





# Ventia Training

## Student Handbook 2021









Welcome to Ventia Training Student Handbook. The purpose of this student handbook is to provide you with information about studying with our Australian and New Zealand training organisation, your obligations and responsibilities as a student, and ours as a training provider. This handbook contains important information on the policies and procedures that we will use to assist you in your training.

Ventia Training is an Australian Registered Training Organisation (RTO# 31843) and a New Zealand Private Training Establishment (PTE# 8476).



We operate as Ventia's training centre of excellence in Australia and New Zealand. We pride ourselves in delivering a competitive edge for organisations through modern learning and development solutions.





Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge while providing flexible, workplace relevant training.

We are required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications.

As we operate across both Australia and New Zealand, we are required to adhere to the legislation that is governed by the country of delivery.

Further information regarding these regulations and legal frameworks can be accessed via: **Regulator of Australia's Vocational Education and Training (VET) Sector** - <u>www.asqa.gov.au</u> **Regulator of New Zealand's Education Sector** - <u>http://www.nzqa.govt.nz</u>



#### VENTIA TRAINING PRIVACY STATEMENT

#### **Ventia Training Privacy Statement**

This statement outlines how Ventia Training handles your personal information in our systems and files. It does not cover any State, Territory or Commonwealth Government education systems or data; you should contact the relevant Government agency for a copy of their privacy policy. In addition to this statement, a *Privacy Notice* is disclosed on our enrolment forms.

Where the words 'we' and 'us' are used in this statement, it means Ventia Training.

#### **Your Personal Information**

- ► To provide you with training and associated services, we may need to collect personal information such as your name, address, work details, qualifications and Government identification (e.g Unique Student Identifiers, Drivers Licence etc).
- If you decline to provide your personal information, Ventia Training may not be able to provide the product or service you requested or enter a business/training relationship with you.

#### **Collection of Personal Information**

Where a third party arranges training on your behalf, we may collect your personal information directly from them with or without your direct involvement or consent, such as your employer. However this will not include sensitive information.

#### **Use and Disclose**

We will ensure that the information you provide us remains private and is used only for the purpose you agree. We will only disclose personal information to a third party where one or more of the following apply:

- You have given consent in writing (completing an enrolment form or Third Party Student Authorisation).
- It is authorised or required by law, or necessary of the enforcement of law.
- ▶ It will protect the rights, property or personal safety of another person.
- > The assets and operations of Ventia Training are transferred to another legal entity.

#### **Access to Personal Information**

You can access the personal information we hold on you, except in the instance that Government legislation requires or authorises the refusal of access. You can access your personal information using your login details to our Ventia Learner Portal. Learner Portal login details provided to you at the time of enrolment.

#### **Storage and Security**

We have security measures in place to protect the privacy and security of your personal information. These include:

- Storing electronic information on a secure server with restricted access.
- Storing paper-based documents securely on our premises.

We will take steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## Ventia Training are committed to protecting the privacy of your personal information





WORK HEALTH AND SAFETY

Safe for Life is not just about protecting us FROM something – it is about protecting us and others FOR something. We all have a life outside of work. The life we love to live, the people we care about and the people who care about us. So, whatever the task at hand, we should never forget that there's something more important. That's what it means to be Safe for Life.

Ventia's Safe for Life program encompasses everything we do to ensure the safety of our employees, contractors and the communities in which we work.

You are required to:

- Work safely and follow reasonable directions at all times whilst attending training
- Complete a Training Site Induction outlining site safety and emergency response requirements
- Report immediately any incident or safety concern directly to your trainer.



### The following prohibited items are not to be brought to Ventia facilities or courses:

Alcohol or Drugs (other than prescription medication, labelled for the individual)	Offensive reading material	Firearms and other weapons including replicas	Knives including multi-tools and rescue tools and laser pointers	Ammunition, explosives, fireworks and any form of pyrotechnics	Clothing that depicts offensive imagery, slogans, motifs or outlawed associations
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If you are found to have any of these items in your possession, you may be subject to disciplinary or legal action.



Mobiles phones and devices can become a significant distraction in the learning environment. We respectfully ask that you switch your phone to silent and store it in your bag or away from you while classes are in session.

We understand that some people may need to take urgent calls - please consider the trainer and your classmates to minimise disruption. Phones and devices **<u>must not</u>** be used during assessment.



