

STUDENT HANDBOOK



PO BOX 134, STRATHPINE QLD 4500

TEL: (07) 3264 8613

EMAIL: admin@horticulturaltraining.com.au

WEB: www.horticulturaltraining.com.au

REGISTERED TRAINING ORGANISATION (RTO) ID: 5370



Horticultural Training Pty Ltd
A.B.N. 25 052 320 500

MISSION	3
THE BUSINESS	3
THE SERVICES.....	3
CLIENT SUPPORT SERVICES.....	4
AREAS OF OPERATION.....	4
THE TRAINERS	4
TARGET DISCIPLINES.....	6
CODE OF PRACTICE.....	6
COURSES OFFERED	8
FEES AND CHARGES INFORMATION.....	11
TRAINING FUNDING GUIDELINES – QUEENSLAND	12
USER CHOICE	12
REFUND POLICY.....	12
CERTIFICATE 3 GUARANTEE.....	14
REFUND POLICY FEE FOR SERVICE (FFS) STUDENTS	14
ADMISSION PROCEDURES	16
RECOGNITION OF PRIOR LEARNING POLICY	19
POLICIES.....	21
COMPLAINTS/APPEAL POLICY	23
STUDENT DISCIPLINARY POLICY	25
DRUG AND ALCOHOL POLICY	25
LANGUAGE LITERACY AND NUMERACY POLICY	27
ACCESS AND EQUITY POLICY	27

MEMBER OF THE FOLLOWING ASSOCIATIONS:

AUSTRALIAN INSTITUTE OF HORTICULTURE INC.



INTERNATIONAL PLANT PROPAGATORS SOCIETY



LANDSCAPE QUEENSLAND INDUSTRIES INC.



NURSERY AND GARDEN INDUSTRY AUSTRALIA



Horticultural Training Pty Ltd is a privately owned and operated Registered Training Organisation offering training services to the Horticultural and Agribusiness sectors.

We offer nationally recognised training programs from the National Training Register. Such programs are normally conducted in the workplace in conjunction with the employer organisation.

As a Registered Training Organisation, we are governed by the Australian Skills Quality Authority (ASQA) and the relevant State Government Authorities. Legislation includes the *Standards for Registered Training Organisations (RTOs) 2015* and ASQA General Directions. Under our registration requirements we are continually monitored by these authorities ensuring that all students are protected.

Mission

Horticultural Training Pty Ltd.'s mission is to develop in Australia a commercially successful competency-based training and assessment service, which is closely linked with, and adds value to clients working in industry, government and the community.

The Business

The company aims, through commercial training and assessment activities, to enhance the horticultural quality and capacity in Australia, and to apply national training activities. This goal will be achieved through the provision of an integrated range of services (as below).

The Services

Horticultural Training Pty Ltd provides services in the following areas:

- Skills Audits
- Training in the Workplace
- Competency Assessment
- Recognition of Prior Learning (RPL)
- Chemical Safety Training
- Agricultural Chemical Distribution Control Act - licensing
- Horticulture
- Crop Production
- Conservation and Land Management
- Consultancy

Client Support Services

- **Services to participants with special needs and disabilities**

Horticultural Training Pty Ltd has qualified trainer/assessors with formal qualifications for teaching in these circumstances. We can also offer an alternative format for study materials. Alternatively, we can refer support to an agency that is more qualified or use a specialist training consultant for Language, Literacy and Numeracy.

- **Recognition of Prior Learning (RPL) and Credit Transfer**

- **Tailored Training**

- **Flexible Timetables**

- **Flexible delivery methods including:**

- Worksite/Face-to-Face delivery
- Practical training
- Self-paced learning
- Distance Delivery/Correspondence
- Blended (Combination of one or more).

Areas of Operation

The Eastern corridor is one of the fastest growing regions in Australia, both in terms of population and economic activity. It has exceptional diversity in its climatic requirements, geology and plant materials (both endemic and exotic). Most importantly, it is strategically positioned in the Asia-Pacific basin to take full advantage of economic opportunities, particularly in horticultural related industries. Horticultural Training Pty Ltd provides training and assessment services in Queensland and interstate where practical.

