

College of Warehousing



STUDENT INDUCTION AND INFORMATION PACK

Overview of College of Warehousing

The College of Warehousing has been a registered training organisation for over 20 years specialising in the delivery of nationally recognised training and assessment in the warehousing, road transport and logistics industry. It has worked with many of Australia's leading national corporations and continues to support them today. It has a national registration code of NTIS 1623 and complies with the Standards for NVR Registered Training Organisations 2012. The College of Warehousing is positioned to service most market segments and industry sectors. Our online learning system provides 24/7 flexible learning to students who are unable to participate in traditional learning environments.

For further information on our services, please see our website: www.colofwhousing.edu.au

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IMPORTANT NOTE

READ through this document carefully and ensure that you understand the content. If you are unsure about any of the information, please talk to Student Administration or a College of Warehousing Representative.

1. Course Information

Successful completion of a nationally recognised course results in the awarding of a nationally recognised qualification such as a Statement of Attainment (SOA), Certificate or Diploma. A course summary and/or Training plan outlines the specific units of study, performance criteria and qualification code and title. The course objectives and vocational outcomes will be issued and discussed during the program induction. Participants are encouraged to ask questions about anything that is unclear to them. This information will also assist you to determine if it is appropriate for you to apply for Recognition of Prior Learning (RPL) for any earlier learning and assessment.

2. Enrolment Criteria

The eligibility criteria to enrol into a nominated qualification under a training arrangement may be determined in liaison with your employer and other requirements to meet the Standards for RTO's 2015. Ideally you should be employed in this industry sector which relates to the qualification and level of your job role. New employees are encouraged to complete foundation studies. Persons who have extensive experience could commence at an AQF 4 or Diploma level.

Companies who employ trainees are required to meet a wide range of criteria set by Government to include adequate supervision and a work environment that is aligned to the industry sector. The specific information required is provided by Australian Apprenticeship Centres.

3. Induction/Orientation

For classroom based training, your nominated College of Warehousing Trainer, or a College representative will conduct an induction and information session at the commencement of the training program or prior to commencement. This will involve a detailed overview of all aspects of your training program, including course content and outcomes, the negotiation of your personal training plan, and provides an opportunity to answer any queries that you may have. For students studying online, this is conducted by phone or email before commencing.

4. National Recognition

All states and territories have agreed to recognise Training Packages and accredited courses. It is a requirement for registration that Registered Training Organisations agree to recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia and is also covered in the Australian Standards.

Full credentials (Certificates and Diplomas) and Statements of Attainment issued by other Registered Training Organisations enables individuals to receive national recognition of academic achievements. College of Warehousing will recognize all qualifications issued by any other RTO.

Student Induction & Information Pack

During the first day of the course or during the initial sign up procedure, students will be asked about any other existing Qualifications and Statement of Attainments issued by other training organisations. They may be recognised by College of Warehousing providing they are issued to the required standard.

A student wishing to apply for Recognition of any credentials needs to make the Trainer aware and provide the Administration Section or Trainer with the original certification. This will be photocopied and validated as a true copy of the original. The original will be immediately returned to the student. On validation of this certification, the College of Warehousing will recognise the achievement.

5. Privacy of Information

You may request access to your information at any time by provision of your name, address and date of birth to verify your identity, however we cannot give information to a third party without your express written permission. A declaration is included on the Enrolment form giving authority for College of Warehousing to provide information as required to Government, or your Employer, as relevant only to your training. Our Privacy Policy is based on government legislation.

6. Fees and Charges

College of Warehousing charges fees in relation to every Student Program which are negotiated with you or your employer. This may vary by state depending upon Government guidelines and financial incentives provided by Government. These fees may be payable by you or your employer. The College will provide a Tax Invoice or written proposal confirming applicable fees and charges that may apply.

7. Refund Policy

In general terms the refunds apply as follows;

- Enrolment fee of \$0.00 is included in the course fee and is non-refundable.
- Training program not commenced and password/s not issued 100% refund
- Online password issues to all modules - non refund applies
- Credit card fees may be recovered by College as part of a refund calculation and decision process.

Refunds will be paid by company cheque 21 days after a refund request is approved or when the Student file is being closed and archived whichever is the sooner.

8. Language, Literacy & Numeracy/Special Needs

A review is conducted as part of enrolment to ensure that a training participant's literacy and numeracy or any other special needs are identified that may have an impact on their training, or where some reasonable adjustment will need to be made. Your College of Warehousing representative will provide you sources of assistance and types of support available that is offered by government providers and agencies.

9. Flexible Training and Assessment Procedures

9.1 Training

Students training programs are negotiated to provide flexible delivery structures that meet the needs of the student and the employer. This can incorporate any combination of 'on the job' training, training sessions away from the direct work environment, on-line learning, mentor/supervisor support, and self-paced study. Schedules for the training will be negotiated with you and your Employer if applicable. Suitable training methodologies will be tailored to suit your work environment and any individual needs that may be identified.

