



STUDENT HANDBOOK

Vision

To be the leading national provider delivering the highest quality safety training outcomes.

Mission

Partner with industry to achieve a zero harm culture and risk-free workplace.

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WELCOME to Sharp5 Industry Training

Sharp5 Industry Training is a Registered Training Organisation (RTO) and operates within Australian against the Standards for Registered Training Organisations. We foster a continuous improvement culture and implement products, services and practices to a high standard and in accordance with the Standards, Regulations and Legislation to enable the organisation to retain its RTO Status.

The CEO is responsible for:

- maintaining the day to day operations of Sharp5 Industry Training.
- meeting with Sharp5 Industry Training Employees to keep them informed of all operations.
- ensuring that Sharp5 Industry Training will conduct audits and continuously improve its operations.
- ensuring that Sharp5 Industry Training will provide accurate and timely data relevant to measures of its performance.

Sharp5 Industry Training offers a variety of quality training programs and support services to assist clients in achieving their desired goals. Sharp5 Industry Training offers flexible, customised training programs that incorporate current industry knowledge and leading practices. Our trainers deliver training utilising a range of delivery and assessment methods that suite the individual client group. Sharp5 Industry Training delivers training in a range of locations and facilities to meet customers requirement. Sharp5 Industry Training has systems in place to utilise the Recognised Prior Learning process or assess with the assistance of content experts where applicable.

The following information will assist you in understanding some of the basic expectations while you are undertaking training with Sharp5 Industry Training.

GENERAL INFORMATION:

Office Hours

Office hours are 7.30am to 4.30pm Monday to Thursday and 7:30am to 4.00pm on Fridays at our Mackay Office and 7.30am to 4.00pm Monday to Thursday at our Moranbah Office.

Rules in the Training Centre

Some training programs may have additional rules, however information listed below are mandatory rules that **must** be followed.

- Students should always be punctual; continued lateness could result in termination of your training.
- Unproductive and political communication is not permitted during training.
- All equipment must be carefully looked after and work areas left tidy.
- Students should always attend class in suitable clothing this includes clean footwear.
- Where applicable, covered-in shoes must be worn to abide with occupational health and safety guidelines.
- **Mobile phones** are to be turned **off** during the training. If you are expecting an important call the administration staff will happily answer your phone for you.

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The student should –

- Behave in a courteous and professional manner.
- Comply with instructions given by Sharp5 Industry Training Employees.
- Work towards achieving the competencies of the training program.
- Undertake any training and assessment related to the training program.

Students who fail to comply with the requirements outlined above will be provided with a verbal warning from the Trainer/Assessor. If breaches of the rules continue the student may be reprimanded and / or suspended from the training program.

Personal Belongings

While you are attending training at any Sharp5 Industry Training, you are responsible for your personal belongings. The company cannot be held responsible for loss or damage to personal belongings.

Personal Training Materials

Sharp5 Industry Training will provide you with the necessary training materials. If your training materials are misplaced or damaged, you are required to replace them on a fee recovery basis.

Workplace Health and Safety

Safety is the responsibility of every student of Sharp5 Industry Training. No task is so important that we cannot take the time to perform our work safely.

Sharp5 Industry Training recognises its responsibilities to provide adequate safety equipment and provide training in safe working practices. Trainers/Assessors are to enforce safety regulations.

Sharp5 Industry Training is responsible for providing a safe workplace for all persons under their instruction. All students are obliged to report and correct unsafe practices or conditions.

Individuals are encouraged to perform their assigned duties safely and in accordance with established safe working practices.

Should there be an incident or accident your trainer/assessor will request and assist you to complete an incident form.

Complaints and Appeals

Sharp5 complaints and appeals policy is designed to determine guidelines for all personnel involved and allow the ability to resolve differences quickly, using conciliation of mediation to bring about a solution with due regard for the interest of the participant and Sharp5. It is designed to promote clear, honest and open communication and to provide a timely effective and options for staff, students and client to express their concerns or make a formal complaint. Confidentiality of all records is assured.

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Scope

The policy covers all participants and clients of Sharp5. All complaints and appeals must be considered in a fair and equitable manner.

Sharp5 responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of <Organisation>.
- Any student or client of <Organisation>.

Complaints may be made in relation to any of Sharp5's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by Sharp5 to be reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Sharp5

Principles of resolution

Sharp5 is committed to providing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Sharp5 ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Sharp5 will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

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Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Sharp5 will maintain a record of all complaints and appeals and their outcomes on the *Continuous Improvement Register*, which will be securely stored.

Making a complaint or appeal

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Sharp5's head office via email admin@sharp5.com.au or via post PO Box 666 Mackay QLD 4740 attention to the General Manager.

