

IPWEA NSW

Student Handbook



Institute of
Public Works
Engineering
Australia
(NSW Division)



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Introduction

The aim of this handbook is to provide IPWEA NSW Professional Development (PD) students with access to information, policies and procedures in relation to IPWEA NSW provision of quality training and assessment linked to Nationally Recognised Qualifications.

It will be made available to all students.

IPWEA NSW - Who are we and what do we do?

The Institute of Public Works Engineering Australia (IPWEA) NSW is a professional organisation providing member services and advocacy for those involved in and delivering public works and engineering services to the community. Our members represent practitioners in state and local government as well as the private industry.

We promote professionalism, continuous professional development, education and technical knowledge and have strategic alliances with several other relevant organisations. *Refer Appendix 1 'IPWEA NSW Organisational Chart'.*

Professional development partnerships with other organisations

As we are unable to provide training across all areas of expertise, we have entered into alliances with the Australian Asphalt Pavement Association and TAFE NSW. These two organisations offer high quality short courses and we recommend you view their training programs as well.

In addition to this, we have partnerships with several other organisations including DC Traffic Engineering, Roads and Maritime Services and Complete Urban where we co-develop courses to ensure that our professional development program remains as informative, relevant and accurate as possible.

Customised Training Solutions

One of the IPWEA NSW's training strengths lies in the versatility we offer our clients regarding staff training. Clients can take up the option of holding In-house training, that is, we provide the training on your premises to minimise inconvenience and to reduce time lost by employees through travel. This option is available on ALL of our courses and at a reduced registration rate to clients.

IPWEA NSW is also happy to customise training where possible either at in-house or public courses, by including more information or exercises on certain topic to meet your specific needs.

Training Linked to Nationally Recognised Qualifications

IPWEA offers training aligned to units of competencies from nationally recognised qualifications.

The following course is currently available:

IPWEA Course Title	Unit of competency it is aligned to:	Which qualification will the training lead towards?	Vocational Outcome
Project Management	LGACOMPO25A Manage a Local Government Project (Certificate IV or Diploma level)	Certificate IV in Local Government Diploma in Local Government	This course is suitable for those working in local government who undertake projects and other local government initiatives within the community and the wider business context. It has been customised to suit road safety officers, engineers, planners, works officers etc.

For detailed course information please refer to the IPWEA Professional Development Training Calendar or visit our website www.ipwea.org.au

Quality Training and Assessment

IPWEA NSW is committed to the successful operation of our Registered Training Organisation (RTO). A key component of this is the maintenance of our compliance with the Australian Qualifications Framework (AQF).

We operate the following:

- Trainer and Assessor Handbook including Quality Training and Assessment Policy and Procedures (this handbook)
- Human Resources (HR) Policy and Procedures Manual
- Trainer and Assessors Code of Practice
- Student Handbook

All of the above documents complement each other. The implementation and regular review of them will ensure that IPWEA NSW maintains its compliance with the Standards for NVR Registered Training Organisations and will operate as a successful and compliant Registered Training Organisation.

The Australian Qualifications Framework (AQF)

IPWEA trainers and staff are involved in the process of delivering nationally accredited qualification/s.

These qualifications can only be delivered to participants in NSW by an organisation that has met the required standards of the Australian Skills Quality Authority (ASQA).

The required standards are defined in the Australian Qualifications Framework (AQF). ASQA audits Registered Training Organisations (RTO's) to ensure compliance against these standards.

If you have any question regarding the AQF, ASQA or the content of the standard please contact the Professional Development Manager at IPWEA on 02 8267 3008 or via email: colin@ipwea.org.au who will be able to assist.

Legislative requirements

IPWEA NSW is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation is continually being updated and, the RTO compliance officer is responsible for ensuring staff are made aware of any changes to current legislation.

Current legislation that effects IPWEA NSW operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 1992
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Work Health and Safety Act 2011
- Fair Work Act 2009.

NSW State Based Legislation

- Vocational Education and Training (Commonwealth Powers) Act 2010
- NSW Anti-Discrimination Act (1977)
- Workplace Injury Management and Workers Compensation Act 1998
- Workers Compensation Regulation 2010
- Work Health and Safety Regulation 2011
- Copyright Act, 1879. No 20
- Children (Education and Care Services) National Law (NSW)

Current legislation is available online at <http://www.comlaw.gov.au> or <http://www.asqa.gov.au/> or <http://www.hreoc.gov.au> or www.oaic.gov.au and <http://www.legislation.nsw.gov.au>

Policies

1. Quality Management

1.1 Internal Audit

IPWEA NSW compliance with the AQF Standards is partly maintained by a self-assessment internal audit conducted annually using the Internal Audit form. In conjunction with our risk management process and other staff training processes it assists IPWEA NSW in ensuring we remain AQF compliant.

