



# HiReach Training Student Handbook

*Experience the HiReach Training Difference*



## Table of Contents

Introduction.....	4
Welcome to HiReach Training.....	4
Our mission.....	5
Our courses.....	5
Our expectations of you.....	6
Your safety.....	6
Your equity.....	8
Your privacy.....	8
Issuance of Qualifications and Statement of Attainments.....	9
Unique Student identifier.....	9
Fees and refunds.....	9
Our Committee Guarantee to Clients.....	10
Access to your records.....	11
Our continuous improvement of services.....	11
Your language, literacy and numeracy skills.....	11
Making complaints and appeals.....	12
Recognition of your existing skills and knowledge.....	13
Legislation.....	16

## Introduction

This book is designed to provide you with information about the training and assessment services provided by HiReach Training and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This book does not provide you with specific information about a particular course offered by HiReach Training. This information is contained in the Course information provided on <https://www.hireachtraining.com.au/>.

## Welcome to HiReach Training

HiReach Training is a Registered Training Organisation (RTO) delivering training and assessment to the Building and Construction and Mining industries. We hope that you will enjoy your learning experience with us and that you will be able to apply your newly acquired skills and knowledge to help you achieve great results in your chosen career.

### Experience the HiReach Difference

**Our Trainers** – All of our trainers have extensive, current industry knowledge, and know what it is REALLY like to work in the industry.

**Our Equipment** – On site training with purpose built modern training facilities and specialised machinery for hands on training

**Our commitment to customer service** – You can expect us to follow up on how you found your training experience. At HiReach we want every training experienced to be enjoyable and stress free.

**Our Quality** – HiReach Training will never compromise the quality of our training delivery, we don't cut corners. Our primary goal is to provide the highest quality training and assessment to our clients

HiReach Training has quality procedures and standards in place to ensure beneficial training services and outcomes for you. The Australian Skills Quality Authority (ASQA) is the National VET Regulator. HiReach Training is registered by ASQA and therefore must comply with requirements set down by ASQA under the VET Quality Framework.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 4 of 16	

## Our mission

HiReach Training will continuously strive to meet the needs of our clients by offering a unique package of exceptional training, expert advice and state of the art training equipment.

## Our objectives

In recognition of this mission, our objectives are:

1. **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
2. **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
3. **Integrity and ethic.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
4. **Quality committed** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
5. **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
6. **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Our courses

HiReach Training offers training and assessment in for following course:

### Statements of attainment

RIIHAN301E – Operate elevating work platforms

RIIWHS204D – Work safely at heights

TLID1001A – Shift materials safely using manual handling methods

RIICBM304D – Operate a bridge inspection unit

RIIWHS202D – Enter and work in confined spaces

### Licence outcomes

TLILIC0005 – Licence to operate a boom type EWP (Boom over 11m)

TLILIC0003 – Licence to operate a forklift truck

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 5 of 16	

## Our expectations of you

HiReach Training expects you:

- To contribute to learning in a harmonious and positive manner.
- To comply with the rules and regulations of HiReach Training.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and HiReach Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and HiReach Training staff members and their right to privacy and confidentiality.

## Your safety

HiReach Training is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities, offices, or in the grounds;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas, and follow COVID-19 safety processes.

## Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 6 of 16	

## **Fire safety**

- HiReach Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

## **Lifting**

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by HiReach Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## **Work and study areas**

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

## **Student support services**

Where HiReach Training is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 7 of 16	

• Centrelink	131 021
• Mission Australia Helpline	1300 886 999
• Salvation Army Care Line	3831 9016
• Life Line	131 114
• Kids Helpline	1800 55 1800
• Alcohol and Drug Information Service	3236 2414
• Drug–Arm	1300 656 800
• Interpreting Service	131 450
• State-wide Sexual Assault Helpline	1800 010 120

## Your equity

HiReach Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All HiReach Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. Access and Equity policies are incorporated into HiReach Trainings Operations procedures. HiReach prohibits the discrimination towards any group or individual in any form.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from HiReach Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of HiReach Training that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

## Your privacy

HiReach Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2001).

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept

in the strictest confidence by both parties and is available on request. Photos may be taken during your training for use on marketing materials.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases HiReach Training will seek the written permission of the student for such disclosure.

## Issuance of Qualifications and Statement of Attainments

HiReach Training will issue a statement of attainment to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course, that:

- Meets the AQF requirements;
- Identifies the RTO by its national provider number from the Training.gov.au; and

Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.

