



Flexible Training Solutions



Quality
Endorsed
Company

AS/NZS ISO 9001
Lic.No QEC 14455
Standards Australia

NSW Student Handbook

Flexible Training Solutions Pty Ltd

www.flexibletrainingsolutions.com.au

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A.C.N. 085 842 539

All information included is subject to change; current and correct at 12/05/2016

Contact Information

Quality Manager 03 9852 1100

Consumer Protection Officer 03 9852 1100

Directors

Pat Sincock 0413 599 269

Charles Wurth 0409 599 270

Why choose Flexible Training Solutions?

- Winner of the Victorian Small Training Provider of the Year Award 2011
- Finalist in the Australian of the Small Training Provider of the Year Award 2011
- We customise training to suit the individual
- As you proceed with your training if your job description changes we can adjust your training program to your requirements
- Flexible Training Solutions enrolls trainees all year round and provides flexible training and education offering a range of support activities for trainees/apprentices and employees
- Flexible Training Solutions also recognises Prior Learning and experience to reduce the length of the program where appropriate

Flexible solutions for your training needs

It's not just a clever name; Flexible Training Solutions can offer the following benefits to employers, employees, and individual trainees:

- Training plan assistance
- Visits to the workplace to check progress
- The majority of training takes place in the workplace
- Training is integrated into daily work activities
- Recognition of Prior Learning and experience that may reduce the length of the program
- New starters are accepted throughout the year
- Sales staff are always happy to discuss the benefits/funding available to you or your organisations

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About Flexible Training Solutions

Flexible Training Solutions is a private training provider, specialising in the Transport and Distribution Industry, but also with extensive experience in Business, Retail and various other fields. We are registered with each State Training Authority in Australia to provide training in the following qualifications:

TLI21610 Certificate II in Warehousing Operations

TLI31610 Certificate III in Warehousing Operations

TLI41810 Certificate IV in Warehousing Operations

TLI21210 Certificate II in Driving Operations

TLI31210 Certificate III in Driving Operations

TLI21810 Certificate II in Logistics

TLI32410 Certificate III in Logistics

TLI42010 Certificate IV in Logistics

TLI50410 Diploma of Logistics

BSB41315 Certificate IV in Marketing

BSB51215 Diploma of Marketing

BSB60515 Advanced Diploma of Marketing

BSB42015 Certificate IV in Leadership & Management

BSB51915 Diploma of Leadership & Management

BSB60915 Advanced Diploma of Management (Human Resources)

BSB20215 Certificate II in Customer Engagement

BSB30215 Certificate III in Customer Engagement

BSB40315 Certificate IV in Customer Engagement

BSB30115 Certificate III in Business

BSB40215 Certificate IV in Business

BSB50215 Diploma of Business

BSB30415 Certificate III in Business Administration

BSB40515 Certificate IV in Business Administration

BSB50415 Diploma of Business Administration

BSB40615 Certificate IV in Business Sales

SIR20212 Certificate II in Retail Services

SIR30212 Certificate III in Retail Operations

SIR40212 Certificate IV in Retail Management

SIR50112 Diploma of Retail Management

TAE40110 Certificate IV in Training and Assessment

We are also able to train in various short courses and provide on-site forklift training and licensing.

Flexible Training Solutions' trainers and assessors are qualified and have experience in the industry ensuring your training is relevant to your job. As our name suggests, Flexible Training Solutions offer flexible training methods to assist you to complete the qualification you want. Training is generally conducted using one or more of the following methods:

- Workplace learning guides
- Buddy system
- One on one training with your trainer
- Group sessions

Flexible Training Solutions will form a partnership with you and your employer to ensure that your training experience is relevant to your job and fulfils the requirements of the qualification you are enrolled in.

If you experience any difficulties or have any concerns regarding your employment, training or any other matters please contact your trainer. We will try to resolve your issue or put you in contact with someone who can. If you have difficulties with reading, writing or numeracy please inform your trainer and we will look at ways to support you through your training.

Flexible Training Solutions actively encourage students with disabilities to participate in training and offer support and referral to other agencies to help you to achieve your career goals.