The RTO Compliance Officer will oversee the internal audit process, and the Executive Manager will review and sign off on the annual Self Assessment audit.

1.2 Risk Management

Ongoing compliance to the AQF standards is an operational “Risk” that needs to be managed. The RTO Compliance Officer will oversee the risk assessment, and the Executive Manager will review and sign off on the annual risk assessment. IPWEA NSW uses the Australian Standards on Risk Management to assign a Risk Rating.

1.3 Continuous Improvement

IPWEA NSW recognises the need for ongoing continuous improvement and that opportunities for continuous improvement will occur in every facet of our business, and that they can occur through any means.

IPWEA NSW recognises the value of these opportunities and has developed a continuous improvement record form and register (*Continuous Improvement Register* and *Continuous Improvement Record*). This continuous improvement process takes into account course participant and trainer & assessor feedback obtained via feedback forms provided at each workshop and assessment situation.

These are reviewed at our monthly PD/RTO Management meetings. Here the Continuous Improvement items are discussed, monitored and implementation of results confirmed.

IPWEA NSW will use its continuous improvement process as the corrective action tool for any changes required within our ASQA documentation process.

1.4 Participant Training Records

IPWEA NSW is committed to maintaining and safeguarding the accuracy, integrity and currency of all training records without jeopardising the confidentiality of the records.

Individual Participant records will be stored in a locked secure filing cabinet and in accordance with IPWEA NSW Record Management Policy (Refer HR policy and procedure manual). Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spy ware protection software.

IPWEA NSW conducts an overnight tape backup of our computer systems and backup tapes are stored off site. This is the responsibility of the Finance & Administration Manager.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years. In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and details as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will invest in a suitable software package.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQF such as:

- trainers and assessors to access and update the records of the participants whom they are working with
- management staff as required to ensure the smooth and efficient operation of the business
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations,
- Or those required by law such as people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act); or
- participants authorising releases of specific information to third parties in writing; or
- the participant's themselves, after making application in writing.

1.5 Student Access to Training Records

IPWEA NSW provide for students to access their own training records. Students may access their training records by completing a **Student Record Request Form** (See Annex 2).

Students may request IPWEA NSW to:

- Reissue certification by IPWEA NSW;
- Provide copies of all assessment results gained during training at IPWEA NSW;
- Provide copies of all personal information held on file by IPWEA NSW; and
- Any other personal information believed to be held by IPWEA NSW.

2. Service Delivery and Fees

2.1 Access and Equity

IPWEA NSW is committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

Access and equity principles underpin our approach to training and assessment.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Where our training programs have a limited number of available places, these will be filled in order of completed bookings

2.2 Fees

Fees are levied on all of our training programs.

Any fees due must be paid by the method stated in the Professional Development Calendar/Registration website or as agreed with the participant's employer as per our agreed commercial terms.

All invoicing and payments are managed and recorded by the Professional Development Manager in the participant's database. Once recorded all payments and records are then passed onto the Finance & Administration Manager to record and manage within the overall financial management system.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our system in sufficient detail so that training progress can be monitored against fees paid and refunds can be issued if required.

Invoicing and Payment

Invoices (14 day accounts) will be mailed or emailed automatically upon registration to delegates once the course is confirmed.

2.3 Cancellations and Refunds

IPWEA NSW makes every attempt to ensure that advertised and booked workshops run, however we reserve the right to cancel or alter any arrangements.

IPWEA NSW endeavours to inform all concerned in a timely and professional manner.

When will IPWEA cancel a course?

A course may be cancelled:

- If insufficient numbers enrol in the course (this will be based on a cost recovery model);
- If a trainer is unable to facilitate the course and IPWEA NSW has not been able to find a suitable replacement;
- If there is a problem with the venue; and/or
- At IPWEA NSW discretion.

In the case of a course being cancelled, IPWEA NSW will provide as much notice as possible to the trainer. IPWEA NSW will usually make this type of decision at least 7 days prior to the course date. Enrolled students will be contacted via phone or email/fax.

Participant cancellation and refund

If a cancellation is received and noted by the IPWEA NSW prior to 5 working days before the course, any monies received will be refunded in full by the Institute within 30 days.

If notification is received 5 or less working days before the course, full payment of the registration is required to cover costs. Program fees will not be refunded or allocated to another program in these circumstances.

If substituting participants, please do so no later than 3 working days prior to the course to ensure they meet all enrolment requirements and their name is on the participant listing.

Participants in exceptional circumstances can make application for special consideration to Manager Professional Development

2.4 Participant Selection

There are some pre-requisites to enrolling in our training programs. Please refer to 'Course Information' in the Training Calendar or on our website www.ipwea.org.au

Due to the nature of the course work and the materials covered, we require participants to be fluent in written and spoken English.

