



Tubal
Workplace Training |
WHS | Risk Management
| RTO No. 51679

Student Handbook

CONTACT US

TUBAL PTY LTD – RTO ID 51679

PHONE: 1300 488 225 (1300 4 TUBAL)

EMAIL: ADMIN@TUBAL.COM.AU

WEB: TUBAL.COM.AU

Contents

Welcome to Tubal..... 4

About Us 4

Legislation 5

 Commonwealth Legislation 5

 State Legislation 5

Our Trainers and Assessors 5

Your Course 5

Duration of Training..... 5

Enrolment Process 6

Unique Student Identifier (USI)..... 6

Change of Personal Details 6

Training Contract and Traineeship Structure 6

Duty of Care 7

Responsibilities of the Student 7

Responsibilities of Tubal (the Registered Training Organisation)..... 7

Responsibilities of Tubal Trainer/Assessor 8

Responsibilities of the Workplace 8

Responsibilities of the Workplace Supervisor/Manager (where applicable) 8

Privacy and Records Management 8

Flexible Delivery 9

Competency-Based Training 9

Recognition of Qualifications 9

Credit Transfer 9

Recognition of Prior Learning (RPL) 9

Reasonable Adjustment 9

Language, Literacy and Numeracy 10

Access and Equity 10

Code of Conduct for Students..... 10

Assessment 10

Complaints and Appeals 11

 Making the Most of Your Training 11

 Principles of Assessment..... 12

 Rules of Evidence 12

Fees, Refunds and Payment Plans 12

Fee Protection 13

Form Number:	R-002
Version:	18.4

Date Effective:	January 2024
Review Date	January 2026

Student Support Services.....	13
Issuance of Certification	13
Lost Certification.....	13
Revocation Policy.....	13
Collecting Feedback.....	14

Welcome to Tubal

On behalf of our team, welcome, and congratulations on choosing Tubal Pty Ltd (RTO ID: 51679) as your training provider. We look forward to working with you during your course and making your learning journey as uncomplicated as possible.

This Student Information Handbook has been prepared for students enrolling in training programs with Tubal. It provides essential information that will assist you as a prospective student prior to enrolment to make an informed decision regarding enrolment. Please ensure you read this handbook carefully prior to commencing your training.

Tubal is a Registered Training Organisation (RTO), recognised by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised Vocational Education and Training (VET) Qualifications and Units of Competency within Tubal's scope of registration.

About Us

Tubal has, for over 20 years, been providing training and consultancy services in VET, Work Health and Safety (WHS), Risk Management, and Human Resources.

During this time, Tubal has developed and delivered a variety of training programs and issued a significant number of nationally recognised qualifications to employees within organisations large and small, across Australia.

Significant achievements include an International Best Practice Award from the Petroleum Industry and a National Best Practice Award from the Western Australian State Government in conjunction with the Australian National Training Authority (ANTA).

Tubal Pty Ltd has been providing training support and consultancy to the Hospitality, Tourism and Retail Industries since 1995, including the VET in Schools Program. Tubal's broad experience in training and assessment includes the development of national competency standards and qualification frameworks for the Hospitality/Resorts industry and the issuance of hospitality and resorts qualifications from Certificate II through to Diploma levels.

Experience the rewards Hospitality, Tourism, Retail, WHS and Management career pathways offer and the opportunities that unfold as a result of gaining nationally recognised qualifications.

We invite you to undertake formal training, through either a Traineeship or a fee-for-service arrangement or have your existing skills and knowledge recognised through the process of Recognition of Prior Learning (RPL).

Tubal is committed to best practice, and is continually seeking improvement in the development and delivery of training programs and short courses. The staff at Tubal are available to answer any questions that you may have regarding the information in this handbook and can be contacted via:

Phone: 1300 488 225 (1300 4 TUBAL), or

Email: admin@tubal.com.au

Legislation

Tubal Pty Ltd is subject to a variety of legislations related to training and assessment as well as general business practices. Some of the legislation includes, but is not limited to:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011 (NVR Act), which includes the requirements of the Standards for Registered Training Organisations 2015
- Work Health and Safety Act 2012
- Privacy Act 1988 and Regulations 2001
- Australian Human Rights Commission Act 1986
- Sex Discrimination Act 1994
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Copyright Act 1968
- The Working with Children (Criminal Record Checking) Act 2004
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979

State Legislation

- Vocational Educational and Training Act 1996
- Anti-Discrimination Act 1997
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulation 2010
- Fair Trading Act (WA) 1987

All legislations can be accessed via www.slp.wa.gov.au

Our Trainers and Assessors

Tubal recognises the importance and benefits of combining industry experience with relevant VET Qualifications when striving to deliver programs of highest quality and relevance to the client. Therefore, all trainers and assessors employed or contracted by Tubal have demonstrated significant industry experience in addition to holding vocational qualifications, allowing them to provide a professional, well-rounded learning environment for participants.

