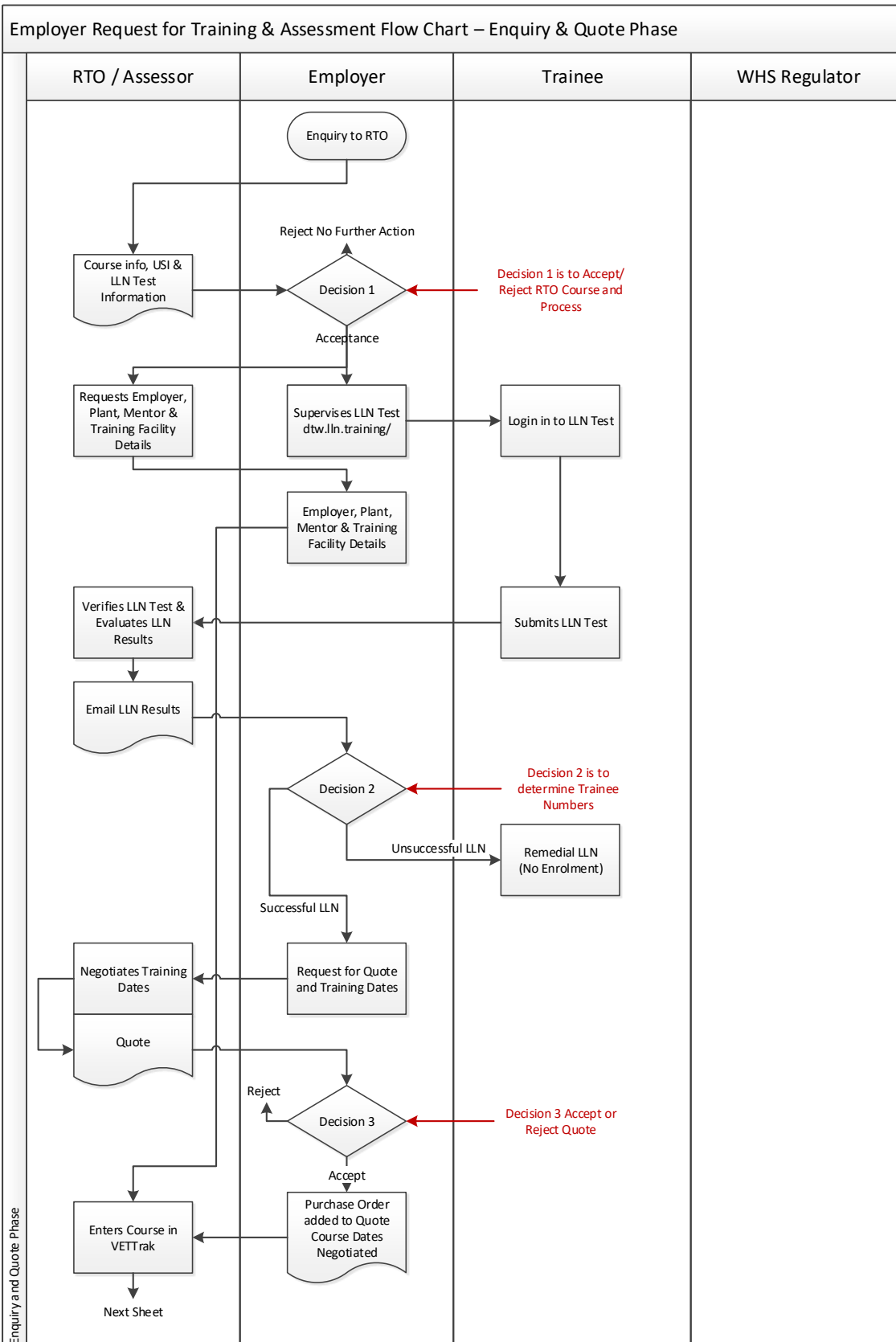
- The course in detail
- Confirm the fees you will have to pay
- The enrolment process
- The need for Training Plans
- The need for a Log Book
- Access to Boiler and/or Steam Turbine and/or Reciprocating Steam Engine Plant
- The assessment process
- Any prior learning or current competency
- Other topics you may wish to discuss