Posting or sharing of any media material to social platforms must be consistent with Ventia's social media policy



#### STUDENT RESPONSIBILITIES

Your responsibilities are:

Allocate time for learning and assessment activities	Complete any pre-reading or preparation required for the course	Be punctual and dress appropriately for the program you are undertaking	Attend classes in a fit and well-rested state, not under the influence of drugs or alcohol	Read all instructions and communications carefully
	Complete all learning and assessment tasks to the best of your ability	Submit work in-full by the due date unless approved for an extension	Treat all fellow students and staff with respect and courtesy	Always follow all safety procedures and practices



#### STUDENT RIGHTS

### You have the right to:

Be treated fairly, with respect and courtesy by Ventia Training personnel and other students	Be provided with a safe learning environment	Be provided with adequate course information including learning and assessment requirements and access to Ventia Trainings policies and procedures	Be provided with regular feedback on performance	
	Be provided with the opportunity for recognition of Prior learning (RPL) upon request	the second	Lodge a complaint of appeal without the fear of recrimination	Stop the assessment anything it is unsafe to continue



Ventia Training is committed to upholding the principles of Access and Equity in our training

### **Our Objectives**

- Respecting all people
- Providing a learning environment free from harassment and unlawful discrimination
- Ensuring the principles of equal opportunity is applied to all training processes
- Continuously improving our service to meet client and learner needs

### **Our Goal**

- Providing you with clear information about training, assessment and support services
- Helping you understand your rights and obligations
- Identifying and assisting with language, literacy and numeracy
- Tailoring training to your needs and the needs of your workplace
- Tracking and supporting your learning progression
- Maintain accurate, safe and secure records
- Providing timely feedback and access to your records
- Providing a genuine avenue for complaints and appeals
- Implementing a quality assurance system to comply with all relevant legislation, regulatory and vocational training requirements







In most cases, Ventia Training only provides courses to Ventia employees or client organisations at the request of their workplace. The employer usually covers all training costs and individual employees are not required to pay any enrolment fees.

> If Ventia Training offer a fee-for-service course for an individual, we will never charge you more than \$1500 upfront, and any payment plan for your course will be made clear to you before you choose to enrol.



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#### ENROLMENT EXTENSION

If you wish to extend your enrolment, you must email your extension request to your trainer explaining why the extension is warranted.

Ventia Training reserves the right to grant extensions considering the following:

Student progression and effort towards the course

Fairness and flexibility

The likelihood of completing the course

Trainer and Assessor availability

Training package or programme expiry

## Ventia Training prioritises courses running as planned to avoid personal or business disruption

While we try to minimise changes, we may cancel or modify your enrolment if:

- We reschedule your training due to trainer, staff or venue availability
- You leave your employment with Ventia
- > You or your workplace requests us to cancel or modify your enrolment
- > You do not meet entry requirements or make reasonable progress
- You engage in academic misconduct or other activities covered by Ventia's Code of Conduct

All changes to your enrolment must be made in writing. We will communicate with you promptly in writing about any changes. We will advise as far as possible anything you need to consider or take action on.

If you need advice about how your enrolment may affect your employment, please speak with your manager or HR representative.



Ventia Training recognises that some students have difficultly reading, writing and performing numerical calculations, or may have other learning difficulties.

As part of the enrolment process, you are invited to undertake a Language, Literacy and Numeracy (LLN) test against the benchmark skills for the qualification you are enrolled in.

Students undertaking short courses will not receive a Language Literacy and Numeracy test, but may be approached by the trainer for confidential support conversation if learning difficulties are impacting their participation. In this instance, we may invite you to undertake an LLN test so we can understand how to best support you.

Requiring support is not an indication of your competency. Our goal is to help you complete your training. To achieve this we will work with you to develop a support strategy. This may include:

- Providing assistive technology
- Additional tutorials or coaching
- ▶ Helping you to arrange language, literacy and numeracy (LLN) tuition with external parties
- Providing resources (such as IT) to help you complete your studies wherever we are able to.



#### SCOPE OF REGISTRATION

















We specialise in the delivery of nationally recognising training courses and qualifications related to a diverse range of industries including:

- Work Health and Safety
- Corrections
- Resources and Infrastructure
- Emergency Response
- Defence
- Transport and Logistics



For information on Ventia Training's scope of registration, visit: AU: <u>https://training.gov.au/Organisation/Details/31843</u> NZ: <u>https://www.nzqa.govt.nz/providers/details.do?providerId=847603001</u>



Ventia Training provides you with flexible opportunities to learn new skills and provide evidence of competency including

**Classroom Theory and Practical** 

Directed and self-paced workplace learning activities

Simulation and scenario learning

Documentation informal learning and experience

eLearning and online activities



When you apply to enrol with Ventia Training, we will review your application and the information you provide to ensure you meet the entry requirements for the training programme.

There are a few important points you need to know:

We cannot accept your enrolment with incomplete information due to government reporting requirements If you change your personal information such as your address or your name, you must inform us. The name you provide must match the details on your USI (Australia) or NSN (New Zealand), otherwise we cannot validate your records



You are officially enrolled with Ventia Training once we have received and processed your complete and correct enrolment application



You may receive access to our Online Learner Portal upon enrolment if your course includes any online component. In these instances, an automatically generated email will be sent to you when you first enrol.

If this email is not received, or if you are a returning student and have not had previous access to the Learner Portal, you can contact <u>RTO@ventia.com</u> to register or reset your access log in details.





## **CBT** only has two grades...

## Competent or Not Yet Competent

Competency Based Training (CBT) is fundamental concept that underpins Vocational Education and Training in Australia and New Zealand.

CBT focuses on your ability to 'do' something by integrating knowledge and skill. CBT is based on an industry approved standard of performance in the workplace. Competency is determined by 'evidence of performance' rather than how you learnt to do something.



