Student Handbook

2024

Table of Contents

MESSAGE FROM THE CEO

Thank you for choosing Skill Hire as your preferred Registered Training Provider.

Our vision is a future where everyone is able to reach their full potential.

Our purpose is achieved by empowering people through education, training, and employment.

Our dedicated team of qualified Trainers and Assessors are subject matter experts in their chosen field, and via the delivery of nationally accredited training, we develop your knowledge and skills required to perform effectively in the workplace.

As part of your learning journey with Skill Hire, please familiarise yourself with the Student Information Handbook; it outlines policies, procedures, and processes to maintain a safe and supportive learning environment.

At Skill Hire we value collaboration, courage, innovation, integrity and respect amongst our staff and students.

On behalf of the entire Skill Hire team, I wish you all the best with your new and exciting adventure.

Yours sincerely

Ben Dahlstrom

Chief Executive Officer

INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Skill Hire (RTO 0361).

Skill Hire also enters into auspicing arrangements whereby third-party organisations train and assess under our scope of registration.

We want to ensure that you are informed about our services and obligations and also your rights and obligations, this handbook is designed to help you with some questions that you may have.

In this handbook, those choosing to train with Skill Hire will be referred to as either the student or the learner.

Skill Hire is a leading Registered Training Organisation with state-of-the-art training facilities located in Forrestfield Joondalup and Bunbury, along with a footprint for customised and on-site delivery across Western Australia.

We offer a variety of training and study pathways including:

- Apprenticeships and traineeships
- Accredited training
- Full qualifications and units of competency
- Skill sets
- Recognition of prior learning

Skill Hire has a strong reputation for providing comprehensive industry training in the areas of bricklaying / blocklaying, carpentry and joinery and supply chain operations apprenticeships, , pre-apprenticeships and pathway programs, VET delivered to school students (VETDSS) and Try-A-Trade programs. We work closely with employers to deliver blended training to apprentices with minimal impact to the work environment.

Skill Hire also offers business, leadership and management Qualifications and industry specific work safety courses. Through our sister company Nara Training and Assessing (RTO No. 4518) we specialise in the delivery of high-risk training, including confined spaces, elevated work platform, forklift, dogging, rigging, scaffolding, test and tag, white card and working at heights.

Skill Hire prides itself on providing relevant, valid, and reliable training experiences through proven training and assessment practices. Our customised approach ensures we meet the needs of our students and industry. The Skill Hire business has grown consistently through repeat business, referrals, and word-of-mouth promotion. We have an enviable reputation for developing industry leading student competencies.

Our Vision

Our business revolves around people, more specifically helping people succeed in their chosen career path.

At Skill Hire, we focus on helping people achieve their goals through education, training, and employment.

COLLABORATION — We are working together to create solutions

COURAGE — We are accountable, open and brave

INNOVATION — We are listeners, learners and leaders

INTEGRITY — We are our actions and our words

RESPECT — We are diverse, inclusive and empowering

Service Commitment

Skill Hire is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide learners with all necessary pre-enrolment information to ensure an informed decision is made regarding courses, fees, outcomes and certification;

- Provide training and assessment services that meet industry needs and trends;

- Deliver high quality, innovative and engaging training;

- Maintain a person-centred approach;

- Supporting learners through their study and career journey;

- Provide flexible learning opportunities;

- Provide a supportive, facilitative and engaging learning environment;

- Ensure all accredited training is delivered by qualified trainer/assessors with the necessary skills and experience;

- Ensure all training is continually monitored and improved;

- Maintain a healthy, interactive and effective learning environment; and

- Produce competent and confident workers that benefit the community and industry.

STUDENT RIGHTS AND RESPONSIBILITIES

Skill Hire delivers a range of training programs, both nationally recognised and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met. Skill Hire is an approved provider by DTWD for a list of funded courses. Find out more on Jobs and Skills WA

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer / assessor well in advance of the due date. This way the trainer / assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment Malpractice

Assessment malpractice includes cheating, collusion, and plagiarism. Skill Hire regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Skill Hire has policies and procedures in place for dealing with assessment malpractice.

- Cheating - All assessments must be 100% your own work. Where group assessments are to be undertaken, this will be clearly specified in the assessment.
- Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- Collusion - Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or person. It is your responsibility to

ensure that other students do not have opportunity to copy your work.

- Plagiarism - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students will arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer / assessor before the class commences. Permission is also required from a parent / guardian for any student under 18 years of age to leave class early, including transport arrangements.

