

# **Narbil Training & Consulting Services**

Registered Training Organisation - National Provider No. 31890

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## **Student Handbook**

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## Welcome

Congratulations on deciding to study with us. The decision to study can be a major decision and is certainly one that will have a huge impact on the career and personal opportunities that are available to you. By choosing to study with us, you are choosing a quality training provider who takes pride in delivering the best possible training and service to you, our customer.

To make the transition to student easier for you, this student handbook has been designed to inform you about being a student with us. It contains critical information about our policies and procedures, your rights and responsibilities and the expectations we have of our students.

We have already provided thousands of students just like you with new skills and confidence in their chosen study area. We have helped them fulfil their career and personal goals. We look forward to supporting you in obtaining yours.

## About Narbil Training & Consulting Services

Narbil Training is a registered training organisation (RTO) offering safety training to people either working or trying to gain employment in the construction industry.

We provide accredited training which is recognised at a state and national level. This means all of our training is portable and useful throughout Australia.

We comply with the Australian Quality Training Framework (AQTF) which provides the basis for Australia's nationally consistent, high quality vocational education and training system and the Queensland Department of Employment and Training for registration. This means that all accredited courses and qualifications are delivered in accordance with these high standards and you receive a quality training experience.

## Code of practice

We are committed to fair, reasonable, and ethical dealings in all of our undertakings including:

- Client information.
- Confidentiality.
- Complaints and appeals.
- Fee structure.
- Guarantee.
- Corporate policy.
- Training standards.
- Marketing.
- Access and equity.
- OH&S.

## Contact us

You can contact us 24/7 to discuss any training issues you have:

- Mailing Address - PO BOX 8024 Gladstone South, QLD, 4680
- Phone - (07) 4972 1112 or (07) 4972 1826
- Email - [contact@NarbilTraining.edu.au](mailto:contact@NarbilTraining.edu.au)
- Web site - <http://www.NarbilTraining.edu.au>

## Conditions of enrolment

Narbil Training agrees to provide access to available enrolment positions for those who have the relevant skills, experience, and ability to satisfactorily meet the enrolment requirements for:

- Course or qualification pre-requisites.

- Behaviour and safety.
- Payment of fees.

## Participants charter

Enrolling in any of our courses or programs means that you agree to abide by the participants charter which seeks to provide a safe and comfortable learning environment for all students.

All students in our courses and programs have a right to:

- Be treated with respect and dignity.
- A safe learning environment free from danger, abuse or harassment.
- Recognition of their particular needs and circumstances including their beliefs, ethnic background, cultural and religious practices.
- Access their own records on request.
- Provide feedback on services provided to them.
- Make complaints or appeal decisions which affect them.

With rights come responsibilities. It is your responsibility to:

- Respect the rights of others and their belongings.
- Be punctual for classes and appointments.
- Notify us if you are unable to attend classes or appointments.
- Promote an effective learning environment through good personal behavior.
- Be aware of and promote safety.
- Meet any required dress standards including wearing appropriate PPE.

## Discipline policy

If you breach the rules or conditions of enrolment, Narbil Training will take action to address the situation. We may choose a variety of disciplinary measures as deemed appropriate by the situation. Such disciplinary action could include mediation for a minor issue through to full expulsion without refund for serious matters or where relevant refer the matter to the appropriate authorities.

We may seek to terminate your enrolment if you:

- Break the law e.g. stealing equipment from the training area, assaulting a trainer.
- Breach workplace health and safety requirements.
- Endanger the wellbeing of another person e.g. harassment or bullying.
- Plagiarise material. This occurs when you use someone else's work and claim it is your own.
- Have not accurately or honestly disclosed all information relevant to your enrolment and participation in the training including information about health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Do not comply with reasonable directions provided by staff.
- Fail to provide payment for the course or program you are undertaking.
- Fail to attend sufficient training sessions.

