



STUDENT INFORMATION HANDBOOK

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INTRODUCTION

Dear Student

Welcome to Biga Training

We trust that the time you spend in our learning environment, especially designed to train people for the construction and business sectors, will greatly enhance your skills and improve your opportunities in your chosen field.

The information contained in this handbook is designed to introduce you to our training and help you whilst you are an enrolled student with Biga Training.

If we can be of any further assistance please do not hesitate to talk with us.

Yours faithfully



Brad Gray
General Manager

Biga Training - Training Structure - Management, Administration and Support Contacts:

Name	Position	Location
Brad Gray	General Manager	Brendale
Lyndell Teale	Finance Manager	Brendale
Kim Gilchrist	Administration Manager	Brendale
Kate Mills	Student Administration	Brendale
Michelle Dell	Student Administration	Brendale
Kandis Gilchrist	Student Administration	Brendale
Alan Allsop	Curriculum Manager	Brendale



Biga Training - Brendale, North Brisbane.

OVERVIEW

Biga Training is a division of Biga Ltd which is a not-for-profit Company Limited by Guarantee, which came into existence in 1981 as the Master Builders' Group Training Scheme. On 18 November 1991 it changed to the Queensland Housing and Construction Group Training Scheme Inc to allow for participation by a broader range of employers, including those from other employer organisations (e.g. HIA). It also allowed for tripartite representation on the board.

The organisation relocated from Acacia Ridge to the Salisbury Skills Centre in August 1995. Extensive renovations to the site commenced in April 1995 and were completed by utilising apprentices from both our own Scheme and Group Training Australia-Brisbane Building Subcontractors.

In January 1997 Queensland Housing & Construction Group Training Scheme Inc merged with Group Training Australia - Brisbane Building Subcontractors (GTA-BBSC) to become Building Industry Group Apprentice Training Inc. GTA-BBSC commenced in May 1983 and was originally known as the Master Painters Group Apprenticeship Scheme commencing with ten apprentice painters and one sign writer. GTA-BBSC expanded to cover additional trades such as plasterers, plumbers, bricklayers and tilers.

In 1999 Building Industry Group Apprentice Training Inc, bought and developed a property at 300 South Pine Road, Brendale that has now become our premier centre of operations. We established a state of the art, purpose built construction training centre, and in 2001 we added a professional development centre as well.

On 1 July 2001, Building Industry Group Apprentice Training Inc., changed its structure to become a not-for-profit Company Limited by Guarantee and changed its name to Biga Training Ltd.

On 15 April 2004 the company changed its name to Biga Ltd.

Both Federal and State Governments support Biga Ltd. They acknowledge and endorse the part it plays in increasing the skill resource of the nation by indenturing and training apprentices and trainees.

An elected Management Board operates Biga Ltd. Board members voluntarily give their expertise and time towards the training of a skilled workforce. The Management Board meets every month and comprises Industry representatives from employer and employee associations who set policy and objectives.

Biga Training has been recognised by The Department of Employment, Small Business and Training (DET) as a Supervised Registered Training Organisation (SRTO) under the Standards for Registered Training Organisations (RTOs) 2015 principles and standards to carry out training in the fields of Building and Construction. The organisation's training facilities have the capacity to train more than 200 students at any one time.

Today, Biga Training operates campuses at Brendale, Salisbury and Sunshine Coast in the greater Brisbane area and regionally at Bundaberg, Rockhampton and Mackay.

ADMISSIONS PROCEDURES AND CRITERIA

Apprentices and Trainees *(Training is funded by the Qld Government Department of Employment, Small Business and Training)*

To enrol in a Biga Training apprenticeship or traineeship course, applicants must undertake the following:

- Sign a Training Contract with the employer and nominate a Registered Training Organisation (Biga Training).
- Undertake an induction session with Biga Training. This will involve, among other things, completing an enrolment form.
- Negotiate training options with your employer and Biga Training – this will be reflected in your Training Plan.
- Receive your training record book (Log Book) where all your training information will be kept.
- Await notification of your first training program from Biga Training.

Pre-Vocational Students

To enrol as a Pre-Vocational Student, applicants must undertake the following:

- Complete an Application Form (available from Biga Training Administration).
- Attend interviews and testing as requested.
- If successful, you will be notified of the commencement date of the course.
- On your first day of attendance, complete an enrolment form and return it to your Trainer.
- Students will be assessed throughout their course in the areas of motivation, reliability, enthusiasm, attitude, interest and skill. Pre-Vocational students are eligible upon completion of their course and gained employment, to apply to Biga Ltd for training in one of the following :
 - Carpentry
 - Bricklaying
 - Wall and Floor Tiling
 - Wall and Ceiling Lining (Plastering)
 - Painting and Decorating

Fee for Service Students

To enrol as a Fee for Service Student, applicants must undertake the following:

- Select the unit of competency or competencies you wish to receive training in
- Make a booking enquiry with Biga Training Administration for available workshops
- After a price and schedule for the unit of competency is negotiated, complete an enrolment form and return it to Biga Training Administration

ARRANGEMENTS FOR THE RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is available for all qualifications. You can refer to the enclosed Code of Practice for more information. The procedure for undertaking Recognition of Prior Learning (RPL) with Biga Training is as follows:

- Decide which qualification you would like RPL for
- Request an RPL from Training Administration
- Receive and complete an RPL Kit
- Submit an RPL Kit to the Biga Training Administration
- Site Assessment is arranged by Trainer/Assessor
- Competency conversation and Gap training are arranged by Trainer/Assessor
- Receive notification of an RPL assessment outcome

ASSESSMENT FACILITIES AND EQUIPMENT

Biga Training maintains three (3) training facilities:

300 South Pine Rd
BRENDALE QLD 4500

460 – 492 Beaudesert Rd
SALISBURY QLD 4107

Unit 3/106 Sugar Road (Chaplin Place)
MAROOCHYDORE QLD 4558

These facilities and their equipment are used for Pre-Vocational, Apprenticeship / Traineeship, Fee for Service and RPL training. Training is also arranged regularly at Rockhampton, Mackay and Bundaberg.

ASSESSMENT POLICY

Assessment is in accordance with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards. Please refer to the Code of Practice for more details on assessments.

ASSESSMENT PROCEDURE

Assessment may be conducted through structured college training and/or on-the-job or simulated workplace assessment. The requirements of individual units are outlined in the course documentation that will be given to you during the course of your training. Normally you will be scheduled for training 2-4 times a year. (Refer to your Training Plan for details). It is important to complete the required amount of training in each year of your training. Assessment may also be requested by contacting Biga Training Administration.

ASSIGNMENTS

Assignments may be set as a form of assessment. Your Trainer will advise you of the assignment's criteria and due date. Failure to submit an assignment without due cause may incur the result of "Continuing Activity". The use of plagiarism in assignments is strictly prohibited.

ATTENDANCE

A 6 week training notification of scheduled training will be mailed with a client status report to the employer and apprentice. An invoice of nominal hours trained at this scheduled training will be raised 2 weeks prior to commencement of this training for payment prior to completion of this scheduled training. A 1 week training notification sms will be sent to the employer and apprentice if a current mobile number is on file at Biga Training. If you are to be absent please call the Biga Training Administration before 8:30am on the first day of training.