**Issuing of Certificate will be completed within 28 Days. Re issuing of Certificates may take up to 28 Days due to the time allocated for sourcing information and will incur of charge of \$30.**

When you enrol with HiReach Training you are granting permission for us to supply your employer with a copy of your Statement of Attainment when requested.

## Unique Student identifier

From 1 January 2015, all students undertaking nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together. For more information in USI or to generate a USI visit [www.usi.gov.au](http://www.usi.gov.au)

## Fees and refunds

In accordance with applicable State legislation, HiReach Training is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

### Fees Payable

Fees are payable when the student has received notification of enrolment. Fees must be paid in full prior to the commencement of training except if they are on account or hardship. HiReach Training

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 9 of 16	



may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of HiReach Training schedule of fees and charges.

### **Student cancellation**

Students who cancel their enrolment part way through a training program must notify HiReach Training in writing at the soonest opportunity if consideration of fee reimbursement is required. Once HiReach Training is notified a refund will be issued for the component of training not commenced. HiReach Training is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

### **Replacement of text and training workbooks**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to HiReach Training schedule of fees and charges.

### **Refunds**

Students who cancel their enrolment 5 days before the commencement of a training program will be entitled to a full refund of fees paid. Students who cancel training with less than 24 hours' notice will receive a refund of no less than 50%. Requests for refunds will be processed and transacted at the end of each week in which the cancellation notification was received. Where a student has purchased a text or training workbooks and subsequently cancels, HiReach Training will not refund monies for the text unless a written request for a refund is received and HiReach Training is satisfied that the text is in as-new condition.

### **Payment method**

HiReach Training accepts payment for fees using:

- Credit Card
- Stripe
- PayPal
- Electronic Funds Transfer (account details available on request)

Payment in cash is discouraged.

## **Our Committee Guarantee to Clients**

The HiReach training and assessment process is supported by a Commitment Guarantee. If for any reason HiReach Training is unable to fulfil its service agreement with a student, HiReach Training will issue a full refund for any services not provided.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 10 of 16	

## Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by HiReach Training, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately.

## Our continuous improvement of services

HiReach Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to HiReach Training so we can improve our services in the future.

### Learner satisfaction survey – suspended due to COVID-19

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to HiReach Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach HiReach Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 11 of 16	

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within HiReach Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Making complaints and appeals

HiReach Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

### What is a complaint?

A complaint is negative feedback about services or staff (including contractors) which has not been resolved locally. A complaint may be discussed directly with the trainer, and if unable to be resolved should be lodged by emailing [training@hireach.com.au](mailto:training@hireach.com.au). Complaints may be made by any person, including students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to HiReach Training [training@hireach.com.au](mailto:training@hireach.com.au) within 28 days of the student being informed of the assessment decision or finding.

### Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. If the matter cannot be resolved by the trainer, the complaint or appeal should be lodged by emailing [training@hireach.com.au](mailto:training@hireach.com.au).

### Complaint and appeals handling

HiReach Training undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by HiReach Training including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 12 of 16	

- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable, and within 60 calendar days.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for an appropriate independent party review, should HiReach Training fail to resolve the complaint or appeal.
- HiReach Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No HiReach Training representative is to disclose information to any person without the permission of HiReach Training Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

## Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, HiReach Training provides the opportunity for students to apply to have prior learning recognised toward a unit of competency for which they are enrolled.

### What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 13 of 16	

## Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in HiReach Training scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

## Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 14 of 16	

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. HiReach Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **Getting credit for your current competence**

HiReach Training acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### **What is national recognition?**

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking credit you are required to present your statement of attainment or qualification for examination by HiReach Training. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in HiReach Training scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and HiReach Training does not receive any funding when national recognition is granted.

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 15 of 16	

National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

## Legislation

HiReach Training is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all HiReach Training representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our training and assessment services includes:

### Commonwealth legislation:

- *National Vocational Education and Training Regulator Amendment Act 2020*
- *Legislative Instruments Act 2003*
- *Human Rights and Equal Opportunity Act 1986*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and Australian Privacy Principles (2014)*
- *Workplace Relations Act 1996*
- *Skilling Australia's Workforce Act 2005*
- *Child Protection Act 1999*
- *Copyright Act 1968*
- *Trade Practices Act 1974*

### Queensland

- *Vocational Education, Training and Employment Act 2000*
- *Vocational Education, Training and Employment Regulation 2000*
- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*
- *Anti-Discrimination Act 1991*

Form Name:	Student Handbook	Version No:	v 7	Date Modified:	01/04/2020
©HiReach Training	RTO No. 40973	Approved by:	Naomi Sherrington	Page 16 of 16	