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional self-paced reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are planning to be absent from a scheduled class or activity, please advise your trainer / assessor directly or contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800. Other arrangements may be made, including self-paced learning or alternative training dates, at the discretion of Skill Hire.

Punctuality

As a courtesy to other learnings and the trainer / assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer / assessor as well as ensuring any formal assessments are not disrupted.

Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g., theft, fraud, violence, assault);

- Interfering with another person's property;

- Removing, damaging or mistreating Skill Hire property or equipment;

- Cheating/plagiarism;

- Interfering with another person's ability to learn through disruptions during training;

- Breach of confidentiality;

- Inappropriate language;

- Serious negligence, including WHS non-compliance; discrimination, harassment, intimidation, or victimisation; and

- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer / assessor is expected.

Skill Hire always retains the right to remove disruptive students from the training environment. You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer / assessor.
Inappropriate language and actions will not be tolerated.

Harassment, bullying and intimidation of staff or fellow learners will not be tolerated. Treat facilities and equipment with due care and respect. You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary.

1. 15 minutes duration for morning break.
2. 30 minutes duration for lunch break.

Generally, there is no afternoon break due to finish time.

Change of Personal Details

Students are required to ensure their personal details recorded with Skill Hire are always up to date.
Should your circumstances or details change please update your record through the Student Portal or by contacting Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Disciplinary Processes

Skill Hire may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

1. The student being asked to justify why they should continue to participate in the learning group;
2. Suspension from the training room;
3. Expulsion from the training room;
4. Suspension from the training course; or
5. Expulsion from the training course.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

1. Neat, comfortable clothing in the classroom environment;
2. Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
3. Appropriate footwear must be worn at all times;
4. Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested; and

Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students. Should you be involved in a near miss or an accident which results in personal injury and / or damage to equipment or facilities, notify your trainer/assessor immediately.

If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Skill Hire can provide support or treatment should an emergency arise. Emergency procedures and exit plans must be followed.

You have a duty to:

1. Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
2. Not wilfully or recklessly interfere or misuse anything provided by Skill Hire in the interests of health, safety and welfare;
3. Cooperate with health and safety directives given by staff of Skill Hire; and
4. Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Skill Hire values all feedback from students as it helps us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Feedback forms will be provided to students during their course. Thank you in advance for your comments. Skill Hire request all students to complete the Learner Feedback and where applicable the employer will be requested to complete the Employer Feedback form.

Learner Support Services

Skill Hire understands that there may be times when personal issues may affect your ability to undertake your training. Skill Hire has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

A comprehensive list of support services can be found at the end of this handbook.

Mentoring and Guidance

Skill Hire can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Language, Literacy Numeracy

A language literacy and numeracy assessment must be undertaken prior to course commencement. This is to identify course suitability and any competency gaps that may need to be addressed. Skill Hire uses the LLN Robot platform.

Learning Materials

Students receive a copy of training and / or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

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Making the most of your training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the trainer / assessor;
- Keep track of your progress;
- Complete and submit all assessments on time, tasks using clear and concise language; and
- Be willing to communicate with your trainer / assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer / assessor and other students. In an emergency where you need to be contacted, please advise your trainer / assessor so that arrangements can be made.

The trainer may require students to put mobile phones in a secure container during training sessions.

Security

Do not leave personal belongings, or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Skill Hire accepts no responsibility for any belongings which may be stolen or go missing.

Authorisation & Publicity Consent

Skill Hire actively promotes good news stories including student milestones, accomplishments, and events. To be able to use your photograph, image, and words we require your permission and consent.

Skill Hire promises that wherever possible, our staff will be mindful of cultural, family, and personal activities.

All students have the option of giving their consent and permission. It is entirely optional. If you do not agree, Skill Hire will not use your photograph, image, or words. The Enrolment Form makes provision for consent.

COURSE INFORMATION

Nationally Recognised Training

Nationally Recognised Training is competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace are set out in Units of Competency which can be grouped together to formulate the completion of a nationally Recognised Qualification. Nationally Recognised Qualifications are outlined in Training Packages. These can be viewed at https://training.gov.au/

USI Numbers

From the 1st of January 2015 students undertaking Vocational Education Training are required to provide their Unique Student Identifier number. You must provide your USI at course enrolment. Skill Hire request a student's consent to view their USI records.

To apply for your USI and find out all the information visit http://www.usi.gov.au

Competency

It is important to note that the rules and requirements of a Unit of Competency and a Qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your Qualifications and current experience.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit / module.

