TSA Student Handbook 2023

TECH SKILLS AUSTRALIA PTY LTD

VERSION TRACK
OFFICE USE ONLY

VERSION	DATE	BY	CHECKED	APPROVED	COMMENTS
0	Feb 2015	LEI	PENG	SANTOSH	PENDING
1	March 2015	LEI	PENG	SANTOSH	PENDING
2	May 2015	LEI	PENG	SANTOSH	PENDING
3	June 2015	LEI	PENG	SANTOSH	PENDING
4	July 2015	LEI	PENG	SANTOSH	ISSUED
5	Dec 2015	LEI	PENG	SANTOSH	ISSUED
6	Dec 2015	CELESTE	LEI	SANTOSH	ISSUED
7	April 2016	CELESTE	CATHY/KARUNA	SANTOSH	ISSUED
8	July 2016	CELESTE	CATHY	SANTOSH	ISSUED
9	March 2017	CELESTE	CATHY	SANTOSH	ISSUED
10	Mar 2019	LEI	PENG	SANTOSH	ISSUED
11	April 2020	LEI	SANTOSH	SANTOSH	ISSUED
12	May 2020	LEI	SANTOSH	SANTOSH	ISSUED
13	May 2022	LEI CAI	SANTOSH PILLAY	SANTOSH PILLAY	ISSUED
14	Aug 2023	LEI CAI	Lei Cai	Santosh Pillay	Issued

Tech Skills Australia

Unit 18, 14 Whyalla Street, Willetton WA 6155
www.techskillsau.com.au

PREFACE

The information provided has been developed in accordance with the Standards for Registered Training Organizations 2015.

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1   WELCOME

Thank you for enrolling with Tech Skills Australia (TSA). On behalf of our staff at TSA, we would like to take this opportunity to welcome you. We are excited for you to engage in learning with TSA and we look forward to supporting you in achieving your goals. TSA and its staff are dedicated to developing technically sound training programs and providing an exceptional level of quality and service to all students. TSA is proud to offer courses that provide you with knowledge and skills that are relevant and current. The training we provide is developed by highly qualified and experienced trainers and assessors with industry experience, to ensure you obtain the fundamental skills to progress and complete your course. All courses offered by TSA are Nationally Recognized. The enrolment information packs supplied separately, provide details of the units of competency to be completed and the information you require to complete your course. If you have any questions regarding TSA or your course/enrolment at any time during your training, please contact our office.

Warm regards

The TSA Team

2   PURPOSE OF THIS HANDBOOK

This student handbook is designed to provide you with information about the services provided by Tech Skills Australia and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This will allow you to make an informed decision in choosing TSA as your training organization of choice. The information contained in the handbook does not relate to a particular course offered by TSA. This information is contained on our website and in the course brochures supplied separately.

3   ABOUT TSA

Tech Skills Australia is a specialist technical training provider in the fields of Electrical, Instrumentation and Hazardous areas. We provide fast tracked training to a wide range of industries through various platforms to suit our client's needs. Our team is young, vibrant & professional with a range of experience and expertise in Electrical, Instrumentation and Hazardous areas. Whether its career progression or up skilling, our aim is to provide you with the skill set to help you achieve your goals. Through various delivery methods we will help you get through your education milestones with confidence. We deliver a growing scope of Nationally Recognized Certificate level training. Pathways are available to help you bridge your goals.

3.1 Scope of Registration

- EEHA Training

- EEHA Refresher Training

- EEHA Awareness Training

- High Voltage Switching Operations

- CPR & LVR

- UEE42622 Certificate IV in Hazardous areas – Electrical

- UEE40420 - Certificate IV in Electrical – Instrumentation

- UEE31220 - Certificate III in Instrumentation and Control

- UEE40620 - Certificate IV in Electrotechnology – Systems Electricians

- UEE50220 - Diploma of Electrical and Instrumentation

4   OUR MISSION

Tech Skills Australia's Mission is to provide high caliber training and assessment to every student to meet their needs.