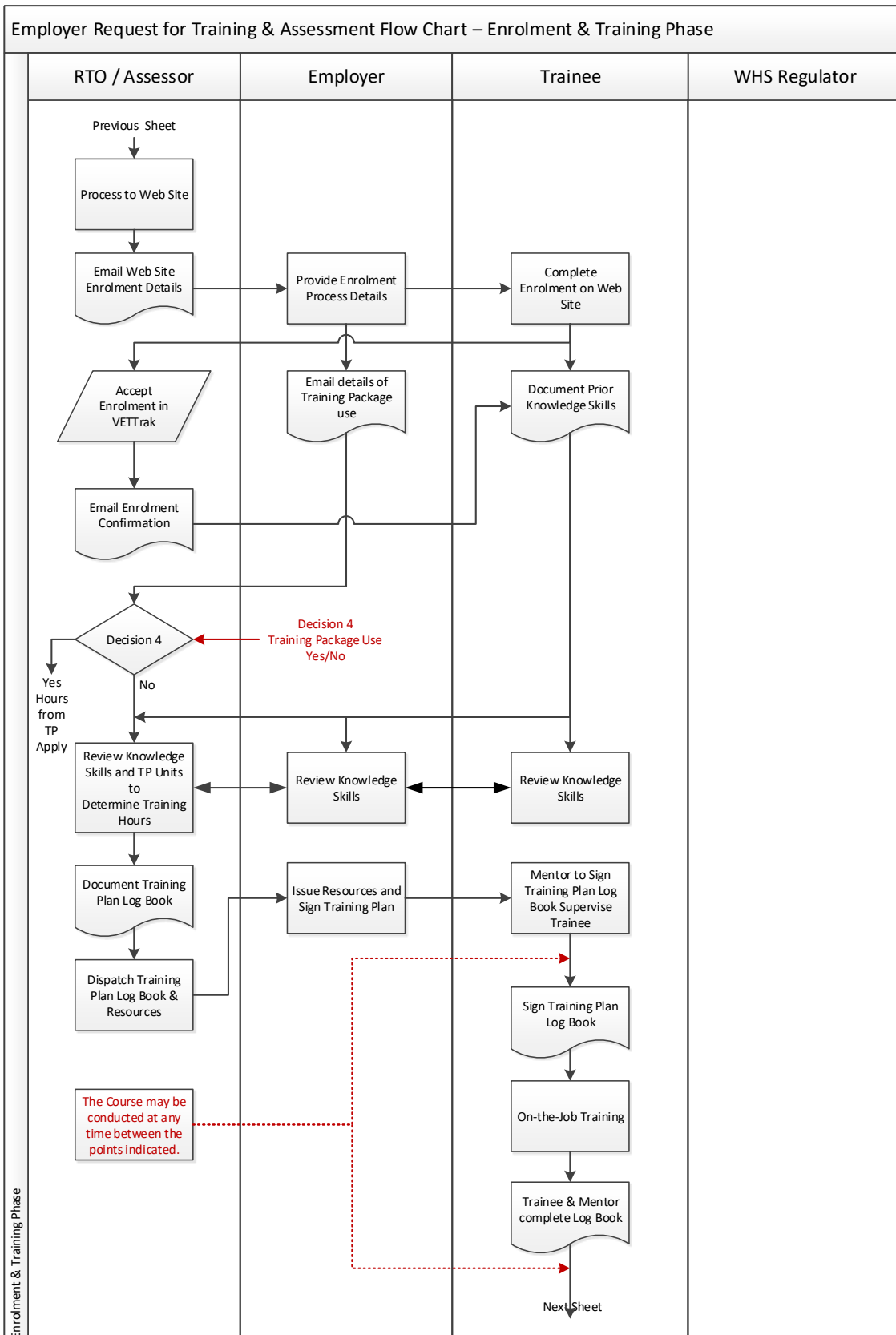
Our course enrolment is via our online portal and you will be provided details of the course/s to enrol in. Details of courses are available on our web site at www.dtw.com.au and follow the links. When DTW Designs (Qld) Pty Ltd receives your enrolment, you will receive an automatic reply from the server acknowledging your enrolment. This reply may include documents that you should read carefully.

