



Client & Trainee Information Package

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Latest changes as at 30/01/2009

The most recent changes are summarised below.

| Section changed | Key changes |
|--|--|
| Access to policies, procedures and information | Added access to Student Records |
| Issuing of Qualifications | Removed lodgement with WHS added Post Office |
| Access & Equity Assistance | Added a list of Service Providers |
| First Issue | |

Purpose and Scope

Purpose

The purpose of this document is to outline to Clients and Trainees the information provided by DTW Designs (Qld) Pty Ltd in supporting the Client and Trainees.

Rationale

The document is provided to ensure Clients and Trainees know where to find the relevant information about courses conducted by DTW Designs (Qld) Pty Ltd whether for Clients and their staff or Trainees as individuals.

Applies to

This document applies to:

- DTW Designs (Qld) Pty Ltd Staff and Agents
- Clients and Trainees of DTW Designs (Qld) Pty Ltd

Scope

This document covers:

- Access to polices and procedures
- Student enrolment
- Workplace assessment
- Workplace assessment feedback
- Issuing of Qualifications and WHS Licensing
- Fees and Refunds
- Complaints and Appeals
- Access and Equity
- Discipline

Overview

DTW Designs (Qld) Pty Ltd wants you the Client or Trainee to be fully aware of the services and systems available in providing training and assessment to you. As such, all information is published on the DTW Designs (Qld) Pty Ltd Website at www.dtw.com.au. Information relating to Trainees will be available via the Trainees link. Other information about DTW Designs (Qld) Pty Ltd including items such as Privacy, policies and procedures are available via other links.

Any information may be requested and will be provided either electronically or in print directly to the Client or Trainee.

Access to polices, procedures and information

DTW Designs (Qld) Pty Ltd policies and procedures are available via the Policies Index and Procedures Index links from the Trainees page and may be requested by Clients and Trainees as PDF documents via email or print.

Students may also request any of their student records or information held by the RTO on request to DTW Designs (Qld) Pty Ltd.

Student enrolment

The Student Enrolment Form is the only manner in which an enrolment is made and the information collected is that required by law to meet the requirements of the Vocational Education and Training and Workplace Health and Safety records management systems.

All information provided is subject to Privacy Laws and the DTW Designs (Qld) Pty Ltd Privacy Policy and will not be divulged to third parties without permission of the Trainee.

The Student Enrolment Form is an interactive PDF form which can be completed on line and submitted directly as data or alternatively printed then posted or faxed. The Student Enrolment Form can be accessed via the Forms link on the Trainees page or may be requested by Clients and Trainees via email or print.

Induction and orientation

On commencement of an Accredited Course or Training Package, the DTW Designs (Qld) Pty Ltd Representative will outline to Trainees the processes and approach to learning and assessment. This information will include as a minimum:

- An outline of the DTW Designs (Qld) Pty Ltd Code of Practice and what it means for Staff/Agents of DTW Designs (Qld) Pty Ltd, particularly with respect to limitations WHS Certification and Licensing may have on access and equity and also what is expected of Clients/Trainees.
- The Accredited Course or Training Package and the appropriate units to gain competency and Vocational Outcomes together with how the units may also provide pathways to other learning.
- The time table determined to meet the requirements of the Course or Training Package.
- Arrangements for work/study including breaks, access to services and conduct and disciplinary measures.
- What assistance may be provided to help trainees including issues such as Literacy and Numeracy, external support and any welfare issues?
- Recognition of Prior Learning Arrangements.

If you have any concerns please raise these matters ASAP with the DTW Designs (Qld) Pty Ltd Representative.

Workplace assessment request

The Workplace Assessment Request Form is the only means of applying for a Workplace Assessment.

The Workplace Assessment Request Form is an interactive PDF form which can be completed on line and submitted directly as data or alternatively printed then posted or faxed. The Workplace Assessment Request Form can be accessed via the Forms link on the Trainees page or may be requested by Clients and Trainees via email or print.

Application and assessment process

1. A Trainee making a request for assessment completes the Workplace Assessment Request Form and submits it electronically, by post or fax.
2. A DTW Designs (Qld) Pty Ltd Representative contacts the Trainee to make arrangements that suit and to confirm the requirements of evidence required at the time of assessment.
3. The assessment is conducted and the DTW Designs (Qld) Pty Ltd Representative provides Licence to Perform High Risk Work Assessment Summary Sheets to the Trainee.
4. The Trainee acknowledges the Licence to Perform High Risk Work Assessment Summary Sheets and its outcomes and may complete the Workplace Assessment Feedback and submit it to DTW Designs (Qld) Pty Ltd.



5. The DTW Designs (Qld) Pty Ltd Representative and the Trainee complete the Licence to Perform High Risk Work Application Form (F1 Form).

Licence to Perform High Risk Work Assessment Summary Sheet

The Licence to Perform High Risk Work Assessment Summary Sheet provides the means of informing the applicant on the outcomes of a Workplace Assessment and is the formal reporting mechanism.

Workplace assessment feedback

The Workplace Assessment Feedback Form is the Trainee's means of providing feedback to DTW Designs (Qld) Pty Ltd on their satisfaction/dissatisfaction with the Workplace Assessment.