All actions of a disciplinary nature will be recorded in your student file and copies of relevant disciplinary outcomes will be forwarded to you.

## Fee structure

We believe our course fees are competitive and represent value for money. You will be informed of the cost of the course you are undertaking in the course information you received prior to enrolment.

## Fees paid in advance

When you pay upfront for any of our courses, your course fees are placed in a special fund which ensures your course fees are protected until the course has commenced and we have rightly earned them.

## Refund policy

We may provide you with a refund under the following conditions:

- You have paid a deposit and then withdraw from the course more than 1 month prior to the commencement of the course. In this case, a fee equal to 5% of the course cost will be retained by us to cover administrative costs. The remainder will be returned to you.
- You have paid a deposit and then withdraw from the course less than 1 month prior to the commencement of the course. In this case, a fee equal to 10% of the course cost will be retained by us to cover administrative costs. The remainder will be returned to you.
- You commence a course and withdraw during the course. We may agree to negotiate a proportional refund in exceptional circumstances. However, we reserve the right to refuse a refund in this situation.

Once you have completed the course but have failed to provide us with any required documentation within three months, e.g. appropriately completed and witnessed statutory declaration or certified proof of identification required for the issue of a construction induction card, or have been issued with a statement of attainment, certificate or qualification you will not be given a refund.

## Competency based training

The training that you do with Narbil Training and any other RTO is based around the idea of competence. In its simplest form, competence is an ability to perform a task. When we talk about competence in the training environment we are talking about your ability to perform set tasks at a level that would be

expected of someone performing the same task on the job. To be competent in the workplace, you would perform the tasks over a period of time and in a variety of situations. When you are being assessed, we will also be looking for your ability to perform the task several times in a variety of different situations.

In line with this concept of competency Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs and are based on extensive research, validation and evaluation. Each competency standard or unit of competency reflects a discrete job function, area of work or occupational outcome. The standard is set by defining the work outcomes (referred to as elements of competency) to be met in demonstrating competency which are measured against defined performance specifications (Performance Criteria). Demonstration of the Performance Criteria is guided and supported by information and advice set out in the Evidence Guide of each unit.

## Recognition of previous training

National recognition is the cornerstone of the AQTF and is critical to the operation of a nationally consistent vocational education and training system. If you have received a statement of attainment or qualifications from another registered training organisation (RTO), we must recognise that you have already completed those courses. We can not ask you to complete them again.

It is your responsibility to tell us that you have received a statement of attainment or qualifications from another RTO prior to commencing study with us. You will then be required to provide us certified copies of your statement of attainment, certificate or academic transcript so we can recognise your previous training.

## Flexible assessment options

All assessments conducted by us comply with the requirements of the AQTF and the appropriate national training package or accredited course requirements. Your assessment items will usually include a range of assignments and course exercises, but this may change at the trainer or assessors discretion to meet the needs of particular student groups. If you have a special need for example, you have a physical disability that would prevent you from completing the assessment items, you should arrange for your trainer or assessor to modify the assessment tasks for you.

### Marking system

When you submit your assessment for marking your assessor will determine if your work is satisfactory or unsatisfactory. To be classified as competent for a course, you must have satisfactorily completed each assessment item for that course.

### Resubmission of assessment

If you submit an assessment item which is not satisfactory, you will be asked to attempt the assessment again. Your trainer or assessor should provide you with feedback about where you can improve your work and once these improvements are completed you can resubmit your work. You will usually be given three opportunities to submit your work without penalty.

If your work has been submitted three times and is still not satisfactory, we may refuse further assessment if we reasonably believe that you will not be able to complete the assessment satisfactorily in further attempts.

## Recognition of prior learning (RPL)

Recognition of prior learning (RPL) recognises that some students already have extensive existing knowledge and skills before they start a course. If you believe you have extensive knowledge and skills in the course you are enrolling in you can request an RPL by completing an RPL request form. You will be expected to produce evidence of your knowledge and skills which could include certificates from previous training, your work history, references, documents from your workplace or other relevant evidence.