Our trainers and assessors are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

Your Course

Tubal will ensure that you are provided with all the information about the course you are undertaking prior to the commencement of training to ensure that the course meets your needs.

Duration of Training

Training delivery will vary depending on the qualification or short course you have chosen to enrol in. This is explained in more detail during the induction process by your Trainer/Assessor.

Enrolment Process

We are required to collect specific information regarding students at enrolment to contextualise training to the needs of the client as well as reporting statistics to Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). We have tried to make the enrolment process as user friendly as possible. You can enrol by:

- Enrolling online at www.tubal.com.au/enrol-now; or
- Downloading the Enrolment Form from <http://tubal.com.au/student-information/>, completing and returning to admin@tubal.com.au

If your enrolment relates to a **workplace traineeship**, you will be contacted by the admin team to discuss your employment arrangements and organising sign up through the Australian Apprenticeship Support Network (AASN) provider.

If you have submitted an enrolment for a **fee-for-service qualification or a short course**, you will be contacted by Tubal to discuss your employment arrangements (if applicable), and the cost of the course.

Unique Student Identifier (USI)

As of 1st January 2015, all students undertaking Nationally Recognised Training will be required to provide their USI number at enrolment. The USI was created to ensure student VET achievements could be validated and collated into a single authenticated transcript. We will be unable to issue certification to students who have not provided their USI number. For more information please visit <http://usi.gov.au/>.

Change of Personal Details

Please ensure you email us at admin@tubal.com.au or phone the office on 1300 488 225 to advise if your phone number, email address or postal address has changed. Should your employment circumstances change (applicable to workplace traineeships), we also advise that you let us know as soon as possible.

Training Contract and Traineeship Structure

With a traineeship, you must be signed into a Training Contract with the Apprenticeship Office, which can only be arranged through the AASN provider. The AASN provider will provide information about the conditions and responsibilities of the contract, and your Trainer/Assessor will discuss the Training Plan with you during induction.

Students who enrol in a traineeship with Tubal should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, the Training Contract may include, but is not limited to:

- Wording that allows the prospective student to know what he/she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

To complete your traineeship, you will need to successfully complete all units of competency that meets the training packaging rules of the qualification. Units that you have chosen to study will be provided on a Training Plan, which will be emailed to you prior to you commencing training.

Duty of Care

Tubal is committed to ensuring a safe workplace is provided for our students, and will comply with all relevant legislations to ensure the health and safety of employees and students. Information on Workplace Health and Safety and sharing the responsibility of maintaining a safe working environment by all parties have been outlined in this Handbook.

The following guidelines are provided as a basis for safe practice in the training environment:

- Integrate WHS into all aspects of the workplace
- 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
- Report all potential hazards, accidents and near misses to your supervisor/manager

Responsibilities of the Student

The Student must undertake to:

- Maintain a safe working environment for self and others
- Advise Tubal if you are unable to attend any appointments
- Be adequately prepared and fully participate in sessions
- Advise Tubal of your withdrawal from a workplace
- Take an active responsibility in learning and acquiring the necessary skills and knowledge required by your workplace
- Collect evidence of competence, illustrating the application of the skills you have acquired
- Speak with the manager/employer and the Tubal trainer/assessor if you are having problems with training
- Commit to providing authentic work that you have completed. We do not condone cheating or plagiarism
- Monitor your own progress through the Tubal Learning Management System
- Request additional assistance if you feel you need help
- Review and resubmit work that is deemed to be Not Satisfactory by the trainer

Responsibilities of Tubal (the Registered Training Organisation)

Tubal will:

