

# Evolution Training Solutions Student Handbook

2023/24

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**EVOLUTION**  
TRAINING SOLUTIONS

Evolution Training & Safety Pty Ltd T/A Evolution Training Solutions RTO number 31733

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## Introduction

Evolution Training & Safety Pty Ltd, trading as Evolution Training Solutions, is a wholly owned subsidiary of Evolution Group Holdings.

Evolution Training & Safety is also a Registered Training Organisations (RTO), RTO number 31733, providing accredited competency-based training in many courses, including Business & Leadership and Traffic Management.

The Evolution Training Solutions team is proud to welcome you to our training and assessment programs. Our team of trainers are highly qualified and experienced in the delivery of training and assessment across several industries and will provide you with a variety of experiences and challenges that will enhance your learning and development opportunities.

Whilst undertaking training with Evolution Training Solutions, you will have certain rights and responsibilities, most of which are covered in this handbook. You can also find out more about the programs offered by Evolution Training Solutions by visiting our website: [www.evolutiontraining.edu.au](http://www.evolutiontraining.edu.au)

If you have any questions which are not covered in this handbook or our website, you are always welcome to contact us on 1300 880 488.

We wish you all the best in your training and professional endeavors.

## Definitions and Information

Term	Definition / Information
<b>Induction</b>	At the commencement of your program, you will complete an induction that outlines the program outcomes, learning and assessment process, and program schedule. The induction outlines everything you will need to know about your training and where applicable, the program's vocational placement/on-the-job arrangements.
<b>Off-the-job training</b>	Training that is away from a work environment or removed from routine work duties. This can take place either in the workplace or at a training venue.
<b>On-the-job training</b>	Training and work skills students receive while they are undertaking tasks in a work environment or completing vocational placement.
<b>USI</b>	A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection and prevents them from losing their record. Registered Training Organisations are obligated to record this reference number at the time of enrolment in all accredited/nationally recognised training programs or skill sets/units.
<b>Vocational Placement</b>	<p>Vocational Placement is a structured arrangement that involves a contract between the student, the Registered Training Organisation and a host employer. It is a mandatory component of some qualifications/skill-set programs and provides the student with an opportunity to consolidate knowledge and skills developed through the course and apply these skills in a workplace/live environment.</p> <p>During Vocational Placement, the student is under the supervision of a suitably qualified staff member assigned by the host employer. The supervisor records comments and feedback on their observations of workplace performance.</p> <p>Working with their trainer and assessor, students will be able to demonstrate their performance in the workplace through the competent completion of defined work tasks and practical task observations.</p> <p>Vocational Placement Assessment contributes towards the final assessment in the unit(s) of competency.</p>

## Privacy Statement/Confidentiality

Evolution Training Solutions as a Registered Training Organisation, is highly sensitive to the confidentiality of information provided by you. As a result, Evolution Training Solutions has adopted the following Privacy Policy, which applies to all information you provide to Evolution Training Solutions and that Evolution maintains electronically, whether you provide the information through Evolution's website or other means.

### *Laws and Legislation*

All personal information that Evolution Training Solutions collects is protected by the Privacy Act 1988 (Privacy Act). Information about the Act can be found on the Office of the Australian Information Commissioner (OAIC) website.

Under the requirements of the Australian Privacy Principles in the Privacy Act, Evolution Training Solutions is committed to protecting the privacy of your personal information.

### *What information do we collect?*

Evolution Training Solutions must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, current employment status, and language, literacy and numeracy skills.

The requested enrolment application information conforms to the requirements of the AVETMISS (Australian Vocational Education & Training Management Information Statistical Standard). All students are required to provide this information when enrolling.

The personal information gained during the enrolment process will not be used for marketing purposes.

### *What do we use the information for?*

The purpose of collecting personal information during the enrolment process is to allow the staff of Evolution Training Solutions to develop practical training and assessment programs according to the needs of everyone. This will enable you to enroll and obtain your qualifications. At the time of enrolment, you can agree to Evolution Training Solutions sharing some of your personal information (ID, licenses, documentation) with another of the Evolution Group Holdings entities if you have or will be employed by one of these entities.

## Enrolment Information

### *Enrolling*

Having selected Evolution Training & Safety as your Registered Training Organisation you will need to complete an enrolment form which will provide us with your details and the course you will be undertaking.