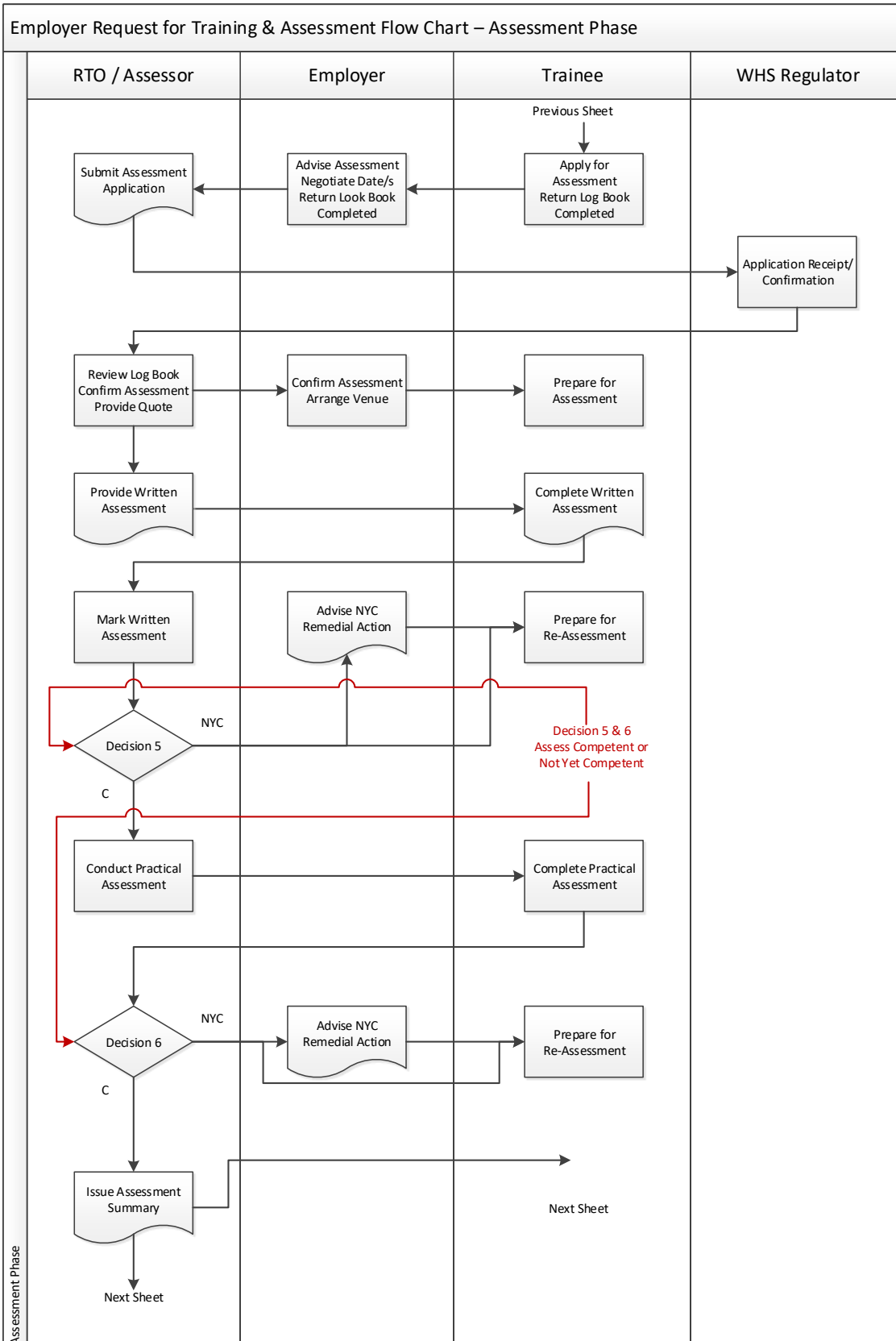


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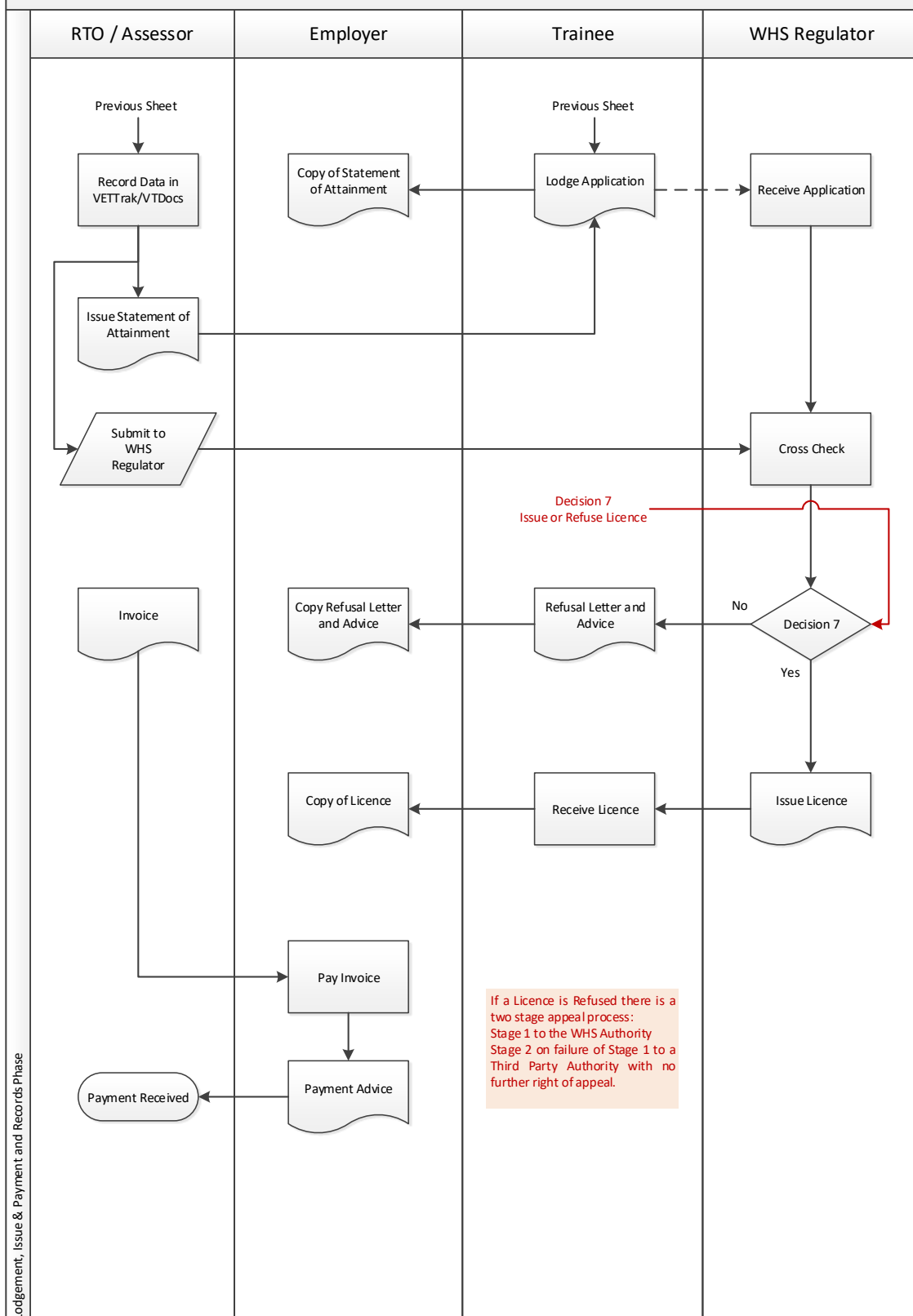
The flow chart shown over the next four pages provides an overview of the process from initial enquiry to final payment.