Participants are encouraged to contact IPWEA NSW to discuss.

2.5 Enrolment

All course information and electronic registration link is available on the IPWEA NSW website (www.ipwea.org.au).

All registration will be completed via an electronic registration system linked to the IPWEA NSW web site. Participants will not be considered “Enrolled” until they have completed the required electronic registration and payment details.

Enrolment via the electronic registration system will include terms and conditions of the enrolment, cancellation, refund and course policies and guidelines.

If participants don't have access to the web they can contact the Professional Development Manager to arrange for registration to be made.

2.6 Confirmation of Course Attendance

Participants will only receive confirmation of their attendance at the course, once we have achieved the minimum number of course delegates. This is typically at least one week prior to the advertised course date. At this time an information sheet will be emailed to delegates.

Participants are discouraged from organising accommodation or travel arrangements until notified of confirmation of attendance at the course.

2.7 Non Attendance

If a participant fails to attend a course, program fees will not be refunded or allocated to another course and any outstanding amounts must be paid in full.

Participants wishing to receive a ‘Statement of Attainment’ for a course aligned to a qualification or unit of competency from a Nationally Recognised Training Package must attend all face to face training sessions associated with the qualification they are pursuing.

2.8 Course Disclaimer

IPWEA NSW reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. The information in the Professional Development Calendar is correct at the time of publication but may be subject to change. IPWEA NSW reserves the right to change course fees, dates, content or method of presentation at its discretion.

2.9 Privacy

The IPWEA NSW does not sell, rent or distribute any member or client details to other organisations. The information on the enrolment form is for the purposes of processing registrations, creating and maintaining student records, keeping members and clients informed of upcoming events and assisting the Institute in improving its services. Please forward any enquiries on this to pd@ipwea.org.au.

IPWEA NSW takes the privacy of our participants very seriously and we will comply with all legislative requirements. These include the Privacy Act and National Privacy Principles (2001).

2.10 Participant complaint and appeals process

IPWEA NSW is committed to providing training courses and assessment tasks of the highest possible quality. We recognise that from time to time, students may raise concerns or complaints about matters or issues relating to their experiences in a Course or associated with an assessment situation, therefore an effective system for handling complaints is an essential part of quality service.

This policy sets out the internal procedures that apply for addressing participant complaints and/or appeals. These procedures are designed to ensure that there is a transparent process for ensuring participant complaints and/or appeals are dealt with fairly, consistently and promptly.

2.10.1 Definitions

The following definitions will be used for this policy:

(A) Administrative and training session complaint

These relate to decisions and actions associated with administrative or training services.

They include but are not limited to:

- Administration of policies and procedures
- A decision by an administrative staff member that affects an individual participant
- Training - this includes how the training session was conducted and how the trainer treats participants
- Access to resources and facilities

(B) Academic Appeal

An appeal against any decisions associated with an assessment task and or decision re competency. They include but are not limited to:

- Assessment matters – this includes the whole assessment process i.e. the nature of the assessment task, the relationship with the assessor and the assessment decision
- A decision of a member of training team that affects an individual participant
- Selection or admission decisions
- Content or structure of training programs, nature of teaching, or assessment

(C) Discrimination, sexual harassment and bullying

Please refer 'Anti-discrimination & Equal Employment Opportunity Policy (HR manual)

2.10.2 Principles

The resolution of participants complaints/appeals are based on the following principles:

- That the procedures used to review and resolve complaints or appeals are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorised by law;
- That staff involved in resolving complaints or appeals will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- There will be no reprisals or any disadvantage arising as a result of a participant making a complaint or appeal in good faith;
- That complaints or appeals are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- Any participant who makes a complaint or appeal and or staff member or participant on whom the complaint or appeal has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the participant is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency.

2.10.3 Grounds for complaint or appeal

Without limiting the circumstances which may give rise to a complaint or appeal, a participant has valid grounds for making a complaint or lodging an appeal against a decision made in relation to a complaint, where the participant considers he or she has been adversely affected by one or more of the following:

- Improper, irregular or negligent conduct by an IPWEA NSW staff member or trainer.
- Failure by an IPWEA NSW staff member or trainer to act fairly.
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- Failure by Assessor to make a decision within a timely manner.
- A penalty that, where applied, is or would be too harsh.

2.10.4 Procedures for the handling and resolution of Academic and Administrative Complaints or Appeals

This section outlines internal procedures that apply to the handling of academic and administrative grievances and appeals.

