

## WELCOME TO GREENACRES TRAINING SERVICES

### LEARNER HANDBOOK

At Greenacres Training Services (division of Greenacres Disability Services) we are committed to achieving work skills development through training excellence.

Our organisation specialises in the provision of training services to persons with a disability and individuals employed in the disability support industry.

Our professional staff, have achieved tertiary and competency based training qualifications in training facilitation and disability support.

We are a Registered Training Organisation offering VETAB Recognised Training Package Qualifications and Accredited Courses in work skills development.

We also develop training programs to meet specialised individual and organisational needs.

Achieving the course competencies leads to further skill development, enhanced work performance and job satisfaction.

Neil Preston  
Chief Executive Officer  
Greenacres Disability Services

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## **SELECTION and ADMISSION**

Greenacres Training Service operates within the guidelines of the Service Access Policy that governs all of Greenacres Disability Services. This policy states that anyone applying to access any of our services (including those offered by Greenacres Training Service) has fair access on the basis of relative need. Equal Employment Opportunity/ Equal Employment Opportunity for Women legislation is also applied to ensure that all potential trainees are fairly and equally considered.

You will be provided with support to determine your individual needs with regards to undertaking the course of your choice. Completion of the enrolment form together with a brief orientation interview will be undertaken at this time. If you have any particular needs that you think will affect your learning we encourage you to talk about it to your trainer.

A mutual agreement regarding the means to meet your needs throughout the training and assessment period will be reached. This agreement must be within the resources available to Greenacres Training Services. If resources are not available in-house, for example an interpreter for a participant from a Non-English speaking background, support will be provided in the form of referrals to the appropriate agency.

**Greenacres Training Services reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of Greenacres Training Services. Course dates and fees are subject to change without prior notice.**

## **ENROLMENT PROCEDURES**

- Please contact Greenacres Training Services to make a booking into the course you are interested in or the service you wish us to provide.

**Phone:           02 4229 2666**  
**Fax:               02 4226 4929**  
**Email:           rhondap@greenac.com.au**

- Staff will record the booking and advise costs, payment options and answer any questions you may have.
- You need to obtain an enrolment application form from the Learner Information section of our website or you can contact us directly and we will send you a hard copy.
- Please note if your employer has paid for your course participation, he/she will probably want to know about your progress. If this is the case, we will require you to sign the **Disclosure of Progress Consent Section** of the enrolment form so that this information sharing does not breach our policy and procedures regarding Confidentiality.

- Please submit the completed and signed enrolment application to our office together with course payment.
- Once full payment has been received an advice of confirmation and receipt will be sent to you.
- Your trainer will be in touch with you to make an appointment. During this appointment you will discuss the course and to identify any particular needs you may have that may affect your learning during the course. If necessary, we will seek your advice regarding the best way you wish to have those needs met. This may be done with as a group or individually and is known as the orientation session.
- Where applicable, you will be asked to participate in a Study Skills workshop where you will gain skills and knowledge to plan your time when studying/training, practice writing/speaking for an audience and familiarizing yourself with competency based training and assessment.
- If you need to make any variations to the details on your enrolment form please contact a Training Officer at Greenacres Training Services.

### **CONFIDENTIALITY AGREEMENT**

Learners enrolled in courses at Greenacres Training Service who participate in ***extended face to face sessions*** and/or ***placement/workplace based learning opportunities*** as part of their course/unit of competency requirements must complete and sign a Confidentiality Agreement at course/unit of competency commencement.

Your Trainer will issue these documents for completion when you commence the course.

### **FEES AND PAYMENT**

The fees applicable to each course provided are stated in the available advertising material and by contacting our offices.

The fees and charges are based on information gained from current industry research and consultation. GST is applicable to non-accredited courses and will be included on all invoices. Payment of fees does not mean a participant is guaranteed successful completion of the course.

#### **Refund and Fees Paid in Advance Policy –**

If you wish to withdraw from a scheduled course and receive a full refund of monies paid, you are required to notify us 3 days before course commencement.

All fees received will be banked at the first available opportunity to the Association's bank account and will be recorded as revenue in organisational accounts.

If notification is received past the 3 day period, a 20% penalty rate of monies paid will be deducted and all course materials are to be returned to Greenacres Training Services.

Please note that if you are experiencing difficulty meeting the cost of the course we do have flexible payment options available.