Employer Request for Training & Assessment Flow Chart – Lodgement, Issue & Payment and Records Phase





Client Selection

DTW Designs (Qld) Pty Ltd is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a course
- meeting any WHS Regulator requirements for assessment

DTW Designs (Qld) Pty Ltd utilises the Learning, Literacy and Numeracy test at <https://dtw.lln.training/> to determine a minimum Certificate IV level of LLN as part of the enrolment process.

DTW Designs (Qld) Pty Ltd shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Client Enrolment

DTW Designs (Qld) Pty Ltd is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection criteria for the course, or have satisfied the Managing Director of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- arrangements to pay the prescribed fees

Recognition of Prior Learning (RPL)

You can apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit of Competency and have it assessed by a qualified Assessor without completing the training.



DTW Designs (Qld) Pty Ltd believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

DTW Designs (Qld) Pty Ltd aims to maximise the recognition of a learner's prior skills and knowledge whilst always maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit of Competency or a qualification at the required standard, you need to contact our RTO Administrator on +61 7 33002622 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be JP Certified copies of originals and presented with the original documents. Your original documents will be returned to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated?
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above
- Where RPL is for a Licence for High Risk Work will necessitate a mandatory challenge test as per the WHS Regulator requirements

DTW Designs (Qld) Pty Ltd is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- **C** which means that you have been deemed competent against that Unit of Competency(s)
- **NYC** which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.



Making the most of the training program

It is very important to make the most of your training opportunity. Please note, it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Getting help

At DTW Designs (Qld) Pty Ltd your Trainers and Assessors are your best support. If you need support, please speak to them.



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Student Portal


You will be provided with a Username and Password on Enrolment and this will allow you to access your Student Portal at

<https://dtw.vtportal.com.au/StudentPortal/Account/Login?ReturnUrl=%2FStudentPortal%2F>

The Student Portal is your point of entry and is shown below.

DTW DESIGNS (QLD) PTY LTD

Log in



Log on using your username and password.

Username

Clie2

Password

••••••••

Log in



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The Dashboard is the first page displayed and provides an overview.

Displayed in the overview are Upcoming Courses, Upcoming Events, Recent Unit Completions and Recent Messages (Email or SMS). You can click on any of the Menu Headings to take you to that area or you can click on an item or the Green bar for each area.

DTW DESIGNS (QLD) PTY LTD

Logged in as Aron

Log off

Dashboard

Personal Details

Schedule

Courses

Messages

Awards

Dashboard

Upcoming classes

No classes to display.

See your complete schedule

Upcoming events

No events to display.

See your complete schedule

Recent unit completions

No unit completions to display.

See your complete course list

Recent messages

Congratulations

28/07/2016 5:00 PM

Hi Aron, I note you have uploaded a couple of files. It appears there is a...

28/07/2016 4:04 PM

Good morning Gents, I have just sent you email regarding your Boiler & Tur...

12/07/2016 8:36 AM

Welcome and Assigned Tasks

12/07/2016 8:33 AM

Welcome and Assigned Tasks

12/07/2016 8:32 AM

See your complete messages list



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The Personal Details page is shown below.

DTW DESIGNS (QLD) PTY LTDLogged in as **Owen** [Log off](#)

[Dashboard](#) [Personal Details](#) [Schedule](#) [Courses](#) [Messages](#) [Awards](#)

Personal Details

Your personal details are shown below. If you have any corrections or questions regarding the below information, please contact your trainer using the contact details for your course, found on the [courses page](#).

Name:	Owen Reginald Brischke (00002)
Postal Address:	21 Toolara Street THE GAP Queensland 4061
Email:	Owen.Brischke@dtw-designs.com.au
Phone:	0438 580 374 0438 580 374
Unique Student Identifier (USI):	K695N5P576 ()
Emergency contact:	Name: Jennifer Bellaver Relationship: Phone: 0403 687 866 0403 687 866



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The Schedule Page is shown below. Note there are tabs for Classes and Events as well as the Calendar.

