



TRAINEESHIP HANDBOOK 2024



Connect 'n' Grow[®]

A WORLD WHERE HEALTH PATHWAYS HAPPEN THROUGH QUALITY EDUCATION

RTO 40518

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Traineeship Handbook

Connect 'n' Grow[®] would like to take this opportunity to congratulate you on your traineeship and welcome you as a valued client to our Registered Training Organisation.

About Connect 'n' Grow[®]

Established in 2012, Connect 'n' Grow[®] is an award-winning Registered Training Organisation delivering high quality health training services. Our Vision is “to unlock the true potential of each individual through education”. We aim to meet this by using our healthcare programs to provide our students with career pathways through strong collaborations between secondary, vocational, higher education and relevant industry institutions.

Your Responsibilities

As a trainee your responsibilities are:

- Attend work on time as per the agreed terms.
- Work towards achieving the qualification or statement of attainment stated in the training contract.
- Adhere to all workplace health and safety (including dress and equipment) and code of conduct workplace rules.
- Undertake the training and assessment required per your Training Plan.
- Keep and maintain your Training Record Book and produce it to the employer, training organisation and/or the Department of Education and Training when requested.
- Do not terminate the apprenticeship or traineeship before completion unless the apprentice or trainee and their employer mutually agree to cancel the training contract and notify the Australian Apprenticeship Support Network (AASN) provider or the department accordingly and in writing.

Your Employer's Responsibility

All training that your employer is responsible for delivering must be done during your normal work hours. They must check that you are completing each task during your working day. They are also responsible for ensuring that you work in a safe workplace health and safety environment.

Your employer/supervisor should evaluate your performance continually by:

- Observing you perform and practice tasks on the job.
- Discussing your progress with supervisors and co-workers.
- Asking you questions about the tasks you are performing on the job.
- Reviewing your knowledge and skills as they apply to the job.

Training Record Book

Your Training Record Book is an important document for you to keep throughout the traineeship. You must be able to produce it to the Department of Employment, Small Business and Training (DESBT), should they request it. The Training Record Book contains important information relating to the units of competency you must complete for your qualification.

Fees and Charges

Connect 'n' Grow[®] is a Skills Assure Supplier for the User Choice Program funded by the Queensland Government. The User Choice Program provides a funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

In accordance with the Queensland Government – User Choice 2020-2021 Policy, as a Skills Assure Supplier, Connect 'n' Grow[®] is required to charge students a co-contribution fee.

However, co-contribution fees are not charged when:

- The student is a School-based trainee.
- The fee would cause extreme financial hardship.
- A Credit Transfer is awarded for a unit.
- The student is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship Program.

A reduced Student Contribution Fee of 40% of the normal contribution fee is charged if a student:

- Is under 17 years of age at the end of February in the year in which the PQS provides training, and the student is not at school and has not completed year 12.
- Holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner of a dependant of a person who holds a Health Care Card or Pensioner Concession Card.
- Is an Aboriginal or Torres Strait Islander person.

A co-contribution fee otherwise applies to all traineeships in Queensland. The fees vary based on the traineeship and currently is calculated at \$1.60 per nominal hour. The total will be calculated and quoted at enrolment.

For further information on the fees and charges associated with this course please don't hesitate to contact your Connect 'n' Grow[®] representative.

Connect 'n' Grow Contact Details

The Connect 'n' Grow® team will be more than happy to assist you with any queries you have.

STAFF:

Rachel Knight – 1300 283 662

David Milgrom - 0493 385 696

Employer Contact Details

Employer Name: _____

Contact Number: _____

Code of Conduct

Connect 'n' Grow® is committed to the highest ethical standards of Conduct and complies fully with all relevant legislative requirements together with adhering to the Standards for Registered Training Organisations 2015.

The purpose of the code is to set out the values and standards of behaviour that guide the way in which we do business, and it requires that we comply with the policies and principles we support, adhere to the law, exercise good stewardship of our assets and the environment, and always behave safely and ethically.

Guidelines

To meet the education, training and service needs of our stakeholders, employees of Connect 'n' Grow® will:

- Provide a service to our stakeholders by consistently acting with integrity and honesty.
- Respect and support the communities on which our organisation impacts and engage in appropriate community involvement programs.
- Provide services that are efficient and consistent through Continuous Improvement.
- Be responsible for all reasonable requests for advice by providing advice in a prompt manner.