The Trainers

Felicity Capelli Workplace Trainer and Assessor

Over 19 years of horticultural experience including her own landscape design, installation and maintenance business with a client base that includes private residential to government. Felicity also possesses retail and production nursery experience. Felicity is a member of the Australian Institute of Horticulture, the Bromeliad Society of Queensland and the International Cordyline Society. Qualifications include a Diploma of Horticulture and Certificate IV in Training & Assessment.

Natalie Watts Workplace Trainer and Assessor

Natalie brings creativity, style and flair to her role as a trainer and assessor with Horticultural Training. Her natural talent is complemented by a Diploma of Horticulture, specialising in Landscape Design. Natalie also holds a Certificate IV in Business and Certificate IV in Training and Assessment.

Natalie has a genuine love of gardening which she fondly attributes to her mother's Camellias, a favourite still today. Natalie also has more than 20 years of experience in landscaping – including project design, marketing, project management and maintenance from her own landscaping business.

Her skills are recognised by industry through the Australian Institute of Landscape Design and Management (AILDM). Natalie was a National Council Member representing Queensland and is now a Fellow of the AILDM. She is also featured with Branat Designs in many state and national publications including *Queensland Homes Outdoor Living*, *Backyard Design Ideas*, *Good Garden Design*, *Landscape Outlook Magazine* and Jamie Durie's *The Source Book*. Natalie also designed and constructed the show garden for Lindeman's Wines at the Ekka in 2010 and was a judge for the Ekka's student horticultural competition in 2016. She also showcased a garden for AILDM for their 2016 design festival at Clayfield.

Bradley Watts Workplace Trainer and Assessor

Brad has been involved in the landscaping industry for over 20 years, operating his own landscape design and construction company. Brad brings with him extensive knowledge and expertise on what is required to deliver high end and sustainable project outcomes across modern and contemporary style landscapes.

Projects designed and installed by Brad's company have been published in industry magazines which profile his attention to detail across all hard-landscaping concepts and principles. His under-pinning knowledge of plant identification and soil health management compliment his skill as an accomplished tradesman.

Brad has employed many apprentices over the years providing him with experience in training and encouraging new landscapers to become the quality tradesmen and business owners of the future.

Target Disciplines

- Horticulture – Certificate II to Advanced Diploma
 - Nursery – Production and Retail
 - Parks and Gardens
 - Landscape
 - Sports Turf
 - Production Horticulture
- Conservation and Land Management – Certificate I to Advanced Diploma
- Chemical Application Safety training
- Agricultural Chemical Distribution Control Act - licensing
- Work Health and Safety.

CODE OF PRACTICE

Horticultural Training Pty Ltd will provide a handbook, which includes our Code of Practice, to participants upon enrolment in a course.

1. Legislative Requirements

Horticultural Training Pty Ltd will meet all legislative requirements of State and Federal Governments. In particular, *Standards for Registered Training Organisations 2015*, *Australian Skills Quality Authority (ASQA) general directions*, *Work Health and Safety*, *Workplace Relations*, *Environmental Protection*, *Copyright and Privacy Act*, *Further Education and Training Act 2014*.

2. Access and Equity

Horticultural Training Pty Ltd is committed to meet the needs of individuals and the wider community through the application of access and equity guidelines including giving students access to their personal records at any time. All trainees will be treated in an ethical and responsible manner insuring alignment with the curriculum and the National Training Package. Our Access and Equity policy ensures that trainee selection decisions comply with equal opportunity legislation.

Our trainers are qualified to assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Horticultural Training Pty Ltd will undertake marketing with integrity, accuracy and a professional approach. In the provision of information, no false or misleading comparisons are drawn with any other provider or course.

3. Quality Focus

Horticultural Training Pty Ltd is a Registered Training Organisation complying with the National Standards for Vocational Training, (*Standards for Registered Training Organisations 2015*) implemented to protect the integrity of qualifications issued for competency-based training and assessment services in horticulture, conservation and land management and the agribusiness sector services we provide.

We are committed to providing quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Horticultural Training is responsible for the quality of the training and assessment in compliance with the standards of the current training package and for the issuance of the Australian Qualifications Framework certification documentation.

4. Client Service

Horticultural Training Pty Ltd has sound management practices to provide 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 competency achieved and issued in accordance with national guidelines.

