



2023 Student Handbook

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UNITS OF COMPETENCY

- BSBOPS402 - Coordinate business operational plans
- CPCWHS1001 - Prepare to work safely in the construction industry
- FWPCOT2259 - Cut materials with a hand-held chainsaw
- HLTAID009 - Provide cardiopulmonary resuscitation
- HLTAID011 - Provide First Aid
- HLTAID012 - Provide First Aid in an education and care setting
- HLTAID014 - Provide Advanced First Aid
- HLTAID015 - Provide advanced resuscitation and oxygen therapy
- MSMPER200 - Work in accordance with an issued permit
- MSMPER201 - Monitor and control work permits
- RIIRIS402E – Carry out the risk management process **G2**
- RIIRIS301E**- Apply risk management processes **S1, S2, S3 / G1, G8, G9**
- RIICOM301E**- Communicate information **S1, S2, S3 / G1, G8, G9**
- RIIWHS301E**- Conduct safety and health investigations **S1, S2, S3 / G1, G8, G9**
- TAEASS301- Contribute to assessment
- TAEASS401- Plan assessment activities and processes
- TAEASS402- Assess competence
- TAEASS403- Participate in assessment validation
- TAEDEL301- Provide work skill instruction
- TLIA0003- Complete and check import/export documentation
- TLIC3004- Drive heavy rigid vehicle
- TLIF0020- Safely access the rail corridor
- TLILIC0002- Licence to operate a vehicle loading crane
- TLILIC0003- Licence to operate a forklift truck
- TLILIC0005- Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
- TLILIC0006- Licence to operate a bridge and gantry crane
- TLILIC0010- Licence to operate a slewing mobile crane (up to 20 tonnes)
- TLILIC2016- Licence to drive a heavy rigid vehicle
- TLILIC3017- Licence to drive a heavy combination vehicle
- TLILIC3018- Licence to drive a multi-combination vehicle
- UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace
- UETDREL006 - Work safely in the vicinity of live electrical apparatus as a non-electrical worker
- UETDRMP007 - Perform rescue from a live low voltage panel



UNITS OF COMPETENCY REFRESHERS

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SKILL SETS

- RIISS00033 - Underground Coal Mine Safety Skill Set
- RIISS00034 - Surface Coal Mine Safety Skill Set
- RIISS00042 - Work Zone Traffic Control - Road Labourer Skill Set
- TAESS00015 - Enterprise Trainer and Assessor Skill Set
- TLISS00103 - Accessing the Rail Corridor Skill Set
- UEPSS00007 - High Voltage Operation - H.V. switching programs
- UEPSS00012 - High Voltage Operation - H.V. switching programs
- UETSS00040 - Perform CPR
- UETSS00046 - Perform Rescue from a Live LV Panel
- UETSS00047 - Perform Rescue from a Live LV Panel and CPR

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QUALIFICATIONS

- RII20120 - Certificate II in Resources and Infrastructure Work Preparation
- RII20220 - Certificate II in Surface Extraction Operations
- RII30120 - Certificate III in Surface Extraction Operations
- RII30420 - Certificate III in Resource Processing
- RII40120 - Certificate IV in Surface Extraction Operations



RECOGNISED STANDARDS

RIISS00033 - Underground Coal Mine Safety Skill **Set Standard 11 Underground**

RIISS00034 - Surface Coal Mine Safety Skill Set **Standard 11 Surface**

ACCREDITED COURSES

10898NAT - Course in Field-based Training and Assessment

CUSTOM TRAINING

Leadership

Nationally accredited training using site resources



WELCOME

The staff at Col Joy Training Services welcomes you to their Registered Training Organisation - 6491 and training facilities. We hope you enjoy your learning experience with us as you undertake your chosen course.

Col Joy Training Services aims to provide training of the highest quality to meet our clients' specific needs. We achieve this through our focus on continual improvement of our course delivery and assessment strategies.

We have been providing quality training to industry for over 25 years, producing qualified people rather than people with qualifications.