CERTIFICATION TO BE ISSUED

Biga Training issues Statements of Attainment within thirty (30) calendar days after the completion of a course / program and a verified USI number. These Statements indicate results of units of competency students have undertaken. Apprentices and Trainees will receive a certificate for their qualification once a verified USI number is supplied and all their competency units are achieved and their employer has signed and returned a completion agreement form to Biga Training Administration.

CODE OF PRACTICE

Biga Training operates according to a Code of Practice, which is enclosed with this handbook.

COMPETENCIES TO BE ACHIEVED

Apprentice and Trainees

The competencies to be achieved by the Apprentice are indicated in the Apprentice's training record book (Log Book) and training plan. The training plan is negotiated by Biga Training with the employer and Apprentice at the beginning of the apprenticeship. The training plan will be reviewed and reissued whenever there is a major deviation from the original plan. If you do not have a copy of your training record book or training plan please contact Biga Training Administration for assistance.

Pre-Vocational and Fee for Service Students

The competencies to be achieved by the student will be outlined by the Trainer at the beginning of each course.

COMPLAINTS / APPEALS PROCEDURE

For the purpose of this handbook, a complaint occurs when a student may be dissatisfied with the manner in which he / she is treated. An appeal relates to an academic result that appears incorrect or unsatisfactory to a student.

In the event of a Complaint, follow the optional steps below.

- Talk directly with the person concerned to resolve the problem
- Seek assistance from your Trainer
- Consult the General Manager of Biga Training

See the Code of Practice for further options available or seek professional advice.

In the event of an Academic Appeal, students have seven (7) days after receiving notification of a result to appeal Assessment Results. Students may also contact Biga Training Administration for further information.

CREDIT TRANSFER / NATIONAL RECOGNITION

Credit Transfer is given for competencies that you have completed prior to your enrolment with Biga Training. These may have been undertaken during a pre-vocational course or previous apprentice / traineeship training.

Biga Training is committed to recognising Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards. Our Training and Administration staff understands the principles of National Recognition and will comply with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards requirements in this regard.

When applying for recognition of Qualifications and Statements of Attainment, please be sure to provide a copy of the AQF certification document issued by any other RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar for verification, copying and filing purposes.

If Qualifications and Statements of Attainment are not an exact equivalent to those for which you require recognition, it is up to you, the student, to provide full details of the course/s you have completed so that a mapping of competencies may be conducted by our Training staff.

DISCIPLINARY REGULATIONS

At the discretion of the General Manager, misconduct by a student may incur suspension from the rest of the day's proceedings. Further penalties for apprentices and trainees as per Division 7 of the Further Education And Training Act 2014 may also apply. For students other than apprentices and trainees, serious or continued misconduct may result in expulsion.

ENTRY REQUIREMENTS AND PREREQUISITES

Entry requirements and prerequisites vary depending on the course of training. Entry requirements and prerequisites for specific courses may be obtained from Biga Training Administration or the Department of Employment, Small Business and Training.

EQUIPMENT

Apprentices and Trainees

Apprentices and Trainees are requested to bring their employer-allocated Basic hand tools, Personal Protective Equipment, Training Record Book, General Construction Induction Card (White Card), Android Ear Phones, Notepad and Pen to all training. Additional equipment specific to the subject area will be supplied.

Pre-Vocational and Fee for Service Students

Biga Training will supply all equipment required for the course.

Note: All students are requested to take due care when using Biga Training's equipment. Misuse and intentional damage is classed as misconduct.

EXAMS

Exams are another means of assessing competence and may form part of the training course. Your Trainer will provide instructions on the completion of exams.

Note: Cheating during an exam is classed as misconduct and offending students will be immediately removed from the training. Disciplinary action will follow.

EXPECTATIONS OF CLIENTS

Biga Training understands that its clients (employers, students, apprentices and trainees) have varying expectations in regard to the service that is offered and delivered. To this end Biga Training encourages individual feedback from all clients so that the service we offer can be tailored to best suit the client. Please contact Biga Training Administration on (07) 3205 1855 if you have any queries or concerns relating to the service you are receiving from Biga Training.

FACILITIES AND EQUIPMENT, INCLUDING OH&S REQUIREMENTS

Biga Training observes Occupational Health and Safety (OH&S) requirements in regard to the operation of its training programs and the physical resources required. All students are required to complete a safety induction and work within the OH&S Guidelines as advised by their Trainer. Please ensure you carry your General Construction Induction Card (White Card) at all times.

FEES AND CHARGES

Student Contribution Fees – Apprentices and Trainees

Apprentices and Trainees who are enrolled in Certificate Level III courses and above incur a per nominal hour Student Contribution Fee for all competencies undertaken in accordance with current Pre-qualified Supplier Contracts. The Student Contribution Fee (per nominal hour amount) is determined by The Department of Employment, Small Business and Training and is reviewed annually. The Student Contribution Fee will be invoiced at scheduled training throughout the apprenticeship and payment is required prior to completion of each scheduled training session. No additional fees are applied for training. Any fees paid in advance would be handled in accordance with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards.

Student Contribution Fees – Partial Exemption

Certain students will be eligible for a 60% discount if they meet one of the following criteria:

- The student is an Aboriginal or Torres Strait Islander person as stated on the AVETMISS VET enrolment form
- The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card
- The student issues Biga with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card

Student Contribution Fees – Full Exemption

Certain students will be eligible for a full discount if they meet one of the following criteria:

- A registered school based apprentice or traineeship
- The student issues General Manager of Biga a written request that payment of fees will cause extreme financial hardship

Student Contribution Fees – Free apprenticeships for under 21s (replaces Fee-Free Year 12 graduates)

Certain Apprentices and Trainees will be eligible for Fee-Free training if they meet the following criteria:

- To be eligible for Free apprenticeships for under 21s, you must be employed in Queensland as an apprentice or trainee under a training contract in a high priority apprenticeship and traineeship qualification on or after 1 July 2019 and be aged under 21.

**Student Contribution Fees & Total Course Fees
2020**

Course	Student Contribution Fee (non-concession) Total Amount	Student Contribution Fee (concession) Total Amount *	Student Contribution Fee (Graduate Fee-Free/Under 21) Total Amount *	Course Fee (FFS) (Fee For Service) Total Amount	Course Fee (RPL) (Recognition of Prior Learning) Total Amount (funded)	Course Fee (RPL) (Recognition of Prior Learning) Total Amount (unfunded)
Certificate III in Bricklaying/Blocklaying	\$1,542.40	\$616.96	\$0.00	\$12,250.00	Funding up to \$4375.00	\$1,000.00 + \$400.00 per unit gap trained
Certificate III in Carpentry	\$1,558.40	\$623.36	\$0.00	\$12,250.00	Funding up to \$4375.00	\$1,000.00 + \$400.00 per unit gap trained
Certificate III in Painting and Decorating	\$1,705.60	\$682.24	\$0.00	\$13,470.00	Funding up to \$4375.00	\$1,000.00 + \$400.00 per unit gap trained
Certificate III in Wall and Ceiling Lining	\$1,286.40	\$514.56	\$0.00	\$9,830.00	Funding up to \$4375.00	\$1,000.00 + \$400.00 per unit gap trained
Certificate III in Wall and Floor Tiling	\$1,315.20	\$526.08	\$0.00	\$11,040.00	Funding up to \$4375.00	\$1,000.00 + \$400.00 per unit gap trained
Certificate 1 in Construction	\$55.00	\$55.00	\$0.00	\$1,300.00	N/A	N/A

*Prices are subject to change

If you are an apprentice employed in one of the following trades, you may receive tuition assistance from the Building and Construction Industry Training Fund (BCITF) Qld : CSQ (Construction Skills Queensland) :

- Bricklaying
- Carpentry
- Painting and Decorating
- Wall and Ceiling Lining
- Wall and Floor Tiling

RPL will be charged as per the Student Contribution Fees & Total Course Fees table above.