You will need to provide identification and your Unique Student Identifier number (USI). If you do not already have a Unique Student Identifier number (USI), you can register and receive a USI by accessing this site: [www.usi.gov.au/your-usi/create-usi](http://www.usi.gov.au/your-usi/create-usi)

**Please note that a Statement of Attainment or Qualification cannot be issued unless you have provided a valid USI.**

This information is important in helping us to assist you in your studies and keeping in touch with you. It also allows us to ensure pre-course entry requirements are met prior to commencement (where applicable) and that your unit of competency and qualification results are recorded in your personal record of nationally recognised education and training.

### *Fees*

The cost of your training with Evolution Training Solutions is dependent upon the specific course you are enrolling in and your internal or external employment status.

Course information and program fee information can be in our course information on the website or by contacting Evolution Training Solutions directly.

### *Payments*

Payment for the course must be made prior to commencement. Payment methods are Credit Card, Cash, or Direct Deposit.

For further information, please refer to our Terms and Conditions.

## Training and Assessment

### Training

Training programs will be delivered through a combination of off-the-job and on-the-job training modes.

The off-the-job component will be delivered at our dedicated training facilities, a local Evolution depot, or a nominated appropriate workplace. It will combine face-to-face instructor-led theoretical classes and simulated practical exercises involving small group and individual activities. You will be provided with training resources relevant to each training session.

Resources include:

- workbooks
- summative assessments
- industry reference material

The on-the-job component will be a combination of instructor-led practical task-based activities and mentoring/workplace supervision provided by a host employer.

### Assessment

The evidence-gathering techniques available for use for each program area are outlined in the following table. You will be assessed using a minimum of three (3) techniques such as:

- written test
- observation
- oral questioning
- work history (portfolio)
- self-assessment
- Third-Party Report
- Supervisor's Report
- work related documents.

You will be given the opportunity to apply for Recognition of Prior Learning (RPL).

Please note: units of competency associated with License Programs may not permit Recognition of Prior Learning however, accelerated progression to assessment and challenge testing may be applied.





### Learning Strategies

Evolution Training Solutions uses learning and assessment strategies to provide you with the potential to make the most of your learning opportunity. These strategies have been developed and validated by staff with vast and demonstrated experience in vocational education and in consultation with key industry stakeholders.

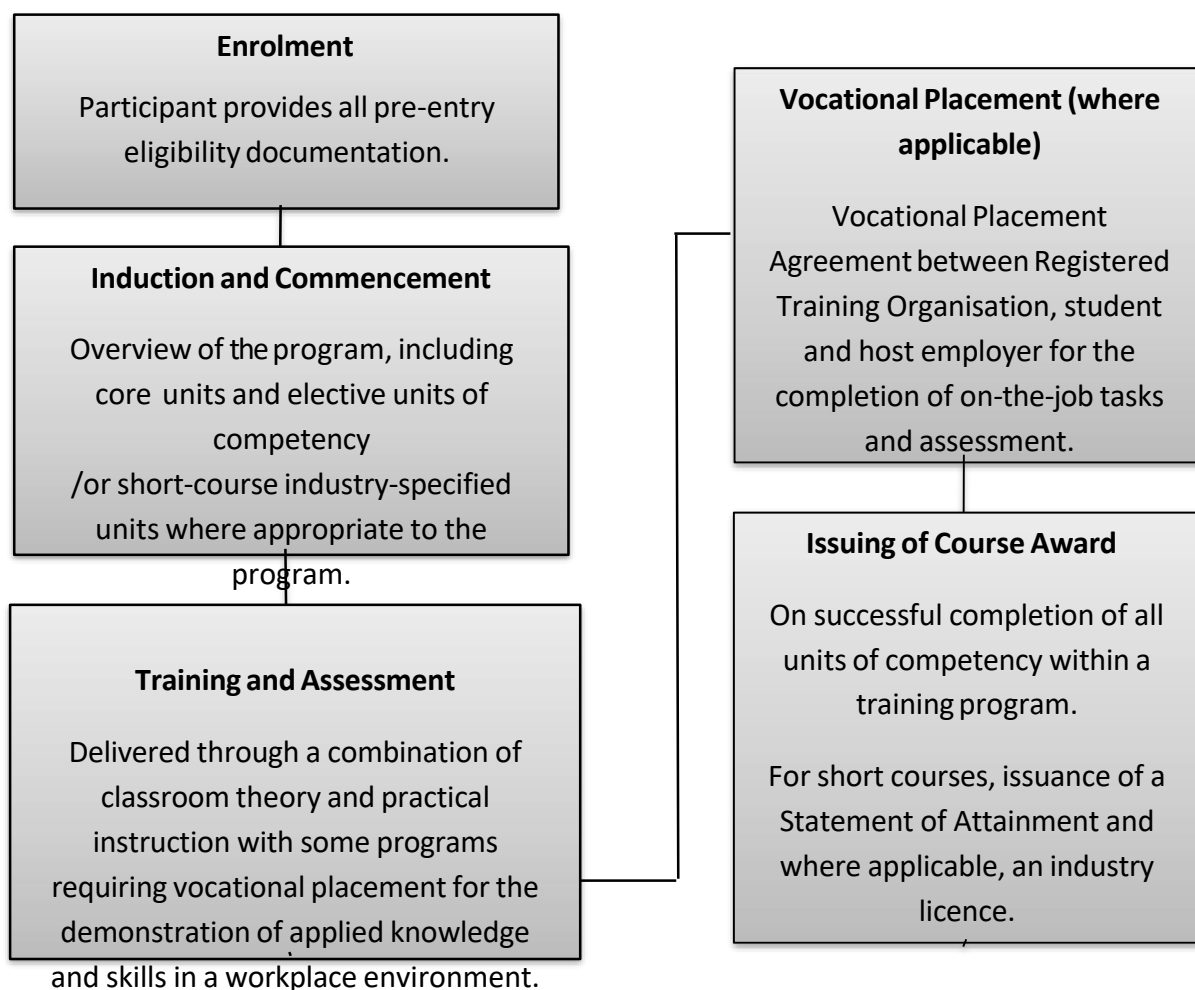
Some of the strategies include:

