



Student Handbook



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Lemke Timber Training Pty Ltd
C11 2 Lansell Cct
Wanniassa ACT 2903

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Introduction

Welcome to Lemke Timber Training. We are a registered training organisation (RTO) specialising in providing training to the forestry and forest related industry.

Lemke Timber Training is a limited liability company, ABN: 66 097 841 668. The qualifications we offer include a wide range of courses. The units of competency that we deliver are available on the training.gov.au website:

<https://training.gov.au/Organisation/Details/91379>

Once you have finished your training with us in a unit of competency taken from the above scope of registration, you'll receive a certificate indicating that you have completed a nationally recognised course.

This handbook explains your rights and responsibilities as a student, and the processes involved in being trained and assessed in the competencies that make up your training program. Please ask your trainer if you have any questions about these matters.

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Training programs

The training programs delivered by Lemke Timber Training include:

- non-traineeship qualifications
- specialist short courses developed to meet particular client needs.

Competency based training

The training Lemke Timber Training provide is ‘competency’ based. This allows us to align our training to the competency standards specified by industry and ensure that the qualifications you receive are nationally recognised.

What are competency standards?

Competency standards are specifications for how to do particular tasks correctly. When you are assessed as ‘competent’ at doing a specific task, you are being recognised as having the knowledge and skills needed to do it properly.

What are assessment instruments?

Assessment instruments are checklists used by assessors to make sure that they have asked you to demonstrate all of the elements of a competency standard while you’re being assessed. This is designed to ensure that you are capable of doing the task under a range of conditions. Each element is divided into a set of *Performance criteria*, which you’ll need to satisfy in order to be assessed as ‘competent’.

Before you are assessed in any particular competency, you will be given a copy of the assessment instrument so you can see what the assessor will be looking for during the actual demonstration.

Assessment events

When your trainer believes you are ready to be assessed, you will be asked to undertake a range of assessment activities to demonstrate that you are competent in that unit.

The procedure for carrying out an on-the-job assessment is as follows:

1. The assessor will organise an appropriate time for the assessment, ensuring that both you and all relevant equipment will be available.
2. You will be told in advance what you will need to bring, what the process will be, and what the assessor will be looking for.
3. The assessor will meet you at the agreed time and tell you what you need to do in order to demonstrate your competence. Once you have completed the task, the assessor will advise you of the outcome. If you are assessed as ‘not yet competent’, you will be advised that:
 - you have the right to three attempts at demonstrating competence
 - another time will be arranged for your next attempt
 - you may lodge an appeal to the CEO of Lemke Timber Training if you believe that the assessment outcome you have been given is unfair.
4. Both you and the assessor will sign the relevant competency assessment instrument, which will be handed to the Administration Manager of Lemke Timber Training.

Recognition of prior learning

It is quite likely that you are already competent in some of the skills included in your training program. These skills may have been acquired through a variety of ways, such as previous work experience or previous studies. *Recognition of prior learning* refers to the accreditation process where these skills are formally recognised by your assessor without you having to undergo an assessment activity.

Lemke Timber Training has a policy of recognising the Australian Quality Framework (AQF) qualifications and statements of attainment issued by other RTOs.

The four recognition pathways offered at ActewAGL include Recognition of Qualifications issued by other Registered Training Organisations (RTO's), Recognition of Current Competencies (RCC), Recognition of Prior Learning (RPL) and Credit Transfer (CT).

If you believe you will qualify for Recognition of Prior Learning, you should inform your assessor and bring in any documentary evidence you have for that competency. The assessor will then decide whether the evidence is sufficient to allow you to be assessed as competent.

A learner can apply and may be eligible for RPL/RCC/CT. They may be awarded a qualification within the framework or alternately they may be exempt from some of the

course work. Typically, we will require that a practical demonstration of skills be made depending on the nature of the unit.

Work health and safety

Workhealth and safety (WHS) is a serious issue for all employees in a manufacturing or forest environment. One of our responsibilities as an RTO is to ensure that everyone on site is fulfilling their OHS obligations while they are being trained or assessed.

This means that you must:

- wear personal protective equipment appropriate to the task you are doing at the time; such as safety boots, glasses, ear muffs and high visibility vests
- observe all safe operating procedures and work practices for that activity.
- Continually respond to changes in weather or environmental conditions
- Ensure the safety of all participants
- Do nothing to endanger the health and safety of other participants

The Work Health and Safety Act

Under the Work Health and Safety Act 2011, you are required to:

- take reasonable care of the health and safety of yourself and others in the workplace
- cooperate with the company in its efforts to comply with occupational health and safety requirements
- not interfere with or misuse things provided for health, safety or welfare of persons at work
- not obstruct attempts to give aid to injured persons, or refuse a reasonable request to assist in giving aid
- not disrupt a workplace by creating health or safety fears.