Legislative Requirements

Connect 'n' Grow[®] complies with all relevant local, state, and federal government regulations and requirements. All relevant legislative and regulatory requirements are incorporated in the Company's policies and procedures. As such all staff and participants need to be aware of the relevant legislation, including:

- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015
- Legislative Instruments Act 2003
- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Privacy Act 1988 and Privacy Regulation 2013 and Queensland Information Privacy Act 2009
- Fair Work (Registered Organisations) Act 2009
- Skilling Australia's Workforce Act 2005
- Child Protection Act 1999
- Copyright Act 1968
- Competition and Consumer Act 2010
- Human Rights and Equal Opportunity Legislation Amendment Act 1992
- Training and Employment Act 2000
- Vocational Education and Training (Commonwealth Powers) Act 2012 2000
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999
- Fair Trading Act 1989
- Youth Participation in Education and Training and Another Act Amendment Bill 2005

Workplace Health & Safety

Connect 'n' Grow® is committed to the proper management of workplace health and safety. Workplace health and safety will be managed by Connect 'n' Grow® and in close consultation with staff, students, contractors, and visitors. Staff and students are responsible for:

- Complying with relevant Connect 'n' Grow® policies and procedures.
- Following any reasonable instruction aimed at protecting their health and safety.
- Using all equipment provided to protect their health and safety (PPE).
- Assisting in the identification and assessment of hazards and implementation of hazard control measures.
- Reporting any incidents or hazards.
- Considering and providing feedback on any matters which may affect their health and safety.
- Take all reasonable steps to safeguard others from infection by following all infection control policies and procedures.

Staff and students are not permitted to consume alcohol or non-prescribed (illicit) drugs whilst working or studying

Privacy

Summary

Connect 'n' Grow® takes student privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1998 and Privacy Regulation 2013 and 2009 Queensland Information Privacy Act.

Information is only shared with external agencies to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law or by the Standards for Registered Training Organizations 2015 to make student information available to others. At the time of enrolment permission is gained from the student for such disclosure.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Without this information, we are unable to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. This data is stored within our Student Management System.

How we disclose your personal information

We are required by law (under the [National Vocational Education and Training Regulator Act 2011 \(Cth\)](#) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the [National VET Data Policy](#), the [Privacy Act 1988 \(Cth\)](#) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Photography Privacy

At Connect 'n' Grow[®] we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. Connect 'n' Grow[®] may, from time to time, wish to take photos of training activities. At the time of enrolment permission is requested from the student.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Connect 'n' Grow® to:

- Request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

Student Enrolment

At Connect 'n' Grow® our approach to enrolment and induction is to provide a pathway for students to make an informed decision about their training and assessment. Connect 'n' Grow® strives to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this, Connect 'n' Grow®:

- Provides students with accurate and ethical information that enables them to make a confident and suitable decision.
- Informs students if there are special requirements for their desired training programs and what pathways there are to obtain these.
- Conducts an induction which provides students with information about their rights and obligations.
- Advises students of language, literacy, and numeracy skill requirements.
- Advises students of how training programs are adapted to suit the needs of students.
- Ensures that there are no barriers for people with a disability.
- Informs students about alternate pathways to training such as gaining national recognition for current competency or recognition of prior learning.

Unique Student Identifier

All learners enrolling in a qualification with Connect 'n' Grow® will be required to supply a Unique Student Identifier (USI). A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards.

To create a USI account, you will need to go to the USI website [here](#).

Access & Equity

Connect 'n' Grow® is committed to integrating Access and Equity principles within all services provided. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Conduct.

This Policy is aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

The policy is designed to remove barriers and to open developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism, and offensive behaviour.

Learner Support

The Connect 'n' Grow® Language, Literacy and Numeracy (LLN) policy is used to assess and support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

Language, literacy, and numeracy support is accessible to all students and can be organised by the students' schools throughout the program. Each school has processes in place to identify and support students with needs.

All assessment instruments and resources have been developed and adjusted to meet learner needs. Where it is determined that a student does have deficiencies with language, literacy, or numeracy skills, CNG will make the necessary reasonable adjustments. Basic skills in communication, literacy and numeracy include:

- Using digital technology to access online WHS resources, environmental legislation, codes, and regulations.
- Preparing Incident reports, hazard reports and risk assessment tables and other work forms.
- Interpreting work schedules and identifying strategies to respond to workplace problems.
- Documenting work diary records.
- Using basic strategies for work-related learning.
- Writing reports that include photos, charts, and tables.
- Using numeracy skills to comprehend charts, plans and to conduct health assessments.