**Greenacres Training Services reserves the right to cancel a course if insufficient enrolments are received. Late enrolments may be accepted at the discretion of Greenacres Training Services. Course dates and fees are subject to change without prior notice.**

### **RECOGNITION OF PRIOR LEARNING (RPL) /CREDIT TRANSFER/ RECOGNITION OF CURRENT COMPETENCY (RCC)**

To ensure that we are meeting your needs, we offer recognition of prior learning for all our courses. Recognition of prior learning refers to experiences you have had in your work experience and other training *before* you enrolled in the present course.

If you feel that you have already gained some or all of the skills included in the training program or you have achieved a relevant previous qualification and would like to have these recognised, please contact your Training Officer on 42292666. If you are successful, your prior learning will be recorded against your training performance and you will not be required to undertake the related learning activities within the course.

### **DISCIPLINARY POLICY**

To ensure that all participants undertake the training and assessment services offered in a fair and equitable manner, Greenacres Training Services has a Disciplinary Policy that targets;

**Unauthorised access** to Greenacres Disability Services computer system including;

- willful damage or deletions of data
- successful or unsuccessful attempts to break password files
- electronic communication
- disruptive actions via electronic access to any part of Greenacres Disability Services systems.
- access to student records, human resources, payroll, financial records, or any other access to Greenacres Disability Services' systems.
- any other misconducts

**Course/unit of competency misconduct** will be defined as acting dishonestly or unfairly with any evidence submission or work, enrolment, training activities. It includes;

- withholding or falsifying information
- presenting copied, falsified or improperly obtained data

- submitting evidence that is the result of significant assistance from another person if that assistance was unacceptable according to the instructions given regarding that evidence.
- cheating
- plagiarizing

The staff at Greenacres Training Service will ensure that all breaches to the policy will be dealt with in a fair and appropriate manner whilst, giving administrators sufficient flexibility to maintain the integrity of Greenacres Training Services' policies and procedures as a division of Greenacres Disability Services.

*If you wish to view a full copy of the policy please request one from your Trainer.*

## **TRAINING AND ASSESSMENT PROCEDURES**

### **Training**

Greenacres Training Services provides flexible training opportunities including;

- face to face training on an individual or small group basis
- workplace based learning opportunities
- supported readings
- distance education

### **Assessment**

It is our goal at Greenacres Training Services that you receive training to the highest standard of excellence. One way of achieving this goal is to undertake assessment activities with you to objectively determine your skill performance.

Assessments often sound more mysterious and anxiety provoking than they need to be. They may involve an on-the-job observation by your workplace supervisor or trainer, a class-based exercise such as; a role play or demonstration and informal assessments including; observations of your participation in group activities.

Through these various means of assessment, you are achieving a workplace qualification that will be recognised throughout industry.

Your assessor will be a staff member of Greenacres Training Service or a person appointed by the Training Service. Please discuss your arrangements with the Training Staff at Greenacres Training Services

When planning assessment with you, the assessor will consider the following factors that may significantly affect the candidate's capacity to demonstrate competence;

- remote location
- custodial situations eg. no access to a computer
- cultural background
- disability
- language, literacy and numeracy

Reasonable adjustments will then be planned for, documented on the assessment record and implemented to ensure that such factors do not impede your performance.

All courses are assessed against the relevant Units of Competency/Modules as per the Training package requirements/ course rules. Your results will be either Competency Achieved (CA) or Not Yet Competent (NYC). Feedback documents will be provided for each assessment item providing you with indicators of strengths and areas for improvement.

If your evidence is assessed as Not Yet Competent, the Feedback document will direct you with regards to areas that require re-assessment. You are required to submit any evidence requested for re-assessment within a two week time period of receiving the Assessor's feedback.

If the evidence submitted for re-assessment still does not meet the competency requirements you will be counseled on different learning options.

### **See Assessments ..... Getting Started**

#### **LEARNER SUPPORT**

To meet the diverse needs of our clients, all Greenacres Training Services Training Officers will be available for consultation regarding your progress and concerns.

All the training courses are conducted in a positive environment, encouraging trust and security.

General assistance may include;

- one to one mentor sessions to explain parts of the course/unit
- extra time for workplace learning activities, negotiated assessment time frames

#### **Welfare and Guidance**

If you are experiencing considerable difficulties managing external concerns and the course demands, counseling is available. The Training Manager, Greenacres Disability Services provides this service, and where appropriate, you may be helped to seek the services of a specialist counseling service for more thorough support and guidance.