5   CONTACT INFORMATION FOR TSA

Unit 18, 14 Whyalla Street, Willetton WA 6155

Email - Student enquiries: info@techskillsau.com.au

Website: www.techskillsau.com.au

Phone: +61 8 9353 1012

RTO Provider no: 52737

ABN: 7060 3772 023

6   ENROLMENT & CONFIRMATION

Tech Skills Australia uses a systematic approach to enroll students that ensures all records relevant to the operation as an RTO are maintained thereby enabling us to meet reporting obligations. Based on TSA's Policy & Procedures for Enrolment and Confirmation, enrolment is carried out. Reminders of all information, requirements and documentation necessary to facilitate the enrolment process is also provided in soft copy prior to enrolment.

6.1   How to Enroll in a TSA Training Course:

1) Visit our website www.techskillsau.com.au , and click the Courses tab to view the training we offer.

2) Select the course that best suits your needs and ensure that:

   2.1) the training includes the units of competency you require.

   2.2) you meet the pre-requisites e.g. Unrestricted Electricians Licence.

   2.3) you are aware that this is fast tracked training.

   2.4) you meet the minimum language, literacy and numeracy requirements for the course.

3) For assistance/information into any aspect of the course you may

   3.1) submit an enquiry by using the Info tab on www.techskillsau.com.au. TSA admin will respond to you within 24 hours.

   3.2) contact TSA Admin on (08) 93531012 for any clarification you may require.

4) TSA admin will provide you with Course Information Prior to Enrolment

6.2 Course Information Prior to Enrolment

TSA will provide Students with the following information prior to enrolment.

- Prerequisites for the training or qualification

- Course duration

- Competency outcome's

- Scope

- Mode of delivery of training

- Unique Student Identifier (USI)

- Student Requirements

- Fees and Refund's

- RPL / Credit transfer

- Access and Equity

6.3 Unique Student Identifier (USI)

If you are undergoing nationally recognized training for the first time, you are required to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which is made up of ten numbers and letters, e.g., 7BG88YH5US.

In time, your USI account will contain all your nationally recognized training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

TSA admin will provide you with detailed instructions on how to apply for a USI.

Please visit www.usi.gov.au for more information

6.4 Procedure for Enrolment and Confirmation

1) Review the prerequisites and select a course using the website online enrolment tab / electronic application form provided in the Student information pack via email.

2) Complete the enrolment form or online and prepare the supporting documents for enrolment, e.g. electrical license.

3) A self-evaluation form needs to be completed (this allows the assessor to understand your level of experience and prepare for your training and assessment).

4) Submit the Enrolment form with the supporting documents i.e. current Australian Unrestricted Electrician Licence, AQF qualification if required, work experience form (RWR) if required, driver's licence etc.

5) TSA will provide confirmation of acknowledgment of the documents.

6) TSA will process the deposit as outlined under fees (credit card payment / direct debit).

7) TSA will confirm the student's enrolment in the course with a confirmation email and attach the Course acceptance letter and invoice.

8) A course reminder will be emailed to students one week prior to course commencement.

9) Contact TSA offices on (08) 93531012 if you have any questions regarding enrolment.

7   POLICIES AND PROCEDURES

7.1   CREDIT TRANSFER (CT)

Tech Skills Australia recognizes the AQF qualifications and Statements of Attainment issued by other RTOs.

Where a student provides suitable evidence, they have successfully completed a unit or module, Tech Skills Australia will provide credit for that unit or module; this will occur before commencement of the training and assessment program. Before providing credit on the basis of a Qualification, Statement of Attainment or Record of results, the information will be authenticated by contacting the organization that issued the document and confirming the content is valid.

Where a student provides an Unrestricted Electricians Licence as evidence for Credit Transfer a copy of the licence must be provided for authentication with Energy Safety. Units from Electrical License is automatically credit transferred.

Students will not be charged fees for this recognition.

7.1.1   Application Process for Credit Transfer (CT)

1: Complete the Credit Transfer form

2: Prepare your application with a certified copy of the following documents.

- Certificate

- Transcripts

- Unrestricted Electricians Licence

- Contact details of your training provider if required

3: Submit the Credit Transfer form with the above documentation.

4: TSA will carry out the application evaluation process (maximum 5 working days)

5: The Applicant will be notified of the outcome.

7.2   RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning, referred to as RPL is the formal recognition of an individual's experience and knowledge. Tech Skills Australia offers recognition of prior learning to individuals as outlined in the Policy and Procedure for Recognition of Prior Learning (RPL) and Credit Transfer (CT) and students are to be provided with adequate information, support and opportunities to engage in RPL.