An assessor will then examine your evidence and compare this to the course you have enrolled in. For your RPL application to be successful, you must be able to demonstrate that you have knowledge and skills that are equivalent to the course you are enrolled in. If your application is successful, you will not need any further training or assessment for that course.

If your application is unsuccessful, your assessor may recommend you undertake all or part of the training and assessment for the course you are enrolled in.

### Appealing assessment decisions

If you think the assessor is marking you unfairly in any way, you should first address this with the assessor involved and have them explain to you how they have reached their assessment decision. If you still believe that your work has been unfairly marked, you can ask for another assessor to mark your work and explain how they have arrived at the mark they have awarded you.

If you are still not satisfied with how your assessment items have been marked you should refer to the complaints and appeals policy.

## Complaints and appeals policy

We take all complaints and appeals seriously and will act upon them as soon as possible. If you have a complaint or wish to appeal a decision made by Narbil Training you should follow the steps of our complaints and appeals policy:

- Step 1 - The issue should be raised directly with your trainer or assessor, who will usually be able to resolve the matter with you.
- Step 2 - If you are not satisfied with the resolution offered by your trainer or assessor, you should document your complaint and submit it to Narbil Training.

After receiving the written complaint or appeal, we will arrange for a confidential personal interview as soon as possible. The purpose of the interview is to negotiate a mutually agreeable solution. Notes will be taken by us during the interview to ensure that all actions etc are documented.

We may decide to refer a complaint or appeal to an independent person or group where we feel this will be beneficial to stakeholders.

Accurate records of complaints, actions, and outcomes will be kept on file. And you will be advised in writing of the outcomes of your complaint or appeal as soon as practicable and reasonably possible.

## Privacy and confidentiality

Narbil Training will not disclose personal details to anyone except for reasonable use by our authorised employees unless we receive your express permission or we are legally required to do so.

### Access to personal records

You will be granted access to all your personal records upon request. However, you will not be able to access any information that may breach the privacy of other individuals. Where such a situation might occur, the details will be provided to a student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

## Records retention policy

We recognise that the retention and confidentiality of your records is important. Our records retention policy is designed to ensure legislative compliance and convenience of records storage and disposal.

All hard copies of student records such as attendance records, types of training delivered, assessment tasks, student responses to assessment, student results, certificates and qualifications issued, other relevant data and correspondence with students, unless such storage contravenes the privacy principles set by the registering authority will be kept for a minimum of 2 years. After which time we may choose to electronically record e.g. scan these documents into an electronic format and retain them for a total of 30 years.

## Legislative compliance

We take all reasonable measure to ensure we comply with all Commonwealth, State & Territory laws including legislation regarding, but not limited to:

- Occupational health and safety.
- Workplace harassment, victimization and bullying.
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination.
- Financial and business management.
- Privacy.
- Vocational education & training.
- Apprenticeships and traineeships.

The Queensland legislation which applies to our operation includes, but is not limited to:

- Vocational Education, Employment and Training Act 2000
- Workplace Health and Safety Act 1995
- Workcover Queensland Act 1996
- Workers Compensation & Rehabilitation Act 2003

- Anti Discrimination Act 1991
- Child Protection Act 1999
- Fair Trading Act 1989
- Industrial relations Act 1999
- Trade Practices Act 1974

We regularly check our policies and procedures against legislation to ensure compliance with recent changes. Our staff are regularly updated on changes which impact on our operation.