These have been included in the qualifications to compliment learning and strengthen core skills of reading, writing and numeracy.

Connect 'n' Grow® is committed to ensuring all trainers and assessors delivering Connect 'n' Grow® programs meet and maintain the relevant qualification to address LLN needs.

Reasonable Adjustment

Connect 'n' Grow® is committed to ensuring that people with varying learning styles and people with a disability can participate in study effectively. Our review of the qualification, delivery modes, resources and assessment tools will ensure the individual needs of learners are met. This occurs through a process of reasonable adjustment.

Reasonable Adjustment is the term used to describe actions or changes, which may be required to enable student participation on the same basis as other students. Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement.

Such characteristics and circumstances include having a disability, carer responsibilities, cultural or religious obligations, being Indigenous, having English as a second language. Each situation will be considered in its own circumstances and on its own merits.

Students can make requests for adjustments to their Trainers and/or Assessors using the [Reasonable Adjustment](#) form. If, upon being approached by a student, the contact person can easily and informally meet the request to the satisfaction of both parties, he/she will do so, and the procedure will end. If not, the completed Reasonable Adjustment Form will be referred to the Training and Compliance officer for review and to make the necessary adjustments.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

RPL is available for all training programs (qualifications and their associated units of competency). The required outcomes of each unit of competency provide the RPL benchmarks. Students may receive recognition for some, or all the competencies required for a training program. The Program Deliverer advises and assists participants to prepare documentation to support their application for RPL.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness, and flexibility. The form of assessment may be negotiated with the participant and may consist of an interview, observation, role play, quiz, or other method. Assessment must be conducted by a qualified Assessor.

Successful candidates are notified promptly of the RPL outcome. The Assessor advises unsuccessful candidates of reasons for non-recognition and steps they can take, including gap training and appeal mechanisms.

Credit Transfer

Connect 'n' Grow[®] recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer you will need to supply a certified copy of your documentation (certificates and/or statements) and complete a Credit Transfer Form which can be obtained from your Trainer.

Assessment Information & Competency Based Assessment

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge.

Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency-based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

You are supported by your Trainer to compile a portfolio of evidence through a variety of assessment methods including:

- Multiple choice questions.
- Short written responses.
- Simulations and scenarios.
- Practical activities.
- Observations.

Additional activities are provided at the end of each module.

Simulations and scenarios will be used when a full range of context and situations cannot be provided in the workplace.

Assessment is completed online, with practical assessment completed from printed templates and assessment submitted online to be assessed.

Additional activities are provided at the end of this Module which are not compulsory, however can assist with additional learning.

You will have access to PowerPoint presentations within the CnG Hub and additional electronic and print resources may be provided by your Trainer. Guest speakers may assist with your learning and opportunities may be arranged to visit a local health or community facility.

Individual learning styles and needs are accommodated including making reasonable adjustments to tasks to ensure equity in assessment for students with disabilities and ensuring culturally appropriate processes and techniques are used.

Complaints & Appeals

Connect 'n' Grow[®] is committed to providing a fair complaints and appeals process. Please review both policies which can be accessed from the [website](#).

What is a complaint?

A complaint is generally negative feedback about services or staff, which has not been resolved locally. A complaint may be received by Connect 'n' Grow[®] and does not need to be formally documented by the complainant for it to be acted upon. Complaints may be made by any person but are generally made by students.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. Before lodging an appeal make an appointment and discuss the matter with your assessor. If you are not satisfied that the matter has been resolved, please complete a Complaints and Appeals form.

Complaints and Appeals Forms are available upon request from Connect 'n' Grow[®] Administration, your teacher or from the Connect 'n' Grow[®] [website](#).

Student Misconduct

Student misconduct includes:

- Cheating or plagiarising material.
- Impairing others freedom to pursue their study.
- Conduct that brings Connect 'n' Grow[®] into disrepute or slander of Connect 'n' Grow[®], participants or staff.
- Failure to comply with reasonable instruction or supervision.
- Conduct that puts another at risk.
- Assault on any member of our staff or participants including verbal, physical or threatening comments or gestures.
- Discrimination, harassment, disorderly conduct, disruptive, abusive, or anti-social behaviour.
- Stealing any property or equipment belonging to a student to Connect 'n' Grow[®].
- Behaviour that breaches Privacy legislation.
- Criminal or antisocial behaviour.