- blended learning encompassing classroom and worksite instruction
- supervisor engagement in the learning process
- assessment conducted by qualified trainers and assessors with industry expertise and currency.

These strategies are supported by learning resources that reflect the industry’s current practices.

### Training and Assessment Strategy

The delivery strategy for this program will be based on a staged approach as depicted below:



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## **Evolution Training Staff**

Evolution Training Solutions' greatest strength is our trainers' expertise and experience. Our trainers are highly regarded practitioners who have become trainers through a desire to see the industry up-skilled. The trainers are supported by a management team who understand industry standards and are highly regarded in the VET sector. This experience assists when working with employers to ensure robust learning occurs with minimal disruption to the program of work.

Evolution Training Solutions is ideally placed to add value to learning because of our staff's knowledge, skills and reputation.

## **Recognition of Prior Learning (RPL)**

If you believe you are already competent in several skills through your work or life experience, then these skills may be eligible for RPL and they can often be credited towards a partial or even a complete vocational qualification. Contact us for information relating to RPL and your course.

### **QDTMR Courses**

It is to be noted that courses issued by the Queensland Department of Transport and Main Roads are specific to Queensland. Some previously learned skills can be recognised, or interstate skills can be reused. This is used during any skill transfer/renewal process, but no formal RPL arrangement is available for any QDTMR course.

## **RTO Obligations**

Evolution Training Solutions is obligated to:

- induct you into the training program
- determine that students meet entry requirements that may be specified by training packages or programs that link to license issuance
- assess your possible learning needs and apply reasonable adjustment where it does not impact your ability to demonstrate competence in performance.
- offer you Recognition of Prior Learning (RPL)
- arrange training and assessment and provide training materials.
- provide access to the information held except to the extent that prescribed exceptions apply
- issue you with your appropriate Qualification Award or Statement of Attainment on successful completion of the training program

## Student Obligations

### *All students are expected to:*

- conduct themselves professionally at all times to comply with the generally accepted standards of moral behavior and decency.
- attend all training and assessment activities as identified in the training program.
- not undertake professional services until studies are fully completed and you are qualified.
- at all times, strive to achieve a high level of proficiency through a commitment to studies
- never criticise, condemn or otherwise denigrate the organisation, its staff members and trainers, or members of the industry or allied professions.

### *Student obligations to a host employer:*

When attending vocational placement/on-the-job training, employers can expect students to fulfill certain obligations during training. Students must:

- professionally represent the employer at all times
- understand and abide by all aspects of the vocational placement agreement.
- make all reasonable efforts to complete the training and acquire the required skills.
- handle training resources and workplace resources supplied with reasonable care.
- treat proprietary company knowledge learned during the training as confidential.
- respect the rights of colleagues during the training.

## Student Conduct and Etiquette (Disciplinary Information)

This organisation expects students enrolled in all courses to behave professionally and dignifiedly regarding fellow students and trainers.

You will be asked to leave the training immediately for the instances listed below:

- cheating in-class tests or examinations
- intimidating other students
- being disrespectful to staff and other students
- been rude, or discourteous to a trainer, the RTO Manager, or any other member of the staff or guest trainer.
- disrupting class
- not adhering to host employer workplace policies and procedures whilst on Vocational Placement

- or engaging in misconduct deemed unsuitable or unprofessional.