When making a complaint or appeal, provide as much information as possible to enable Sharp5 to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

Access and Equity

Sharp5 Industry Training support equity for all people through;

- The fair allocation of resources and involvement.
- The right to equality of opportunity for all people to participate in training without discrimination.
- Access for all to appropriate, quality vocational education and training programs and services.
- Increased opportunity for participation in vocational education and training and in relevant decision making processes within the system.
- Identify students with language, literacy or numeracy (LLN) problems and not make or take any discriminatory actions against them.

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Privacy and Confidentiality

Sharp5 Industry Training will only collect information that is relevant to the purpose of providing quality feedback and industry consultation for operational purposes.

All information is retained under the guidelines of the Records Maintenance Policy (copies are available in both training facilities) and except as required under the Standards for RTO's, Government Contracts or by law, student information can only be released with their written consent.

Training records are kept accurately, stored securely and destroyed when it is no longer needed as per policy requirements.

The Student Identifiers Registrar (we, our, us, the Registrar) recognises the importance of protecting your privacy and personal information. The Registrar is an 'APP entity' bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

Please refer to the Student Identifiers Registrars Privacy Policy. This document is our privacy policy and it tells you how we collect, use, store and disclose your personal information and the way in which you can access and correct your personal information.

About the Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements in a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be a record of any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the student is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

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The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied.
- Enable students to easily access secure digital transcripts of their achievements.
- Give students access to, and more control over, their educational information.

Benefits of the USI initiative:

- Currently, it is not possible for students to obtain a complete record of their VET enrolments and achievements from a single online source.

Legislation

The USI Initiative is underpinned by the:

- Student Identifiers Act 2014.
- Standards for NVR Registered Training Organisations (RTO) 2014.
- Student Identifiers Regulation 2014.

Consultation

The design of the USI initiative reflects a number of extensive consultation processes with VET students, VET providers (large and small, public/private and enterprise), peak bodies, industry skills councils and government policy-makers at the Commonwealth and State/Territory levels. There was also a public consultation process for the legislation early in 2013.

The legislation states that a training organisation must not issue a Statement of Attainment or a Qualification unless the student has been assigned a USI. These provisions are to be mirrored in the Standards for NVR Registered Training Organisations made under the NVR Act as well as the Australian Quality Training Framework (AQTF).

Sexual Harassment

Sharp5 Industry Training is committed to maintaining an environment that is free from sexual harassment. Under the Commonwealth Sex Discrimination Act, and the Queensland Anti-Discrimination Act, Sharp5 Industry Training is bound by law to ensure that employees and clients are not subject to sexual harassment. While Sharp5 Industry Training does not intend to intrude on personal relationships of employees and clients, it does have a proper concern to ensure the rights of all persons are respected.

Learning Needs/Literacy and Numeracy

Student will be required to complete a Student Suitability Assessment which will be provided by the Administration Team, it aims to identify and respond to the learning needs of all students as soon as practicable to maximise the chances of our students successfully completing their training. Students are encouraged to express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the enrolment and induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open

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invitation to approach staff with suggestions at any stage. It is our intention that all trainers are to identify, prior to or at the start of training (whichever is the earliest), the learning and assessment needs of their students and provide access to the required support through their training.

It is essential that the student has language, literacy and numeracy skills sufficient to successfully participate in the training and assessment at the level of competency reflected in the Australian Quality Framework qualification and detailed in the training package and or competency standard from which the course is drawn from.

We recognise that not all people are able to read, write and perform calculations to the same standards. When an issue is identified, a Language, Literacy and Numeracy (LLN) assessment will be provided to the student in question. This may be in the form of verbal or written questioning. We will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Sharp5's staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Sharp5 Industry Training ensures that the learning design supports learners, by allowing flexibility with its delivery and assessment (in accordance with the Training Package Rules) by employing the following strategies:

- Use of demonstrated tasks in a simulated environment.
- Verbal explanations – questions and answers.
- Use of props or practical examples.
- Decreasing reliance of written forms.
- Creating familiar workplace scenarios.

Entry Requirements

Most training delivered by Sharp5 Industry Training has specific entry requirements. These requirements vary from previous work experience, pre-requisite or educational qualifications. Students will be advised on specific requirement prior to enrolment.

Your trainer will make sure that you possess all language, literacy and numeracy skills necessary to complete the units of competency and together you will create a plan to achieve the desired outcomes.

Training and Assessment

Together we will design a plan for your learning to suit you. This may include face-to-face teaching, seminars, structured classes, and the use of study guides, texts, small workshops with other students and workplace practices.

There are also different ways in which you can complete your assessment – depending on the unit of competency you are demonstrating that you can use practical performance, assignments, practical projects, written tests or role play and questioning techniques. You may gather evidence in the workplace to submit towards the assessment process.