RTO RESPONSIBILITIES

Complying with legislation

Col Joy Training Services provides quality training and assessment that is compliant with the following legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.

Col Joy Training Services is compliant with the Standards for RTOs 2015 for all nationally accredited training and/or assessment and issuing of AQF certification.

Col Joy Training Services will provide current and accurate information to prospective learners about the training product, and support services available. That will enable the learner to make an informed decision about undertaking a training program. This will include this Student Handbook, course information - including details such as duration, location, all course fees and trading terms - and where applicable, course entry requirements.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

- Commonwealth Privacy Act 1988/Privacy Amendment Act 2017/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Copyright Act 1968



Work health and safety

Col Joy Training Services is committed to ensuring a safe and healthy working and learning environment for staff, students, visitors and the general public in accordance with its legislative obligations.

The primary legislation that applies to training at Col Joy Training Services is:

- Work Health and Safety Act 2011 QLD, and
- Work Health and Safety Regulation 2011 QLD

If training and assessment is delivered on a Queensland coal mining site then the following legislation applies:

- Queensland Coal mining safety and health Act 2017
- Queensland coal mining safety and health Regulations 1999

If training is delivered in other jurisdictions the legislation applying to that jurisdiction shall apply.

From section 28 of the Work Health and Safety Act 2011 QLD:

Duties of workers

While at work, a worker must—

- (a) take reasonable care for his or her own health and safety; and*
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and*
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and*
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.*

Upon enrolment students are required to sign the enrolment agreement which states “Any actions that may result in injury to other course participants, staff or general public” will lead to dismissal from the course.

This includes no smoking inside buildings. Smoking is strictly forbidden inside any Col Joy Training Services buildings or vehicle. This includes the forecourt or front area of the complex. A designated smoking area has been set aside at the rear of the complex. All cigarette butts must be placed in bins provided.

Students must comply with general workplace health and safety rules, EEO, Work Cover and general practices/directives of Col Joy Training Services



Our services

Our aim and focus is to ensure students are job ready on successful completion of their chosen training course.

This Student Handbook is to provide students with an understanding of their rights and responsibilities whilst undertaking a full qualification or short course with Col Joy Training Services. It will also provide the student with an overview of the training offered, assessment requirements and support services available.

Col Joy Training Services is to provide high quality training programs which are developed to meet the student's vocational goals ensuring a professional, and safe learning environment throughout the entire educational process.

We will ensure at all times that our policies, procedures and practices are inclusive and are responsive to the individual need of clients through access and equity policies, whilst ensuring opportunities for everyone to access and participate in learning and to achieve their learning outcomes

STUDENT RIGHTS AND OBLIGATIONS

Conditions of training

Specific classes may have certain prerequisites and the students may be asked to provide proof that they hold prerequisite for a certain course prior to commencement.

Proof of identity and qualifications will be required via presentation of students' original documents where necessary.

Students participating in courses involving physical activity, practical demonstrations etc, do so at their own risk.

Courses with minimum enrolments may be cancelled or rescheduled. Col Joy Training Services reserves the right to decline admission to a course and/or to terminate student's enrolment in a course.

Col Joy Training Services reserves the right to change the Trainer/Assessor at any time without notice to course attendants.

Col Joy Training Services requires you to wear appropriate PPE, clothing and footwear such as covered in shoes etc.



Confidentiality

Col Joy Training Services takes its obligations under the Privacy Act very seriously and will take all reasonable steps in order to comply with the Act to protect the privacy of the personal information held. Personal information of students will be kept confidential and will only be used for the purpose to which the information is deemed relevant.

When a third party, e.g. an employer, requests information about the student, that person will be contacted and his/her permission will be required in writing and must be signed by the individual before that information is released.

COVID-19 SAFETY PRECAUTIONS

Col Joy has the following safety measures in place:

- Social distancing as recommended by the government at the time of training.
- Clean and disinfectant the premises – all tables, chairs, doorknobs, are wiped over prior and after each training session (as per Department of health website).
- If recommended by the government at the time of training, students to sign declaration upon arrival to course.