9.2 Assessment

Assessment is based upon industry competency standards to ensure that the skills developed meet the needs of the relevant industry. It can comprise combinations of practical demonstration, validation of competency by workplace supervisors, written and/or verbal questioning, project work or portfolio of evidence, sample output, multiple choice questions, role play, case studies and combinations of all strategies. This information is recorded in your negotiated Training Plan.

10. Procedure for Issuing Certificates

- The student, on successful completion of a course, will be issued with a full Certificate. If the student only completes one or more units (not the complete course) a Statement of Attainment will be issued identifying the units the student has successfully completed.
- The certificate will be issued at the completion of the course or unit by the administration section. Student / Clients should allow a 21-day timeframe for issuance of certificate, unless the issuance forms part of the graduation ceremony.
- Student certificate results will be recorded in the administration system and on the relevant file. These results will be available to the student for 30 years.
- After a student has completed their nominated course and a certificate has been issued the student's confidential file is archived. A reference is made of the student name, student number and certificate number in the certificate register.

11. Replacement of Credentials

Credentials are auditable documents and are nationally recognized by other training organisations. Each credential has a unique document number, student name, student number, course code, and unit of competency, dates and other information to cover compliance.

Where an original credential is lost or destroyed then a new credential must replace the original. It is also a requirement to retrieve the archived student file, create the new document, record information in learner management system and post the replacement document to the student.

Effective from 1st September 2009, the fee for the issuance of a replacement credential is \$30.00 (GST exempt) payable in advance or invoiced to a company.

12. Recognition of Prior Learning and National Recognition

Recognition of Prior Learning (RPL) is the process of identifying existing skills and knowledge that may have been obtained from any formal or informal training, work, or life experiences. National recognition is the acknowledgement of previously completed qualifications and/or results.

Information of how you can apply for RPL or have any relevant qualifications count towards your student file is explained at the induction/orientation session. Our RPL and national recognition Policies and processes are available from the College administration section.

12.1 Information regarding the RPL process

Participants may apply to have existing skills, knowledge or formal training recognised as meeting some of the criteria of the training program they are enrolled in. This is referred to as Recognition of Prior Learning (RPL) or National Recognition. To achieve a qualification, participants must demonstrate competence against a range of industry standards – identified as 'Units of Competency'. Units of Competency comprise of a number of Elements which are further broken down into Performance Criteria. Together they form the framework of the standard of skill and/or knowledge that is required to meet industry standards.

The College of Warehousing's training program is structured to enable training participants to achieve these standards however, if participants believe that they already have these skills; they may gather appropriate evidence, which can be examined by a qualified College of Warehousing Assessor. Where it is deemed that sufficient evidence has been provided, RPL will be granted, and further assessment will not be required for these units.

How to **apply** for RPL or National Recognition:

1. Contact the College and request an RPL kit. Pay the application fee (current fees available by contacting the College on (02) 6262 2936).
2. Thoroughly read through the RPL Information Kit outlining the requirements
3. Determine the type of evidence that would support the claim.

Examples of suitable evidence for RPL

- i. Job description, supported by employer's letter of verification
- ii. Samples of completed work documents/forms
- iii. Proof of Training attendance, supported by course content details
- iv. Report of projects undertaken, supported by employer's letter of verification

Examples of suitable evidence for Cross Credit Transfer

- i. Statement of Attainment (SOA)
 - ii. Academic Transcript
 - iii. Certificate/Diploma or Award (with details of units comprising of the qualification)
4. Complete an RPL Application Form
 5. Gather the appropriate evidence
 6. Submit the application form, together with evidence to your Trainer/Assessor

Your application will be assessed and you will be notified of the outcome. In the event a participant disagrees with the result, participants have the opportunity to appeal the Assessor's decision.

13. Code of Practice

The College of Warehousing will maintain a commitment to high standards in the provision of vocational education and training in Logistics, Road Transport, Warehousing, and Distribution.

13.1 Educational Standards

The College of Warehousing adopts policies, procedures and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of Clients/Students.

The College of Warehousing maintains a learning environment that is conducive to the success of Clients/Students. We have the capacity to deliver the nominated course(s), use appropriate educational, training and assessment methods.

13.2 Marketing

The College of Warehousing markets vocational education and training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. The information provided to clients displays no false or misleading comparisons with other providers of courses.

13.3 Client/Student Information

The College of Warehousing provides accurate, relevant, and up-to-date information to Clients/Students either verbally or in writing. This includes:

- Copy of the Code of Practice;
- Enrolment and orientation process;
- Copy of the refund policy by program type;
- Total costs / fees to Clients / Students / Course flyer for selected program;
- Competencies to be achieved by trainees in a Training Plan Summary;
- Assessment procedures;
- Arrangements for the recognition of prior learning;
- Appeals and complaints procedure,
- Client/Student support services including provision for language, literacy and numeracy, self assessment and guidance support.
- Assessment result

13.4 Student Selection

Selection of Clients/Students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the training package. The College of Warehousing ensures that student selection decisions comply with equal opportunity legislation. The College of Warehousing is an equal opportunity organisation and no student will be precluded from training on the grounds of race, religion, gender, etc. Staff of the organisation is required to apply access and equity principles to all clients of the organisation.