The Workplace Assessment Feedback Form is an interactive PDF form which can be completed on line and submitted directly as data or alternatively printed then posted or faxed. The Workplace Assessment Feedback Form can be accessed via the Forms link on the Trainees page or may be requested by Clients and Trainees via email or print.

Issuing of Qualifications and WHS Licensing

The issuing of qualifications and WHS Certification is a two part process.

DTW Designs (Qld) Pty Ltd will issue directly to the Trainee a Statement of Attainment for Units or Accredited Courses or Training Packages under its Scope of Registration and the Licence to Perform High Risk Work Assessment Summary Sheets for the applicant and Australia Post as applicable.

Where WHS Certification is required, the trainee must lodge the original Statement of Attainment together with the Licence to Perform High Risk Work Assessment Summary Sheet (Post Office copy) and a Licence to Perform High Risk Work Application (F1 Form) directly at an Australia Post Bank Post outlet.

Australia Post will process and lodge the application with WHSQ.

WHSQ on receipt of the application will process the application and issue the WHS Certificate/s directly to the Trainee.

Note: DTW Designs (Qld) Pty Ltd makes no determination on the issuing of WHS Certification other than conducting the assessment and issuing the Statement of Attainment and Licence to Perform High Risk Work Assessment Summary Sheets. Should WHS make a decision not to issue a WHS Certificate, please inform DTW Designs (Qld) Pty Ltd and seek clarification from WHS on the reasons for such a determination? An appeal to WHS may be made at this time.

Fees and refunds

The Fees and Refunds policy provides Clients and Trainees with general information on this matter and is available on the DTW Designs (Qld) Pty Ltd Website or can be provided electronically or printed. For detailed information contact DTW Designs (Qld) Pty Ltd in the first instance for further information.

Complaints and appeals

The Complaints and Appeals Policy and Procedure outlines and details the steps for lodging complaints and appeals and is available on the DTW Designs (Qld) Pty Ltd Website or can be provided electronically or printed.

Access and equity

The Access and Equity Policy provides guidance on these matters and is available on the DTW Designs (Qld) Pty Ltd Website or can be provided electronically or printed.

Generally DTW Designs (Qld) Pty Ltd does not provide services outside its level of expertise and will work with Clients and Trainees to source appropriate services. Where Clients are Companies, DTW Designs (Qld) Pty Ltd will generally inform the appropriate authorised officer of the issues with the trainee present and the Company will manage the issue.



Where an individual is involved please discuss your issues with the DTW Designs (Qld) Pty Ltd Representative who will make arrangements in consultation with you.

Assistance

DTW Designs Qld Pty Ltd will provide a list of contacts relating to Language, Literacy & Numeracy and Welfare & Guidance Services as set out below:

| Business Name | Service Type | Contact Number or Address |
|--|-------------------------------|---|
| Centrelink (If Unemployed) | Language, Literacy & Numeracy | 55 Osborne Road Mitchelton QLD 4053 or your local Centrelink Office |
| The Reading Writing Hotline | Language, Literacy & Numeracy | 1300 6555 06 |
| Qld Guidance & Counselling Association | Welfare & Guidance | PO Box 351 Everton Park Qld 4053 Telephone 07 3422 8619 |

Discipline

DTW Designs (Qld) Pty Ltd has a Disciplinary Policy and it applies to both DTW Designs (Qld) Pty Ltd Representatives and Client/Trainees and is available on the DTW Designs (Qld) Pty Ltd Website or can be provided electronically or printed.

Be courteous and conscious of your actions towards others and if you have a complaint raise it with the DTW Designs (Qld) Pty Ltd Representative in the first instance.

Feedback and Amendments

Who

This document has been prepared by DTW Designs (Qld) Pty Ltd.

Amendments to this document are:

- reviewed by The CEO;
- approved by The CEO.

When

Amendments to this document are issued annually.

Feedback

Every effort is made to ensure the content of this document is appropriate, accurate and complete.

Your feedback will help us to:

- identify changes required
- continually improve this document

If you would like to suggest an amendment/addition to this document:

- Contact the CEO, or
- Administration Assistant.

Document Control Information

Document status

The current status of this document is shown below.

| | |
|------------------------|--|
| Document Number | Client & Trainee Information Package 30-01-2009 |
| Version | 4.0 |
| Issue Date | 30/01/2009 |
| Owner | Designed and Published by DTW Designs (Qld) Pty Ltd, ABN 99 102 651 472, 21 Toolara Street, The Gap, 4061, Queensland, Australia. |
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Document history

The history of changes made to this document is shown below.

| Version | Date | Summary of Changes |
|---------|------------|---|
| 4.0 | 30/01/2009 | Added access to Student Records |
| 3.0 | 19/01/2009 | Removed lodgement with WHS added Post Office |
| 2.0 | 18/07/2007 | Added a list of Service Providers for Welfare Guidance and LLN. |
| 1.0 | 06/06/2007 | First issue. |

Approval

This document has been approved for publishing by:

| | |
|----------------------|---------------------|
| Reviewed by | Owen Brischke, CEO. |
| Authorised by | Owen Brischke, CEO. |

Distribution

Controlled paper copies of this document are distributed as follows:

| No. | Issued To |
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| 1 | File. |