Our quality focus includes Recognition of Prior Learning Policy, a fair and equitable Refund Policy, an Appeals/Complaints Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will ensure that this information is disseminated, understood and valued by personnel and clients.

Our student 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.

5. External Review

Horticultural Training Pty Ltd has agreed to participate in external monitoring and audit processes required by the Federal Training Authority, State Funding Bodies and quality assurance compliance. This covers random quality audits, audits following complaint and audit for the purposes of re-registration.

6. Management and Administration

Horticultural Training Pty Ltd 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. Student records are managed securely and confidentially and are available for student perusal on request. Horticultural Training Pty Ltd has adequate insurance policies.

7. Marketing and Advertising

Horticultural Training Pty Ltd 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.

8. Training and Assessment Standards

Horticultural Training Pty Ltd 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 Assessment Principles (including Recognition of Prior Learning). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of participants.

9. Appeals/Complaints

Horticultural Training Pty Ltd provides fair and equitable processes for participant appeals/complaints. In the event of any appeal/complaint not being able to be resolved internally, advice on accessing the appropriate legal body will be offered to participants. For more information on complaints/appeals and the procedures for making complaints please see relevant section of this document.

10. International Students

Not applicable.

11. National Recognition

Horticultural Training Pty Ltd accepts that National Recognition applies nationally and is critical to the operation of a nationally consistent vocational education and training system. This is a key principle underlying decisions in relation to vocational education and training for national consistency.

Under national recognition, each State and Territory has agreed to recognise the decisions of all other States and Territories in registering training organisations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses. This means Horticultural Training Pty Ltd can operate in all States and Territories without further recognition processes or the payment of additional registration fees.

Nationally Endorsed Training Packages are also subject to national recognition. All States and Territories have agreed to recognise Training Packages and Horticultural Training Pty Ltd agrees to recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations. This ensures the mutual acceptance of Australian Qualifications Framework qualifications and Statements of Attainment.

12. Sanctions

Horticultural Training Pty Ltd will uphold this Code of Practice. This organisation is aware that if obligations stated herein or regulatory requirements where applicable, are not met, registration as a training provider may be withdrawn.

Courses Offered

The horticulture industry is comprised of several sectors – Floriculture, Parks and Gardens, Landscape, Nursery, Production Horticulture, Turf and Conservation and Land Management. Horticultural Training Pty Ltd offers competency-based training and assessment for most sectors up to Advanced Diploma in Horticulture and Advanced Diploma in Conservation and Land Management.

The diversity of the industry means the training structure is flexible to suit the development needs of both the employer and employee. Our training services target currently employed persons in the industry, or volunteers in suitable positions from entry level (AQF1) through to paraprofessional level (AQF5).

Sector specific qualifications are available in:

Parks and Gardens: Certificate II (AHC20616), III (AHC31016), IV (AHC40516), and Diploma (AHC50716).

Parks and Gardens concentrates on the care and management of public and private parks, reserves and gardens. While park workers are generally employed by local/state government agencies and maintenance companies, a lot of gardeners operate as small businesses.

The role of parks and gardens workers can comprise of the following:

- Planning and maintaining planting of private and public gardens, parks and streetscapes
- Providing advice on plant care, selection and maintenance
- Construction of garden beds and planted areas
- Integrated pest, weed and plant health management
- Servicing clients and colleagues.

Landscaping: Certificate II (AHC21616), III (AHC30916) and Diploma (AHC50616) in

Landscape Design.

Landscaping is about the design and building of recreational areas, gardens and outdoor features. Some landscapers specialise in constructing domestic gardens, others in commercial and industrial landscapes. Some are expert in structural landscaping or hardscaping (installing paving and structures) while others focus on soft scaping (installing plants and turf).

The role of the landscaper can comprise of the following:

- Site assessment
- Design, construction and establishment of gardens, parks and streetscapes
- Installation of brick and stone features such as paving and retaining walls
- Erection of timber, metal and plastic features such as fences, pergolas and play equipment
- Planting of garden beds and grassed areas.

The landscape industry is experiencing a period of rapid change in plant management techniques and practices. These changes have created a demand for people with specialised landscaping skills, knowledge and expertise.

Retail Nursery: Certificate III (AHC31216), IV (AHC40716), and Diploma (AHC50916).