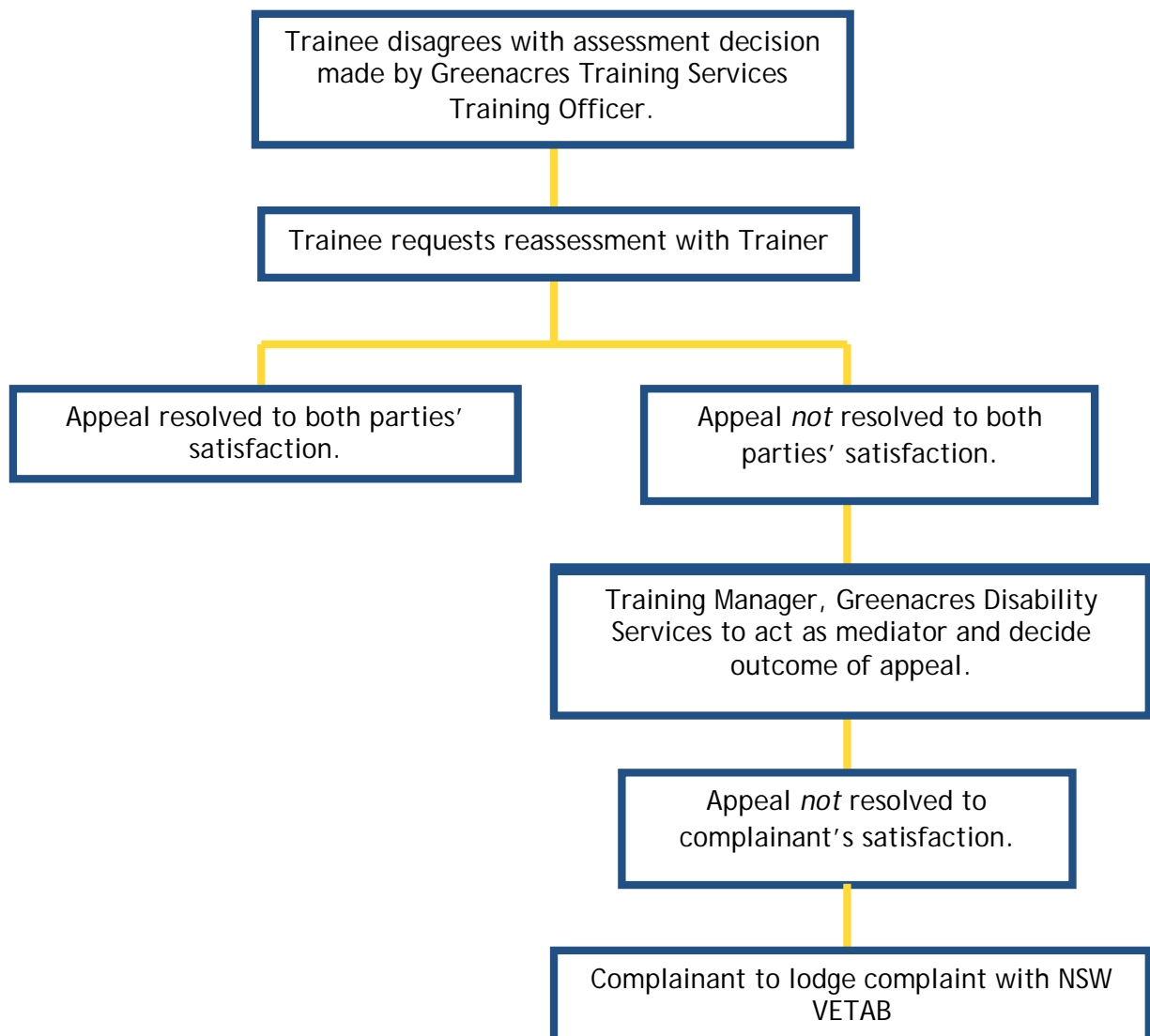
If you need any support to meet individual needs including; literacy, numeracy, dietary, disability, or cultural please contact your Training Officer and we will endeavour to meet these so that your learning experience is positive and you achieve your outcomes.