Connect 'n' Grow[®] requires students to:

- submit work that is their own, and considers that plagiarism, collusion, and cheating constitute misconduct for which penalties may be applied; and
- comply with relevant State or Territory laws and legislation.

Issuance of Qualifications

By the end of your training program, Connect 'n' Grow[®] will have been provided with all assessment records and outcomes relating to your achievement. This information will then be reviewed by Connect 'n' Grow[®] who will issue a qualification or Statement of Attainment. Connect 'n' Grow[®] will verify that code, course or qualification descriptions and other information is correct for issuing.

A full Qualification Certificate is issued when a student has achieved competency in all units which satisfy the qualification. A Statement of Attainment is issued if a student does not fully complete the Program.

Statements of Attainment will be issued within 14 days of notification of cancellation. This period shall also apply for statement requests. Qualifications will be issued within 21 days from the date of completion. It is noted that these timeframes are maximums, and every effort shall be taken to issue certification and statements in the shortest possible time frame.

Connect 'n' Grow[®], as RTO, will collect information on learner enrolments and results. The final assessment outcome for each unit of competency will be retained by Connect 'n' Grow[®] for a period of 30 years. Where required, we will forward this information to the relevant state/national body for use in national data collection processes as well as to bank learner results for secondary students undertaking their Queensland Certificate of Education.

Discrimination & Harassment

At Connect 'n' Grow® we are committed to ensuring that the training and assessment environment and workplace are free from discrimination and harassment. Connect 'n' Grow® views all discrimination and harassment, in whatever form, as unacceptable and wrongful. All staff, student, contractors, and clients are made aware that discrimination will not be tolerated under any circumstances.

If discrimination and harassment is found to have occurred disciplinary action will be taken against any person who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

By implementing this policy, we strive to ensure a work environment that:

- Is free from discrimination, bullying and sexual harassment.
- Ensure recruitment and selection decisions based on merit and not affected by irrelevant personal characteristic.
- Allows people the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.
- Allows reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs, or culture.

Who Can Make A Complaint? When?

Any person who is, or has been, a staff member or student may lay a complaint at any time in relation to an incident of discrimination and/or harassment. This time lapse may be extended at the discretion of the CEO. Please refer to the Connect 'n' Grow® Complaints and Appeals policies accessible from the [website](#).

Rights of Complainant and Respondent:

- The right to be accompanied by a support person.
- The right to be informed of the nature and extent of the complaint.
- The right to respond to all relevant evidence.
- The right to have all contributing factors considered.
- The right to be heard before any decision is made about the respondent and before any person's identity is known to anyone outside the complainant's procedure.

Training / Assessment Guarantee

Connect 'n' Grow® provides a guarantee that all training and assessment will be provided once a student enrolls and commences in their nominated training program.

Where unforeseen circumstances arise (e.g., loss of a specialist teacher and the partner school is unable to obtain a suitable replacement), Connect 'n' Grow® will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements will be sought - including any eligible refund of fees.

Student Access to Records

At Connect 'n' Grow® we acknowledge that learners need access to their records to monitor their progress. Connect 'n' Grow® will facilitate students' access to records on request and is committed to maintaining a transparent and equitable training environment.

In addition, Connect 'n' Grow® is committed to maintaining a well-structured records retention system that supports the continuous improvement of our operations and provides a basis for compliance with legal and quality assurance requirements.

Requesting access

Students who require access to records will need to contact Connect 'n' Grow®. An appointment will be scheduled for the student at the Connect 'n' Grow® office at the earliest and most convenient opportunity for both parties. Photo ID will be required and following identification access will be provided to the student.

What records can be accessed?

If applicable, hard copy records from your student file which include administrative records and assessment evidence.

Activity data contained within the student management system, including details of awarded units of competency.

Student Feedback

Connect 'n' Grow® is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time but will also specifically ask for the completion of a short survey at the end of each module and a learner engagement survey at the completion of your Program.

Version Control

Version Number	Date	Author	Rational
2.0	28 May 2024	Sue Lawman	New Template/Formatting
2.01	2 July 2024	Vanessa Harris	Updated to 2024



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Support

Connect 'n' Grow[®] has a friendly team of staff who are always there to assist you if you need anything, please contact them on:

1300 283 662



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