Retail Nurseries (often referred to as garden centres) – sell plants and gardening products to the general public. They employ workers with both good product knowledge and skills to communicate well with customers. Smaller retail nurseries may employ only a few staff while large nurseries may employ many.

Typical tasks undertaken by those working in garden centres include:

- Sell products and services
- Prepare and maintain plant and merchandise displays
- Receive and dispatch plants and other nursery products
- Sell and promote products to customers
- Provide information to customers.

Production Nursery, Certificate II (AHC20716), III (AHC31116), IV (AHC40616), and Diploma (AHC50816).

Wholesale Nursery (also called production nurseries) – propagates and supplies plants for supermarkets, retail nurseries, garden centres, fruit and vegetable growers and landscapers. They may be large enterprises and generally are located on the outskirts of major cities and rural areas. Some nurseries may also operate retail outlets.

Typical tasks undertaken by those who work in nurseries include:

- Maintain nursery plants
- Prepare and/or propagate specialised plants
- Operate ride-on vehicles and tractors
- Apply chemicals as part of weed, plant pest and disease management
- Maintain & operate irrigation and drainage systems.

Sports Turf Management, Certificate II (AHC20919), III (AHC31319) and Diploma (AHC51019).

Turf Management is the care and management of grassed areas that are used for amenity, sports and recreation. The industry covers golf courses, bowling greens, tennis courts, cricket wickets, sports playing fields, ovals, racecourses, recreational parks and grounds, domestic and commercial maintenance.

Typical tasks undertaken by those in the turf management include:

- Preparing turf surfaces for use
- Renovating grassed areas
- Planning turf playing surfaces
- Installation & maintenance of irrigation and drainage
- Management of turf health.

Conservation and Land Management, Certificate II (AHC21016), III (AHC31416), IV (AHC40916), Diploma (AHC51116).

Conservation and Land Management is the preservation of natural environments and the restoration of ecosystems which have been impacted by human activity. People who are skilled in Conservation and Land Management are able to assist by focusing on the recovery of ecosystems that have been degraded or destroyed.

Tasks undertaken by those in the industry whilst promoting the recovery and restoration of degraded lands include:

- creek restoration, sediment and erosion control
- weed control
- pest management, as well as feral animal control
- native flora and fauna identification and protection
- urban and peri-urban parks management
- wetlands restoration and management
- regeneration in the rural sectors on large scale sites/properties
- seed collection, storage and propagation
- roadside stabilisation and enhancement plantings.

Additional courses are available in Chemical Safety at operator and supervisor level and Weed Control Licensing (*Agricultural Chemicals Distribution Control Act 1966*).

OUTCOMES

Training and assessments provide participants with the necessary skills and knowledge that, when combined with workplace experience, enable them to perform the work functions at the corresponding level of competence; this is in line with the National Horticultural Competency Standards for the above sectors. It is also recognised across Industry as meeting the requirements of employers and enterprises.

STRUCTURE

	<u>AQF Level</u>	<u>No of Competencies</u>	<u>Nominal Duration</u>
<u>Certificate I</u>	1	6	12-18 months

Suggested for inexperienced entrants or high school students

<u>Certificate II</u>	2	15	1-2 years
-----------------------	---	----	-----------

Suggested for inexperienced entrants or high school students

<u>Certificate III</u>	3	15 or 16	2-3 years
------------------------	---	----------	-----------

Suggested for apprentices for a trade outcome

<u>Certificate IV</u>	4	12 or 14	2-3 years
-----------------------	---	----------	-----------

Suggested for team leaders/supervisors

<u>Diploma</u>	5	10 or 12	2-3 years
----------------	---	----------	-----------

Suggested for technicians/ middle managers

<u>Advanced Diploma</u>	6	8	2-3 years
-------------------------	---	---	-----------

Suggested for owner/managers

The National Agriculture, Horticulture and Conservation and Land Management Training package consists of a group of industry standards and is based on "Units of Competency". Each unit of competency represents a specific workplace function. For more information see www.horticulturaltraining.com.au or www.training.gov.au

Fees and Charges Information

Students must read and understand this fees and charges information and Horticultural Training Pty Ltd refund policy before signing the enrolment form.