If an unsafe situation arises while you are engaged in training or assessment activities, you must immediately act to make the environment safe, including shutting down the equipment and obeying any instructions you are given by your trainer / assessor, supervisor or the Site Manager.

You must not operate any plant or equipment without explicit permission from your trainer or assessor.

Behaviour and complaints

Lemke Timber Training is committed to ensuring that all trainers, assessors and students enjoy good working relationships with each other. An important factor in achieving a harmonious working environment is keeping the workplace free from harassment and discriminatory behaviour and ensuring that everyone works together towards common goals.

Harassment and discriminatory behaviour

Harassment is any behaviour which offends, humiliates or scares another person. Discriminatory behaviour is any behaviour which results in unfavourable treatment being given to someone purely because of a prejudice against something about them, such as their age, gender, ethnicity, or religion.

In some cases, the perpetrator may not be aware that their behaviour is upsetting or discriminatory. If you experience harassment or discriminatory behaviour, your first response should be to discuss the matter with that person and point out the effect their actions are having. If this informal approach is not sufficient, or if the offending action warrants a stronger response, you should report the behaviour to the CEO of Lemke Timber Training, where the matter will be considered at a formal level.

Disciplinary procedures

Unacceptable behaviour will not be tolerated in training sessions. Not only can it disrupt other participants who want to learn, in some cases it can also be dangerous.

Where a student's behaviour is considered unacceptable, the trainer will report them to their supervisor or line manager and ask that the matter be dealt with at a site level. The student will only be permitted to return to their class or training program after they have apologised and agreed not to engage in the behaviour again. If the unacceptable behaviour continues, they will be reported again to their supervisor or line manager and banned from further participation in the course.

Unacceptable behaviour includes:

- abusive language
- refusing to wear appropriate protective clothing or equipment
- leaving a training session without permission
- being under the influence of alcohol or illicit drugs
- disobeying an instruction from the trainer
- fighting with another employee, or provoking such behaviour
- playing practical jokes which may jeopardise the safety or well being of others.

Complaints

If you wish to make a formal complaint about a trainer or assessor, or an activity you have been asked to carry out, you should take the issue up with the CEO, Wayne Lemke, of Lemke Timber Training. The process for dealing with a formal complaint is as follows:

- The complaint should be reported as soon as possible to the CEO, where it will be entered into a Complaints Register.
- Each party involved will be interviewed by the CEO.
- After listening to all parties, a decision will be made by the CEO on the best way to resolve the problem, and all parties will be notified of the outcome and the reasons for the decision in writing.
- The decision and any follow-up action will be recorded in the Complaints Register.

If you are unhappy with the decision, you may appeal to an independent person mutually agreed upon between you and the other parties involved.

Any complaint found to be substantiated will be rectified promptly by Lemke Timber Training.

Appeals

During training, a learner may disagree with an assessment decision made by the Trainer/Assessor. All learners have the right to appeal an assessment. Learners are encouraged to discuss assessment concerns with the Trainer/Assessor prior to the lodgement of a formal appeal.

We encourage learners to approach the appeal with an open view and will attempt to resolve the issue through discussion and conciliation. LTT will provide supportive transparent advice to adequately address and resolve all appeals against assessment decisions. LTT will ensure that any learner raising an appeal is not subjected to discrimination or prejudicial treatment.

Rules of assessment

LTT expect learners to maintain a professional and ethical working relationship with all other staff, management and other learners whilst in a learning environment. Any breaches to the rules of assessment may result in disciplinary action, dependent on the severity of the incident.

When conducting assessment activities LTT expects learners to:

- bring identification (Drivers Licence, or Passport, Proof of Age Card, medicare card)
- follow the Vocational Educators instructions

- adhere to appropriate behaviour standards
- be punctual
- respect equipment, facilities and the environment.

During assessment learners must not under any circumstances:

- use their mobile phones
- utilise unauthorised electronic equipment
- utilise unauthorised material during assessment
- commit plagiarism.

Fees and refunds policy

Fees will be due on commencement of the course, unless other arrangements have been made with Lemke Timber Training. All fees include course notes and other training resources. Once fees have been paid, no refund will be provided.