COVID-19 rules may restrict some practical training and assessment components, but students and candidates will be able to participate in open discussions, reading scenarios and completing forms.

Other resources provided:

- Hand sanitiser
- Tissues
- Gloves
- Masks

It is required that all staff/students practice good hygiene, including:

- Frequent hand washing.
- Limiting contact with others, including through shaking hands.
- Covering mouth in the event of coughing or sneezing.

If a staff member identifies a student is unwell, student to leave the premises immediately and reschedule training later.

If identified as unwell, staff member to leave the premises immediately.



COURSE FEES/PAYMENTS

All courses fees are paid online through the website, or in person by:

- Credit card
- Direct deposit
- Cash/Eftpos
- Purchase Order

If payment cannot be made please contact the office for a payment alternative method – 07 4942 6311 or email: bookings@coljoytraining.com.au.

The print and re-issue fee for an original card is \$11.00 and a qualification is \$33.00. No cost applies for copies. Copies of qualifications can only be supplied for qualifications and competencies delivered and assessed by Col Joy Training Services. Copies of GCIT (White) cards lost, stolen or destroyed will be in accordance with the Conditions of agreement for Registered Training Organisations to issue general construction induction training cards in Queensland v6.1.

If found Not Competent in a course a grace period (cooling off period) of 1 month applies, otherwise monies are forfeited.

All course fees include material and administration fees. No additional fees or charges apply for any additional services.

The RTO may accept payment of no more than \$1000 from each individual student prior to commencement. The RTO may require payment of additional fees in advance by the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

CANCELLATION/REFUNDS POLICY

Should Col Joy Training Services need to cancel/reschedule any course, students/companies are entitled to their 100% deposit being fully refunded or transferred to a future course. Ideally, 48 hours notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given.

A 100% fee will be incurred to a student/company if notice of non-attendance is not received via email or phone call at all by the beginning of the course.

Tailor-made Company bookings and all non-Mackay based bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given.

Col Joy Training Services will on-cost to clients all flights and accommodation organised for courses when the course is cancelled or postponed for any reason, e.g. weather.



Failure to supply all pre-requisite documentation for a course will result in the course qualification being held over until such times as these are provided.

No refund is available to students who leave before finalising the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In that case, the student/company may reschedule within one month of the course date.

No refunds will be given if the student is assessed as Not yet competent.

If a student withdraws from a course without giving written notice in advance to Col Joy Training Services, this will result in an automatic forfeiture of all fees paid to date.

Protection of Fees Paid – All deposits/prepayments received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

Cancellation of a course by Col Joy Training Services due to RTO or third party closure, after student has enrolled and paid course fee with no commencement – Col Joy Training Services will issue full refund.

RECOGNISED PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT)

Recognition of prior learning shall be available to all potential course students.

Col Joy Training Services assesses applications for recognised prior learning before proceeding with the assessment process.

The candidate shall be supplied with a full Student RPL kit and asked to submit evidence to support their RPL claim. The candidate shall also participate in a competency conversation with an assessor. As the assessment progresses there may be gaps in skills and knowledge which may need clarification by a theory and/or practical challenge test. For any further gaps in knowledge and skills, the candidate will be referred to gap training.

Col Joy Training Services will Credit Transfer any like for like current or any like for like superseded and equivalent Units of Competency to a new Statement of Attainment or Certificate free of charge if they form part of a larger group of units. There will be a charge for Units of Competency that must be mapped to show equivalency. CJTS is under no obligation to issue any SOA or Certificate where the bulk of the training and assessment has not taken place at CJTS.

Refresher training, which in essence is Credit Transfer as it must be based on a current or equivalent superseded UoC, by law must have a training component incorporated into it so the issuance of a new SOA or Certificate is NOT free.



RESULTS ISSUED AND CERTIFICATION ISSUANCE

After completion of a course and the Trainer/Assessor has assessed you, you will receive a nationally recognised testamur for Statement of Attainment for any part qualifications or a Certificate for a full qualification. These will be accompanied by, either on the back or as a stand-alone document, a list of Units of Competency and the results of your assessment/s.