Choose the type of training that suits you

Flexible Training Solutions is flexible and develops training suited to the specific needs of businesses. You can obtain your qualification through the following methods:

- e-learning (online)
- on the job training
- a combination of the above

Duration of training

The training period is usually two years (full-time and part-time employees).

Meeting the requirements of your training program

Congratulations, you have selected and been enrolled in your chosen training program, so what happens next?

The training programs offered by Flexible Training Solutions are taken from Training Packages. Training Packages have been written in consultation with industry, unions, workers and training providers to provide training programs which reflect the needs of the particular industry.

Each industry has developed its own competency standards that define the knowledge and skills required to undertake a variety of positions within that industry. The Training Packages have grouped these competency standards together into qualifications that are indicative of particular jobs within that industry. Each training package incorporates employability skills as designated in the Employability Skills Framework, which covers the transportable skills of communication, teamwork, problem solving, initiative and enterprise, planning and organising, self management, learning and technology.

Detailed aspects of specific employability skills incorporated within a unit of competency can be

accessed via www.training.gov.au. For instance a person with Certificate II in Warehousing Operations has the relevant skills and knowledge to operate as a Stores person who requires some supervision.

You have enrolled in a course, which is part of a training package; therefore your training will be competency-based. This means that training will be both practical and theory-based and you will need to demonstrate that you have both the skills and knowledge to be assessed as competent in each unit of your chosen course before you can be issued with your qualification.

An assessment is a test of your skills and knowledge. The assessment can be written or oral and will also require you to demonstrate the skills you have acquired either through the training program or through previous training or experience. Assessments are only carried out when you are ready to undertake them. They can be against single units or more commonly against a group of competencies that are relevant to a particular work task.

If you think that you already have the knowledge and skills necessary to complete a particular unit from your course you can ask for Recognition of Prior Learning (RPL). RPL is granted if you have already undertaken a particular unit as part of another course or that you have extensive previous experience in the requirements of the unit. RPL is explained more fully in following pages.

The assessment process

An assessment is a test of the skills and knowledge you have in a particular unit or series of units.

Assessments are only carried out when you are ready to complete them.

An assessment must be fair and equitable; in other words, if you are enrolled in a course with other workers from your company, the assessment will be the same for all of you. This is accomplished by using the same assessment tool for each person.

When you undertake a competency based training program you need to demonstrate that you have the skills and knowledge required by that program. The assessment process determines whether you have the skills and knowledge or whether you require further training in that particular unit. In competency based training there is no pass or fail, you are either competent or need further training.

How are you assessed?

Firstly, you will be given an overview of the training program. This is what your assessment will be based on. If at this stage you are confident to undertake an assessment on any of the units this will be arranged, if not then training will start. The training may be delivered by your trainer or a work supervisor or colleague; it may also be in written format.

The assessment normally requires that you demonstrate a particular skill and is often one of your usual work tasks. As well as demonstrating that you have the required skill, you will also be asked questions to determine that you possess the underpinning knowledge of that skill. Assessments can also contain some written work.

When the assessment is complete, your assessor will discuss the outcome of the assessment with you. If you are assessed as not yet competent, you will be told the reasons for that decision. If you disagree with the decision of your assessor, you

can discuss this with the assessor or you can ask for another assessment to occur with a different assessor. You have the right to appeal against any decisions and an independent assessment will then occur.

Issuing of qualifications

When you have been assessed as competent in each unit of the training course you are enrolled in you will be issued with a certificate.

Flexible Training Solutions have been given the authority by each of the States in Australia to issue nationally recognised certificates. The certificate you receive is a nationally recognised certificate and can provide exemptions from units in other courses you may enrol in.

You can only receive a certificate if you are competent in each unit of the course.

What happens if you change jobs or do not complete the course?

If you do not complete the full qualification you will be issued with a Statement of Attainment for each unit you have completed. Every course Flexible Training Solutions deliver is a nationally recognised course so you will be able to continue with your training in another job or even another State. The Statement of Attainment will ensure you get recognition of the training and assessment you have already undertaken.

A List of Competencies Achieved will be issued with your certificate. This will assist you to gain exemptions or credits for units in other courses. It also gives an indication to future employers of the skills you already possess.