Although all necessary learning materials are provided by Biga Training, you might choose to buy some additional materials from our list of recommended publications. These materials are very useful reference books for your trade. A list of publications can be found in Attachment 2 at the end of this handbook. (Please note that the prices quoted are to be used as a guide only and may be subject to change).

Pre-Vocational Students

Pre-Vocational students may be required to pay course fees. These fees will be notified at enrolment.

Fee for Service Students

Students who undertake Fee for Service programs (such as Recognition of Prior Learning, Remove Non-Friable Asbestos Course, General Construction Induction Course etc) will be invoiced upon booking and are required to pay upon commencement of the training and/or assessment activity. When we receive your payment, your individual account will be credited with the amount and a receipt can be obtained. If you are undertaking a program longer than one week in duration, your fees will be placed into a trust account until the commencement of your program. Your account will remain in credit until the commencement of your program so that if you are unable to attend a booked course you can either reschedule the course for another date at no additional charge or you can apply for a refund under the conditions of our Refund Policy. (Please refer to the Refund Policy in the Code of Practice).

LEARNING OUTCOMES/ELEMENTS OF COMPETENCY

Learning Outcomes or Elements of Competency are identified in your training record book and / or course outline.

LEGISLATION – WHAT YOU NEED TO KNOW

During your time with Biga Training, we request that you be informed of and, where applicable, adhere to a range of legislative requirements. The following information is provided for your information:

Anti-Discrimination

It is Biga Training's policy to provide and maintain a harmonious environment free of intimidation, threat and humiliation. Harassment, victimisation, bullying and / or discriminatory behaviour in any form will not be tolerated.

Discrimination, victimisation, bullying and harassment can be related to any of the grounds covered by State and Federal legislation. These grounds include:

Race, Sex, Marital Status, Physical Impairment, Mental Impairment, Homosexuality, Religion, Political Opinion, Criminal Record, Age, Medical Record.

Harassment, victimisation and bullying are forms of discrimination and are unlawful.

Harassment, Victimisation, Bullying or Discrimination

Examples of harassment, victimisation, bullying or discrimination may include but are not limited to:

- Verbal abuse or threats;
- Unwelcome remarks, jokes, innuendoes or taunting about topics such as a person's attire, marital status, ethnic or national origin, sexuality, physical or mental capability;
- Displaying sexually suggestive, racist or other derogatory material;
- Practical jokes which may cause awkwardness or embarrassment;
- A demand for sexual favours;
- An unwelcome invitation or request (either indirect or explicit);
- Leering or other gestures;
- Unnecessary physical contact such as touching, patting, pinching or punching;
- Physical assault.

The list is not exhaustive and Biga Training recognises that behaviours that may be regarded as harmless, trivial, a joke or acceptable by one person may be harassment or discrimination to those who find offence. Biga Training also recognises that not all different treatment is discrimination. Discrimination means different treatment (or treatment with a different impact) which is unfavourable or unfair. The perceptions of a person being harassed or discriminated against are paramount.

Harassment or discrimination in any form whether committed by a student or an employee of Biga Training is seen as misconduct and will not be tolerated. This applies not only to power relationships but also to relationships between persons of equal or similar status, such as between students, or between employees.

Harassment and discrimination is not just unlawful during training hours in or at a Biga Training campus itself. The behaviour is illegal in any Biga Training-related context including on site training, meetings or field trips.

A finding that harassment or discrimination has occurred will result in disciplinary measures being taken against the person responsible, with termination of employment being one possible consequence.

Those in authority who knowingly tolerate such behaviour are also guilty of misconduct and will be subject to the same disciplinary measures. Individual employees may be named as respondents in an Anti-Discrimination Claim and subject to penalties imposed by the relevant tribunal.

Complaints of Harassment, Victimization and Discrimination

Complaints will be:

- Treated seriously and empathetically;
- Attended to promptly;
- Investigated impartially.

A complaint of discrimination, harassment or victimisation is a serious matter for those involved. A person who makes such a complaint against another, without reasonable ground, may be subject to disciplinary action. It is a disciplinary offence to victimise, or retaliate, against a person making a complaint or a person assisting in an investigation. Victimization is grounds for instant removal.

A student who experiences harassment or discrimination in the workplace has a responsibility to do something about the problem. Students can make a complaint or seek help and advice from any Trainer or Manager.

Disability

Commitment

Biga Training is committed to creating an environment that will increase the opportunities for people with disabilities to undertake study or employment at the organisation. The company recognises that all people have a right to employment and training, regardless of whether or not they have a disability, and is committed to providing a supportive and safe learning and working environment for students and staff with disabilities.

The practice of discriminating against people with disabilities is unlawful under the Commonwealth Disability Discrimination Act (1992), the Queensland Anti-Discrimination Act (1991), and is contrary to the company's equal opportunity policies for students and staff. The company supports the Commonwealth Disability Discrimination Act (1992) which asserts that "wherever possible necessary and reasonable to do so, the usual policy or practice will be varied to meet the needs of a person with a disability".

Aims

The company recognises that students and staff should be selected for employment and training on the basis of professional merit and academic ability. Existing anti-discrimination legislation uses the term "reasonable adjustment" to ensure the provision of equal treatment for people with disabilities. The concept of reasonable adjustment means that in practice wherever it is necessary, possible and reasonable to do so, consideration should be given to a person's disability and appropriate adjustments should be made to the learning/working environment in order to lessen the impact of the disability.

In its commitment to enhancing training and working life of people with disabilities, the company seeks to: -

- encourage students and staff who have special needs arising from physical, sensory or intellectual impairments to participate as equal members of the company;
- develop processes to assist in overcoming barriers imposed by the physical environment, and to ensure that people with disabilities have equal access to resources;
- make appropriate adjustments to the training and work environment to lessen the impact of the disability;
- where possible provide students and staff with human and material support to assist them with their disability;
- where possible, using means such as extra assessment time or providing someone to explain assessments for Students with Disabilities, undertake steps to positively address cases where students with disabilities are prevented from participating on an equal basis with other students;
- inform students and staff of their right to make applications for support or special arrangements;
- inform students and staff of their responsibilities with regard to discrimination on the basis of disability, and encourage them to take an active role in opposing such discrimination; and
- provide training workshops for staff in order to enhance their understanding of the needs of students and staff with disabilities.