1. Examples of evidence could include one or more of the following.
2. Specific assessments tasks set by your trainer / assessor
3. Observation reports
4. Certificates and awards
5. Examples of work completed or special projects
6. Current licenses
7. Position descriptions and performance reviews
8. Third party reports

Your evidence must also demonstrate the following.

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g., perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and evaluating whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training you will be assessed to see if you have gained the necessary skills and knowledge to achieve competency. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

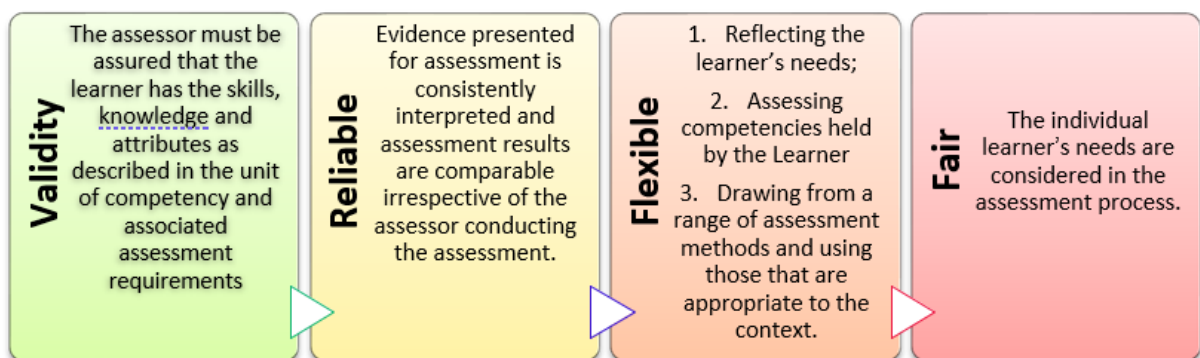Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance;
- Projects;
- Case studies;
- Role plays / simulations;
- Demonstration of skills;
- Online assessments; and
- Portfolio of evidence.

Certification will only be a w a r d e d to students who successfully complete all assessment requirements for a course or a unit of competency.

Skill Hire is required to meet stringent quality requirements in the conduct of all assessments. Skill Hire has carefully constructed and developed assessment resources to meet these quality requirements.

PRINCIPLES OF ASSESSMENT

Assessments will be conducted in accordance with the following principles of assessment.

Validity — The assessor must be assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements

Reliable — Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Flexible — 1. Reflecting the learner's needs; 2. Assessing competencies held by the Learner 3. Drawing from a range of assessment methods and using those that are appropriate to the context.

Fair — The individual learner's needs are considered in the assessment process.
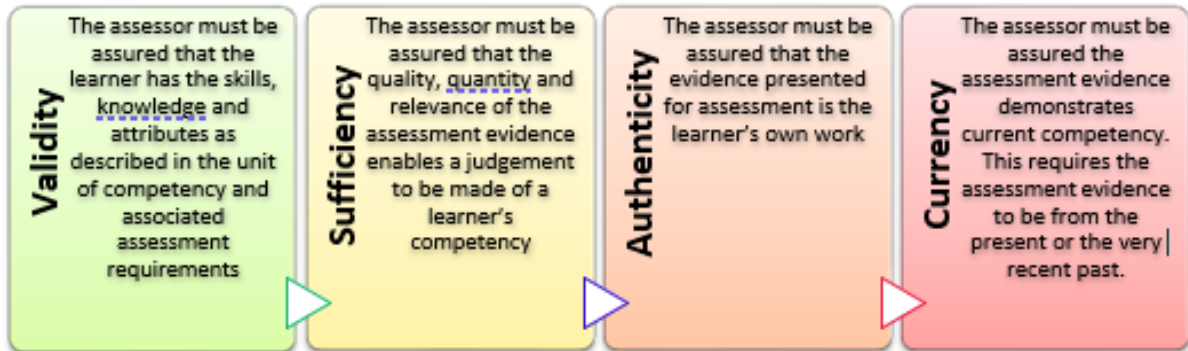
Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

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.

Rules of Evidence and Assessment

Skill Hire is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".

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

Course Assessment

There will be assessment tasks set for each course/unit regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Many courses require assessments to be completed after the training delivery, as workplace performance is essential in competency-based learning

Assessment expectations overview:

1. Presentation of Assessments / Assignments.

2. All assessments should be typed, and where possible accessed and uploaded through aXcelerate (RTO's Student Learning & Management System) by the due date.