In many courses, the certificate you receive today can, with further study, lead into degree courses. Alternatively you may not want to continue with further study, but at least now you have proof of the skills and knowledge you possess.

Issuing of qualifications

Flexible Training Solutions is your partner in training. It is our aim to provide you with practical, relevant training to enable you to pursue your career. If you have any concerns with your training or assessment, please contact our Sales Director, Luke Campbell on 03 9005 8544.

Code of Practice

Registered training providers are required to develop a code of practice and supporting documents that establish their commitment to the maintenance of high standards in the provision of vocational education and training and other client services.

Educational standards

Flexible Training Solutions will adopt policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services and that safeguard the interests and welfare of trainees.

Flexible Training Solutions will maintain a learning environment that is conducive to the success of trainees. Flexible Training Solutions have the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

Flexible Training Solutions will maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, grievances, qualifications and statements of attainment issued.

Flexible Training Solutions will treat all personal records of clients confidentially.

Course delivery

Flexible Training Solutions will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Trainees will also be given access to a current copy of the course curriculum.

Flexible Training Solutions will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the State Training Board guidelines for customising courses.

Staff

Flexible Training Solutions will ensure that all trainers have:

- demonstrated competencies at least to the level of those being delivered;
- demonstrated achievement of at least TAE 40110 Certificate IV Training and Assessment; and
- industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.

Flexible Training Solutions will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training environment

Flexible Training Solutions will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Code of Practice

Flexible Training Solutions will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials and Statements of Attainment

Flexible Training Solutions will issue credentials and/or statements of attainment to trainees who satisfactorily complete the requirements of the accredited courses on Scope of Registration. Credentials and statements of attainment will include the provider's name, the name of the person receiving the credential, the name and number of the accredited course, the number of the credential, the date issued and the signature of the Director of Flexible Training Solutions. Where appropriate, modules completed and/or national competencies achieved will be identified.

Flexible Training Solutions will accept and mutually recognise the qualifications and statements of attainment awarded by all other registered training organisations.

Quality Assurance and improvement

Flexible Training Solutions has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

Flexible Training Solutions will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Flexible Training Solutions will not state or imply that courses other than those on the scope of

registration are recognised by the State Training Board.

Information for trainees

Flexible Training Solutions will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:

- copy of code of practice
- scope of registration
- certification to be issued to trainee on completion, or partial completion of course
- competencies to be achieved during training
- assessment procedures
- arrangements for the recognition of prior learning
- grievance/appeal procedure
- facilities and equipment
- trainee support services
- application process and selection criteria
- fees and costs involved in undertaking training
- fee refund policy

Training will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum.

Trainee grievances/appeals

Flexible Training Solutions has a fair and equitable process for dealing with trainee grievances/appeals. For more details see "Grievance Policy and procedures" in following pages.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

Code of Practice

Flexible Training Solutions aims to ensure that an individual's prior learning is recognised fairly and accurately, regardless of where and how the learning has taken place.

Guarantee

Flexible Training Solutions will:

- maintain adequate and appropriate insurance, including Public Liability and Work Cover
- advise the Australian Skills Quality Authority (ASQA) in writing within 10 working days of any change to the information contained in the application for registration
- allow ASQA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- supply ASQA with delivery details for each course and module in the scope of registration, including trainee information in accordance with AVETMISS requirements
- resolve any grievances conveyed by students to the State Training Board or ASQA fairly and equitably
- in the event of Flexible Training Solutions ceasing operations, all records of student results will be sent to ASQA for archiving

Sanctions

Flexible Training Solutions accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.

Plagiarism

Plagiarism is the submission or publication of a piece of writing that has been copied from someone else and is presented as being your own work.

Plagiarism or cheating in any other way will not be tolerated by Flexible Training Solutions. In the first instance that plagiarism is suspected, the student will be notified and asked to resubmit their work in their own words and with appropriate reference to any work that is not their own. Where a student does not understand the meaning of plagiarism, examples will be made available and explained by their trainer. Any further examples of plagiarism will be referred to the Directors of the Company who will determine whether to allow the student to continue in their training program.

National Centre for Vocational Education and Research (NCVER)

Students should note that there is a possibility of receiving an NCVER Survey during their training.