Results Issued:

- C – Competent
- NC – Not competent
- CT – Credit Transfer

USI – UNIQUE STUDENT IDENTIFIER

As from the 1st of January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation it is mandatory to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed.

You can create your own USI number through the USI website: www.usi.gov.au. Alternatively, Col Joy Training Services can create one on your behalf with your written permission. To provide your USI number to Col Joy Training Services you must verify that you have read and agreed to the USI privacy policy notice at www.usi.gov.au/documents/privayc-policy. Contact our administration staff for further information.

RECOGNISING OTHER QUALIFICATIONS

Col Joy Training Services accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.



SUPPORT SERVICES

Criminal Justice Commission	https://www.ccc.qld.gov.au/about-us/our-history/criminal-justice-commission	1800 061 611
Disputes Resolution Centre	https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/dispute-resolution-centres/view?title=Mackay-Whitsundays%20Dispute%20Resolution%20Centre&id=3	1800 501 576
Freedom of Information	https://www.rti.qld.gov.au/	1300 363 992
Queensland Training Ombudsman	https://trainingombudsman.qld.gov.au/	1800 773 048
Ombudsman (Commonwealth)	https://www.ombudsman.gov.au/	1300 362 072
QLD Human Rights Commission	https://www.qhrc.qld.gov.au/	1300 130 670
Legal Aid QLD	https://www.legalaid.qld.gov.au/Home	1300 651 188
Employment Services	https://desbt.qld.gov.au/	13 74 68
Lifeline	https://www.lifelineqld.org.au/	131114

STUDENT COUNSELLING

Should the need arise, students are counselled by staff initially and then referred to a Client Company appropriate person for further counselling, i.e. Company Management.

LANGUAGE, LITERACY AND NUMERACY

NOTE: COL JOY TRAINING SERVICES will not discriminate against students who may have LLN needs and reasonable adjustment may be made to delivery and assessment in line with individual requirements and subject to the terms of moderation required for the Unit of Competency. Please discuss with your Trainer/Assessor. All students are required to complete a short LLN determination before enrolment into unit of competency to ensure they have the LLN skills and knowledge to complete the assessment tasks to the level required in the stated Foundation Skills.

SPECIAL LEARNING NEEDS

Please make the administration staff aware of any special learning needs at the time of booking or booking in if possible.

All students will be assisted if special learning needs are identified by the Trainer/Assessor or a third party.



STUDENT RECORDS

It is the policy of Col Joy Training Services that all student records be dealt with in strict confidence and are available upon request.

Col Joy Training Services is not permitted to provide your employer with the results of your training, regardless of who paid for the course. Students are required to provide Col Joy Training Services with written permission to supply their employer or other parties with their training results. Please contact administration for further information.

Student records are securely stored electronically by Col Joy Training Services for a legislated period of 30 years.

Transfer of Student Results and Other Records in the Event that Col Joy Training Services ceases to operate or if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in:

If Col Joy Training Services ceases to operate, it must and will, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of a disk copy or hard copy and include software details. Copies of qualifications/Statements of Attainment granted to students, and a list of the competencies/modules achieved for each student must also be included.

Retention and Safeguard of Student Results and Assessment Records Framework

All items, the description of each, the period to be retained and the number to be retained are outlined in the 'Department of Employment and Training; Retention of Student Results and Assessment Records Policy'.

Safeguard Procedure

Col Joy Training Services will:

- Designate an employee or employees to coordinate its information safeguard program.
- Assess risks in each area of its operations.
- Require service providers, by contract, to implement appropriate safeguards for customer information in the form of the confidentiality agreement.
- Document any material changes to the business that may affect this safeguard procedure.



- Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements via email or phone contact.