3. Handwritten assessments may be accepted; however, handwriting must be clear and easy to read. Only us a black or blue pen. (Do not use a PENCIL)

4. If you are mailing an assignment, it must be received by the due date. Skill Hire does not accept responsibility for any lost assignments. Please ensure you keep a copy of your assignment prior to submission.

5. All assignments are registered as they are received.

6. We endeavour to assess all assessments within 10 working days of receipt.

7. Students are entitled to one resubmit for assessments. If the re-submission is still deemed Not Yet Competent, students may be offered the opportunity to re-submit a final attempt at a fee. No further re-submits are allowed. Students must re-enrol in the course/unit again, paying the full course fee of the day.

Assessment results

Students have access to their own learning account which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as practical. These results are available through your student login account. Assessment results are always confidential and will not be given to any other party unless a written request signed by the student is received in advance, or in the case of an underage student, results may be provided to the parent/guardian on request. .

Reasonable Adjustments

Students with disabilities or learning difficulties of any kind are encouraged to discuss with Skill Hire any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. The learner still needs to do the work and demonstrate the required knowledge. Reasonable adjustment does not give learners with disability an advantage over others. Nor does it change course standards or outcomes or guarantee success. It is also not about making unreasonable adjustment; every reasonable adjustment needs to be justifiable and must uphold the integrity of the qualification.

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 Skill Hire to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certification

Types of Certifications

Skill Hire are responsible for the issuance of AQF certification documentation.
In general, four types of results/certification are issued by Skill Hire. Certificates can only be awarded by Skill Hire in accordance with our approved Qualification scope.

Qualifications are issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. Full Qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the Qualification.

Record of Results (ROR) accompanies a Qualification issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. This document supplements the Qualification listing all units of competency achieved for the Qualification.

Statement of Attainment (SOA) are issued under the Australian Qualification Framework (AQF) for Nationally Recognised Training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for SOA is successful completion of one unit of competency. You can request a SOA at any time during your training.

Certificate of Attendance is for non-nationally recognised training. Issued when a student attends a short course which is not recognised within the Australian Qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to students at their nominated postal address as stated on their enrolment form. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee. This could vary from $20 - $30 as per Financial Management Policy.

Course Delivery

Skill Hire ensures the following resources are in place:

1. Trainer / assessors with appropriate Qualifications, and experience;
2. Course materials appropriate to the methods of delivery and assessment requirements;
3. All necessary copyright authorisations; and
4. Appropriate equipment and facilities.

Training and assessment methods used by Skill Hire meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

Skill Hire are responsible for compliance of all training and assessments. Several delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include but are not limited to:

*   Practical demonstrations
*   Audio / visual presentations
*   Group participation / discussions
*   Trainer / facilitator instruction
*   Practical activities
*   Self-paced activities
*   Individual projects
*   Workplace based training
*   Case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.
Skill Hire offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy, and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which Skill Hire must abide.

Skill Hire makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Where there are entry requirements for courses e.g., literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Skill Hire can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

1. Recognition of prior learning (RPL);

2. Recognition of current competency (RCC);

3. Credit transfer (CT no charge); and

4. Mutual recognition (MR).

All students can apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

Skill Hire believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Skill Hire aims to always maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific Qualification or course of study.

Students who consider they already possess the competencies identified in all or part of any course/Qualification offered by Skill Hire may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a Qualification at the required standard, you need to contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800 who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a

student through:

- Previous formal training;
- Work experience; and / or
- Life experiences.

Recognition therefore determines the subsequent advanced standing to which the student is may be entitled to in relation to a course/Qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the below criteria:

1. Full requirements of the Unit of Competency(s);

2. Any Regulatory/Industry requirements;

3. Authenticity - That it is your own evidence and can be authenticated;

4. That you can perform the competency consistently and reliably;

5. Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF); and

6. Sufficiency - There is sufficient evidence to make a judgment.

Skill Hire is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present for each assessment tool and then make a judgment on that evidence which will be either:
Satisfactory (S) or Not Yet Satisfactory (NYS)

Your assessor will advise you what you can do if you receive a NYS for your assessment tool or task. If you are deemed NYS in your initial assessment, you are allowed a second attempt.
If you are deemed satisfactory in all assessment tools / tasks, you will be competent (C).

However, if you are deemed NYS on the second attempt, you will be deemed NYC. You will be required to re-enrol. Please talk to your assessor if you have any concerns.
Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
Not Competent (NYC) - you have not yet demonstrated competency to all requirements.

For further information on Recognition, please contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Mutual Recognition

Skill Hire recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) and appropriate recognition will be given to VET transcripts issued by the Registrar. This is commonly referred to as Mutual Recognition or Credit Transfer.