Definitions

Under the Disability Discrimination Act (1992) disability is defined as:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing illness or disease; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists or
- (i) previously existed, but no longer exists; or
- (j) may exist in the future; or
- (k) is imputed to the person.

Discrimination

Examples of discrimination on the grounds of disability may include:

- ridicule (eg. name calling, use of derogatory slang or 'jokes');
- physical and emotional intimidation (eg. physical threats or abuse, display of threatening or offensive slogans or graffiti);
- verbal derogatory comments made in the course of training or on-the-job or interviews;
- written derogatory comments by students and staff;
- restricting access to services, training or employment opportunities on the basis of stereotyping people with disabilities; and
- restrictive personnel practices (eg. employment policies, working conditions).

The list is not exhaustive and the company recognises that behaviours that may be regarded as harmless, trivial, a joke or acceptable by one person may be discrimination or harassment to those who find offence. The company also recognises that not all different treatment is discrimination. Discrimination means different treatment (or treatment with a different impact) which is unfavourable or unfair.

Policy Statement on Disability

The effects of discrimination and harassment based on a person's disability may include:

- creating an intimidating, hostile, offensive or distressing work or training environment;
- adversely affecting the work performance of individual students or staff;
- affecting a person's admission into a course or progress within a course;
- affecting an individual's recruitment, level of appointment;
- adversely affecting an individual's access to and participation in a range of training opportunities, support services, social and recreational facilities provided by the company; and
- negatively reflecting on the integrity and standing of the company.

These matters not only apply to power relationships, but also to relationships between persons of equal or similar status, such as between students, or between colleagues.

Procedures

Individuals who believe they have experienced discrimination or harassment because of their disabilities should attempt to resolve the matter by stating directly their objection or complaint to the alleged perpetrator. If an individual feels unable to do this, or if the personal approach does not result in the cessation of the behaviour in

question, an individual may elect to use the company's Complaints Procedure (see Code of Practice within this document).

Students should first contact their supervisor or trainer. Staff members should first contact their immediate manager. If an unsatisfactory result ensues or you do not wish to raise this matter with your supervisor, trainer or manager contact the Equal Employment Opportunity (EEO) Officer for a consultation. Complaints can be made on either an individual or group basis.

Use of the internal procedures does not preclude a complainant from using other forms of redress such as making formal complaints to the Anti-Discrimination Commission.

Privacy

Biga Training is committed to adopting the highest standards to safeguard student's personal and sensitive information. Biga Training is bound by the Australian Privacy Principles (APP's) as set out in the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Biga Training's main function is to provide education to students and therefore is required to collect and hold personal information relating to enrolment and education. Student information held at Biga Training for current and, where required, for past students, is as follows:

- Personal details such as: identification, date of birth, telephone and mobile numbers, previous education, medical conditions, emergency contacts, racial and ethnic origin;
- Course progress and attendance records;
- Records relating to student assessment;
- Student anecdotal notes;
- Vocational Placement Records;
- Details relating to payment of fees and banking and credit card details;
- Graduation records such as Statements of Attainment and Qualifications.

We may from time to time disclose your personal information to organisations outside of Biga Ltd. These include government and regulatory bodies, as required or authorised by law.

It is the right of any current or past student of Biga Training to have access to their student results at any time. Information that a current or past student does not have access to, is any confidential student anecdotal notes that have been made during their time at Biga Training.

All Biga Training staff members will ensure that no students have access to class rolls, programs of study or any personal details of other students. No information regarding another student will be given or discussed with a third party without the express written permission of the person concerned or as permitted by legislation.

Current student records are kept electronically via a student database, which is only accessible via a confidential password. Current student's paper based files and assessment records are kept in a secure location at the Brendale campus of Biga Training.

Applicable student information is kept electronically for 30 years as per the Standards for Registered Training Organisations (RTOs) 2015 principles and standards. Full student files (paper based) are kept in a secure location at Biga Training for seven (7) years after a student completes study and, depending on individual circumstances, may be archived in Biga Training digital secure storage for 30 years.

If a student believes that Biga Training has not dealt with their personal information in accordance with the Biga Training Privacy Policy, they may make a complaint in writing to:

**The Privacy Officer
Biga Training
PO Box 5360
BRENDALÉ QLD 4500**

The letter should set out in detail the issues of concern. The matter will be investigated and a written reply will be sent within 30 days addressing all issues. If during investigations a policy breakdown has been established, the matter will be addressed and rectified immediately.

Workplace Health and Safety

Students have an obligation under the Workplace Health & Safety (WH&S) Act 2011.

- Students MUST NOT act in a manner, which endangers the health & safety of themselves or any other person while at a course being run by Biga Training
- Students MUST carry out safety directions given by members of Biga Training
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health & safety at Biga Training

NOTE: Students who do not comply with these legal requirements are in breach of the WH&S Act & can be fined under its legislative requirements. Such persons are also considered to be engaged in misconduct & can face disciplinary action.

Complete versions of legislation are available at <https://www.legislation.qld.gov.au>

LITERACY AND NUMERACY TESTING

Apprentices enrolling at Biga Training undertake a Literacy and Numeracy test. This test is used to assess whether an apprentice is likely to require any additional educational support in the areas of literacy and numeracy. In the event that we feel that additional support is needed, then we will arrange for the student to have access to a nationally approved Literacy and Numeracy course through a local TAFE college or registered private training provider. Further information is provided in Attachment 3 of this document.

PROGRAM TIMETABLE**Apprentices and Trainees**

Training is scheduled in advance and you will be notified by mail 6 weeks prior of workshop commencement date at Biga Training campuses or arranged regional training locations. Also a 1 week sms will be sent prior of workshop commencement date.

Pre-Vocational Students

Biga Training sets the timetable and notifies the student.

Fee for Service Students

The timetable will be negotiated between you and Biga Training.

QUALIFICATION DETAILS

Biga Training currently offers the following qualifications:

- Certificate III in Bricklaying / Blocklaying
- Certificate III in Carpentry
- Certificate III in Painting and Decorating
- Certificate III in Wall and Ceiling Lining
- Certificate III in Wall and Floor Tiling

REFUND POLICY

Refunds will be considered on an individual basis. Students are to approach Biga Training Administration to apply for a refund.

STUDENT CONDUCT

Students are expected to behave in an appropriate, professional and mature manner.

Misconduct

Misconduct of a Student is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health & safety of staff or student
- Interferes with the conduct of Master Painters Association operations

The following examples of behaviour would constitute misconduct if a student participated in the following:

Vandalism / Theft

Defaced equipment, furniture or fixtures on premises under the control of Biga Training; was caught stealing.

Safety / Hygiene

Did not wear appropriate safety clothing or used safety equipment inappropriately; refused to follow safety or hygiene regulations

Failure to Comply With Directions

Refused to obey emergency procedures; smoked a cigarette in a non-smoking designated area; refused to obey trainer/supervisor direction when given for safety of class; disrupted others learning

Cheating / Plagiarism

Was caught cheating in an assessment/examination; plagiarised another person's work.

Verbal Abuse

Shouted at a member of staff, student or other person; used inappropriate or offensive language, signs or body gestures; used language to threaten a member of staff or fellow student.