## APPEALS, COMPLAINTS and GRIEVANCES

Learners who do not demonstrate competence according to the assessment criteria of the course may attempt the assessment activity again or negotiate another assessment activity with the Training Officer.

If you disagree with a course / assessment decision made by your Training Officer or Workplace Supervisor, you have the opportunity to lodge an *appeal*.

### TRAINEE APPEALS PROCEDURE:



If you wish to make a complaint regarding any other issue such as; course content, trainer conduct and the like, you may lodge a complaint to us at Greenacres Training Service.

*How you can make a complaint:*

1. The complaint must be submitted in writing. We are available to assist clients with this if necessary. (using a Complaints Form - see Appendix 2.) or verbally.
2. The complaint may be made directly to the person involved or it may be made to that person's supervisor. If you feel you need extra assistance with lodging your complaint please let us know.
3. Please include your name and sign your complaint as it is difficult to appropriately action an anonymous complaint.
4. *How we will respond to your complaint:*
5. When we receive a complaint we assess it in terms of its' seriousness and urgency.
6. We will acknowledge its' receipt and let you know the likely timeframe for dealing with the complaint.
7. If the complaint is about a product then the **Non-Conforming Product Procedure** will apply.
8. If the complaint is about an assessment result then the *above* **Trainee Appeals Procedure** will apply.
9. If the complaint is about a person then **the Greenacres Disability Services Grievance Procedure** will apply.
10. A written advice is to be issued by the Trainer.
11. If you are not satisfied with the response, you are welcome to meet with Training Manager, Greenacres Disability Services who will act as mediator and decide the outcome of the appeal.

12. Should this matter still remain unsatisfactorily resolved, you are welcome to lodge your complaint with NSW VETAB.

**E-mail address**

[vetab@det.nsw.edu.au](mailto:vetab@det.nsw.edu.au)

**Postal address**

VETAB  
Locked Bag 21  
Darlinghurst NSW 1300

**Street address**

Level 14  
1 Oxford Street  
Darlinghurst  
NSW 2010

**Contact numbers**

Phone: (02) 9244 5335



## **EQUAL EMPLOYMENT OPPORTUNITY**

- We are committed to following policies and practices that do not discriminate against individuals in employment on the basis of disability, race, ethnicity, sex, marital status, age, pregnancy, sexual preference and political affiliation.
- We provide a training environment supportive of productivity, achievement and dignity.
- We ensure that all employees and clients of our services are treated in an equitable manner.



## **PRIVACY AND CONFIDENTIALITY**

- We are committed to maintaining your privacy and confidentiality at all times and abide the State Privacy and Personal Information Protection Act 1998 and the Federal Privacy Act 1988.
- If you wish to view your training and assessment records all you need to do is contact your Training Officer and make suitable arrangements. Your request must either be in writing or in person so that we can assure the authenticity of the request.
- Your details and other information recorded are protected by the Greenacres Disability Services Privacy, Dignity and Confidentiality Policy as well.
- In cases where your employer has paid for your training and assessment we will request that you sign a Disclosure of Progress Form to allow us to discuss your course progress with your employer.



## **MUTUAL RECOGNITION**

- We recognize the AQF (Australian Qualifications Framework) qualifications and statements of attainment issued by any other Registered Training Organisation.



## LEGISLATION

We are governed by a range of legislation/laws to ensure that our practices are fair, equitable and of the highest standard. The following lists legislation which directly impacts on how we undertake our training and assessment services. Please note this list is not exhaustive;

### Commonwealth

- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Discrimination Act 1984
- Equal Employment for Women in the Workplace Act 1989
- Privacy Act 1988
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- AQTF Standards for Registered Training Organisations 2007

### NSW

- Vocational Education and Training Act 2005 NSW
- NSW Anti-Discrimination Act 1977
- NSW Privacy and Personal Information Protection Act 1998



## OCCUPATIONAL HEALTH AND SAFETY

Greenacres Disability Services is committed to providing a safe and healthy work environment for all employees, contractors, volunteers and visitors. Greenacres Training Services is covered by the Greenacres Disability Services' OH&S policy and associated procedures. For a full copy of the policy please see your Training Officer.

The legislation that applies to the current policy includes;

Occupational Health & Safety Act 2000  
Occupational Health & Safety Regulation 2001

The company will make available appropriate resources to ensure that it complies in all respects with relevant occupational health and safety legislation, and to ensure that the workplace is a safe and health workplace.