DTW DESIGNS (QLD) PTY LTD

Logged in as Aron

Log off

Dashboard

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Schedule

July 2016

Current month

Calendar

Classes (0)

Events (0)

Class

Event

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

9a MSMBLIC002 Lican

9:30a UEPOPL001A LI



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The Courses page is displayed below.

DTW DESIGNS (QLD) PTY LTD

Logged in as **Aron** [Log off](#)

[Dashboard](#) [Personal Details](#) [Schedule](#) [Courses](#) [Messages](#) [Awards](#)

Courses

Click on the "More..." button to see detailed information about each course.

MSMBLIC002 - MSMBLIC002 Licence to Operate an Advanced Boiler

Course dates: Mon 04/07/2016 - Mon 03/07/2017

More...

UEPOPL001A - UEPOPL001A Licence to Operate a Steam Turbine

Course dates: Mon 11/07/2016 - Mon 10/07/2017

More...



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By clicking on a Green bar the Courses page expands and displays as shown below. The Unit tab is the default shown but there is also a Task tab.

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Logged in as Aron

Log off

Dashboard

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Courses

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Courses

Click on the "More..." button to see detailed information about each course.

MSMBLIC002 - MSMBLIC002 Licence to Operate an Advanced Boiler

Course dates: Mon 04/07/2016 - Mon 03/07/2017

Less...

Training provider: DTW Designs

Provider phone: 07 33002622

Provider email: admin@dtw-designs.com.au

Provider address: 21 Toolara Street
THE GAP Qld 4061

Assigned staff: Owen Brischke (Trainer / Assessor)

Units

Tasks

Unit Code	Unit Title	Status
MSMBLIC002	Licence to Operate an Advanced Boiler	<div>View files</div> <div>Upload file</div> <div>Add web link</div>

UEPOPL001A - UEPOPL001A Licence to Operate a Steam Turbine

Course dates: Mon 11/07/2016 - Mon 10/07/2017

More...



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To view files your Trainer has uploaded against the Course, click on the View Files button, and the files dialogue opens as shown below, with Your Files as the default tab. The Your Files tab displays files uploaded by the Trainer just for you. The Distributed Files tab when selected displays all files sent to every student in the course. Files in either tab are available to download.

DTW DESIGNS (QLD) PTY LTD

Dashboard Personal Details

Logged in as Aron Log off

Courses

Click on the "More..." button to see details

MSMBLIC002 - MSMBLIC002

Course dates: Mon 04/07/2016 - Mon 10/07/2017

Training provider: DTW Designs

Provider phone: 07 3300 0000

Provider email: admin@dtwdesigns.com.au

Provider address: 21 Toolara Street, The Gap, QLD 4061

Assigned staff: Owen Brischke (Trainer / Assessor)

Units Tasks

Unit Code	Unit Title	Status
MSMBLIC002	Licence to Operate an Advanced Boiler	View files Upload file Add web link

UEPOPL001A - UEPOPL001A Licence to Operate a Steam Turbine

Course dates: Mon 11/07/2016 - Mon 10/07/2017

More...

FILE LIST

Viewing files against unit: (MSMBLIC002) Licence to Operate an Advanced Boiler

Your files Distributed files

MSMBLIC002 & UEPOPL001A Plant identification single line diagrams- Aron James Date added: 29/07/2016 10:20 AM

File type	Filename	Uploaded by
Trainer Upload	MSMBLIC002 & UEP...	Brischke, Owen Reginald [Owen]

Notes

MSMBLIC002 & UEPOPL001A Plant identification single line diagrams

Close



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If you wish to upload your work files you can click Upload Files and the Upload Files dialogue displays as shown below. Similarly, if you wish to send a URL link (a web address) you can select the Add Web Link button and a similar dialogue will display. Please ensure you enter an appropriate Name for the file and enter information that covers the topic of the file being uploaded.