Physical abuse

Became involved in a physical argument; became involved in behaviour not appropriate to surroundings; used physical threatening actions to intimidate or assaulted another student or a staff member.

Alcohol / Drugs

Drinking an alcoholic drink on premises under the control of Biga Training; intoxicated and disorderly on premises under the control of Biga Apprentices – Training; engaging in the taking or selling of drugs.

Weapons

Carried a weapon on their person on premises under the control of Biga Training; used an object as a weapon to threaten or intimidate another person on premises under the control of Biga Training.

Exposure / Decency

Acted in a lewd way; engaged in sexual behaviour.

Misconduct is a disciplinary offence and includes but is not limited to

1. Wilfully obstructing or disrupting any Biga Training meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health & safety of other student or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging or wrongfully dealing with any Biga Training property, or the property within premises under the control of Biga Training.
5. Assaulting or attempting to assault any person within Biga Training.
6. Drunken & disorderly behaviour on premises under the control of Biga Training.
7. Cheating & plagiarism
8. Making a false representation as to a matter affecting student status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Biga Training operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

DISCIPLINARY ACTION

Disciplinary action will be taken & you may be penalised if you act in a way contrary to the student rules of Biga Training. You can appeal against certain penalties. (Refer to Complaints and Appeal Procedure) Your penalty might then be reduced, removed, or increased

CONSEQUENCES OF MISCONDUCT

If the student is an apprentice, any disciplinary action or recommendations MUST be made with due regard to the provisions of the Training & Employment Act 2000.

THE FOLLOWING CONDITIONS APPLY TO STUDENTS WHO ARE NOT TRAINEES

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

In the 1st instance - A verbal warning shall be issued & counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning & counselling shall be documented, dated & signed by the person issuing the warning/counselling & also the student receiving the disciplinary action & this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues & there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated & signed by the General Manager, the person issuing the warning/counselling & also the student receiving the disciplinary action & this record shall be placed in the student file.

3rd Offence - Will result in the removal of academic privilege by Biga Training. The student will be advised of a time to attend a meeting with the General Manager (or their delegate) and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing, & any comments the student makes in relation to the misconduct should be documented. A copy of this record shall be dated & signed by the General Manager, the person issuing the disciplinary action & also the student receiving the disciplinary action & this record shall be placed in the student file.

If the student has acted in, or engaged in any '**Serious Misconduct**' the following steps shall be taken:

1. The student shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the General Manager immediately & provide a written statement, which details the circumstance of the student suspension.

3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action & the General Manager.
4. The student will be provided with the reason for this disciplinary action in writing, & any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated & signed by the General Manager, the person issuing the disciplinary action & also the student receiving the disciplinary action & this record shall be placed in the student file.
5. The student shall also be advised in relation to their right of appeal against certain penalties.
6. The General Manager shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand & warn the student against repetition of the breach of discipline
 - Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

STUDENT SUPPORT SERVICES

Student Support Services are provided to students by way of the following:-

- a) Administration services, e.g. photocopying
- b) Library & resource access
- d) Counselling services facilities

TRAINERS' QUALIFICATIONS

Trainers hold the relevant training qualifications and vocational qualifications and experience as required by the particular course they train and the Department of Employment, Small Business and Training (DET) and the Standards for Registered Training Organisations (RTOs) 2015 principles and standards, Human Resource Standard.

TRAVEL AND ACCOMMODATION

Financial assistance is available to Queensland apprentices and trainees to help meet the costs of travelling to and from their off-the-job training and to assist those who are required to live away from home during their attendance. School based apprentices need to refer to their School for this need.

Information about this assistance is available from www.apprenticeshipsinfo.qld.gov.au or by calling the Department of Employment, Small Business and Training on 1800 210 210.

ATTACHMENT 1

**CODE
OF
PRACTICE**

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Code of Practice

Biga Training is committed to completing training for each student that commences a nationally recognised training program. The following code of practice describes the minimum standards of our vocational education to facilitate the delivery of this training to the highest possible standard.

The policies set out in this Code of Practice underpin the operations at Biga Training.

All employees will abide by its provisions.



Brad Gray
General Manager

07/04/2014

Access and Equity

Access and equity policies are incorporated into operational procedures. Biga Training prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any persons capable of causing disease
- Sexual orientation
- Age (in relation to compulsory retirement)
- Individuals with criminal records

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.

Apprentices and Trainees

Course co-ordinators must ensure that specific records required by external authorities are kept up to date and accurate.

Assessment

Assessment is competency based and is designed to determine whether the client can demonstrate the target competencies. Clients who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

Assessment is in accordance with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards.

All assessments must meet the assessment criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to clients' needs and program delivery methods.

The General Manager is required to ensure operational compliance with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Assessors are required

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- To negotiate flexibly with clients regarding the type of assessment, taking into account Flexible Delivery, EEO and anti-discrimination principles, and the particular needs and circumstances of clients
- To advise clients regarding National recognition, the RPL process and Credit Transfer
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- To consider the authenticity, validity, reliability, relevance to the learning outcomes, currency and variety of assessment evidence
- To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test

Business Plan

Biga Training has a current business plan that describes the mission, goals, financial and operational functions and processes of the organisation and develops the strategies for achieving them. These strategies are the foundation for operational procedures. The implementation of the business plan is reviewed on an ongoing basis, with annual formal updates.

Between reviews, management is responsible for monitoring and evaluating the implementation of the business plan. In the event of deviation from planned activities or their outcomes, the responsible employee must inform the General Manager. The appropriate employees are expected to participate in formulating adjustments to the business plan as circumstances dictate.

Class Allocation

The General Manager allocates students and apprentices to classes. Allocation is based on academic merit, taking into account EEO and anti-discrimination policies, class availability and timetabling constraints. Every effort is made to allocate clients' first preferences with regard to class allocation.

Trainers are assigned to classes according to their compliance with course requirements and industry standards, their suitability for the particular class and timetabling constraints.

Client Counselling / Support

▪ **Academic and Vocational Counselling**

Clients may receive academic or vocational counselling from the Trainer, General Manager, or other qualified person. The Trainer monitors the client's progress and intervenes to provide counselling or support as appropriate and where needed refers the client on to the General Manager, General Manager, or other qualified person, depending on the nature of the problem.

- **Personal Counselling**

Any client showing signs of distress or discomfort is to be approached by the employee who notices and offer support. Support may take the form of advice, referral to the Trainer, General Manager or other qualified person, depending on the nature of the problem. Where necessary the counsellor will advise the General Manager and assist the client to access external professional assistance. All employees are to treat clients with courtesy and empathy at all times.

- **Language, Literacy and Numeracy Support**

Clients requiring language, literacy and numeracy (LLN) support are identified on enrolment. In most cases, LLN support can be provided. Where only a low level of support is needed, the Trainer may arrange for the client to receive extra-curricular assistance from the Trainer or other employee. Where extensive support is needed, specialised LLN classes may be set up or direction given where to obtain this support. This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

- **Post Program Support**

Depending on the program, clients may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc. Clients are advised of the particular support available with each program.