- Maintain a safe working environment for self and others
- Induct student and employer into the Tubal Learning Management System, explain their roles and provide ongoing support
- Monitor student's progress throughout the training contract
- Record student's progress and store this information confidentially
- Issue Certificate and Record of Results at the completion of a Qualification, or a Statement of Attainment (where the full qualification has not been completed) for Unit(s) of Competency completed, where payment has been finalised
- Upon completion of all Units of Competency, ensure Training Contract Completion Agreement is signed by all parties, and the training contract has been signed off as completed with the Apprenticeship Office

Responsibilities of Tubal Trainer/Assessor

The trainer will:

- Discuss and explain training plan with the student and employer
- Provide advice and assistance in developing future training activities
- Help to identify and assess student's current skills and knowledge
- Monitor the student's progress at regular intervals, and make regular visits during the training contract.
- Keeping the workplace supervisor updated regarding trainee's progression
- Assess the student's work in a flexible and timely manner, and provide support where needed
- Offer opportunities for reassessment (3 attempts), if required
- Document the student's progress on the Learning Management System (live training plan)
- Abide by Tubal's policies and procedures

Responsibilities of the Workplace

The workplace manager and/or employer should:

- Provide and maintain a safe working environment for self and others
- Provide employment for the term of the Traineeship in accordance with the appropriate industry wage
- Link the student's conditions of employment to an Award or Workplace Agreement
- Provide the required support and coaching

Responsibilities of the Workplace Supervisor/Manager (where applicable)

Over the duration of the training program workplace supervisor or manager may be called upon to provide supporting (supplementary) verification that you have performed workplace tasks to an acceptable workplace standard over a period of time.

Supervisors are not authorised to assess competency, but rather support the Tubal trainer/assessor for the trainee to gain necessary workplace skills required for the qualification. The role of the workplace supervisor is to:

- Provide students the opportunity and provide the necessary exposure to cover aspects of the training component to practice skills in the workplace to the performance required by the industry
- Liaise with the Tubal trainer/assessor to coordinate workplace training and assessment so that it fits in with the student's everyday work schedule
- Inform the Tubal Trainer/Assessor about the trainees' achievements and how they have been achieved
- Provide feedback on how the student is progressing in the workplace, including where needing to improve

Privacy and Records Management

Tubal Pty Ltd assures the integrity, accuracy and currency of records maintained in its offices is in accordance with the relevant legislation, and takes the privacy of its students very seriously by ensuring the confidentiality of records are strictly maintained. Academic Transcript record will only be made available to a party, upon written consent from the student. Student information is only shared with regulatory bodies to meet compliance requirements and contractual obligations as a Registered Training Organisation (RTO). For further information, please refer to Tubal's Student Privacy and Confidentiality Policy, which is available on our website under Student Information.

Flexible Delivery

Flexible delivery means providing training when and where it best suits you and your employer. Flexible delivery focuses on learning rather than teaching and providing the best possible learning experience and outcomes for you. This means that you have greater control over what, when and how you learn.

Competency-Based Training

Qualifications are comprised of Units of Competency (UoC), which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. The standards provide a framework for training and assessment and specify what skills and knowledge an employee, at a particular level within a particular industry, should reasonably expect to achieve. Tubal defines competency as the ability to perform a job to the required level of performance expected in the workplace.

Recognition of Qualifications

Tubal will recognise Units of Competency within the student's Record of Results or Statement of Attainment issued by an RTO within Australia, only for Qualifications within Tubal's scope of registration.

Credit Transfer

Where Units of Competency have been completed by the participant, Credit transfers will be granted for units which are a 'like-for-like' match within the student's current Training Plan, where the Unit Code and Unit Title perfectly match. Also, the unit to be Credit Transferred within the qualification must be on Tubal's scope of registration. If the Unit Code/Unit Title do not perfectly match for credit transfer to be applied, Tubal can support the participant with the RPL process. Credit Transfer can only be applied upon successful verification of the Academic Transcript with the RTO who has issued it, or the student will need to provide a copy of their USI VET Transcript to verify completion of unit(s).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the demonstration of the skills and knowledge obtained by you through previous training, work experience and/or life experiences through the RPL process. Participants who believe they possess the skills and knowledge can skip the training component, and can start the assessment process immediately. The RPL process will identify the skills and competencies currently held by the individual.

In all cases, the onus is on the RPL applicant to document and present a convincing case to justify a claim for RPL, by providing the documentation/evidence necessary to support the process. Whilst Tubal may provide guidance or assistance, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor.