Mutual recognition is applicable when a Statement of Attainment, Qualification or transcript provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition, by providing copies of valid transcripts, results or certification for review. USI Transcript are preferred.

With approved Mutual Recognition students are not required to undertake learning in the unit/s again, the student is exempt.

Special Needs

Students intending to enrol for training with Skill Hire are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the trainer / assessor any 'special needs' and / or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The trainer / assessor, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Student support plans will be developed for those students requiring additional assistance.

Trainers and Assessors

All trainers and assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

POLICIES

Access and Equity

Skill Hire is committed to promoting, encouraging, and valuing equity and diversity with

respect to its students and to providing them with a positive learning environment to achieve success. Skill Hire will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Skill Hire abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer, and assessors, learning and assessment materials and opportunities.

For further information, please contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Appeals

Skill Hire ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised Qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

The specific requirements and process of appeals is outlined in *Skill Hire's Appeals Policy and Procedure,* which is available on the website.

For further information, please contact Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Student Enrolment

Prior to enrolment, all students will be required to complete an Expression of Interest (EOI). The links to courses are available on the website. Once we have received your EOI, you will requested to complete the Pre-Enrolment Form and make arrangements for a meeting/interview.

At this interview you will do the following.

1. Discuss the course in detail.
2. Discuss undertaking a training program.
3. Establish whether you are eligible for government funding (if available).
4. Confirm the fees you will have to pay.
5. Complete a language literacy numeracy (LLN) quiz and a Digital Literacy questionnaire to determine your learning needs.
6. Be informed about the requirements of a police/working with children check or other licenses.

7.   Support services required.

Once your application has been approved, you will be provided with a link to complete the online enrolment. If you wish to complete an Enrolment Form, please contact us via email at training@skillhire.com.au or by phoning Skill Hire Training Services on 08 9376 2800.

Enrolments must be received no later than two days prior to the day of course commencement. Late enrolments will be considered but not guaranteed. Enrolments will be considered tentative until payment has been received.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Skill Hire will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All students receive a letter / email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Commencement Dates

Please note commencement for correspondence courses is the date that the training materials were made available (Online) to the client. Commencement for online students is the date that online access is provided to an individual student for a particular course. Commencement date for a classroom- based learning mode is the first day of the course.

Student Induction

Induction for all new students includes the provision of this manual. All students must complete a site induction prior to commencing training. This is usually undertaken on day of training and will cover all key aspects of health and safety as well as course expectations.

Student Selection

Skill Hire is committed to ensuring that all student recruitment and selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant: Satisfying appropriate funding body entry criteria;

1.   Meeting any pre-requisite Qualifications or work experience; and
2.   Meeting any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program, they will either be placed on a "waiting" list or offered a place on a date where there are vacancies. Students on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy, and literacy to be able to

'confirm' their enrolment in the course.

Skill Hire shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Student Records

Skill Hire maintains an individual student file for every student who undertakes any form of training and assessment on the Student Management System (aXcelerate). Your profile contains records regarding your personal details provided to us, any training and assessment undertaken and completed. The content is available to you on request.

Some student data/information must be sent to/provided to government agencies - i.e. AVETMISS reporting. Your file and student records are kept by Skill Hire in accordance with privacy laws and confidentiality requirements. Only those Skill Hire personnel who need to have access to your file for training and assessment purposes can access it.

No other person / student can and will have access to your personal student profile without your prior written permission. If you would like access to your personal records simply contact the Skill Hire Training Services via email at training@skillhire.com.au or by phone on 08 9376 2800.

Complaints

Skill Hire has a fair and equitable process for dealing with student complaints. All students have the right to express a concern or problem they may be experiencing when undergoing training.

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer / assessor and / or training manager in the first instance.
The student completes a Complaints Form to commence the process. The *Skill Hire Complaints and Appeals Policy* is available on the website and on request.

Course Fees

Skill Hirte has developed a fair and equitable process for determining course fees, refunds and payment options for its Fee for Service course offerings.

Funded Training Program Fees are charged in accordance with the current DTWD VET Fees and Charges Policy. Current fees are published on Skill Hire's Website.

The DTWD Fees and Charges Policy is available on the DTWD website www.dtwd.wa.gov.au

Payment options

Skill Hire accepts Direct Deposit payment for all course fees. Funded students only may be eligible for payment by instalment/s or financial hardship. Please contact our admin team for eligibility requirements on training@skillhire.com.au or by phoning Skill Hire Training Services on 08 9376 2800.
All fee-for-service training incurs fees to be determined at Skill Hire discretion and must be paid prior to course commencement. Skill Hire has developed a fair and equitable process for determining course fees, refunds and payment options.