Students must consider course fees (User Choice in Queensland), co-contribution (C3G) or Horticultural Training Pty Ltd.'s fee for service proposal to ascertain the cost of their particular course.

Training Guarantee –

Horticultural Training Pty Ltd guarantees to undertake training and assessment to course completion once the student has commenced. If Horticultural Training Pty Ltd is unable to complete the training, we will liaise with another suitably registered training organisation and make appropriate arrangements to complete the training.

Payment Methods

- Cheques payable to Horticultural Training Pty Ltd
- Direct debit systems
- PayPal (Credit/Debit)
- Extended payment terms or payment plans are available on application.

TRAINING FUNDING GUIDELINES – QUEENSLAND

In most circumstances, courses at Certificate IV, Diploma and Advanced Diploma are not subsidised by Government funding. **These courses are delivered on a Fee for Service basis.**

USER CHOICE

Our training to apprentices and trainees is delivered in conjunction with the Department of Employment, Small Business and Training (DESBT) under the User Choice strategy introduced in Queensland from 1 January 1998. This provides for employees to gain skills using accredited training methods which best suits the needs of the employer and student as delivered by the Registered Training Organisation (RTO) of their choice.

Users (employer and students) are empowered to make choices over the critical aspects of training such as selection of training products, sequencing and assessment, timing, location and method of training delivery.

An apprenticeship or traineeship comprises three major characteristics:

- A registered Training Agreement
- A negotiated training program leading to a nationally recognised qualification; and
- A combination of paid work and structured training.

Horticultural Training Pty Ltd is monitored by Government bodies on the quality and authenticity of its training delivery. Students and employers are protected under these guidelines.

COURSE FEES -(only applicable for Certificate Level II and Level III).

- The DESBT requires that a student contribution fee be charged - calculated at **\$1.60 per nominal hour** for all units of competency where Horticultural Training Pty Ltd conducts training and Recognition of prior learning (RPL).
- RPL must be applied for and evidence demonstrated within 30 days of enrolment.
- This fee is the responsibility of the student, however the employer may pay this on behalf of the student. The fee payment arrangement needs to be negotiated between the student and employer prior to enrolment with Horticultural Training Pty Ltd. This decision must be noted on your enrolment form.

Horticultural Training Pty Ltd charges an Employer's Gap Fee where the student's qualification is not fully funded by the Queensland Government. This includes the qualifications listed as Priority 2 and Priority 3 in the User Choice Price List – see

https://desbt.qld.gov.au/data/assets/pdf_file/0021/7824/user-choice-policy.pdf

REFUND POLICY

Where training is conducted for a User Choice student (apprentice / trainee):

- A full refund will be made to user choice participants for tuition and student support services charges where training delivery has not commenced at the time of cancellation of enrolment.
- Where a user choice participant does not commence a Unit of Competency, then the participant must be reimbursed all User Choice Tuition Fees collected in relation to that competency.

Exemptions to Fees for User Choice Candidates

Partial exemption

Provision exists for partial and full exemptions, so User Choice students are not financially disadvantaged. A User Choice student is exempt from paying **60% of the Tuition Fee** if it can be shown that they fall into one or more of the following exemption categories:

- a) The student was or will be **under 17 at the end of February** in the year in which the Registered Training Organisation provides training, and the student has not completed Year 12;

- b) The student holds a **health care card or pensioner card** issued under Commonwealth law, or is a person who holds a health care card or pensioner concession card, and is named on the card;
- c) The student issues the RTO with an **official form** under the Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, **is entitled to concessions under a health care card or pensioner card**; or
- d) The student is an **Aboriginal and/or Torres Strait Islander person**.

Full exemption

- a) Where payment of the tuition fee would cause the student extreme financial hardship, then the student may be totally exempt from paying the tuition fee upon application to Horticultural Training Pty Ltd.
- b) The Registered Training Organisation must have a reasonable internal process to manage an appeal from a student about the outcome of the student's application under financial hardship[^].
- c) The student is a **School Based Apprentice or Trainee**. **NOTE:** When the School based participant who has not completed Year 12; converts to a full time or part time Apprenticeship or Traineeship, the Participant must be charged the Student Contribution Fee for training and assessment for any Units of Competency not yet commenced.
- d) Year 12 graduate may transition to employment through fee-free training in high priority qualifications.