## Safety policy

We take safety seriously. In all dealings, all staff, students and clients will act in a safe manner and follow all reasonable safety directions at all times. This includes:

- Understanding and if necessary following emergency procedures for the location.
- Wearing appropriate protective clothing and other PPE for the training or assessment being undertaken.
- Dealing with chemicals according to the directions provided in the MSDS and contained in the activity risk assessment.
- Handling unidentified substances as hazardous substances and in a way that reduces the possibility of absorption, inhalation and ingestion of the substance.
- Obeying all safety signage.
- Ensuring you are properly trained before operating any equipment or using any hazardous substance.
- Use all safety guards when operating machinery.
- Following the safety directions provided for the tasks you are undertaking.
- Report all potential safety hazards immediately.
- Report all near misses using the incident report form.

- Report all injuries using the incident report form.

Any person in breach of this policy will be disciplined. Students may have their enrolment cancelled without refund. In some instances, we may also be required to report the incident to the police or other relevant authority.

## Fairness and equity policy

All prospective students, clients and enrolled students will be treated fairly and ethically in accordance with equal opportunity and anti-discrimination legislation. We will always act in a way that encourages fairness and equity and we expect our students to follow our fairness and equity policy.

We do not tolerate:

- Discrimination for any reason.
- Sexual harassment.
- Bullying.
- Unethical conduct.
- Physical assault or threats of physical assault.
- Verbal abuse.

You should seek to clarify any aspect of our fairness and equity policy that you don't understand with one of our staff members.

If you believe that you have been treated in a way that does not comply with our fairness and equity policy, you should report the matter to Narbil Training and complete an incident report form so the matter can be addressed. If the incident can be substantiated, we reserve the right to cancel the enrolment of the alleged offender, without refund, or apply another disciplinary action and request the police or relevant authority investigate the matter further.

## Stress management

It is normal for you to experience some stress during your studies. The amount of stress you suffer will be different to the amount of stress others deal with. You are more likely to feel stressed if you don't understand the training or if you are being assessed. Stress can cause many different symptoms and problems with each person it affects and some of these can lead to high risk situations and/or accidents in the training environment through:

- Fatigue.
- Rushing to complete a task.
- Poor judgement.
- Inappropriate reactions.

Stress management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. To reduce your levels of stress try:

- Rest - appropriate rest is essential for good health, awareness, and safety.
- Drinking more water - your body needs to be well hydrated to operate efficiently and maintain good motor function and awareness.
- Relaxation activities - relaxing activities should be considered as a part of a balanced lifestyle
- Eating regularly - balanced regular meals are necessary for good health, physical and mental wellbeing.
- Exercise - exercise can reduce stress and increase the body's efficiency.
- Being clear about what you are doing - not understanding your study requirements can lead to frustration, confusion, and stress.

## Support services

Prior to enrolment you must disclose to your trainer or another staff member any issue that may create barriers to your ability to study effectively. We encourage you to use the services we have available including:

- Assistance for those who have difficulty studying on their own.
- Basic technical support for computer issues.
- Learning support.

If you require further support such as counseling, library, language literacy and numeracy assistance, job seeking assistance or disability assistance we will provide contact details to you. Accessing these services will be solely at your discretion and expense.

## Feedback and continuous improvement

We embrace open communication and encourage you to provide feedback about our course and the service you have received. We appreciate feedback about your opinions, satisfaction, or other views about our operations, policies, procedures, training delivery and assessment processes. You can provide feedback at any time using the Training materials feedback form or by calling our office.

We will use your feedback to:

- Review our course materials.
- Improve the services we offer to students.
- Plan for improvement.

## Quality guarantee

Narbil Training is engaged in the provision of accredited training and is a registered training organisation (RTO) in accordance with the Australian Quality Training Framework (AQTF) and the Queensland Department of Employment and Training (DET). Both the AQTF and DET set high standards for training delivery. From time to time we are audited against these standards to ensure that our training is of the highest possible quality.

## More information

For more information contact us at:

- Phone: (07) 4972 1112 or (07) 4972 1826
- Email: [contact@NarbilTraining.edu.au](mailto:contact@NarbilTraining.edu.au)
- Web site: <http://www.NarbilTraining.edu.au>