Client Input and Feedback

Client input and feedback may be gathered formally and informally and is used to evaluate past and current programs and to plan future programs. Trainers are expected to obtain evaluation feedback from clients; course co-ordinators are responsible for collating this information for academic purposes; the records section is responsible for extracting management information from the data obtained where applicable; senior management is responsible for using this information as input to strategic planning processes. Client input and feedback may be obtained in the following ways

- Program evaluations
- Feedback and input surveys
- Written letters of support
- Requests for specific programs
- Evaluations of similar courses conducted in the past 18 months
- Client appeals or complaints
- Industry statistics
- Recent reports and journals
- Other evidence as appropriate

Complaints and Appeal Procedure

Complaints:

In the event of a complaint, a client can

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of his/her Trainer or Training Administration
- Consult the General Manager
- Seek arbitration by a third party acceptable to all parties to the complaint
- If the complaint is still unresolved, the client will be advised of external organisations that can assist this process.

Appeals:

If a student is dissatisfied with an assessment they can appeal the result within seven (7) days of receiving notification of the result.

The Appeal needs to be lodged in writing to the General Manager and include Details of the date of the assessment, the Trainer, the competency, and why the student does not agree with the assessment. At the student's choosing, the appeal may be presented formally in the presence of the General Manager and the Curriculum Manager.

The Appeal will be recorded and then will be subject to review by an appropriately qualified person.

The finding of the review will be sent to the student in writing.

In the event the student is not satisfied with the outcome then the case may be referred to the State Training Authority (Department of Employment, Small Business and Training) using the Complaint – Feedback & Improvement Form.

Biga Training seeks to prevent appeals by ensuring that clients are satisfied with their program and its outcomes. In addition to their functional expertise, employees are expected to be fair, courteous and helpful in all dealings with clients. Any complaint about an employee or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

All appeals are taken seriously and their findings incorporated into procedures as appropriate.

(Refer to the Assessment Appeals Procedure which is available from Training Administration).

Compliance with Government Regulation

Biga Training complies with all relevant local, state and federal government regulations covering this type of organisation.

Copyright

Biga Training holds the appropriate copyright approvals and licenses. The use of copyright or licensed materials is acknowledged and recorded and copyright and/or license fees are paid to the relevant copyright holders.

Course / Program Information

Biga Training provides accurate, relevant, and up-to-date course / program information to apprentices and trainees prior to commencement. This includes:

- Admission procedures and criteria
- National recognition explained and arrangements for the Recognition of Prior Learning and Credit Transfer
- Assessment facilities and equipment
- Assessment policy
- Assessment procedures
- Assessors' qualifications
- Assignments
- Attendance
- Certification to be issued to the apprentice or trainee on completion or partial completion of the course
- Code of Practice
- Competencies to be achieved by apprentices and trainees

- Disciplinary regulations
- Entry requirements, prerequisites
- Equipment
- Exams
- Expectations of clients
- Facilities and equipment, including OH&S requirements
- Fees and charges
- Complaint / appeal procedure
- Learning outcomes
- Guidelines and policies (if applicable)
- Program timetable
- Qualification Details
- Refund policy
- Apprentice and Trainee support services

Document Control

Document control involves both text and electronic media. The General Manager / Management Representative maintain master copies of financial and management documents and master copies of curriculum and course related documents, although their maintenance may be delegated to Administration Officers. The records section holds originals of client data (e.g. evaluation feedback, surveys, etc). The General Manager is responsible for the maintenance of electronic media.

All documents carry a version number. A list of current document version numbers and dates is maintained. Minor revisions are flagged by memo; major revisions may involve specific instructions (e.g. changeover workshop, etc).

Flexible Delivery

Biga Training recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged clients. Delivery alternatives may include self paced learning, distance modes of learning, computer assisted learning, flexible timetabling, face to face lectures / tutorials, individualised learning, on or off the job modes, etc.

Human Resources

- **Competencies and Knowledge**

Employees involved in the instructional and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge as specified in national principles and standards, industry standards and program curricula.

▪ Pre-Service

Content related:

Trainers and Assessors must hold relevant competencies and knowledge at an equivalent or higher level than specified in the module of instruction to be delivered. To demonstrate the required competencies and knowledge, Trainers/ Assessors are required to provide:

- i) Evidence of successful completion of a recognised and relevant course of study in the content area OR
- ii) Formal evidence of content expertise through an established RPL process in a program acceptable to accreditation authorities.

Experience:

Trainers and Assessors must possess skills and experience such as would be attained in five years of quality industry experience relevant to the module being taught/assessed.

Training/Assessing:

Trainers and Assessors must possess appropriate competencies and knowledge relating to the development, presentation, assessment and evaluation of the module/course.

To demonstrate the required competencies and knowledge, Trainers/Assessors are required to provide:

- i) Evidence of successful completion of a recognised and relevant course of study in training and assessment skills; OR
- ii) Formal evidence of content expertise through an established RPL process in a program acceptable to accreditation authorities; OR
- iii) Evidence of compliance with any relevant industry pre-service instructional/assessing requirements.

▪ Induction

New employees must undertake an induction process in order to

- Familiarise themselves with the organisation, its goals and its structure
- Introduce colleagues
- Identify other employees
- Familiarise themselves with premises and equipment
- Be instructed in organisational principles and standards
- Be instructed in organisational processes and procedures

▪ In Service

Instructors and Assessors must appropriately maintain and upgrade professional competencies and knowledge relevant to the content, delivery and assessment of the program/module being presented.

Content related:

Instructors and Assessors must undertake an on-going program of release-to-industry and training or other industry experience, when and where required, to retain currency of competencies and knowledge relevant to the course(s) of instruction being presented and assessed.

Instructional / assessment related:

Instructors and Assessors must participate on a regular basis, in a structured program(s) to develop/enhance instructional preparation, presentation, and assessment competencies and knowledge.

Insurances

Biga Training maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate workers compensation and public liability insurance. See the Claims Process.

Interaction with Clients

The particular requirements of individual clients are taken into account by program deliverers and assessors wherever possible. Clients are treated with respect and dignity through

- Courteous behaviour towards clients
- Recognition of clients' particular needs and circumstances including taking account of their beliefs, ethnic, cultural and religious practices, etc
- Explaining reasons for obtaining information about clients and assuring them of the confidentiality of information
- Organising and monitoring equitable access to and participation in activities
- Referring clients who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs

Internal Monitoring and Review

All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review occurs through

- Regular employee meetings to review current activities
- Annual review of business plan and its implementation
- Program records
- Client feedback
- Employee feedback
- Management monitoring and review

Liaison with Stakeholders

Biga Training liaises with the stakeholders, through relevant ITAB's, schools, industry and professional associations, unions and local employers as appropriate.

Input is collected from industry contacts to confirm that proposed and actual training instils skills to meet the employment and skill demand of industry and future growth areas for self employment and employment of others. Industry input can include:

- Feedback and input surveys
- Written letters of support
- Requests for specific programs
- Evaluations of similar courses conducted in the past 18 months
- Industry statistics
- Recent reports and journals
- Other evidence for skills to meet employment / skill demand

Licenses

The Biga Training monitors licensing and accreditation requirements and arranges all licensing / accreditation relevant to its programs. Details of licence and accreditation requirements are included in program information.