The decision to allow exemptions is at the discretion of Horticultural Training Pty Ltd. Any appeals to this decision are determined by our internal appeals process.

[^]'Financial hardship' is defined as foregoing the essentials in life. Horticultural Training Pty Ltd must be supplied with information to support an application for exemption decision.

Other Charges

No additional charges will be applied other than those listed above and those listed in the *Further Education and Training Act 2014*. No charges will be made for provision of materials essential to achieve competence, develop and supply of the training plan, development and supply of initial training record.

Exceptions are for Training and Assessment in Units of Competency over and above those essential to the Qualification; where the student has not successfully completed a unit of competence and extra training and/or assessment is required to demonstrate competence to an expert trainer assessor or where a training plan has been tailored to specific needs of the workplace and results in additional costs of delivery due to workplace customisation.

Note: Horticultural Training will not claim and be paid by the Queensland Department of Employment, Small Business and Training in respect of the fees and charges under this circumstance (section 2.4.6 of the DESBT User Choice 2017-20 Policy (Version 2.2, 2 August 2018)).

CERTIFICATE 3 GUARANTEE

In July 2014 the Queensland Government introduced the Certificate 3 Guarantee program, an initiative under the Queensland Government's training reform, *Great skills Real opportunities*. The Certificate 3 Guarantee program supports eligible individuals to complete their first post-school Certificate III level qualification.

Queensland's Year 12 graduates can transition to employment through fee-free training in high-priority qualifications.

Under the Certificate 3 Guarantee program, students must pay a co-contribution. The fees are set at the unit level (currently \$1 per unit) and must be paid prior to the learning resources being provided to the student.

For more information contact Horticultural Training Pty Ltd. Further information is also available at:- www.training.qld.gov.au/certificate3guarantee

REFUND POLICY

- Cancellation* received prior to the dispatch of resources will result in a full refund.
- Withdrawal* during a course by a participant will result in a pro-rata refund of course fees based upon time spent with student and units commenced and/or completed.

** For the purposes of refunds, cancellation occurs prior to course commencement, withdrawal occurs after course commencement.*

FEE FOR SERVICE STUDENTS – or Private Student Charges

Training is specifically designed for each individual student. A quotation is given based on the qualification sought.

For training that is not eligible for State/Commonwealth government funding guidelines, course fees need to be paid by an employer/employee or by arrangement. Payments must be made at intervals mutually agreed upon before training commences. Flexible payment options are available on request.

REFUND POLICY Fee for Service (FFS) Students

In the event of:

- Cancellation* of course/training program by Horticultural Training Pty Ltd, a refund of course fees will be made in full.
- Cancellation* of the enrolment by a participant will result in an administration fee of 20% of the course fee to be retained by Horticultural Training Pty Ltd.
- Withdrawal* during a course by a participant will result in a pro-rata refund of course fees based upon time spent with the student and units commenced and/or completed.

** For the purposes of refunds, cancellation occurs prior to course commencement, withdrawal occurs after course commencement.*

Some funding may be available for existing employees through Commonwealth Government incentives - contact your nearest Australian Apprenticeships Support Network provider for details.

ADMISSION PROCEDURES

NOTE: It is crucial that the candidate possesses a Unique Student Identifier (USI) Number prior to enrolment. Go to <https://www.usi.gov.au/students/create-your-usi>

Our focus is on structured, flexible delivery in the workplace to meet the needs of the employee and employer. Clients may approach us to access our services or contact an Australian Apprenticeship Support Network provider. Go to <https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network>

Arrangements can be made for an interview to understand the requirements for the potential student and the employer. Discussions centre around the suitability of the qualification and individual units to the potential candidate and their workplace. The training requirements and different delivery options available are explained to employers and/or participants.

The enrolment process involves establishing a participant's entity, contacts, course and payment details. There are additional requirements for training delivery for an apprenticeship/traineeship (Statement of Disclosure, Employer Resource Assessment, Language, Literacy & Numeracy Indicator, and Eligibility Criteria).

After paperwork is processed, students are supplied with a training plan detailing the course being undertaken. The student is issued with a Training Record Book, which details how the training will take place, their obligations, and types of assessment.