Stage 1- Informal approach

When a participant has a complaint about any of the matters discussed above (including an academic appeal), he or she should first discuss the matter with the person concerned. A participant who believes that his or her complaint has not been adequately addressed through this informal process is strongly advised to contact the Professional Development Manager.

Having taken this advice the student may then decide to:

- Take no further action, or
- Lodge a formal complaint. In which case the steps in Stage 2 must be followed.

IPWEA NSW hopes that in most cases the discussion of the concern or complaint with the relevant person will result in a prompt resolution of the matter which both parties will find acceptable.

Stage 2 – Formal Complaint

If the student decides to lodge a formal complaint (including pursuing an appeal against an academic decision) they must do so in writing to the Manager Professional Development. Using either of the following forms:

- IPWEA Professional Development Complaint/Incident Report Form
(S:\Data - NSW General\Prof-Dev 08\RTO and RTO Administration\Training Policies\Current\Complaints-Appeals\Complaint Report Form 2012.doc)
- IPWEA Professional Development Academic Appeal Report Form
(S:\Data - NSW General\Prof-Dev 08\RTO and RTO Administration\Training Policies\Current\Complaints-Appeals\Academic Appeal Report Form 2012.doc)

Once complaint is received in writing the following will occur:

- A. Acknowledgement of receipt of the written complaint will be sent in writing within 5 working days from its receipt and indicate when a resolution of the matter can be expected.
- B. If the Professional Development Manager has or perceives there to be a conflict of interest in their handling of the complaint they will refer the matter for investigation to the Executive Manager to handle, the participant is to be notified of the referral of the complaint to another staff member.
- C. The Manager Professional Development (or the Executive Manager as per above point) will independently review the complaint and attempt to find a resolution of the problem. IPWEA NSW will act upon the subject of any complaint found to be substantiated.
- D. If the complaint is found to be frivolous or vexatious or no grounds or evidence can be found for it, the staff member investigating the matter will not offer any resolution of the grievance.
- E. The staff member investigating the complaints must keep formal written records of the actions taken and notify the participant in writing of the outcome of the complaints process and document the reasons that resolution was or was not achieved, as the case may be.

Stage 3 – Appeals

If, after Stage 2 of the process, the participant does not believe that the complaint has been adequately resolved, then he or she may appeal to IPWEA NSW Board (Professional Development Portfolio Director).

A participant seeking to appeal to the Board must submit a written case for appeal within 20 working days of the date of notification of the outcome of Stage 2 of the complaints process, citing the grounds on which the appeal is based. The Board will acknowledge receipt of the notice of appeal within 5 working days of its lodgement in writing.

The Board considering whether there are grounds for appeal, may convene an independent appeals committee to hear the case, The board is to ensure that the persons chosen have had no prior involvement in the complaint in any of the earlier stages, or in informal discussions with the participant about the matter and are mutually agreeable to both parties. The Board will

ensure that the appeals committee meets within 15 days of nomination, that it investigates the case fully and that it acts fairly taking account of the rules of natural justice and equity principles.

The participant lodging the appeal will be given the opportunity of appearing before the appeals committee to present his or her case, as will the person against which the complaint is made.

The appeals committee may endorse the Stage 2 findings in relation to the complaint or determine an alternative resolution. It may also initiate an internal review of procedures relating to the academic or administrative subject of the complaint. If this is the case the review process should link in with the 'continuous improvement' and 'risk management' processes.

The Board will confirm the decision of the appeals committee in writing to the participant within 5 working days of the decision being made and will document the outcome of the considerations of the committee and the reasons for the decision and forward that advice to the Board for confirmation.

The decision of the Board is final and is not subject to further review. This does not preclude a participant from seeking review of the decision of the Board by an appropriate external body (Refer point 2.11.8 below).

2.10.5 Withdrawal of complaint or appeals

A participant may withdraw a grievance or appeal at any time during the grievance resolution process and in this case the matter will be concluded and deemed to be resolved. If the original grievance or appeal was made in writing then the withdrawal must also be in writing to the staff member who is handling the matter at the time the withdrawal is being affected or, in cases before the Board.

2.10.6 Confidentiality

Only those directly involved in making or investigating the complaint should have access to information regarding the complaint. Participants/Employees involved in the complaint should also be informed of the requirement to maintain confidentiality.

Maintaining confidentiality is an important factor in minimising the risk of victimisation and defamation. It is also critical for ensuring the integrity of any investigation that may need to be carried out.