STUDENT FEEDBACK

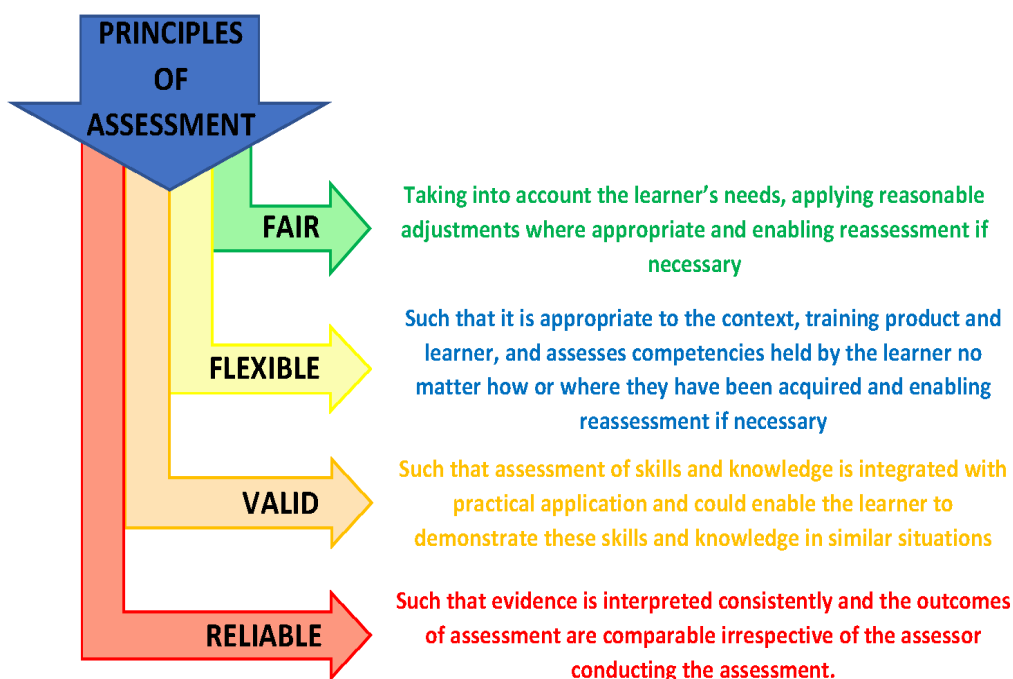
Col Joy Training Services recognises that feedback from students/companies is essential for growth, development of services and continuous improvement.

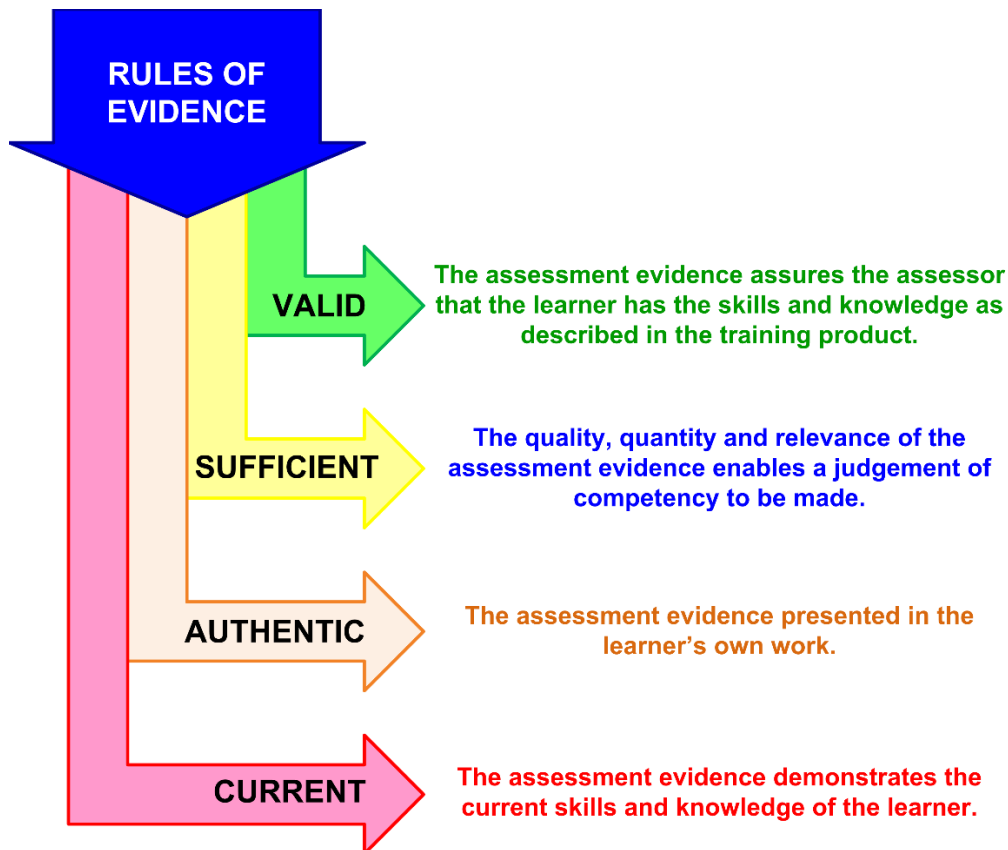
The Col Joy Student feedback form is available for all students/companies at the end of each course.