Grievance policy and procedures

The following framework has been prepared as a means to have problems experienced by trainers and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case.

Flexible Training Solutions will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate and independent agent to mediate between the parties.

Nothing contained in this procedure prevents a student from exercising their rights to other legal remedies.

Flexible Training Solutions will attempt to resolve any grievances fairly and equitably within five (5) working days.

The resolution of this situation must be in writing to the student.

This procedure will cover grievances of any nature including but not limited to; training delivery and assessment, quality of teaching, discrimination and sexual harassment.

Students must register their grievance or complaint by completing the Student Grievance and Complaint Notification form and submitting it to a Director. Completed forms should be sent to Flexible Training Solutions, PO Box 1139G, Greythorn, Victoria 3104.

For issues relating to quality, students can contact Smart and Skilled (refer to the Student Resources section on page 14).

Grievance associated with trainee assessment results

The trainee grievance/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance;
- should this not be resolved, the grievance matter can be taken before the Director of Flexible Training Solutions;
- a Student Grievance and Complaint Notification form should be submitted as described above;
- should this still not be resolved, the grievance matter then can be taken to the Training Management Committee which comprises the Human Resources manager, Section Manager, Union Representative and an impartial Director of Flexible Training Solutions;

In the event that grievances cannot be resolved internally, Flexible Training Solutions will advise trainees of the appropriate legal body where they can seek further assistance.

Where appropriate, initial assessment may be reviewed and/or alternative assessment methods identified.

Grievance between trainees and trainers

The trainee should endeavour to resolve the grievance by discussing the matter with the trainer. If an appropriate outcome is not achieved, the participant or student should bring the matter to the attention of the Operations Manager of Flexible Training Solutions, who will endeavour to resolve the matter.

Grievance policy and procedures

Alternatively a student grievance and complaint notification form can be submitted as described above.

A full version of the Student Complaints, Grievances and Appeals Procedure is available from the trainer or by contacting the Quality Manager, on 03 9852 1100.

Withdrawal Without Penalty Date

Within 10 days of signing Flexible Training Solutions' enrolment form, refund/credit any fees paid, no administration fee.

After 10 days of signing Flexible Training Solutions' enrolment form, withdrawal will be charged pro-rata for any units commenced, and any refund owing will be refunded, administration fee of \$150.

NSW Smart and Skilled Consumer Protection Policy

Flexible Training Solutions has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy and Procedure which can be found below.

Customer Protection Policy and Procedures

The following framework has been prepared as a means to have problems experienced by trainers and trainees addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most grievances to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case. Flexible Training Solutions will encourage the parties to approach a grievance with an open

view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate and independent agent to mediate between the parties.

Nothing contained in this procedure prevents a student from exercising their rights to other legal remedies.

Flexible Training Solutions will attempt to resolve any grievances fairly and equitably within five (5) working days.

The resolution of this situation must be in writing to the student.

This procedure will cover grievances of any nature including but not limited to; training delivery and assessment, quality of teaching, discrimination and sexual harassment.

Students must register their grievance or complaint by completing the Student Grievance and Complaint Notification form and submitting it to a Director. Completed forms should be sent to Flexible Training Solutions, PO Box 1139G, Greythorn, Victoria 3104.

The Smart and Skilled website can be accessed as below:

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

For enquiries and complaints students can contact Smart and Skilled on:

Phone: 1300 772 104

Email: enquiries@smartandskilled.nsw.gov.au

Online: [enquiry/complaints form](#)

Recognition of prior learning and credit transfer/national recognition policy

1. Introduction

1.1 Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through work experience, employment and other 'life' experiences.

1.2 Credit Transfer is the recognition previous formal training .

2. Policy

2.1 Flexible Training Solutions ensures that individuals' prior learning is recognised, irrespective of where or how the learning takes place. This includes RPL and Credit Transfer as outlined above.

3. Principles of implementation

3.1 Students who report with a Qualification or Statement of Attainment from another Registered Training Organisation will be offered National Recognition for Units of Competency (UOC) that exactly match those within the qualification for which the student is enrolled. Where a UOC does not exactly match, the Student will be offered Credit Transfer where the UOC is equivalent.