2.10.7 Timelines for resolution of grievances or appeals

Stage/action	Responsible	Timeline
Making an informal verbal complaint	Complainant	As soon as possible
Making a formal complaint in writing	Complainant	Lodge complaint within 10 working days of the event which is the focus of the complaint
Acknowledgement of the receipt of the complaint	Appropriate IPWEA Staff member	Within 5 working days of receipt
Notification of the resolution in writing	Appropriate IPWEA Staff member	Dependent on the case but in a timely manner- no more than 10 working days after the commencement of the investigation
Lodging an appeal with the Board	Complainant	Within 20 working days of the notification of the resolution in writing
Acknowledgement of appeal	Board	Within 5 working days of receiving it in writing
Hearing the appeal	Appeals Committee	Within 15 days of acknowledgement
Notification of the appeal decision	Board	Within 5 working days

2.10.8 External avenues of appeal

In addition to these internal procedures participants have the right to lodge complaints with an appropriate external body. This includes

- NSW Vocational Education & Training Accreditation Board or the Department of Education, Employment and Workplace Relations
- Human Rights and Equal Opportunity Commission
- State Equal Opportunity Commission (in relation to discrimination and sexual harassment)

IPWEA understands that the advice of these external bodies is that ordinarily participants should first attempt to resolve their complaints internally using the documented procedures before seeking external review.

2.10.9 Review

All complaints and appeals are reviewed at our regular Professional Development Committee meetings and if appropriate result in a continuous improvements process.

Professional Development Manager, IPWEA NSW Contact Details

Colin Emerson

02 8267 3007

colin@ipwea.org.au

2.10.10 Record Keeping when a complaint is received

It is important to keep thorough written records regarding all complaints. The following procedures should be followed when a complaint is received:

- Document the complaint using one of the following forms:
 - IPWEA Professional Development Complaint/Incident Report Form and
 - IPWEA Professional Development Academic Appeal Report Form

All completed complaint forms to be filed in the Complainant file and/or Perpetrator file

- Any ongoing communication with the Appellate/ Perpetrator should be documented using the 'Contact Sheet

All completed Contact Sheets to be filed in the Complainant file and/or Perpetrator file

- The Manager Professional Development is responsible for documenting outcomes in the Appeals register

3. Learning and assessment approach and materials

IPWEA NSW contracts fully qualified trainers and assessors who develop, deliver and review training and assessments according to the guidelines provided by the units of competencies, specifically the performance criteria to meet the elements of a unit of competency.

3.1 Meeting learning and assessment needs of clients

IPWEA NSW develops training using Adult Education principles. We provide training that draws on the work and life experience of the participants and builds upon the participant's current skill levels. Our delivery style is learner centred as much as possible, with activities to actively engage participants in their own learning. We encourage peer support and exchange of work practices in the learning environment – but also regard the learners as experts!

We deliver training via face to face delivery and recognition and provide considerable flexibility in our assessment strategies for accredited training, including observation, phone interviews and role plays. We find solutions for responding to specific learning needs wherever possible, through flexible and ongoing support. If a participant has literacy and numeracy issues for example, we will adapt written materials and exercises to enable actual demonstration of learning and skills.

Our client group is diverse and geographically spread and we are committed to developing a range of flexible delivery options to meet the needs of our clients. We identify learning needs through our participant evaluation forms, our training registration forms, our relationship with potential and actual participants and stakeholders and our annual client feedback forms.

If we conduct training in the workplace, we negotiate the delivery and assessment needs of the employers and learners and seek opportunities for on the job training and assessment.

Participant, support, welfare and guidance

IPWEA will assist all participants in their efforts to complete our training and assessment programmes.

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant see their trainer/assessor, or contact Professional Development Manager.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the participants needs exceed our capacity we will refer them onto an appropriate external agency.

Language, Literacy and Numeracy (LNN) support

Our standard course material contains written documentation and numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as

Ultimo TAFE
Harris Street
ULTIMO NSW 2007
AUSTRALIA
Phone: within Australia 1300 360 601 outside Australia +61 2 9217 2900

Or visit the following website

TAFE English Language - www.sit.nsw.edu.au

TAFE web site for students with disabilities -
www.tafensw.edu.au/flexible/disability/welcome.htm

3.2 Student participation

IPWEA NSW will provide suitable learning experiences and opportunities for all students. The learning environment will take account of the different characteristics of students and their varying cultural and educational backgrounds.

The teaching and learning environment will be a positive and co-operative one where students have reasonable access to staff to discuss issues and problems and can expect fair, critical and helpful assessment and feedback on their work in a timely manner.

Students will have opportunity to participate in the functioning of the organisation at various levels and to provide feedback on the teaching and learning environment.

All students will have ready access to IPWEA NSW's Student Handbook which contains a clear, consistent, rational and understandable summary of the organisation's policies and procedures. By attending students agree to the information contained therein and which is made available at the time of registration.

Students are expected to participate in a manner that provides for both a positive learning environment and supportive inter-student relationships.

All students should be free to participate in an environment that respects differences and equality and is free of behaviour that is harmful, exploitative or destructive.