Marketing and Advertising

Biga Training is committed to integrity, accuracy, and professionalism in our marketing activities. The information provided to clients will avoid vague or ambiguous statements and false or misleading comparisons with other providers or courses.

The General Manager is responsible for overall marketing outlays, design and dissemination of marketing and advertising materials. All marketing and advertising material must be properly authorised and must comply with all relevant legislation.

National Principles and Standards

Biga Training adheres to the Standards for Registered Training Organisations (RTOs) 2015 principles and standards.

OH&S

The safety of employees and clients is of primary importance in all activities carried out by Biga Training. Biga Training observes all occupational health and safety legislation and copies of the relevant Act are available to employees and clients. Trainers must incorporate OH&S considerations when planning and delivering training, and clients must be advised of the OH&S requirements of their programs and supervised accordingly.

Physical Resources

Biga Training maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Biga Training maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes.

Employees and students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating / cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Procedure for Issuing Qualifications and Statements of Attainment

Assessment Records

The General Manager is responsible for ensuring that delivery employees record training and assessment activities, resources and outcomes, and forward these records to the records section for filing and archiving. Administration employees are responsible for checking the accuracy of records received and for data entry and maintenance.

Employee Competency

All employees involved in delivery, assessment, issuance of qualifications and relevant records functions are required to understand principles and regulations concerning packaging of qualifications. Employees are trained as necessary on induction and in service to maintain up to date knowledge of and skills for packaging of qualifications.

Issuing of Certification

On successful completion of a course, Biga Training will issue the qualification and forward all relevant documentation to the Department of Employment, Small Business and Training .

Recognition of Prior Learning (RPL)

Students who have completed appropriate training or who through prior learning and experience have gained the required skills / competencies stipulated for the qualification may be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

RPL is available for all qualifications on scope. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or high standing for the competencies required for a course. High standing recognises attainment of some but not all competencies for the course. Students initially self-assess against learning outcomes and assessment criteria of relevant modules.

Once the application has been received with sufficient evidence and supporting documentation, the Trainer will then arrange a site assessment. This assessment may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the client and may consist of interview, written assignment, workplace assessment, exam, or other method. Assessments must be conducted by a qualified assessor or assessment panel.

Evidence considered for assessment is the RPL Enrolment Form plus a wide range of supporting evidence. If further evidence is required; this is negotiated with the student. The process may include a further interview, written assignment, workplace assessment, or the collection of other material.

Successful students are notified promptly of the RPL outcome. The Trainer advises unsuccessful students of reasons for refusal of recognition and steps they can take, including remedial training and appeal mechanisms.

Records and Archives

Records are maintained of program development, program delivery, clients, human and physical resources, and financial and management activities. Records are kept accurate and up to date. The records section is responsible for maintenance of records. (Refer also to Document Control). Specific records are kept for external reporting (e.g. apprentices and trainees, AVETMISS, ELICOS, TAS, copyright agency, etc as required).

The records section is responsible for archival of closed files and past records. Physical records are archived systematically and consistently, and stored in a secure location. Electronic records are backed up and copies maintained in a secure location off site. Archives are stored in accordance with the Records Retention Schedule which adheres to the Standards for Registered Training Organisations (RTOs) 2015 principles and standards. Academic records and certifications issued are retained for thirty (30) years or as required by regulation in the case of other records.

All records are kept in a secure and confidential environment. Access to files is limited to employees involved in their maintenance and appropriate program personnel.

- *Program Development*

Records are kept of program development. The General Manager maintains records of personnel involved, their qualifications and experience to develop the particular program, developmental and final documents and materials, hours and dates, industry liaison, etc.

- *Program Delivery*

Program delivery records are kept accurate and up to date. The General Manager is responsible for ensuring that delivery employees record training and assessment activities, resources and outcomes and forward these records to the records section for filing and archiving. Administration employees are responsible for checking accuracy of records received and for data entry and maintenance.

- *Apprentices and Trainees*

The General Manager must ensure that specific records required by external authorities are kept up to date and accurate.

- *Access*

Students are able to access their files during, and subsequent to, their current enrolment at Biga Training. Access may be requested in writing, or in person, to the General Manager. The General Manager will advise the student of a suitable time to view the file contents. However the file may not be removed from the Administration office.

- *External Reporting*

Records section employees are responsible for ensuring that records required for external authorities are kept accurate and up to date. The General Manager is responsible for ensuring that data needed for such records is forwarded to the records section in a timely manner.

- *Archives*

The records section is responsible for archival of closed files and past records. Physical records are archived systematically and consistently, and stored in a secure location. Electronic records are backed up and copies stored in a secure location off site. Records carried on magnetic media are restored regularly to prevent loss of data from media deterioration.

Archives are stored in accordance with the Records Retention Schedule which adheres to the principals and standards. Academic records and certifications issued are retained for thirty (30) years or as required by regulation in the case of other records.

Recruitment and Enrolment

Clients will be recruited responsibly and ethically at all times and recruitment will be consistent with any curriculum requirements. Biga Training is committed to non-discrimination in any form when recruiting and selecting and at all times comply with equal opportunity and anti-discrimination legislation.

Applicants will be assessed by appropriately qualified employees to determine whether their qualifications and skills are sufficient for program, entry and likely to lead to successful achievement of target competencies.

Access and Participation

Recruitment strategies and selection processes include people from diverse backgrounds, and take any special needs of students into account and provide support strategies for disadvantaged clients.

Recruitment Strategy

Biga Training employs non-discriminatory recruitment practices. Clients are recruited and selected on the basis of the entry requirements specified in program guidelines.

Selection Process

The entrance requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexual orientation, and social or education background.

Refund Policy

Apprentices

Apprentices are invoiced 2 weeks prior to commencement of each unit of competency. Therefore, if you have a concern with a tuition fee charge, please raise it with the Biga finance department for consideration.

Apprentices may cancel their workshop booking at any time and any fees paid will be held in credit towards the next training attendance. Should notification be received by Biga Training three (3) working days prior to workshop commencement, tuition fees will then be refunded upon request.

Refunds will be considered on an individual basis. Students are to approach the Biga finance department to apply for a refund.

Fee for Service & Short Course Students

Where a student has paid for training and is unable to continue with that scheduled course, then they can either elect to leave their account in credit and complete the training at a later date or they can apply to have a refund of the paid monies, providing the scheduled course has not commenced.

Once a course has commenced, no refund, either in part or whole, will be available (for programs of one week duration or less). For programs longer than one week in duration (and provided you are able to demonstrate financial hardship or withdrawal for medical reasons), the percentage of the refund available will reflect the percentage of the program remaining at the time you withdraw your enrolment.

If a refund is required then the student is required to apply in writing to the Biga finance department, quoting the invoice number and the amount, and the reason for the refund.

All refund applications will be processed within 14 days of receiving the request. Refunds can be paid to you by cheque or by direct credit to your nominated bank account. Where an invoice has been paid by credit card, any applicable refund will be credited to your credit card.

Staff Information

Staff are informed of relevant legislative and regulatory requirements by means of a handbook, staff notices and copies of Acts.