A notice of expulsion will be provided in writing to the student. Fees will not be refunded. Malicious damage to equipment and/or stealing materials or products will result in instant dismissal and will be referred to law enforcement agencies.

Any student who does not abide by the policies and procedures will be counselled by the RTO Manager.

If you are under 18 years and do not abide by the policies and procedures the RTO Manager may wish to contact your parents. If the matter is not resolved the RTO Manager reserves the right to suspend or expel you from your training program. Under these circumstances, a student may have a right of audience or a right of appeal to the General Manager, ETS.

Such right of audience or appeal must be requested in writing to the General Manager, ETS, within seven (7) days of suspension or expulsion. (See Complaints and Appeal Procedures) The decision of the Chief Operations Officer, Evolution Group shall be final and binding upon all parties. No refund will be given.

## Access and Equity

Access and Equity policies are incorporated into operational procedures. Evolution Training Solutions prohibits discrimination towards any group or individuals in any form, inclusive of:

- gender
- pregnancy
- race, color, nationality, ethnic or religious background
- marital status
- physical or intellectual, or psychiatric disability
- sexuality (male or female, actual or presumed)
- age

Evolution Training Solutions encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and, wherever possible, facilities set up to enhance the flexibility of delivery to maximise the opportunity for access and participation by disadvantaged people.

## Complaints and Appeal Procedures

All complaints and appeals are taken seriously, and their findings are incorporated into procedures as appropriate. For this procedure, the **client** can be either a **student** or an **employer** representative.

Should a client have a complaint or appeal, the following steps are to be followed:

1. The client should discuss the issue/complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the client student should discuss the issue/complaint with their trainer to see if it can be resolved.
3. If there is still no resolution, the client should put the following information relating to the complaint or appeal in writing:
  - description of the complaint or appeal
  - state whether you wish to present your case formally.
  - steps you have taken to deal with it.
  - what you would like to happen to fix the problem and prevent it from happening again
4. The client brings the complaint to the attention of the trainer within seven (7) days of the issue taking place.
5. The client brings the appeal of a result to the trainer within seven (7) days of receiving formal notification of the “Not Competent” outcome.
6. If the complaint or appeal is not dealt with to the client’s satisfaction within the seven (7) day period, they may bring it to the attention of the Operations Manager (Evolution Training). The Operations Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Operations Manager receives written notification from the client about their dissatisfaction with the response received from their trainer and a response/resolution must be presented within 7 days.
7. Should the issue still not be resolved to the client’s satisfaction, Evolution Training Solutions will make arrangements for an independent external person to resolve the issue. The client will be given the opportunity to present their case formally. The time frame for this process may vary but should take no longer than 14 days.
8. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.
9. All documentation relating to complaints or appeals should be archived for audit purposes.
10. The Operations Manager (Evolution Training) will be responsible for implementing and maintaining the policy.

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## Terms and Conditions

- Full payment is due prior to the commencement of the course unless prior approval from Evolution Training Solutions has been granted.
- Registrations for group bookings must be received in the requested electronic format and approved by an authorised representative from the nominating organisation
- It is the responsibility of the authorised representative to provide any purchase orders or additional supporting documentation together with the registration request
- Evolution Training Solutions is unable to register delegates who do not meet all the prerequisites listed in the course outline
- Evolution Training Solutions reserves the right to cancel or reschedule any course with insufficient enrolments
- Enrolment and attendance does not guarantee a successful outcome and issuance of course award to the trainee

## Cancellations and Refunds

Evolution Training Solutions Pty Ltd offers a fair and equitable refund policy that complies with all legislative requirements.

The refund Policy is as follows:

- If Evolution Training Solutions cancels or reschedules a course, you will be given the option to transfer to the next available course (free of charge) or we will refund any money paid by you in full
- If you withdraw from a course due to any reason, monies paid will be refunded as per Evolution Training Solutions' Cancellation and Transfer policy
- If you have not been able to attend the course due to extenuating circumstances, please contact us in writing and this will be reviewed by Management for consideration
- See related costs for cancellations and refunds under the section Other Costs and Related Charges

## Other Costs, Fees and Charges:

All course costs can be found on our website. In addition to course fees, other fees are applied for the following services:

- Reprinting of Certificates, Statements of Attainment and work cards \$25.00 each
- Replacement Traffic Control Ready Reckoner \$30.00 per booklet
- Transfer of course date \$20.00 Administration fee
- The transfer fee is raised by \$10.00 for each subsequent transfer
- Cancellations:
  - Outside 7 days \$25.00 Administration fee