Cancellation & Transfers

Enrolment Cancellation / Withdrawal / Deferral / Amendment

Students who wish to withdraw, cancel, defer, or amend their course are required to complete a *Discontinuation of Training form.*

Student Transfers

1. Transfer to another "Course date" – students can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.

2. Transfer to another "Course" – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.

3. Transfer to another "Delivery mode" – Should a client, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability.

4. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

5. Transfer to another "Client" – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another client.

RTO Cancellation of Courses

Skill Hire reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students who have already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days.

Skill Hire has financial safeguards in place to ensure that all pre-paid fees are available for refund in the event of cancellation by Skill Hire.

Refund Policy

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the *Skill Hire Fees, Charges and Refund Policy*, which is available on the Skill Hire. All requests for refunds are to be made to training@skillhire.com.au.

Equal Opportunity

Skill Hire is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Skill Hire has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors, and students.

Skill Hire is committed to providing an environment which recognises and respects the diversity of employees, contractors, and students. Skill Hire is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors, and students to work and study in a safe and healthy environment free from such behaviour.

Skill Hire will:

1.   Ensure that employees, contractors, and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
2.   Request that any behaviour which could be considered harassment, vilification, or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues.

This can be achieved by:

1.   Refusing to join in with these types of actions and behaviours.
2.   Supporting the person in saying no to these behaviours.
3.   Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor, or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive.

If the employee, contractor, or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Training Manager should be contacted.

As a student of Skill Hire, you have the responsibility to.

1.   Act to prevent harassment, discrimination and victimization against others;
2.   Respect differences among other staff, students and contractors, such as cultural and social diversity;
3.   Treat people fairly, without discrimination, harassment or victimisation;
4.   Refuse to join in with these behaviours;
5.   Supporting the person in saying no to these behaviours; and
6.   Acting as a witness it the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present, or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law.

1. Direct discrimination - means treatment that is obviously unfair or unequal.
2. Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. Skill Hire will not tolerate behaviour, which is of a harassing, vilifying, or bullying nature.

It is against the law for employees, contractors, and students to be harassed during their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors, and students.
Refer to the *Equity Policy* for more information.

Sexual Harassment

Skill Hire will not tolerate sexual harassment in the learning or work environment.

Skill Hire implores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all people.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.
Refer to the Equity Policy for more information.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially, and impartially.

Code of Conduct

Upon enrolment, Skill Hire students acknowledge the Code of Conduct and the Disciplinary Procedures.
Students are expected to adhere to the following, including other behaviours stated in the *Critical Incident and Student Support Policy and Procedure*:

- Treat other Participants, the RTO staff and the training facility with respect and fairness.
- Follow any reasonable direction from a member of Skill Hire.
- Wear course appropriate clothing at all times
  - whilst in construction-based training PPE steel capped boots and Hi Vis is to be worn at all times.
  - during any other training program participants are to follow the directive of the trainer relating to the course appropriate attire.

- Always apply work health and safety practices on site and in the workshop.
- Always respect the training facility and equipment and abide by good housekeeping practices in and around the training facility (littering, stealing, graffiti or misusing the equipment or facility is not tolerated).
- Gain permission from the Trainer before using a machine or any equipment.
- Do Not use Mobile phones, headphones, or any other electronic device whilst in training unless directed otherwise by the Trainer.
- Behave responsibly by not being under the influence of drugs or alcohol. Any participant showing signs of being under the influence will be suspended or withdrawn from training. If student is referred by an Jobactive agency, they will be notified.
- Complete all assessment tasks and examinations honestly and to the best of your ability.
- Record course attendance daily.
- Ensure site cleanliness and participate in clean up sessions at the end of each training session
- Inform the Skill Hire/Nara Trainer of any planned leave, absences, or late arrivals by sending a message to the Trainer prior to 9.00 am on the day of course. Any unexplained absences will be logged as non-attendance and an attendance rate lower than 80% may result in withdrawal from the activity.
- Sign in and out for training. In the instance where a participant needs to leave training early, prior approval must be obtained from the trainer.
- Arrive on time to training, any late arrivals may result in a participant being turned away and this will be logged as an absence.
- Abide by the Skill Hire/Nara Code of Conduct and behave appropriately during all training activities.