Students are encouraged to develop a suitable network of support to assist in their studies.

Students are expected to:

- Treat other people with respect and fairness.
- Follow any reasonable direction from IPWEA NSW personnel.
- Behave in a responsible manner by not littering; damaging, stealing, modifying or misusing property; being under the influence of drugs or alcohol; engaging in any behaviour which could offend, embarrass or threaten others.
- Observe IPWEA NSW policies and procedures as detailed in this Student Handbook.
- Observe IPWEA NSW 'housekeeping rules' as detailed at Induction.

Student Misconduct

IPWEA NSW recognises any of the following behaviour or actions to be a breach of student conduct. Instances of misconduct include, but are not limited to:

- Wilfully obstructing or disrupting any IPWEA NSW meeting, ceremony, activity, class, examination or assessment.
- Wilfully carrying out behaviour that may be detrimental to the health, safety or well-being of other students or staff.
- Wilfully damaging or wrongfully dealing with any IPWEA NSW property, or the property of any person within IPWEA NSW.
- Drunken and/or disorderly behaviour and/or being under the influence of prohibited drugs and/or substances on IPWEA NSW property.
- Trespassing or knowingly entering any place within IPWEA NSW property which is out of bounds to students.
- Wilfully breaching any IPWEA NSW policies and/or procedures.
- Possession of prohibited or dangerous articles.
- Unduly interfering with the comfort and/or convenience of any person on IPWEA NSW property.
- Obscene language or swearing.

Any instance of misconduct is a disciplinary offence. Students against whom disciplinary action is to be taken will be given 24 hours notice in writing of the intention to commence disciplinary proceedings. However, where serious breaches in conduct occur, IPWEA NSW and its delegated/contracted staff acting on its behalf, reserves the right to order students off IPWEA NSW property or training environment immediately.

Submission of Assessments and Originality

All works required to be submitted by students in completion of their courses will be original in content and wholly the work of the student making the submission for assessment.

Submitting an assignment that has been partially or wholly derived from another person's work, with or without that person's consent, is a serious offence. *Be warned* that an automatic failure may be awarded students are caught cheating. In addition, permitting someone else to use your solution as a basis for theirs may result in a mark of *zero* for *your* assignment.

This penalty is determined by the lecturer in consultation with the IPWEA NSW Professional Development Manager, and may take the form of penalty or failure for the assignment and/ or course, depending on the severity of the offence.

3.3 Assessment

Assessment is the process of collecting evidence and making judgement on the nature and extent of progress towards performance requirements as set out in the National Competency Standards. At an appropriate point, assessment will be made as to whether the competency standard of achievement has been achieved. An Assessment Report is completed by qualified assessors to report competency assessments for each participant.

Wherever possible holistic assessment tasks are developed to assess against more than one performance criteria. Assessment will be undertaken on and off the job as required, using existing workplace materials including organisational policies and procedures.

The assessments we provide lead to the issuing of a statement of attainment or qualification.

Development and validation of assessment

Assessment tasks are developed based on experience in the sector to ensure that the application of knowledge and skill is appropriate to the standard required in the workplace. Input from sector (industry) representatives on the assessment strategies are sought through the Road Safety Professional Development Committee which meets quarterly and the IPWEA NSW Professional Development Committee which meets regularly.

Assessment tasks are developed to comply with the principles of validity, reliability, fairness and flexibility.

Internal review of assessment is carried out on each assessment task annually with qualified trainers/assessors responsible for the delivery and assessment. They meet to review the assessment task according to the principles of validity, reliability, fairness and flexibility using the experience of responses to the year's previous assessments which were submitted. Updates and improvements to the assessment tasks are documented and stored.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the BSB401A, BSZ402A and BSZ403A units of competency from the BSZ40198 qualification or the TAE40110 equivalent qualifications.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- Rely on the rules of evidence to aim for consistency in our approach : validity, sufficiency, currency and authenticity
- All of our Assessments will be:
 - **Valid** – Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** – Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible*** - Assessment procedures will be flexible, that is they should involve a variety of methods that depend on the circumstances surrounding the assessment. For example :
 - “On the Job” – Observation of the participant performing work or a specific task through Checklist/diary
 - Written tasks through essays/structured questions/multiple choice/self report
 - Oral questioning – interview/case study/role play
 - Reports – projects reports
 - Portfolio of evidence.

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)

- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We will assess you in sufficient detail to ensure that we can determine that you have attained competency. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Assessment tasks, tools and participant feedback

IPWEA aims to provide a consistent approach when assessing. All participants will receive the same assessment task (unless they need to be customised to meet individual needs). Assessors will use standardised Assessment Tools to assess so that all participants are being assessed at the same level.