- Inside 7 days but outside of 2 days before the course commencement date 50% of the course cost
- Inside 2 days of the course commencement the trainee will forfeit 100% of the course cost

Additional services fees and charges may be subject to change, current associated fees and charges are available on our website

### The Training Guarantee

- Evolution Training Solutions will honour all commitments made in this Student Handbook and as outlined in our Quality Policy.
- Evolution Training Solutions will honour all agreements and commitments for the provision of training including:
  - Access to resources (training and assessment)
  - Access to physical resources (in the ownership of Evolution Training Solutions or sourced externally)
  - Access to appropriately qualified and industry-current trainers and assessors
  - Supporting its learners through their qualification/course including the provision of flexible and assessment options for special needs students or students requiring specific assistance
- Evolution Training Solutions will support the transition of its students to new qualifications or accredited courses
- Evolution Training Solutions will transition students to a new registered training organisation in circumstances where Evolution Training Solutions cease to offer a specific training program

Evolution Training Solutions is committed to meeting its obligations under the Standards for NVR Registered Training Organisations 2015 and any amendments to the standards, requirements of training packages and accredited courses for which it is registered.

*We hope you enjoy your course of study.*

### Contact us

For any questions or inquiries related to the services provided by Evolution Training Solutions, please contact us on:

P      **1300 880 488**

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E [training@evolutiontraining.edu.au](mailto:training@evolutiontraining.edu.au)

W [www.evolutiontraining.edu.au](http://www.evolutiontraining.edu.au)

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## Useful Links

[www.asqa.gov.au](http://www.asqa.gov.au)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met

[www.csq.org.au](http://www.csq.org.au)

CSQ is a central point of contact for the Queensland building and construction industry for career seekers just starting out, workers keen to up-skill and employers building a skilled workforce

[www.training.com.au](http://www.training.com.au)

Provides a single point of access to the vast range of vocational education and training information, products and services in Australia.

[www.training.gov.au](http://www.training.gov.au)

Encompasses the national register which contains the authoritative information about Registered Training Organisations (RTOs), recognised training products and the approved scope of each RTO to deliver nationally recognised training as required in national and jurisdictional legislation within Australia.

[www.training.qld.gov.au](http://www.training.qld.gov.au)

State regulator

[www.usi.gov.au/your-usi/create-usi](http://www.usi.gov.au/your-usi/create-usi)

Create your Unique Student Identifier number

## Relevant Legislation

### *Work Health and Safety Act 2011*

The WHS Act [www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf) provides a framework to protect the health, safety and welfare of all workers at work and of all other people who might be affected by the work.

The WHS Act aims to:

- protect the health and safety of workers and other people by eliminating or reducing workplace risks
- ensure effective representation, consultation and cooperation to address health and safety issues in the workplace
- encourage unions and employers to take a constructive role in improving health and safety practices
- promote information, education and training on health and safety
- provide effective compliance and enforcement measures
- deliver continuous improvement and progressively higher standards of health and safety

Throughout the WHS Act, the meaning of health includes psychological health as well as physical health.

### *Anti-Discrimination Act 1991*

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by ETS, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to [www.legislation.act.gov.au/a/1991-81/default.asp](http://www.legislation.act.gov.au/a/1991-81/default.asp)

### *Privacy Act 1988*

The Privacy Act 1988 ([www.privacy.gov.au/privacy\\_rights/laws](http://www.privacy.gov.au/privacy_rights/laws)) makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the website of the Office of the Federal Privacy Commissioner

### ***Legislation for Managing and Minimising Risk***

Like any organisation, training organisations must have systems in place for managing and minimising risk commensurate with the nature of the services they provide. Visit the Queensland Government's Workplace Health and Safety website ([www.whs.qld.gov.au/whsact](http://www.whs.qld.gov.au/whsact)) for more information regarding legislation for managing and minimising risk.

### ***Fair Trading Act 1989***

The Fair Trading Act 1989 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit [www.legislation.qld.gov.au/LEGISLTN/>CURRENT/F/FairTradA89.pdf](http://www.legislation.qld.gov.au/LEGISLTN/>CURRENT/F/FairTradA89.pdf)

### ***Electrical Safety Act 2002***

The object of the Electrical Safety Act 2002 is to eliminate the human cost to individuals, families and the community of death, injury and destruction that can be caused by electricity and to prevent property from being destroyed or damaged by electricity. For more information visit [www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf) Linked with this Act is the Electrical Safety (Codes of Practice) Notice 2002 Schedule 2.