Disciplinary Procedure

Action	Description	Recording
First warning	Verbal warning recorded against the student's profile	Trainer and/ or Mentor (as witness) to record on aXcelerate
Second warning	Verbal warning recorded against the student's profile	Trainer and/ or Mentor (as witness) to record on aXcelerate

Disciplinary Procedure

Action	Description	Recording
Third warning	Verbal warning recorded against the student's profile. Parents/guardian/school notified via phone call.	Student to be informed that guardian/school will be notified by phone. Trainer to contact guardian/school to notify that third verbal warning has been given and the next offence would warrant a written warning.
Written Warning	Student notified that written warning will be sent to guardian/school.	Written warning (behaviour) Trainer to notify Admin staff that student has offended again and that student has been notified that guardian/school will be notified in writing
Please Note: recorded/verbal warnings will be accumulated based on any type of breach of conduct and do not have to be particularly referenced to the same offence.		

Suspension	• Suspension with immediate effect. Recorded against student's profile.
	
	• School notified in writing.
	
	• Parents/guardian/school notified immediately and requested to collect student.
	
	• No attendance allowed until the meeting has taken place.
	
	• Skill Hire to arrange a meeting with the following parties present:
	   o Parent/guardian/VET Coordinator
	   o Student
	   o Skill Hire Senior Mentor
	
	Skill hire Operations Manager/Senior Trainer
		Operations Manager/Senior Trainer/Trainer/Senior Mentor to notify guardian/school by phone to collect student from site.
		
		Admin to send Suspension template and organise meeting time
		
		Senior Mentor to prepare 'Bahaviour Agreement' for meeting

| Interview | • Discussion of issue/s at hand that led to the suspension.

• Skill Hire makes decision on the outcome of interview, with consideration of risk to student and other students in the course.

• Option 1 – Student remains in the course

   o Skill Hire will develop a Behaviour Plan, stipulating measures.

   o All parties to sign

   o Student return to training A.S.A.P.

   o If any breach of conduct occurs again during the duration of the course, student will be withdrawn from the course.

   o Skill Hire to notify ALL parties A.S.A.P.

   o Follow the withdraw procedure below.

NOTE: No further chances given/issues occur.

• Option 2 – Student NOT allowed back into the course.

   o Student to be withdrawn from qualification, without further notice.

   o All actions to be recorded on student's file.

   o SOA to be issued, If applicable.

Skill Hire to communicate to all parties in writing. | Meeting with Skillhire, Student Guardians/School representative |

Examples of unacceptable behaviour

| Some examples (but not limited to) breaches of conduct that will warrant a recorded/verbal warning below. | • Offensive language or behaviour to others

• Unauthorised use of mobile phones.

• Intentional failure to follow instructions. | Verbal warning-Trainer |

	• Intentional failure to make progress with the course.	
	• Failure to wear correct PPE in the workshop when instructed.	
	• Disrespectful behaviour / language to other students or staff	
	• Repetitive late attendance	
	• Repetitive poor attendance	
	• Intentional time wasting in toilets or welfare areas.	
	• Eating in classrooms	
	• Not returning from breaks at stipulated times	
	• Unauthorised use of tools	
Some examples (but not limited to) breaches of conduct that will warrant an immediate suspension below	• Committing any further breach of conduct following THREE previous recorded warnings for other offences • Intentional dangerous behaviour in the workshop • Violent behaviour towards students and staff • Caught in possession or using a vaping device or smoking. • Any proven/directly observed acts of racism. • Any proven /directly observed acts of bullying & harassment. • Intentional dangerous use of tools towards anyone directly within the vicinity. • Leaving the venue without permission and authorisation • Intentionally damaging/graffitiing Skill Hire's equipment, premises, or public property. • Any reported incidents/abuse towards the public when commuting to and from Skill Hire. • Suspected theft of any tools and equipment	Operations Manager/Senior Trainer/Trainer/Senior Mentor to notify guardian by phone to collect student from site. Admin to send Suspension template and organise meeting time Senior Mentor to prepare Bahaviour Agreement for meeting. Admin to send Suspension Letter

Privacy

Skill Hire abides by the Privacy Act and respects students, staff, and trainer / assessors' right to privacy.

As an RTO, Skill Hire is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students always have access to their own records.

Skill Hire collects information from students upon initial enquiry to send course information and is collected at enrolment and during the provision of the training and assessment services. Skill Hire may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback helps us improve the quality of the services and training and is treated confidentially.