DTW DESIGNS (QLD) PTY LTD

Logged in as Aron Log off

Dashboard Personal Details

Courses

Click on the "More..." button to see details

MSMBLIC002 - MSMBLIC002

Course dates: Mon 04/07/2016 - Mon 04/07/2017

Training provider: DTW Designs

Provider phone: 07 3300 1234

Provider email: admin@dtwdesigns.com.au

Provider address: 21 Toolara Street, The Gap, QLD 4061

Assigned staff: Owen Brischke (Trainer / Assessor)

Units Tasks

Unit Code	Unit Title	Status
MSMBLIC002	Licence to Operate an Advanced Boiler	View files Upload file Add web link

UEPOPL001A - UEPOPL001A Licence to Operate a Steam Turbine

Course dates: Mon 11/07/2016 - Mon 10/07/2017

More...

UPLOAD FILE

Uploading file against unit: (MSMBLIC002) Licence to Operate an Advanced Boiler

Enter a name for this file:

Enter notes for this file:

Browse...

Maximum file size is 50MB.

Close Upload file

Document Name: Client Information Handbook
Revision: 2.0
Revision Date: 23-05-2017
Review Date: 23-05-2018

Created by: RTOADM
Approved by: RTOADM
Document Location: NovaCore CMS\SRTO 2015\Manual\



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By clicking on the Tasks tab on the Course page, the Tasks are displayed as shown below. You can perform similar File and Web Link uploads against individual Tasks and this is where you are required to upload your work for the assigned Tasks in your Log Book. Please ensure you Name the file you upload appropriately for the Task, for example, 'UEPOPL001-01PC – Plant Identification Major Components'. You can also see that the Trainer has marked some Tasks as Completed.

DTW DESIGNS (QLD) PTY LTD

Logged in as Aron

Log off

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Courses

Click on the "More..." button to see detailed information about each course.

MSMBLIC002 - MSMBLIC002 Licence to Operate an Advanced Boiler

Course dates: Mon 04/07/2016 - Mon 03/07/2017

More...

UEPOPL001A - UEPOPL001A Licence to Operate a Steam Turbine

Course dates: Mon 11/07/2016 - Mon 10/07/2017

Less...

Training provider: DTW Designs

Provider phone: 07 33002622

Provider email: admin@dtw-designs.com.au

Provider address: 21 Toolara Street
THE GAP Qld 4061

Assigned staff: Owen Britschke (Trainer / Assessor)

Units

Tasks

Task Code	Task Title	Status	Due Date	
UEPOPL001-01PC	Plant Identification Major Components	Assigned		<div>View files</div> <div>Upload file</div> <div>Add web link</div>
UEPOPL001-02PC	Plant Identification Single Line Drawings	✓ Completed (28/07/2016)		<div>View files</div> <div>Upload file</div> <div>Add web link</div>
UEPOPL001-03PC	Workplace Health & Safety Legislation	✓ Completed (28/07/2016)		<div>View files</div> <div>Upload file</div> <div>Add web link</div>
UEPOPL001-1.1	Steam Turbine Operations are Assessed and Prepared.	Assigned		<div>View files</div> <div>Upload file</div> <div>Add web link</div>
UEPOPL001-1.2	Steam Turbine Operating Procedure Utilisation.	Assigned		<div>View files</div> <div>Upload file</div> <div>Add web link</div>
UEPOPL001-1.3	Personal Protective Equipment Use in Steam Turbine Operation.	Assigned		<div>View files</div> <div>Upload file</div> <div>Add web link</div>



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Messages sent to you either email or SMS can be viewed using the Message menu option as shown below and then selecting the appropriate message.

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Logged in as Aron [Log off](#)

[Dashboard](#) [Personal Details](#) [Schedule](#) [Courses](#) [Messages](#) [Awards](#)

Messages

A paperclip icon (📎) indicates the email had an attachment - refer to the email in your email software of choice to access this attachment.