Assessor will use standardised forms to provide feedback to candidates.

Assessment Review

Assessors will review results of each assessment undertaken, providing feedback to participants. Participants who are deemed not yet competent on the initial assessment can repeat assessment after further instructions. If required the assessment task/situation will be customised to meet the participant's needs. Participants will be informed of the reasons for their assessment results. A participant has the right to apply for a review of assessment by applying to the Manager Professional Development if they are dissatisfied with the outcomes of assessment. Participants will be advised about options for further training that would be relevant to the individual's needs and circumstances.

3.4 Recognition of Prior Learning Policy (RPL) & Current Competency(RCC)

IPWEA NSW recognises that participants will have acquired vocational skills and knowledge from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by IPWEA NSW should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced. Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL/RCC information kit and application form is available from IPWEA's website or by contacting Professional Development Manager. (*Refer - IPWEA NSW RPL Info Booklet*)

Once a candidate has applied for the RPL/RCC process they will be sent an RPL/RCC workbook.

Evaluation of RPL applications is charged at the following rates:

- IPWEA Member rate \$340 /unit of competency
- Non Member rate \$440/unit of competency

3.5 Recognition of qualifications issued by other RTOs and credit transfer

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by IPWEA NSW.

These qualifications will be recognised and where appropriate could be used as a credit transfer.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

3.6 The Issuing of Australian Qualification Framework Qualifications (AQF) and Statements of Attainment

IPWEA NSW will only issue AQF qualifications and statements of attainment that are within our scope of registration and that certify the achievement of:

- qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or
- qualifications, competency standards or modules specified in accredited courses.

IPWEA NSW must issue, record and report AQF qualifications and statements of attainment that:

- meet the requirements in the current *Australian Qualifications Framework Implementation Handbook*, including the national codes
- identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the client has attained
- identify the RTO by its national provider number.

IPWEA will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

4. Human Resources

4.1 Work Health and Safety (WH&S)

The Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011 describes IPWEA NSW's duty of care to provide a safe and healthy working environment for all students.

This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use, this includes off-site training venues
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene, and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements and refer equipment for repair as required,
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times and all unsafe situations recognised and reported
- Ensure procedures for operator safety are followed at all times,
- Implement regular fire drills and provide first aid courses to all staff and participants,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

4.2 Anti-discrimination

IPWEA NSW are required under Australian law to ensure that we provide a workplace and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and participants feel valued, respected and are treated fairly.

IPWEA NSW will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we

will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

‘Bullying’ – is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.

‘Confidentiality’ – refers to information kept in trust and divulged only to those who need to know.

‘Discrimination’ – is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

‘Harassment’ – is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

‘Personnel’ – refers to all employees and contractor of IPWEA NSW.

‘Racial Harassment’ – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

‘Sexual Harassment’ – is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person’s private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

‘Victimisation’ – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

5. Other

5.1 Apprentices and Traineeships

IPWEA NSW currently does not deliver traineeships or new apprenticeships, however should our scope change and we begin to deliver these, we will ensure that we comply with the requirements as laid down by ASQA.