## **CODE OF PRACTICE**

### **1. Policy Statement**

1.1 Greenacres Training Services is committed to promoting a professional and ethical Registered Training Organisation that complies with all 3 Standards for Registered Training Organisations under the Australian Quality Training Framework.

### **2. Scope**

2.1 This policy applies to and includes all staff employed by/seconded to undertake delivery and assessment services on behalf of Greenacres Training Services.

### **3. Legislation**

- 3.1 Federal Disability Services Standards - Standard 8 (Service Management)
- 3.2 NSW Disability Services Standards - Standard 8 (Service Management)
- 3.3 Standards for Registered Training Organisations- Australian Quality Training Framework. Standard 6
- 3.4 Commonwealth Disability Discrimination Act 1992
- 3.5 Commonwealth Human Rights and Equal Opportunity Act 1986
- 3.6 Commonwealth Racial Discrimination Act 1975
- 3.7 Commonwealth Sex Discrimination Act 1984

### **4. Overview**

4.1 To ensure that staff members have a clear understanding about their behaviour within the work place including the community, the following guidelines have been prepared to assist in this process.

4.1.1 All staff must comply with the above legislation and treat all customers/participants equitably, with respect and free from harassment or abuse.

4.1.2 All customers/participants are to be provided with individual support to determine their individual needs with regards to undertaking the course of their choice. Completion of the enrolment form and learner profile together with an orientation interview are undertaken at this time.

4.1.3 Staff discuss individual needs with the customer/participant and reach mutual agreement of the means to meet the identified needs throughout the training and assessment period. This agreement must be within the resources available to Greenacres Training Services. If resources are not available in-house, for example an interpreter for a participant from a non-english speaking

background, support will be provided in the form of referrals to the appropriate agency.

4.1.4 Customers/participants should be given priority and prompt attention.

4.1.5 Staff development will be fostered and appropriate training will be sourced for staff of Greenacres Training Services relating to cultural diversity and cultural appropriateness and other access and equity issues.

4.1.6 Professional boundaries are to be maintained with service customer/participant at all times (even outside office hours).

4.1.7 Customers/participants files are to be maintained in locked filing cabinets if not in use. Confidential computer disks should be returned to a locked storage area when not in use.

4.1.8 Flexible payment options must be made available to those participants for whom financial constraints result in significant barriers to participating in Vocational Education and Training. Fees are included in the Greenacres Training Services marketing brochures.

4.1.9 When planning assessment with customers/participants, the assessor must consider factors that may significantly affect the candidate's capacity to demonstrate competence such as;

- remote location
- custodial situations eg. no access to a computer
- cultural background
- disability
- language, literacy and numeracy

Reasonable adjustments must then be planned for, documented on the assessment record and implemented to ensure that such factors do not impede the candidate's performance.

4.1.10 All assessments will be assessed as Competency Achieved (CA) or Not Yet Competent (NYC). Participants receiving a NYC result will be provided with clear instructions regarding re-assessment. Private briefing will also be conducted as appropriate with the candidate by the Assessor.

4.1.11 A range of pathways to achieve the relevant Unit of Competency or Training Package Qualification must be offered to the customer/participant. These may include;

- recognition of current competency
- recognition of prior learning
- classroom based learning
- workplace based learning
- distance education

4.1.12 Recognition of Prior Learning (RPL) is available to participants who feel that they have already achieved specific competencies within an AQF qualification or accredited course. Guidance will be provided on an individual

basis to support the application process. The Greenacres Training Service Staff Handbook details the procedures to undertake with regards to RPL.

4.1.13 We have a documented procedure for appeals regarding an assessment decision as well as clearly defined Complaints and Grievance Procedures. These are located in the Learner Handbook that is available on the Greenacres Training Service website and in a hard copy version.

4.1.14 Staff members are to be suitably dressed with neat casual clothing or clothing that is appropriate for the program. Shoes should also have enclosed toe and heel areas and be appropriate for the activities to be carried out.

4.1.15 Staff members must not smoke in Greenacres Disability Services buildings, vehicles or in the immediate vicinity of other persons.