Full fee-paying courses

Courses require the payment of full fees by the student or their employer. Fees will be due on completion of the course, unless other arrangements have been made with Lemke Timber Training. All fees include all course materials and equipment to be used, including chainsaws, fuel and safety equipment (chaps, helmet, hearing and eye protection). Once fees have been paid, no refund will be provided.

Lemke Timber Training reserves the right to postpone or re-schedule courses due to adverse weather conditions or unforeseen circumstances. In these instances, the new training dates will be negotiated between the participants and trainer.

The ACT Building and Construction Industry Training Fund Authority

The ACT Building and Construction Industry Training Fund Authority offers a number of financial incentives for employers, schools, and group training organisations (GTOs) supporting the ACT building and construction industry.

These training incentives are in addition to any other Commonwealth or Territory Government training incentives that an applicant may be eligible to receive. The incentives are exclusive of GST.

A worker is eligible for funding if he/she:

- works for a company or organisation that is substantially (at least 80%) engaged in carrying out work described in the Schedule of Work in the Act (Building and Construction Industry Training Levy Act 1999), within the ACT;
- undertakes training that meets all the requirements outlined in approved RTOs/courses; or
- does not meet standard eligibility requirements, but may have special circumstances that are deemed acceptable by the TFA.

Please contact the ACT Building and Construction Industry Training Fund Authority on **02 6262 5630** for more information.

ACT Building and Construction Industry Training Fund Authority
Unit 6, National Associations Centre 71 Constitution Avenue
CAMPBELL ACT 2612

Privacy

As an RTO, we need to collect and hold certain types of information. Our Privacy Policy is set out below. If you have any questions about this policy, please ask your trainer or the CEO.

Privacy Policy

Lemke Timber Training is committed to maintaining the privacy of students and staff in accordance with the *Privacy Act 1988* (as amended by the *Private Sector Act 2000*). The types of personal information we collect and hold are generally specified by the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER). These requirements apply to all RTOs, and are audited from time to time by ASQA.

Data Collection and records management

ActewAGL is required to adhere to all relevant legislative requirements for RTO's relating to records management. We will request personal information in accordance with ActewAGL's privacy policy to enable the delivery and assessment of courses. ActewAGL is required to store learner records which may include enrolment details, learning support needs, attendance records, records of complaints and appeals, outcomes at unit of competency or module level and qualification level, licences gained as a result of training, statements of attainment issued and qualifications issued.

Our records management process will include retaining data relating to the standards and the delivery of training and assessment services, for each learner, for a period of seven (7) years after completion of, or withdrawal from, training. We will also retain all completed assessment items for each learner for each unit of competency or cluster of units for at least six (6) months. We will also retain evidence of Qualification Certificates and Statements of Attainments issued to each learner. These learner records of attainment of units of competency and qualifications will be held for a period of thirty (30) years.

Disclosure of information

Lemke Timber Training only makes the above information available to authorised people within the company in which the training is being conducted, and the relevant government departments who require it.

Storage and access to files

LTT maintains an electronic records system that is backed up to the cloud. The service is encrypted to ensure protection.

Files relating to training, such as training records, assessment results, training plans and student enrolment forms, are kept in a designated area at our Administration Headquarters.

Lemke Timber Training will provide any person with access to their own personal file if they request it. Requests should be made to the CEO or the RTO Manager.

Privacy Complaints

If you have a complaint about a privacy matter, you should follow the procedure set out below.

1. Raise the matter with the CEO either verbally or in writing, stating the exact nature of the complaint, with as many details as possible.
2. Allow time for the CEO to investigate the complaint, which may require several days if other parties need to be contacted.
3. Discuss solution options with the CEO once the details have been investigated.
4. Receive a written report from the CEO on the outcome.

If you still feel that the outcome is unsatisfactory, you should refer the matter to the Federal Office of the Privacy Commissioner.

Access and equity

We are committed to ensuring that all students have equal access to our services, facilities and opportunities for progression. Set out below is our Access and Equity Policy. If you have any questions about this policy, please ask your trainer or the CEO.

Access and Equity Policy

Lemke Timber Training recognises that staff and students come from a wide range of backgrounds and may have special needs when they commence employment or enter a training program. The company is committed to identifying these needs when they exist and addressing them in the most appropriate way, to ensure that learners achieve their full potential.

The company adheres to the following legislative requirements:

- *Disability Discrimination Act 1992*
- *Anti-discrimination Act 1977*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

In its role as a training provider, Lemke Timber Training is particularly attuned to the needs of the following clients:

- people from non-English speaking backgrounds
- people with literacy or numeracy difficulties
- people with limited prior education within the school system
- people with disabilities
- women in jobs traditionally held by men.