Participants seeking RPL must follow the Enrolment Process on page 7 of this Student Handbook. For further information about RPL, please refer to Tubal's RPL Policy and Procedure, which is available on our website under Training Services.

Reasonable Adjustment

Clients with disabilities are encouraged to discuss with their Tubal trainer/assessor any 'reasonable adjustments' to training and assessment processes which they consider would be necessary to assist them in the performance of their studies. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for other adjustments to be supported. Reasonable adjustments cannot compromise the integrity of training and/or assessment.

Language, Literacy and Numeracy

To assist in identifying any special learning needs, your Tubal trainer/assessor will discuss any Language, Literacy and/or Numeracy support you may require during the course at induction. If you do have any learning difficulties, it is your responsibility to discuss these with your trainer/assessor either prior to commencement or during induction. Be assured that any discussions relating to LLN with our staff will be treated with the strictest confidence.

Access and Equity

Tubal is committed to providing opportunities to all people for advancement, regardless of their background. We support Government initiatives and provide access to our training for all those seeking to undertake it. We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we may liaise with agencies and Government departments for assistance in matters of language, literacy and numeracy difficulties.

Code of Conduct for Students

The Student Code of Conduct aims to provide a safe and productive learning environment by encouraging ethical and sensible behaviour by all students. Students must:

- Attend scheduled training sessions and notify the trainer before the scheduled start time, if unable to attend sessions
- Respect and treat fellow students/co-workers and RTO staff in a courteous manner
- Maintain a clean and safe learning environment
- Contribute positively during the training session and refrain from disrupting the workplace
- Respect the equal rights of all students regardless of gender, race, culture, age, religion, gender preference and abilities, which includes their right to participate
- Conduct themselves in a professional manner (including appropriate attire)
- Not attend training under the influence of alcohol and/or illegal drugs, or legal drugs that might impair the ability to safely participate in training/assessment, including the use of equipment/machinery.
- Ensure that mobile phone is switched off or put on 'silent' during training times, except in extenuating circumstances that have been approved in advance with the Trainer
- Only submit work that is their own, and will not plagiarise under any circumstances

Each student must acknowledge that as a result of breaking the code of conduct, disciplinary action will be taken which may include one or all of the following:

- The trainer may stop the training session if behaviour is disruptive or dangerous
- The student may be removed from the program for behaviour that threatens the safety of others, interferes with the duties of staff, or another student's study
- Relevant authorities may be contacted if necessary

Assessment

In the VET world, assessment is the process of proving competence by demonstrating skills and knowledge required of the unit, according to training package requirements.

To be deemed **competent** you must satisfactorily complete all the requirements of the Units of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard. If the requirements are not met, such as, some aspects of the assessment were not covered in sufficient detail, or being able to complete a task and/or an assessment satisfactorily. Your trainer may ask you additional questions to demonstrate knowledge of the gap, ask you to provide additional information, and request that you participate in additional training to further your knowledge. You will be given ample support and time to prepare for re-assessment(s). You will be offered the opportunity for re-assessment and provided with 3

attempts, and if after 3 attempts you still have not managed to showcase competency, then you will be deemed **not yet competent (NYC)**.

If there is anything you may think is important for the Trainer/Assessor to know which may affect your assessment (e.g. an injury, broken reading glasses), prioritise to inform your Trainer. If you cannot perform a particular activity, there will be an opportunity to be assessed at a later date.

Assessment identifies an individual's achievements against established outcomes, rather than relating their performance to that of other learners or trainees. Assessment methods used may include:

- Workplace observation
- Questioning
- Supervisor/Manager reports (supplementary third-party evidence)
- Samples of work performance/projects
- Workbook/journal activities
- Oral presentations
- Role plays or simulation

If the student is not satisfied with the result of the assessment and the reasons given for the NYC result, they should first discuss the issues of concern with their assessor who will endeavour to resolve them. Assessment outcomes of NYC is generally resulted only after a student has been given sufficient opportunities to re-apply for an assessment task, provide sufficient additional evidence, or other alternate options have been considered by the Tubal Assessor to support the student.

Complaints and Appeals

If you do not agree with the trainer's assessment decision, it is recommended that you discuss the decision with the trainer and obtain feedback on how the decision was made. If after discussing the decision with the trainer you still disagree with the decision, formal appeal can be made.