4.1.16 Staff members must not consume alcohol or illicit drugs during work time.

4.1.17 Staff members must not commit a felony offence on or off the job.

4.2 A breach of any of these items would lead to disciplinary action being taken against the staff member concerned.

## **Employability Skills**

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

To find out more about the Employability Skills that relate to your qualification please go to; <http://employabilityskills.training.com.au/>

 **For further information please contact;**

**Rhonda Parker or Karen Cowling**  
**Greenacres Training Services**

**Phone: (02) 4229 2666**

**Fax: (02) 4226 4929**

**Email: [rhondap@greenac.com.au](mailto:rhondap@greenac.com.au) or [karenc@greenac.com.au](mailto:karenc@greenac.com.au)**

**Excerpt from “Writing Assignments a the New South Wales Institute of Psychiatry”, The New South Wales Institute of Psychiatry, 2003.**

Assessments....Getting Started

1. Analyse the question.

Start by reading the question carefully and underline the key words that tell you what is being asked for and how you are expected to answer the question.

2. Be clear on the terminology used in the assessment.

<b>Analyse</b>	analysis refers to the ability to break down material parts; investigate between parts.
<b>Argue</b>	Present the case for and/or against a particular position
<b>Compare</b>	Examine characteristics of the objects in question with a view to demonstrating their similarities.
<b>Contrast</b>	Examine characteristics of the objects in question for the purpose of demonstrating differences.
<b>Criticise</b>	Give your judgement about the merit of opinions about the truth of facts; supporting your judgement with a discussion of the evidence.
<b>Critically Analyse</b>	Do not merely accept everything you read; think about it, what does it mean? Is this a reasonable argument? If so, why? If not, why not? Identify strengths and areas for improvement. Give reasons for these.
<b>Define</b>	Set down a precise meaning of a word or phrase.
<b>Describe</b>	Give an account of
<b>Discuss</b>	Present the different aspects of a question or problem
<b>Evaluate</b>	Evaluation is concerned with the ability to judge the value of material for a given purpose. The judgements are based on definite criteria.
<b>Examine</b>	Present in depth and investigate the implications
<b>Illustrate</b>	Explain and make clear by the use of concrete examples, or by the use of a figure or diagram.

<b>Interpret</b>	Bring out the meaning of, and make clear and explicit, usually also giving your own judgement.
<b>Outline</b>	Give the main features or general principles of a subject, omitting minor details, and emphasising structure and relationship.
<b>Review</b>	Make a survey of, examining the subject critically.
<b>State</b>	Specify fully and clearly
<b>Summarise</b>	Give a concise account of the chief points or substance of a matter, omitting details and examples.

3. You are also welcome to seek support from your Trainer at any time during your course. We are happy to review first drafts and let you know whether you are on the right track or if you need to further work on some areas.

**Complaint Form**

Name of Complainant \_\_\_\_\_ Date \_\_\_\_\_

Person Who Received Complaint

\_\_\_\_\_

**Brief Description of Complaint**

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\_\_\_\_\_  
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\_\_\_\_\_  
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**Possible Solutions Negotiated With Complainant:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Solution Chosen:**

\_\_\_\_\_

**Action Plan**

Action	Staff	Date Completed
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_____		
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**Outcome/Resolution**

\_\_\_\_\_  
\_\_\_\_\_

I am satisfied with the result of my complaint.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## GRIEVANCE PROCEDURE

### To Lodge a Grievance:

1. Attempt to resolve the problem with the party concerned.
  2. If the matter is not successfully resolved at Stage 1., refer to Supervisor or Manager for assistance.  
***At this stage or any further stages, you may elect to keep the matter private and liaise directly with the Greenacres Disability Services Grievance Officer.***
  3. If the matter remains unresolved, a grievance form is to be completed and submitted to the Grievance Officer.
  4. The Grievance Officer attempts to facilitate a resolution between the parties according to organisational policies. Action taken is documented on the Grievance Form.  
*Greenacres Disability Services Grievance Form.*
  5. Should the grievance remain unresolved, the complainant may approach an independent body for mediation and resolution.  
Eg. the complainant's union.
- NB. At any stage the complainant may include another person to act as an advocate through the process.*

**Grievance Form**

**Name of Complainant :** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Person Who Received Complaint:** \_\_\_\_\_

**Brief Description of Grievance**

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**Resolution Made and any Follow-Up Agreed to or Required**

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**Complainant's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Grievance Officer's Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

***To be Completed by Grievance Officer or Manager***

**Is Further Intervention Necessary?** \_\_\_\_\_

**Comments**

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