## EVIDENCE IS GATHERED BY THE ASSESSOR TO MAKE A JUDGEMENT OF COMPETENCY. EVIDENCE CAN BE MANY THINGS, BUT TYPICALLY INCLUDES:

Being observed as you perform practical tasks and activities (either in real life or a scenario)



Written or verbal responses to questions Assignment work such as responding to a case study or submitting a written report

Compiling a portfolio of work samples Completing a task logbook in the workplace Written testimonials and thirdparty performance reports

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## Ventia Training must adhere to strict requirements for nationally recognized training and assessment

### **Assessment Process**

The assessment process is carefully designed by us to satisfy:

- Australia and New Zealand Qualifications Framework
- ► National Training Package Requirements
- Industry and Workplace Standards
- The principles of Assessment (Fairness, Flexibility, Validity, Reliability)
- The Rules of Evidence (Validity, Sufficiency, Authenticity, Currency)

### **Our Expectations**

It is very important that you understand and follow all the requirements and expectations for any assessments you undertake with us. You can do this by:

- Reading the instructions and all assessment documents carefully
- Discussing the assessment with your trainer
- Understanding all the tasks you must complete and the due dates
- Providing thoughtful and comprehensive responses
- Answering all parts of the assessment
- Maintaining professional academic conduct at all times
- Asking for feedback on your assessment.
  Your trainer is obliged to provide this to you



## Readiness for Assessment

Your trainer will provide you with an overview of planned assessment activities and confirm that you are ready for assessment. Assessment is always conducted as a separate learning activity to learning and practice time.

You must acknowledge your readiness, or work with your trainer to agree a time when you will be ready for assessment.

## Reasonable Adjustment

If you are differently-abled or have other circumstances that might disadvantage you during the assessment, you are able to request reasonable adjustment. This might involve modifying the assessment task or the process to allow you to complete the assessment on the same basis as other learners.



You can apply for Recognition of Prior Learning (RPL) to have your competency from prior learning and work experience recognised. If an RPL application is determined by mutual agreement to be in your best interests, you can have your competency recognised through the following arrangements.

By formal written application to the RTO outlining your reason for seeking RPL, your previous experience and learning, and providing evidence to support your application

An assessor will evaluate your application, map the provided evidence against the unit/s of competency, and decide to grant, deny or request further evidence to support the application

Evidence will be stored in a client portfolio and summarised accordingly on an RPL evidence summary



You will receive feedback from the assessor on all your assessment items. This may be verbal feedback and/or written feedback.

You may be asked to resubmit a assessment should it be incomplete or missing vital parts.

If you are deemed 'Not Yet Competent' you will be given the opportunity to be reassessed A 'Not Yet Competent' result means that your trainer will work together with you to improve your skills and knowledge before being reassessed.

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You will be fully supported through this process until you are ready for assessment.

**Constructive feedback** from you and clients is highly valued and assists Ventia Training to improve our services or identify issues we may not be aware of

Our complaints and appeals policy is designed to ensure that all complaints are dealt with in a constructive and timely manner, providing all parties the opportunity to have their concerns fairly heard and considered.

To address a grievance, complaint or appeal in an assessment, RPL or credit transfer decision, we ask you to refer to the Training and Complaints Appeals Policy and present your case in writing to your trainer or a member of our management team.





Ventia Training runs all courses with integrity and fairness, in line with Ventia's Code of Conduct. Our goal is to ensure a high-quality outcome for students, employers and the community.

#### What is Academic Misconduct?

Academic Misconduct is any action that creates an unfair advantage or disadvantage for students. Examples include cheating and plagiarism. We treat all academic misconduct seriously to protect our students and the reputation of our business. We will investigate all suspected or confirmed misconduct and reserve the right to cancel enrolment or withdraw issued certificates for any individuals involved. You may also be subject to disciplinary action from your workplace.

What is Academic Fairness? We require all students to submit their own original work when responding to assessment. You should interpret information and respond using your own words. You should acknowledge the source of unique ideas and works appropriately. If you have any questions or concerns, consult your Trainer.

#### What is Behavioural Misconduct?

Behavioural Misconduct is any inappropriate personal conduct and behaviour that causes disruption or endangers the health and safety of yourself and/or others.

#### ISSUING CERTIFICATES



Upon successful completion of your coursework, you will be issued one of the following depending on the type of training you participated in;

- Nationally Recognised Training: Certificate, Statement of Attainment and/or Academic Transcript
- Non-Accredited Training: Certificate of
  Completion and/or Statement of Attendance



#### ISSUING CERTIFICATES

### **Employee Copies**

Replacement copies of certificates will attract an administration fee. If you have changed your address, it is your responsibility to inform us before you complete your course. We do not receive notification of these details from your employer or any other agency.

## Employer Copies

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Replacement copies of your certificates may also be provided to the your employer or other organisation, if they have paid for the training on the your behalf.



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Ventia Training is dedicated to continuous improvement and providing the best possible experience for you

We will invite you to complete a survey questionnaire at the completion of your study however we welcome feedback at any time during the duration of your training.