This will enable us to deliver comprehensive and quality training for you and all future students/companies.

APPEALS/COMPLAINTS

All assessments for nationally accredited competencies and qualifications undertaken at Col Joy Training Services are compliant with the Standards for RTO's 2015 Principles of Assessment and Rules of Evidence as illustrated below:





APPEALS

A student who is not satisfied with a decision that has been made can appeal that decision. The student must first discuss the appeal with the assessor who made the decision, with the intent that a quick and amicable resolution can be achieved.

If this is not successful the student may make an appeal to administration staff either in writing using the CJTS complaints and appeals form or verbally. The appeal will then be considered by:

- CJTS Compliance Manager, and/or
- Other CJTS assessors, and/or
- The CJTS CEO

In any case, the decision of the CEO of CJTS stands.

COMPLIMENTS AND COMPLAINTS

The best way to compliment Col Joy Training services is to submit a Google review. Simply search for Col Joy Training on Google, then near the bottom of the right hand overview column select 'Write a review'.



Concerns or complaints about the quality of service provided, access and equity, discrimination, harassment or bullying, unsafe practices, course advice or enrolment, marketing, learning resources, fees and charges, or conduct of trainers/assessors or third parties delivering for or on behalf of the RTO can be submitted via hard copy or online using the CJTS complaints and appeals form, or verbally to the assessor or any CJTS staff.

On receipt, CJTS CEO will contact the individual and organise an appropriate time to discuss their concerns. Throughout all stages of this procedure the complainant will be kept informed of all progress, decisions and outcomes.

All complaints or appeals will be handled expediently and are considered confidential. If the complaint cannot be resolved within this process, an independent mediator will be appointed to assist with a resolution.

If you feel your complaint has still not been fairly dealt with by Col Joy Training Services, you can lodge a formal complaint with Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/making-a-complaint.html>, however all other avenues for resolution must be expended first.

THIRD PARTY ARRANGEMENTS

Col Joy Training Services has third party arrangements in place with:

- SEDGMAN Pty Ltd

FEES

All fees will be paid directly to Col Joy Training Services unless Col Joy Training Services states otherwise. Col Joy Training Services will provide a full refund for services not provided by the RTO. Please note that failure on the part of the student to successfully complete an assessment item is not a failure to provide a service on the part of Col Joy Training Services.

ISSUING OF QUALIFICATIONS TO MEET AQF REQUIREMENTS

Col Joy Training Services will provide a Statement of Attainment upon the student being assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the address provided on the student enrolment form. This process takes approximately 3 – 5 days.