All staff are expected to be aware of and comply with these legislative and regulatory requirements in their day to day operations. Any breaches of the requirements are to be reported immediately to the General Manager.

Staff Recruitment

Staff are to be recruited responsibly and ethically at all times and recruitment is to be consistent with any curriculum requirements. The organisation is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

Applicants are to be assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful associations with the organisation and its clients.

Access and Participation

Recruitment strategies and selection processes include people from diverse backgrounds, take any special needs of applicants into account and provide for disadvantaged applicants.

Recruitment Strategy

Biga Training employs non-discriminatory recruitment practices. Staff may be recruited by a variety of means, as is appropriate for the programs for which they are being recruited.

Selection Process

All applicants are considered and a short list established from which final selections are made. Staff members are selected on the merit of their documented skills and experience which are at least commensurate with the human resource requirements specified in relevant program guidelines. Referees and recommendations are checked. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexual orientation, social or education background.

Trainee / Apprentice Information

Biga Training will provide accurate, relevant, and up-to-date information to apprentices and trainees prior to commencement. This will include:

- Admissions procedures and criteria
- National recognition explained and arrangements for the Recognition of Prior Learning and Credit Transfer
- Assessment procedures
- Certification to be issued to the apprentice or trainee on completion or partial completion of the course
- Competencies to be achieved by apprentices and trainees
- Copy of the Code of Practice
- Copy of the refund policy

- Facilities and equipment, including OH&S requirements
- Complaint / appeal procedure
- Total costs / fees to apprentices and trainees
- Apprentice and trainee support services

Training Agreements

Delivery of specialised training is contracted to relevant registered training providers which comply with the Standards for Registered Training Organisations (RTOs) 2015 principles and standards.

ATTACHMENT 2

Construction Text Books and Class Notes Costs:

<u>Textbook</u>	Amount
Basic Building and Construction Skills – Longman	\$50.00
Construction Skills – (Heights) – Costin	\$50.00
The Australian House Building Manual - Allan Staines	\$30.00
Owner Builder & Renovator - Allan Staines	\$30.00
The Roof Building Manual - Allan Staines	\$30.00
AS1684.3 Timber Framing Code	\$44.00
AS1684.2 Timber Framing Code	\$44.00
Bricklaying - The Art - Peter Cartwright	\$64.00
The Australian Decks and Pergolas Construction Manual - Allan Staines	\$30.00
All Printed Class Notes	\$10.00

*Prices as at 01/2020 and are subject to change

ATTACHMENT 3

LEARNING SUPPORT

The information below will assist students with learning difficulties to locate a provider that can best suit their needs and schedule. Please do not hesitate to contact Biga Training should you have any difficulty accessing services and our staff will be happy to assist you.

READING WRITING HOTLINE - Phone: 1300 655 506

This is an Australia-wide referral service.

Website: <https://www.readingwritinghotline.edu.au/>

An experienced adult literacy teacher will talk to you about your reading, writing, spelling or maths needs and give you details of the adult literacy and numeracy classes available in your local area. If there are no suitable classes available locally the teacher will give you details of how you can get support by distance delivery. We can also help you:

- Get support with your learning if you are a trainee or an apprentice
- Get information about workplace language and literacy programs

FRUITION Phone: 1300 884 846

Fruition offer tuition assistance to the construction industry and contact details appear below:

Website: <http://www.fruition.com.au/>

FRUITION ON-LINE - 1300 884 846 - for people unable to attend a Learning Centre

ATTACHMENT 4

Who's who in apprenticeships and traineeships in Queensland

Department of Employment, Small Business and Training

Who's who in the apprenticeship and traineeship system

Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network (AASN) provides advice and support services for employers, apprentices and trainees.

Services include:

- providing information on apprenticeships and traineeships suitable for a workplace
- conducting an induction with the employer and apprentice or trainee

- assistance with completing, lodging and maintaining the training contract
- providing information and assistance with Commonwealth and State incentives
- providing support through mentoring.

For more information, telephone 13 38 73 or visit www.australianapprenticeships.gov.au.

Apprentice or trainee

An apprentice or trainee is an individual employed under a training contract who is undertaking a combination of employment and training.

Training contract

A training contract is completed and signed by the employer and apprentice or trainee. This contract binds the parties by conditions and obligations until the completion of the training.

A guardian may be required to sign the training contract if the apprentice or trainee is under 18 years of age.

Employer

An employer provides employment and training to assist an individual to complete an apprenticeship or traineeship under the guidance of a training organisation.

Supervising registered training organisation

A supervising registered training organisation (SRTO) delivers the training component of an apprenticeship or traineeship and is responsible for assessing the skills and competence of the apprentice or trainee as they progress.

A SRTO may also be called the registered training organisation (RTO), training organisation or college.

Services include:

- negotiating and developing the training plan with the employer and apprentice or trainee within the first three months of the training contract or as required

- delivering training either in the workplace or at the training organisation
- providing a training record and other training materials
- verifying on-the-job training delivered by the employer
- ensuring the parties are aware of any costs associated with the training and the implications of government funding (e.g. User Choice program)
- arranging additional learning support if needed (e.g. numeracy and literacy)
- issuing the qualification upon completion.

Department of Employment, Small Business and Training

The Department of Employment, Small Business and Training is responsible for managing the apprenticeship and traineeship system in Queensland under the *Further Education and Training Act 2014*.

The department has regional officers throughout the state to provide information and assistance on all aspects of vocational education and training (VET). It assists all parties to meet their obligations during the apprenticeship or traineeship and issues a completion certificate to verify its completion.

During an apprenticeship or traineeship, the department can:

- work cooperatively with stakeholders to achieve outcomes they are seeking from the apprenticeship or traineeship
- educate parties about obligations under the training contract
- administer changes to the training contract
- process travel and accommodation subsidies for apprentices and trainees
- provide funding assistance for cancelled apprentices and trainees
- support apprentices and trainees with a disability.

The Queensland Government provides apprenticeship and traineeship information, support and advice to all stakeholders through the Apprenticeships Info service.

Queensland Training Ombudsman

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from apprentices, trainees, students, employers and other stakeholders about the VET system.

The Training Ombudsman helps individuals navigate the complex VET sector and find the best way to address concerns as well as provide free and impartial advice about rights and responsibilities within the VET sector.

The Training Ombudsman:

- is the single point of contact to help with a VET related enquiry
- receives and, where appropriate, investigates complaints about VET matters in Queensland
- advocates or undertakes reviews to resolve apprenticeship or traineeship disputes
- monitors outcomes of complaints to identify systemic issues impacting on the provision of quality VET delivery
- refers matters to the appropriate agencies who are best suited to assist and resolve the complaint.

To make an enquiry or lodge a complaint, contact the Training Ombudsman by phone 1800 773 048; email info@trainingombudsman.qld.gov.au; or post PO Box 15090, City East Qld 4002.

More information

Website: www.apprenticeshipsinfo.qld.gov.au Telephone: 1800 210 210

Email: apprenticeshipsinfo@qld.gov.au

Create a myApprenticeship account: www.apprenticeshipsinfo.qld.gov.au/myapprenticeship



Queensland
Government