Skill Hire will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988. For further information, please contact Skill Hire Training Services. (Refer to Schedule 1

Workplace Health and Safety (WHS)

Skill Hire is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining, and continuously improving work health and safety in all Skill Hire facilities and operations.

Skill Hire encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Skill Hire recognises its responsibility under the Workplace Health and Safety and related regulations. The Director has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

Provide and maintain safe plant, equipment and systems of work.

1. Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
2. Maintain the workplace in a safe and healthy condition.
3. Provide adequate facilities to protect the welfare of all employees.
4. Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
5. Provide information, where relevant, to students, allowing them to learn in a safe manner.
6. Check WHS system compliance via ongoing auditing.
7. Integrate continuous improvement into WHS performance.

Duty of Care

Skill Hire is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

Skill Hire:

Are responsible for the effective implementation and regular review of this WHS policy.

Must observe, implement, and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.

1. Must ensure that the agreed procedures for regular consultation between management and staff are followed.

2. Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Skill Hire continuous Improvement processes

   Are responsible for ensuring that a WHS management system is implemented. Staff, contractors, students, and visitors:

1. Have a duty towards themselves and others.

2. Have a responsibility to cooperate with all WHS processes.

3. Have a responsibility to comply with relevant Skill Hire WHS management system policies and procedures.

4. Must not bypass or misuse systems or equipment provided for WHS purposes.

5. Must report any unsafe conditions which come to their attention to the Skill Hire Training Services.

Accidents, Injuries & Near Misses

All incidents and near misses are required to be reported immediately. See your trainer / assessor or Skill Hire Training Services to report any issues.

Skill Hire will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.

Skill Hire is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating Incidents and Accidents

Skill Hire Training Services are responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), Skill Hire Training Services will immediately undertake an investigation.

The process for investigations may include:

1. Interview all people involved in the accident or incident and witnesses.

2. Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.

3. Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.

4. Analyse results of investigation and document recommended courses of action for evaluation by Skill Hire Training Services.

5. Once action is approved, communicates outcomes and plan.

SUPPORT SERVICES

Skill Hire appreciates that student life can be tough, with having to balance life commitments with a study timetable. Health and wellbeing can be hard to maintain, and it is quite normal to experience some anxiety or stress during your studies. Your trainer and campus administration can help you through any initial uncertainties you may have with the routine and requirements of study.

If you think you may require extra support, we encourage you to access trusted resources and information and highly recommend the following websites:

Beyond Blue

Chat online, email or call 1300 224 636.
https://www.beyondblue.org.au/get-support/national-help-lines-and-websites

Specifically, for coronavirus.

https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the- coronavirus-outbreak

Lifeline

Call 13 11 14 (24/7)
Lifeline Text (trial service), text 0477 131 114 (Available 6.00pm - Midnight AEDT 7 days a week). Chat online: https://www.lifeline.org.au/crisis-chat (7pm - midnight, 7 nights).

Mental Health Live Chat.

https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/live- chat-with-an-alcoholdrug-counsellor/

Headspace

To find a centre near you https://headspace.org.au/headspace-centres/

A list of organisations supporting those who are impacted.

https://www.lifeinmindaustralia.com.au/support-for-those-impacted-by-adverse-events/mental-health-support-for-covid-19

Helplines

https://www.mhc.wa.gov.au/getting-help/helplines

In an emergency call 000 or visit your local emergency department.

Helplines can provide you with immediate access to support and advice that is confidential, free, and anonymous. To find a helpline, please review the list below.

Mental Health Support Lines

Mental Health Emergency Response Line

1300 555 788 (Metro) or 1800 676 822 (Peel) or 1800 552 002 (Country/Rurallink).

Suicide Call Back Service

1300 659 46

The Samaritans Crisis Line*

(08) 9381 5555 (main line) (08) 9388 2500 (Youth Line) or 1800 198 313 (Country Toll Free).

Men's Line Australia

1300 789 978

PANDA (perinatal anxiety and depression),

Monday to Friday 9am to 7.30pm AEST). 1300 726 306

QLife (LGBTI+, 3pm to 12am)

1800 184 527

Butterfly Foundation

 (eating disorders, Monday-Friday 8am to 9pm AEST). 1800 334 673

Child Protection and Family Support Crisis Care Helpline

(08) 9223 1111 or 1800 199 008 (Country Toll Free)

SCHEDULE 1 PRIVACY NOTICE

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a learner survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Skill Hire to:

- request access to your personal information
- correct your personal information.
- make a complaint about how your personal information has been handed.
- ask a question about this Privacy Notice

Skill Hire WA Pty Ltd Training Services RTO code: 0361

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