CHANGES

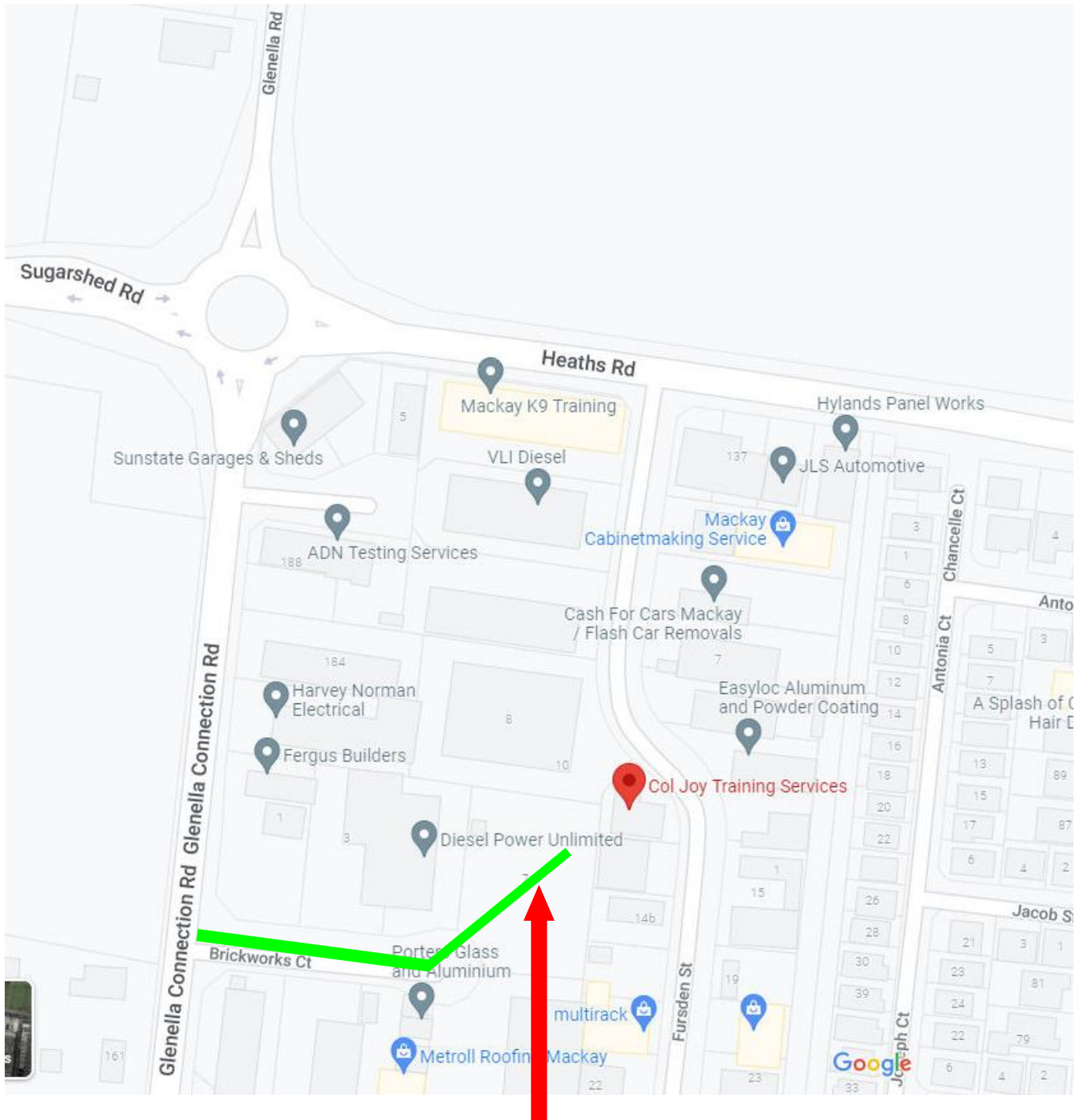
Where there are any changes to agreed services, Col Joy will advise the student by phone as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.



SUMMARY

Col Joy Training Services aims to provide training of the highest quality to meet our clients' specific needs. We hope that your experience with our company lives up to your expectation.

OFFICE AND TRAINING LOCATION



Parking at rear of building, access is from Brickworks Court, open from 7.30 AM weekdays.