7.2.1   Supporting Evidence

Experience directly related to units of competency that TSA deliver may be recognized by TSA. Evidence shall be supplied by the applicant and assessment or evaluation shall be conducted by TSA. If the evaluation is deemed as successful, units of competency will be granted.

For evidence to be accepted the assessor must ensure that the following rules are met:

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

Examples of Supporting Evidence

- CV

- Position Description

- Proof of current working status

- Reference letter

- AQF certificate

- Workplace awards

- Membership of relevant professional associations and any continuing professional development required to maintain membership

- Relevant industry certificate e.g. White Card

- Licence's

- Log book (signed)

- Other documentation that may demonstrate industry experience, e.g. participation in the development of industry programs or industry awards

7.2.2   Application Process for Recognition of Prior Learning (RPL)

1: Complete the RPL application form

2: Prepare and submit supporting evidence

3: Submit the application

4: You will receive an RPL cover letter with information on gathering further evidence

5: Complete the forms and submit all additional evidence

6: Evaluation of the application by a qualified trainer. The result will be generated within 20 working days from submission of the application

7: If the evaluation is deemed successful, the applicant will be notified within 48 hours. If the applicant is unsuccessful, the application will be escalated to a second review by a second trainer. If both trainers have the same result, the application is deemed unsuccessful.

8: The student is required to complete a compliance RPL feedback form

9: All the evidence will be securely archived in the TSA Student Management System.

7.2.3   RPL Application Fee

The assessment fee is $350 per unit of competency.

(Note, this fee is nonrefundable.)

7.3   ACCESS & EQUITY

Tech Skills Australia will provide clear information to prospective students prior to enrolment or commencement of training or assessment activities, to enable them to decide if Tech Skills Australia and course is suitable for them, taking into account their existing skills and knowledge and any specific needs.

Tech Skills Australia will provide equitable access to all required educational and support services, so that no student is disadvantaged. We will make any limitations regarding access to

these resources clear in the pre-enrolment information so clients and student can make an informed choice about whether or not our RTO and course of study best meets their needs.

As a provider of Nationally Recognized Training and assessment services, Tech Skills Australia is legally and ethically bound to provide a working environment which:

- Does not discriminate against student groups or individuals on the grounds of gender, ethnicity, religion, sexual preference, physical or intellectual impairment or age.

- Provides both students and staff with a safe and healthy working environment, which is also free from discrimination and harassment of any kind.

- Values respect, courtesy and privacy.

7.3.1 Language, Literacy and Numeracy

The training & assessment offered by Tech Skills Australia is based on written materials and assessment is through written and oral questioning as well as practical activities. There are also numerical calculations.

All students enrolling for TSA courses must meet the minimum requirements for LLN. Students are required to read, write and speak English in order to interpret drawings and assessments. Where an Unrestricted Electricians License is a pre requisite for enrolment into a course, a student must meet all the requirements to have registered as an Electrician.

- Knowledge, skills and attributes of an electrician

- good vision and hand-eye coordination

- accuracy, with a keen eye for detail

- good physical fitness

- be able to work independently and in a team

In accordance with TSA P&P – Enrolment & Confirmation students are to identify specific requirements in this area when they complete the enrolment form. If a student indicates in the enrolment form that they do not speak English well their suitability for training will be assessed by the Trainer & Assessor before they are enrolled in a course in accordance with TSA PRP – Reasonable Adjustment.

We recognize that not all individuals are able to read, write and perform calculations to the same standards, therefore we endeavor to help students where we can to accommodate anyone with difficulties with language, literacy or numeracy. Tech Skills Australia will take all reasonable steps to accommodate their needs or refer them to an appropriate agency for additional support. Please contact 08 93531012 for further information.

7.3.2 Student Support Services

At TSA we endeavor to support our students were possible. Some of the support services include but are not limited to:

Language, Literacy & Numeracy (LLN)

Identified during the enrollment process. TSA provides additional contact hours by the Trainer & Assessor. We also provide flexibility in the delivery to cater to our students.

Mentoring

Provided one on one by Trainers & Assessor and by external industry specialists through various programs. Please contact (08) 93531012 for further information in this regard.