Where a special need is identified, Lemke Timber Training aims to provide extra assistance to the student, such as mentoring or individual tuition. This will assist in overcoming barriers that may be holding them back.

Language, literacy and numeracy

Problems with language, reading and writing skills or calculations are commonplace among industry workers. Because most of our training is focussed on practical industry skills, we try to minimise the amount of reading and writing involved in the learning process.

Where a certain level of literacy or numeracy ability is required to achieve the standard set for a particular competency, we will provide extra help to the students who need it. We endeavour wherever possible to ensure the needs of our student cohort are met. If you have

any concerns or you would like to advise us of any LLN issues please discuss it with your trainer/assessor at the course or you can contact the RTO Manager, Keir Ramsey, 0432554642, and he will arrange for specific training to meet your needs.

Support Services

General support

LTT will assist all learners in their efforts to complete their training courses. Should learners experience any personal or educational difficulties it is recommended they approach their Trainer/Assessor or contact the RTO Manager, Keir Ramsey on 0432553642 or Keir.Ramsey@lemketimbertraining.com.au

In the event that a learner's need exceeds LTT's capacity, the learner will be referred to an external support provider such as their local CIT or TAFE campus.

As an RTO, LTT will ensure that all possible resources are made available so learners achieve the required level of competency in all nationally recognised qualifications.

Reasonable adjustment

LTT are committed to ensure that Reasonable Adjustment is made to Training and Assessment delivery with the intention to:

- ensure that learners with a disability, recognised barrier or a learning difficulty can access and participate in training on the same basis as other learners
- increase access to, participation in, training of learners with disability and learning difficulties
- reduce the impact of disability on achievement of a vocational qualification
- encourage participation of learners with Language Literacy and Numeracy (LLN) barriers

An adjustment is reasonable if it achieves this intention while taking into account the learner's learning needs and balancing the interests of all parties affected, including those of the learner with the disability, LTT, staff and other learners.

LTT will provide comparable opportunities/alternatives in relation to admission, enrolment, participation, training, assessment and the use of facilities and services. If a reasonable adjustment is required please discuss this with your Trainer/Assessor or contact the RTO Manager, Keir Ramsey on 0432553642.

Flexible learning and assessment procedures

LTT recognise various learning styles and have implemented strategies to support the achievement of competency where possible for Learners.

During all learning and assessment activities our designers have included the use of:

- pictures and images for our spatial/visual learners
- sound activities for our auditory / musical learners
- questioning and group sharing for our linguistic learners
- physical activities and resource collections for our kinaesthetic learners
- case studies and scenarios that drive logic, and reasoning for our mathematical learners
- group activities for our interpersonal learners
- self-study for our intrapersonal learners.

Should a learner require additional support during our assessments please ensure our Trainers/Assessors are aware of the Learners support requirements, to enable us to modify assessment instruments where possible or in order to modify our assessment activities to suit your needs.

Our classes have been established to provide wherever possible the least impact on students wherever possible. The nature of our training is practical and accordingly we always ensure small group sizes and promote the use of physical aids with a focus on real world applications.

Code of practice

Lemke Timber Training is committed to ensuring that all staff members and students receive equal treatment. The company also recognises the cultural diversity of students, and provides equal access to all resources. Where ‘special needs’ students are identified, the company endeavours to provide the extra assistance required to encourage them to achieve their full potential.

In particular, the company adheres to the following Acts and Standards:

- *Age Discrimination Act 2004 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Disability Services Act 1991 (ACT)*
- *Discrimination Act 1991 (ACT)*
- *Fair Work Act 2009 (Cth)*
- *National Vocational education and Training Regulation Act 2011*
- *Privacy Act 1988 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Skilling Australia’s Workforce Act 2005 (Cth)*
- *Standards for Registered Training Organisations (RTOs) 2015*
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014.](#)
- *Training and Tertiary Education Act 2003 (ACT)*
- *Territory Records Act 2002 (ACT)*
- *Work Health and Safety Act 2011 (Cth)*
- [Working with Vulnerable People \(Background Checking\) Act 2011](#)

These documents are freely available on the internet. If you would like to view any of them on the web, please ask us for the relevant weblinks.

Mission statement

Lemke Timber Training aims to continuously improve the skills, professionalism and job satisfaction of the people it trains.

The company is committed to using ‘best practice’ standards in all of its training and assessment activities.

Organisational structure

Lemke Timber Training