Your trainer will discuss adapting the assessment methods to meet your specific assessment requirements. Please speak with your trainer if you have any specific requirements. For individuals

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undertaking training and assessment in the workplace it would be beneficial to keep a diary to write all of your activities in for future reference.

Articulation/Career Pathways

Articulation means if you have successfully completed Nationally Accredited training with Sharp5 Industry Training, for example, a Certificate II in Surface Extraction, you may then start Certificate II in Surface Extraction at any Registered Training Organisation in Australia.

Students who complete a number of units from a qualification may undertake to enroll in additional units to enable them to complete a full qualification.

Credit Transfer

Credit transfer means if you have previously completed units of competency within a qualification you will be exempt from completing these units again.

Participants who wish to make an application to Credit Transfer should provide Sharp5 Industry Training with the original or certified copies of the Statement of Results and/or Statement of Attainment.

Recognised Prior Learning (RPL)

Recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Fees and Charges

No monies will be received in advance for public training programs however payment or confirmation of a purchase order must be provided prior to the issue of Certificate of Completion and/or Statement of Attainment.

When Sharp5 Industry Training train for an organisation under contract, there are no charges to the individual participants therefore no refunds will be provided to the individual participants. Rates vary pending duration and location of training.

All public fees and charges can be found on our training schedule at www.sharp5.com.au and will be detailed in your confirmation of booking which is sent prior to the commencement of the training.

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If Sharp5 Industry Training or Third Party provider close their business or cease delivery of training prior to completion please contact a Representative at First 5 Group enquires@first5minutes.com.au.

Change of Enrolment Details

You are requested to notify Sharp5 Industry Training of changes to your enrolment details (contact details and/or postal address) throughout the duration of your training.

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Refunds

Sharp5 Industry Training will ensure the refund process is fair and equitable. In an event of a refund a request approval is required by either Administration or The General Manger.

If a cancellation fee is to be incurred an invoice shall be forwarded to the company or individual, notification of the fee is not required. For cancellation of a program or booking by Sharp5 Industry Training; if the company or an individual has paid the program cost in advance then the company or individual shall be entitled to a full refund or transfer of funds to another/future course, should this occur, participants will be given their preferred option.

All refunds are provided by company cheque and/or EFTPOS refund, Sharp5 Industry Training will ensure that all contractual and financial agreements between Clients/Participants and Sharp5 Industry Training is fully and properly documented and copies of the documentation are made available to the Client/Participant at all times.

Course Awards for Completion & Partial Completion – Issuing Qualifications and Statement of Attainments

Sharp5 Industry Training operates under the Training Recognition Council as a Registered Training Organisation. In order to be eligible for an award/qualification in a particular pathway, students will need to be assessed as Competent (C) in the relevant units relating to the course/program. If students are assessed as Not Competent (NC) they will be given feedback on their assessment outcome.

When the student has completed all the required units and been deemed competent, and where applicable, signed off in the student’s training log or record, the student will be eligible to receive a full qualification identifying the completed units in line with the requirements of the Australian Qualification Framework.

Should a student only partially complete the course, a Statement of Attainment will be issued detailing which competency units were achieved. This statement then serves as a Nationally Recognised document for future Credit Transfer should the student wish to complete the qualification at a later date.

Sharp5 Industry Training will issue your Statement of Attainment and/or Qualification within 30 days of completion of training.

If you require a reprint of your original Certificate you will incur a fee of \$25.00.

Quality Management Focus

Sharp5 Industry Training has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and clients for incorporation into future programs.

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Client Services

We have sound management practices to ensure effective client service. In particular we have Client Service Standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeals Policy, and an Access and Equity Policy. Where necessary, arrangements will be made for those clients with identified Literacy and Numeracy support requirements, Aboriginal and Torres Strait Islanders, people from non-English speaking backgrounds, people with a disability, rural and regionally isolated communities. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients and where necessary, arrange for assistance from local specialised support services.

Our information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

Sharp5 Industry Training have agreed to participate in external monitoring and audit processes required by the State Training Agency. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

Sharp5 Industry Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Records are managed securely and confidentially and are available for perusal on request. Sharp5 Industry Training has adequate insurance policies.

Marketing and Advertising

Sharp5 Industry Training markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. The Administration Manager and General Manager are responsible for all advertising materials. Permission will be sought from any person or company before using it in any marketing and advertising material for promotional purposes.

Training and Assessment Standards

Sharp5 Industry Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the NVR standards for continuing registration (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

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Code of Practice for Training

As a Registered Training Organisation, Sharp5 Industry Training has agreed to operate within the Principles and Standards of the ASQA. This includes a commitment to recognise the nationally accredited qualifications issued by other Registered Training Organisations.