Type	Date	From	Message	
Email	28/07/2016 5:00 PM	Owen.Brischke@dtw- designs.com.au	Congratulations	View message
SMS	28/07/2016 4:04 PM	0438580374	Hi Aron, I note you have uploaded a couple of files. It appears there is an issue at my end in that the advice I receive is not telling me exactly where you have uploaded them to. Can you give me a hint? Owen Brischke	View message
SMS	12/07/2016 8:36 AM		Good morning Gents, I have just sent you email regarding your Boiler & Turbine Courses which you should read in preparation for a Conference Call Induction planned for 0900 this Friday 15th July. Owen Brischke, DTW Designs - Boiler Turbine Training RTO.	View message
Email 📎	12/07/2016 8:33 AM	admin@dtw- designs.com.au	Welcome and Assigned Tasks	View message
Email 📎	12/07/2016 8:32 AM	admin@dtw- designs.com.au	Welcome and Assigned Tasks	View message
Email	12/07/2016 8:16 AM	admin@dtw- designs.com.au	Student Portal	View message



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The message will display as shown below. Note that you will not be able to access any attachments that were included with the original message sent to your email address. You will need to access your email program to do so. (Provided you have not deleted the email)

DTW DESIGNS (QLD) PTY LTD

Dashboard Personal Details

Logged in as Aron Log off

Messages

A paperclip icon (📎) indicates the email has attachments.

Type	Date	From	Message	Action
Email	28/07/2016 5:00 PM	Owen.Brischke@dtw-designs.com.au	<div><div>EMAIL MESSAGE</div><div><p>Sent: 28/07/2016 5:00 PM From: Owen.Brischke@dtw-designs.com.au Subject: Congratulations</p><p>Aron, I marked your submitted Tasks. Marked off 02PC and 03PC for both MSMBLIC002 and UEPOPL001A. You can have your mentor signed the Log Book. Owen.</p></div></div>	<div>View message</div>
SMS	28/07/2016 4:04 PM	0438580374	Hi Aron, I note you have uploaded a couple of files. It appears there is an issue at my end in that the advice I receive is not telling me exactly where you have uploaded them to. Can you give me a hint? Owen Brischke	<div>View message</div>
SMS	12/07/2016 8:36 AM		Good morning Gents, I have just sent you email regarding your Boiler & Turbine Courses which you should read in preparation for a Conference Call Induction planned for 0900 this Friday 15th July. Owen Brischke, DTW Designs - Boiler Turbine Training RTO.	<div>View message</div>
Email	12/07/2016 8:33 AM	admin@dtw-designs.com.au	Welcome and Assigned Tasks	<div>View message</div>
Email	12/07/2016 8:32 AM	admin@dtw-designs.com.au	Welcome and Assigned Tasks	<div>View message</div>
Email	12/07/2016 8:16 AM	admin@dtw-designs.com.au	Student Portal	<div>View message</div>



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The Awards menu option is to display your Awards (once Awarded).

DTW DESIGNS (QLD) PTY LTD

Logged in as **Christopher** [Log off](#)

[Dashboard](#) [Personal Details](#) [Schedule](#) [Courses](#) [Messages](#) [Awards](#)

Awards

Parchment No.	Award type	Course	Recorded Date	Expiry Date
00722	Statement	-	10/06/2013	No expiry date.

Lastly you use the Log Off button at the upper right of screen to exit the portal.



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Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

DTW Designs (Qld) Pty Ltd is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. DTW Designs (Qld) Pty Ltd ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance, please inform our staff at the interview or on enrolment. DTW Designs (Qld) Pty Ltd respects the client's right to privacy and confidentiality.

Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program DTW Designs (Qld) Pty Ltd has a documented process for you to access and follow. This will be explained to you in your orientation program when you enrol. If you would like to find out more, please contact RTO Administrator at +61 7 33002622 to make an appointment.

Fees and charges

DTW Designs (Qld) Pty Ltd aims to keep fees and charges to a minimum and have payment plans for clients.

DTW Designs (Qld) Pty Ltd also has a refund policy which will be discussed at your orientation session. If you would like to find out more about fees, charges and refund options please call reception to make an appointment.