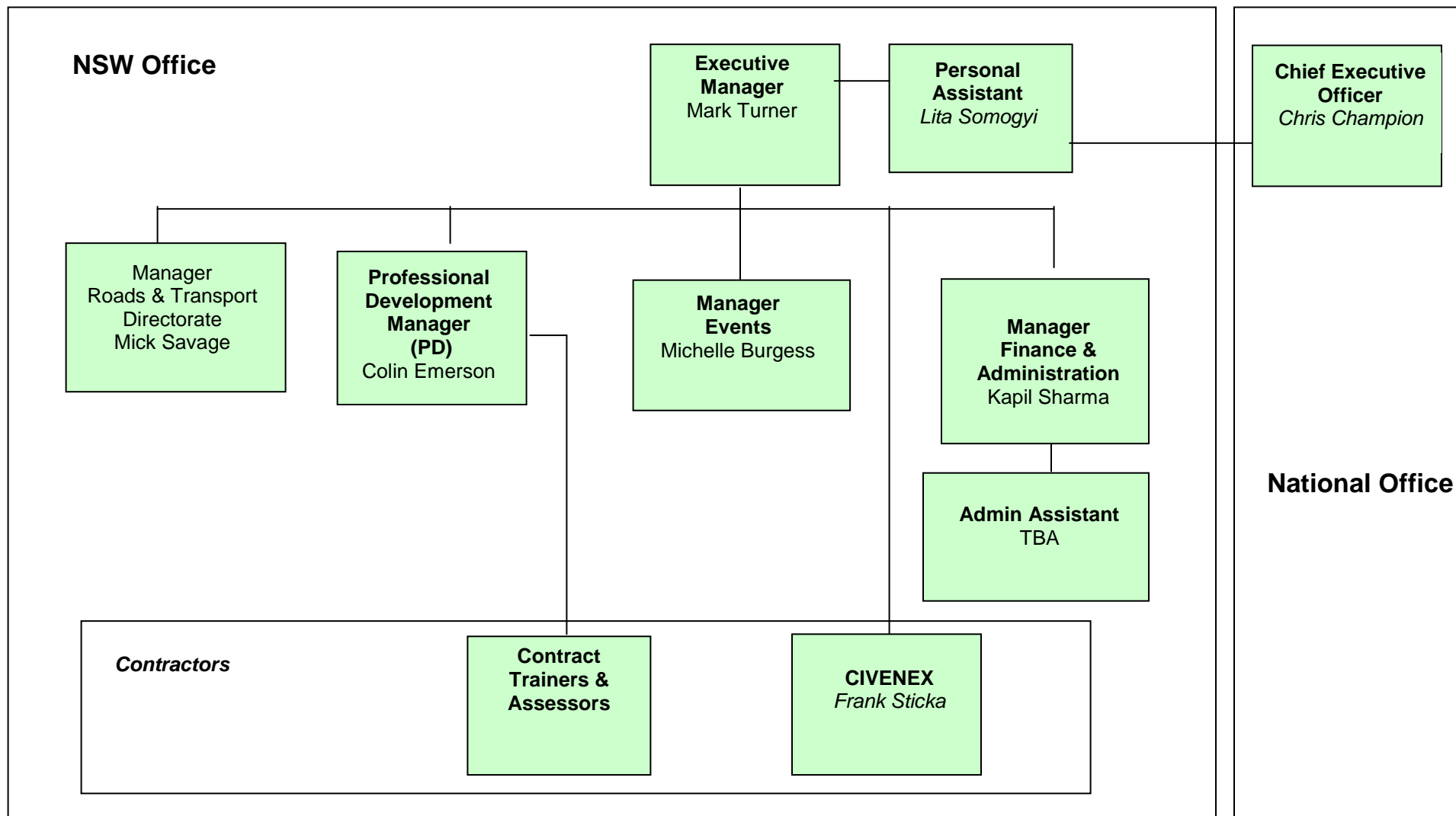
5.2 Working with children check

In the event that IPWEA NSW was to deliver a training program for those under 18 years old, we will comply with all Federal and State legislation relevant to working with Children.

5.3 IPWEA Professional Development Team Contact Details

Professional Development Manager
Colin Emerson
Ph 02 8267 3008
colin@ipwea.org.au

IPWEA (NSW) Organisational Chart



Appendix 2

IPWEA NSW Professional Development

Student Record Request Form

I hereby request that IPWEA NSW provide access to my personal records to the following identified people:

- ☐ myself
- ☐ my employer
- ☐ my workplace supervisor
- ☐ other

And/Or

I require the following information to be provided to the above identified people:

- ☐ Reissue of certification awarded to me by IPWEA NSW
- ☐ Copies of all my assessment results gained during training at IPWEA NSW
- ☐ Copies of all my personal information held on file by IPWEA NSW
- ☐ Other

I understand that IPWEA NSW will require one to two working days to supply this information.

Signed Date

Appendix 3

Assessment Cover Sheet***Participant Details***

Name

Postal Address

..... P/code

Ph: Work Home

Assessment Details

Unit of competency:

Assessment Topic:

Due date:

Assessor's Name:

Assessor contact details:

Date received: Received by:

I certify that the attached assessment is my own work and that any material incorporated from other sources has been acknowledged.

Participant Signature:***Conditions of Presentation of Assessments:***

1. All assessments are to be posted or delivered to Network of Community Activities by the due date.
2. Policy on late assessments:
 Participants who wish to defer assignments must contact their assessor to discuss before the assessment submission date.
 Approval to defer assessments can only be obtained from your assessor.

Appendix 4

Late Submission of Assessment Evidence Request Form

Name: _____ **Date:** _____

Address: _____

Phone: _____ **Email:** _____

Qualification/Unit of Competency enrolled in: _____

Detail of assessment evidence (e.g. assessment task, workplace project etc):

Due date of assessment evidence: _____ **Assessor Name:** _____

Please explain why you cannot meet assessment timeframe

Please return/fax/email completed form to
Professional Development Manager
IPWEA NS
Level 12, 447 Kent St
Sydney 2000
Ph 02 8267 3008 Fax 02 8267 3078
Email: colin@ipwea.org.au

OFFICE USE ONLY

Date received: _____ Approved: Y/N Participant No: _____

New due date: _____ Approving Officer: _____