Tubal strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely processing of a complaint/appeal. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

For further information about Complaints/Appeals, please refer to Tubal's Complaints/Appeals Policy and Procedure, which is available on our website under Student Information, where the Complaint/Appeal Form is also available.

Making the Most of Your Training

It is very important to make the most of your training opportunity. To optimise your own learning and gain successful completion, we recommend the following:

- Attend all scheduled sessions and complete required activities
- Prepare in advance of each training session or workplace visit
- Be a willing participant, and work with fellow learners
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you upload to the Learning Management System
- Log into the Learning Management System regularly - keep track of your progress
- Be willing to contact your trainer/assessor if you do not understand a training task or a knowledge-based question.

Principles of Assessment

Tubal abides within the Standards for RTOs 2015 by ensuring all assessment tasks meet the Principles of Assessment requirements. Our assessment tools have been developed with these principles in mind.

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Tubal abides within the Standards for RTOs 2015 by ensuring all assessment tasks meet the Rules of Evidence requirements. Our assessment tools have been developed with these rules in mind.

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Fees, Refunds and Payment Plans

Tubal will provide information regarding fees all upfront, and there will be no unexpected fees or expenses during the course. Tubal has no control over changes at the start of each calendar year to the student contribution fees for subsidised traineeships funded by the Department of Training and Workforce Development. Our fees are inclusive of all training and assessment, support and coaching, access to the Tubal Learning Management System (LMS), and resources within the LMS.

If the student withdraws from a funded traineeship, the amount payable will be based on the number of units commenced and if 20% of the unit have been completed – the census date is explained in further detail within

Tubal's Fees, Charges and Refund Policy. Refunds for fee-for-service qualifications and short courses has also been explained within this Policy.

Tubal offers flexible interest-free payment terms for all training under its scope when requested. Payment terms and instalments will be established between the client and Tubal. A payment plan form will need to be completed and signed by both parties which will clearly outline the schedule of payments to be deducted.

For further information about fees, refunds and payment plans, please refer to Tubal's Fees, Charges and Refund Policy, which is available on our website under Student Information, or please contact our office on 1300 488 225 to discuss any queries.

Fee Protection

To meet the guideline within Standards for RTOs 2015, Tubal will not collect more than \$1500 prior to course commencement.

Student Support Services

Tubal provides guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support services and/or referral to support agencies or Government departments, if required.

Support services include:

- Language, Literacy and Numeracy (LLN) through the Tubal trainer/assessor
- One-on-One coaching with a Tubal trainer/assessor
- Information Technology (IT) support through the Tubal trainer/assessor, and Tubal admin staff
- Career guidance with a Tubal trainer/assessor

Issuance of Certification

Where the student is deemed competent in all units of competency meeting the training package rules for a qualification, Tubal will issue the Certificate and Record of Results. If the number of units required to complete a qualification is not satisfied, a Statement of Attainment will be issued to the student in line with the AQF Qualifications Issuance Policy for units completed.

Please note that enrolment is not considered complete until all enrolment fees have been settled. Tubal reserves the right not to issue certification documentation until the account has been fully settled.

Lost Certification

A \$50.00 fee +GST will be charged to reissue a lost/replacement certificate. The Replacement Certificate Request Form is available on the Tubal website under Student Information.

Revocation Policy

Tubal reserves the right to revoke AQF Qualifications and/or Statements of Attainment that have been issued in the following instances:

- Where incorrect information has been included in the testamur
- Where acts of plagiarism by a student have been proven

Tubal will contact any student/s that have had their testamurs revoked and inform them of the revocation in writing. Tubal will immediately re-issue a revoked testamur where incorrect information has been included. A register of any revoked testamurs will be maintained.

Collecting Feedback

Tubal provides the AQTF learner survey link to all students who have completed the qualification, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices, continue to provide quality training, and ensuring the ever-changing needs and expectations of current industry are being met.

Tubal also welcomes feedback for other improvement opportunities, such as risk assessment and participant suggestions. As a student of Tubal Pty Ltd, your feedback is critical for continuous improvement.

If you wish to provide feedback during the course, please provide them to your Trainer/Assessor, or complete Tubal's online Student Feedback Form, <http://tubal.com.au/feedback-form/>.