13.5 Complaints

The College of Warehousing has established a fair and equitable process for dealing with Clients / Students' complaints. This procedure applies to all students enrolled in a program of study. A participant who feels they have a genuine complaint has the right to a fair hearing. The College will supply the appropriate form and advice on the procedure to be followed.

Complaint Resolution

In the event of a complaint, the following procedure shall apply:

- Try to resolve the problem with the person concerned
- Seek the assistance of your Trainer or Training Director
- Consult with the Manager or Training Director
- In the event of this process not proving successful obtain a copy of the Complaint Form from the administration section and initiate the complaint process in writing as outlined above.

13.6 Appeal Process

Students may appeal in writing on the appropriate form (obtainable from the Administration Office) to the Training Director if they are not satisfied with an assessment decision.

14. Human Resources

The College of Warehousing is committed to a high standard of training and assessment. All trainers have:

- A thorough knowledge of the content of their subjects gained through formal study and practical on-the-job learning
- Qualifications in accredited competency based training and assessment as well as relevant industry knowledge and experience

Trainers keep current with industry developments through professional development and membership of Professional Associations and training in various workplaces.

14.1 Physical Resources

Students have access to necessary facilities, resource materials and equipment for face to face delivery. These include:

Training room facilities

- Adequate ventilation, heating and cooling suited for study.
- Comfortable ergonomically designed chairs
- Adequate lighting for normal viewing, writing and reading
- Tables that are suitable for the course or program
- Audio visual equipment where required
- Amenities such as toilets and drink stations
- Computers or other equipment required to study the unit

Car parking is available in close proximity to the training venue.

14.2 Reference Materials

For online learning, reference materials are supplied through the College's Learner Management System. Some research may be required by students through other sources to achieve competency. Links to material on the internet may be provided to students as required. For classroom training, students will be supplied with paper-based course notes.

14.3 Refreshment facilities

Refreshments are available from a range of snack bars and cafes in the general area of the College. A mobile food van may service this need. The College has cold water accessible to all students plus tea and coffee making facilities.

15. Access and Equity

It is the responsibility of your Trainer and/or College of Warehousing representative to ensure that they are sensitive to the cultural and learning needs of all training participants and that all are treated fairly and equitably. Our Code of Practice and Access and Equity Policy are available from the College Administration section as required.

16. Disciplinary Procedures

It is the responsibility of your Trainer and or College of Warehousing representative to ensure that the training environment is safe and conducive to learning. If the actions of any individual have a negative impact on the learning environment, they may be asked to remove themselves from the study program. Any issues related to discipline in the workplace will be referred to the Employer or relevant Government department as appropriate. Issues that may occur on College of Warehousing premises are covered by our Disciplinary Policy.

17. Legislation

Whilst participating in any training activity conducted by College of Warehousing you may be required to adhere to some relevant legislation, this legislation can vary from State to State and may include:

The Vocational Education Training and Employment (Skills Queensland) and Another Act Amendment Bill 2013

Vocational Education and Training Accreditation Act 2005

Board of VET Act 1994

Fair Work Act 2009

Anti-Discrimination Act 1991-Amendments 2005

Anti-Discrimination Act 1991 (NSW)

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

Workplace Relations Act 1996

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Apprenticeship and Trainee Act 2001

Child Protection Act 1999 (QLD) and Child Protection Act 1995 (NSW) Child Protection (Prohibited Employment) Act 1998

Work Health and Safety Act (QLD) 2011

Occupational Health and Safety Act (NSW) 2000 and Regulation 2001

The Privacy Act 1988 and Privacy Amendment (Private Sector) Act 2000

Equal Employment Opportunity (EEO)-Policy Approval November 2005

Copyright Act 1968

Other Relevant Legislation

The distribution industry may have to comply with numerous types of Federal and State legislation. Examples of legislation could include Australian Dangerous Goods code, Therapeutic Goods Act, Customs Act, HACCP, Food Act, Chain of Responsibility, Load restraint guide, Mass management, Fatigue management and similar related legislation.

Any of the legislation above or any other legislation or regulations that may affect you and your training can be accessed via the Internet. The College of Warehousing website www.colofwhousing.edu.au has a "useful links" section where the links to various sites can be accessed. If you do not have Internet access, please discuss this with our staff to arrange alternative access.

18. Student Support

Where social or personal circumstances may affect your learning experience, your Trainer will support you where possible including referral to the organisations such as those listed below:

- Centre link 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line (07) 3222 6666 (Qld)
- Life Line 131 114
- Men's Line Australia 1300 789 978
- Alcoholics Anonymous (07) 3255 9162 (Qld)
- Alcohol and Drug Information Service 1800 177 833
- Pregnancy Helpline 1300 737 732
- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- Statewide Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (Accomm) (07) 3357 7655 (Qld)