Disability support

Identified during Enrolment. Appropriate actions are taken dependent on the disability and in accordance with the requirements, skills and attributes for Electricians. Note that TSA does not accommodate wheel chair access at this time.

Information Technology (IT) support

TSA will provide lap tops to students who do not have one.

Career guidance

Students are provided support/guidance from industry specialists in selecting the right course that they require. Please contact (08) 93531012 for further information in this regard.

7.4   FEES PROTECTION, CANCELLATIONS & REFUNDS

Refer to refund policy.

7.5   COMPLAINTS & APPEALS

Refer to Compliant and Appeal Policy.

8   COURSE RESOURCES

8.1   Requirements for the Course

All Students are recommended to bring a laptop to class to facilitate their studies (For students who do not have a laptop, TSA may be able provide):

- Students may be required to use Microsoft office to write reports

- Students may be required to use engineering software for PLC&HMI programming, if enrolled in the Instrumentation course.

8.2   Course Books

All students will be provided with hard copies of the course notes (Resources). These books are for the students use, in and out of class. Training material is reviewed every 3 months and updated as required to keep abreast of teaching requirements. The information provided has been developed specifically for TSA and remains the intellectual property of TSA.

8.3 Assessments

TSA will evaluate student's assessments based on fair and ethical principles. Assessment of this program of study is based on competency-based principles. Each Unit of Competency will be assessed satisfactory or not satisfactory. A not satisfactory result on any question will result in re-assessment of the question.

An Assessment Marking Guide is developed for each Unit of Competencies and is the evidence criteria used to judge the outcome of a student's performance. Competency is granted if the student performs to the expected unit requirement and learning outcomes.

Assessment methods may include the followings:

- One on one discussions

- Written assessment

- Practical assessment

- Report writing using Microsoft Office

- Oral questioning after observation

- Site visits

- Practical observation

- PLC programming

- Simulations

9 QUALIFICATION

9.1 Full Qualification

Students who are successfully competent in both theoretical and practical training completing all units of competency in the training package, will be awarded the full qualification.

A soft and hard copy of the certificate will be emailed/posted to a student within 4 weeks of course completion.

9.2 Statement of Attainment (SoA)

Students who have successfully completed one or more units of competency but do not meet the requirements for a full qualification (as specified in the training package) and to Electrical Engineers.

A soft and hard copy of the certificate will be emailed/posted to a student within 4 weeks of course completion.

9.3   Qualification Re-issuance

TSA will issue a replacement certificate issued previously at a cost of $50, if a certificate for a Qualification or Statement of Attainment is lost or damaged. The students USI will be used for identification purposes. The date reflected will be the original date the certificate was issued and the date of re-issuance.

10   STUDENT RECORDS MANAGEMENT

10.1 Student Management System – Privacy, Retention of Records, Data Collection

Tech Skills Australia uses a systematic approach to student records management that ensures it maintains accurate and complete information on the attainment of each student engaging in Nationally Recognised Training.

This is done through the use of a Student Management System that has the capacity to:

- Retain client records of attainment of units of competency and qualifications for a period of thirty years

- Provide the registering body with AVETMISS compliant data

- Provide returns of client records of attainment of units of competency and qualifications to the registering body

- Meet the requirements for implementation of a national Unique Student Identifier

- List of the correct national code and title of the Training Package, VET qualifications, VET accredited courses, modules or units of competency that Tech Skills Australia delivers

- Generate an annual summary report to the Regulatory Body against the quality indicators on the previous calendar year's activities

10.2 Student Access to records

Students will be assessed on a number of units of competency as the course progresses.

As each assessment is completed the Trainer & Assessor will provide the Administrator with a copy of the relevant Assessment Summary.

The Administrator will update the student's records recording the assessment outcomes on the Student Management System in a timely manner.

This will be added to the student's file.

During the course students may request access to current and accurate records of their participation and progress at any time.

10.3 Event of RTO Suspension

In the event that TSA ceases operation as an RTO, Training Accreditation Council WA shall be notified immediately. The record of all qualifications and Statements of Attainment issued by TSA shall be forwarded to regulation body to reissue these if requested by students.

10.4 Feedback

Feedback from students is systematically collected using:

- Student Feedback on each unit of Competency, requested after each Assessment.