Information for Trainees - The Training Plan, Training Delivery and Assessment Methods and Monitoring

Training Plan

- At the beginning of the traineeship a Training Plan is developed which lists the competencies to be covered during the traineeship.
- It is important that the skills required for the trainee to perform their job is reflected in the Training Plan.
- The Training Plan is negotiated, and the content agreed to by the trainee, employer and the supervising registered training organisation.
- The Training Plan is utilised to provide a structured approach to the development and attainment of skills for a particular qualification.
- The Training Plan can be altered if a party agrees, however if a change is major eg: change of qualification a new Training Plan must be prepared and signed.
- Under the Training Plan the trainee must be given every opportunity to practice and acquire the skills recorded in the Training Plan and if they fail to demonstrate those skills in the timeframe set, may have their training contract reviewed by the parties with the assistance of the department.

Training Record

- The purpose of your training record is to record your progress and achievement of competencies during your traineeship.
- You are required to present your training record to both your employer and your SRTTO at regular intervals (of not more than 3 months) so they can sign off the completed competencies.
- It is an important record of your achievements, and you are required to keep and maintain it throughout your traineeship. A penalty can be applied if you fail to keep and produce your training record as required.
- This training record must be made available for inspection by officers from the Department of Education Training and Employment.

Monitoring of the Training Plan and Training Record

At face-to-face visits, the trainer monitors the trainee's progress by reviewing the Training Plan and training record. It is important that the employer and trainee have their copy of the Training Plan available so the trainer can complete the documentation by signing off on completed competencies.

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The Training Contract:

The traineeship starts on the day agreed by the employer and the person who is to become the employer's trainee. This date is then confirmed in the training contract.

The training contract is effective on and from the day the contract is registered by the Training Recognition Council.

The signing of the Completion Agreement acknowledges the completion of the training contract.

The training contract may end if the parties to the training contract mutually agree by advising the Department of Employment and Training in writing. The Training contract ends on the decision of the Training and Employment Recognition Council.

Completion Process for Traineeships

All traineeships in Queensland are competency-based. This means when all the competencies of the traineeship are achieved, the trainee may complete regardless of time served.

- Once all competencies are achieved by the trainee Sharp5 Industry Training will ensure that all parties sign the Completion Agreement.
- On receiving the signed Completion Agreement Sharp5 Industry Training will provide a notification of issue of qualification advice to the Department of Education Training and the Arts.
- The Department will issue a certificate of completion to the trainee once advice is received from Sharp5 Industry Training.

Extension of Nominal Term of a Traineeship

Where a traineeship is due to end before the trainee has completed all of the training required, the employer and/or the trainee should apply to extend the training contract. The application should be lodged with the Queensland Department of Education, Training and the Arts prior to the nominal completion date or, at the latest, 14 days after the nominal completion date.

Roles and Responsibilities of Employers and Trainees

Obligations of the Employer:

- The employer must provide, or arrange to provide, the facilities, range of work and supervision to train the trainees as specified in the Training Plan.
- The employer must deliver training to the apprentice or trainee as required under the Training Plan.
- The employer must pay the wages and provide the entitlements specified in the relevant employment agreement or award, until the training contract is cancelled.
- The employer must discharge all other lawful obligations of an employer, including those related to safety.
- Where parties agree to cancel the training contract, the employer must advise the supervising registered training organisation in writing of the ending of the traineeship within 7 days after cancellation.
- At reasonable intervals of not more than 3 months, the employer must check that the training record has been completed with the training activities recorded.

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Obligation of the Trainee:

- Participate in the development of a Training Plan.
- Observe the conditions of the relevant employment agreement or award.
- Attend and perform work as directed by the employer.
- Behave in a courteous and professional manner.
- Obey all lawful commands.
- Not waste, damage, or injure the property, goods or business of the employer.
- Work towards achieving the competencies agreed in the Training Plan.

- As instructed, undertake any training or assessment related to the Training Plan.
- Keep the training record for the traineeship in their possession.
- Acknowledge that all workplace instructions and any other material that comes into the trainees' possession as a result of training remains the property of the employer (with the exception of entitlements as determined by the Vocational Education, Training and Employment Act 2000)
- Acknowledge all information obtained from the employer and given in circumstances of confidence must be kept confidential and not used or disclosed to any person without the express approval of the employer.

For additional information you can access information from the following:

www.apprenticeships.qld.gov.au

Apprenticeships info on 1800 210 210

Training Queensland 1300 369 935

Sharp5 Industry Training on (07) 4944 1112

Sanctions

Sharp5 Industry Training will honor all guarantees outlined in this Handbook. We understand that if we do not meet the obligations of this handbook or supporting regulatory requirements, we may have our registration as a Registered Training Organisation revoked.

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