3.2 An RPL application can be made where a student believes they have either workplace or life skills that may match a UOC for their enrolled course and may incur a fee.

4. Process

4.1 Credit Transfer/ National Recognition (CT/NT)

4.1.1 Students applying for CT/NT must produce their original qualification which lists each UOC achieved

4.1.2 The trainer will determine whether CT/NT will be granted

4.1.3 If the student does not agree with the assessment they should refer to the grievance policy.

4.2 RPL status will be determined

4.2.1 Students applying for RPL must supply evidence of competency against the UOC/s for which the application applies. Evidence required should be discussed with your trainer and may take the form of third party reports, assessments undertaken etc.

4.2.2 Any applicable fee will be discussed with the student.

4.2.3 If the student does not agree with the assessment they should refer to the grievance policy.



General Information

Fees and charges

The student will be required to pay an enrolment fee as calculated by the NSW Government through the provider calculator with allowances made for credit transfer or recognition of prior learning. FTS will not accept payment of more than \$1000 prior to qualification/course commencement. Following commencement where FTS requires payment of additional fees in advance from the student, at any given time, the total amount will not exceed \$1,500.

All student fees must be paid prior to the issue of the qualification.

Recovery of outstanding student fees

FTS will take all measures to recover outstanding student fees including, but not limited to, engaging a debt collection agency. Please note that certificates will not be issued until all fees have been paid.

Change of course

If you wish to change your course after commencement, a \$500 fee may be applied, including any applicable enrolment fee for the new qualification.

Cancellation/refund

FTS will advise the student prior to any fees being paid of the withdrawal with no penalty cutoff date. This is the date by which the student can withdraw from the course and be refunded any fees paid prior.

Access to records

Students are able to access records of their enrolment and assessment. Your trainer will be able to assist you in this matter.

National Recognition

Flexible Training Solutions recognise qualifications issued by other recognised training organisations (RTO). Credit will be given for units of competency listed on a statement of attainment issued by an RTO that are identical to units within the student's enrolled course of study with Flexible Training Solutions.

Where a unit is not identical, but the learning outcomes are similar to those within the enrolled course of study, the student may apply for RPL for this unit (please see RPL Policy in this manual).

Legislation impacting on your training

Depending on the course of study for which you are enrolled, various laws will apply to you and your training, which will be raised with you e.g. Occupational Health and Safety, Equal Opportunity and Privacy.

Language, literacy and numeracy assessment

All persons undertaking training will be asked to undertake a language, literacy and numeracy (LLN) test as part of their enrolment.



Student Resources

The following organisations may be able to assist you with information. If you are having difficulty obtaining the information you require please telephone Anne Maree Wurth on 03 9852 1100.

Flexible Training Solutions

-  03 9852 1100
-  accounts@ftspl.com.au
-  www.flexibletrainingsolutions.com.au

Useful Telephone Numbers and Websites		
Traineeship information	http://www.dec.nsw.gov.au/ https://www.education.gov.au/	Queries regarding employment and training whilst undertaking a Traineeship
Commonwealth Department of Employment & Workplace Relations:	https://www.employment.gov.au/ 1300 488 064	Wages and terms and conditions of employment
Equal Opportunities Commission	1800 134 142	Sexual abuse and harassment complaints
SafeWork NSW	http://www.safework.nsw.gov.au/ 13 10 50	OH&S Issues, Workplace harassment and violence claims
Smart and Skilled—enquiries and complaints	https://smartandskilled.nsw.gov.au/ 1300 772 104 enquiries@smartandskilled.nsw.gov.au	Issues relating to quality of training
Superannuation Guarantee Hotline	13 10 20	Superannuation queries
Apprenticeship Centre	http://www.australianapprenticeships.gov.au/ 13 38 73	Information on traineeships and apprenticeships
Ethnic Communities Council of NSW	http://www.eccnsw.org.au/ 02 9319 0288	English language courses
Crisis/Mental Health Support In an Emergency Call 000	National: 13 11 14 (Lifeline) NSW: 1800 011 511	Personal or mental health problems.
My Future	http://www.myfuture.edu.au/	Career Information Service