- AQFT Online Learner Survey after the course is completed.

The data captured is analysed to provide an overall picture of the outcomes being achieved by TSA and how well the training and assessment is meeting our client needs.

Corrective actions are to be instigated if required. This process forms part of TSA's commitment to Continuous Improvement as outlined in the Standards for RTO's 2015.

11 YOUR OBLIGATIONS

11.1 Training Room Discipline

All Students are required to contribute to a friendly and cohesive environment for study. Any inappropriate behavior in the classroom will be treated as interruption to the class. A student may be asked to leave the course depending on the seriousness of the situation. Inappropriate behavior may include the followings.

- Impede the trainers' delivery

- Impose a negative impact in class

- Disrespectful or offensive language

- Interfere with the learning and assessment

- Interrupt the class unnecessarily

- Any obstructive behavior

- Any student present in the course under the influence of alcohol or drugs will be asked to leave the training immediately.

Disciplinary Action

TSA staff will engage in a private and confidential conversation with the student in question. A counselling session will follow to understand and explain the consequences to the student. If such behavior continues after the counselling, TSA reserves the right to request the student leave the course.

11.2 Your Own Work

Cheating / copying from other students whilst undergoing Assessment is strictly prohibited. If a student is caught copying they will be issued a warning. If the student is found copying a second time they will be asked to leave the training room immediately. The matter will be referred to the Training Manager for investigation and will be placed on the student's record. After a meeting between the student and training manager the following outcome may occur:

- You will be asked to leave the training due to misconduct
- You will be deemed Not Competent for all the assessments completed during the training
- A record will be placed on your file and notification will be made to any relevant party i.e. your employer if they enrolled you in the course

11.3 Evidence for Funded Training

Students who would like to participate in funded training, is obligated to provide TSA with the supporting evidence specified in the "Eligibility Checklist Form".

12 TSA'S OBLIGATION TO OUR STUDENTS

12.1 Know your Rights

TSA employees and students are legally bound to comply with the legislation of both the Commonwealth and Western Australia. These include but do not preclude other governing bodies:

- WA Vocational Education and Training Act 1996

- Copyright Act 1968

- Disability Discrimination Act 1992

- WA Equal Opportunity Act 1984

- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Work Health and Safety Act 2011 – Commonwealth Law

- Work Health and Safety Regulations 2011 – Commonwealth Law

- WA Environmental Protection Act 1986 and Regulations 1987

- Insurance Act 1973.

- Privacy Act 1988

- WA Occupational Safety and Health Act 1984

- WA Occupational Safety and Health Regulations 1996

Under Discrimination Legislation - Zero Discrimination

TSA has zero tolerance to discrimination of any kind

- Zero engagement in an form of discrimination

- Zero engagement in racial or sexual harassment

- Equal opportunities

Under Privacy Legislation

TSA has the following obligations to its students and clients

- Do not disclose any information to a third party

- Maintain the confidentiality of students records and data

- Use any of the students feedback, photos without prior consent

Under Safety Legislation

TSA will ensure that students conduct themselves in a safe manner and adhere to the safety legislation:

- Use PPE as required during training/practical's

- Inform management of any risks or potential hazards to their safety

- Ensure the health and safety of everyone around you

- Pay careful attention to emergency and evacuation procedures

12.2 Occupational Health and Safety

TSA is committed to maintaining a healthy and safe environment for its students, employees and visitors. Induction for students and employees are carried out to ensure this commitment is fulfilled. Evacuation procedures, muster areas, smoking areas, duty of care, safe working environment will be advised before the start of a course.

Health & Safety

Safety is a first priority at TSA at all times. All the stakeholders have a duty of care to each other and their students - to maintain a safe training facility. The following procedures are followed.

- Complying with TSA safety requirement including PPE requirements if applicable, enclosed shoes and check before energizing.

- Duty of care

- Zero tolerance to discrimination and harassment

- Report any hazard or potential hazard to TSA staff

- Evacuation procedures

Evacuation Procedure

The evacuation procedures include the followings.

- Exit through designated route.

- Do not enter into the hazardous area to obtain personal belongings

- Take care of people around you

- Go to muster areas

NOTE: All Policies and Procedures / Forms are available from info@techskillsau.com.au