This may include a combination of Direct Delivery, Recognition of Prior Learning (RPL) and/or Credit transfer (CT). Application for RPL or CT is noted on the enrolment form. The completed competency evaluation form indicating the units and delivery method required for the program forms the basis of the Training Plan which:-

- Lists of all competencies to be completed
- Indicates timeframes for achieving competencies
- Training/assessment to be undertaken by the participant
- The name of the qualification to be issued
- Any other requirements in accordance with the Training Agreement

This establishes a process for Training and Assessment by:-

- Involving both parties in planning
- Sequencing training delivery
- Identifying opportunities for the trainee to demonstrate and practice new skills
- Identifying methods of assessment of competencies including activities to be undertaken by the student
- Recording evidence of assessment
- Allows participant and employer feedback
- Organising delivery of training where it is not possible for the employer to deliver all the required competencies in the workplace.

Visits to work sites are arranged to a mutually agreeable schedule. The student works through units of competency under supervision of trainer and workplace mentor. After an assessment outcome by a qualified assessor, the outcome is recorded.

Participant Responsibilities

As a student of Horticultural Training you are an independent learner. This means that the responsibility for how you go about studying is entirely yours. Your trainer/assessor may give you guidance as to how to approach your studies. The flexibility of study means that students need a degree of self-discipline, confidence and motivation in order to complete work in the required time frame, contact your trainer or our office if you require extra assistance.

Under the traineeship/ apprenticeship system there are responsibilities that are required under the training agreement: (*These conditions are also applicable under all training circumstances as they address key behaviours that are acceptable when undertaking work-based training.*)

- Observe the conditions of the relevant employment agreement or award, certified agreement or order of the Fair Work Australia
- 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 property, goods or business of the employer
- Participate in the development of the training plan
- Work towards achieving competencies of the training program
- As instructed, undertake any training and assessment related to the training program
- Maintain a record of participation in their training record book
- Acknowledge that all workplace instructions and any other material which comes into the trainee's possession as a result of the training, remains the property of the employer (except entitlements as determined by the *Further Education and Training Act 2014* (QLD))
- Acknowledge that all information obtained from the employer and given in circumstances of confidence must be kept confidential and not be used or disclosed to any person without the express approval of the employer.
- Acknowledge that relevant State or Territory laws including Commonwealth or State/Territory legislation, including, but not necessarily limited to are linked to the delivery of vocational education and training and we are obliged to enforce:

Commonwealth

- *Fair Work Act 2009*
- *Work Health and Safety Act 2011*
- *Copyright Act 1968*

State legislation covering

- Work Health & Safety
- Workplace Insurance Cover
- *Anti-Discrimination Act 1991*
- Vocational Education, Training & Employment
- Safety in Agricultural Chemicals & Distribution Control
- Dangerous Goods Safety
- Chemical Usage and Registration
- Environmental Protection
- *Information Privacy Act 2009*

TRAINING RECORD BOOK

- It **must** be kept up to date, so assessment can be made without delays **including the signatures of you (the student), your employer and your trainer &/assessor**. This book serves as a record of your achievements, so it must be kept in a safe place which is easily accessible at work.
- **It is essential that diary notes relevant to the competencies that are being undertaken be kept in your record book.** Diary pages are supplied with your book and extra pages can be inserted.
- Your employer **must be involved** in your progress for the duration of the course and check your progress through the assessment items attempted, monitoring progress through your training plan and training record book reviews with your trainer/assessor and **completing your training record book at achievement of competence**.
- **The Training Record Book must be returned signed by all parties to Horticultural Training on completion so your qualification/statement of attainment to be issued.** Loss of this document will cause significant delay for you in the issue of your qualification/statement of attainment. A fee of \$200.00 will be charged for replacement of a complete training record book.

Competency-Based Training and Assessment

Competency-based training (CBT) is an approach to education and training with an emphasis on performance in the workplace as a result of completing a program of training and assessment. CBT programs are often comprised of units broken into parts called elements of competencies. These are based on national standards agreed by the Horticultural Industry. CBT assessment is designed to ensure each student has achieved all the outcomes (skills and knowledge) required by each unit of competency.

Progress within a CBT program is not based on time. As soon as participants achieve or demonstrate outcomes required in a unit, they can move to the next unit. In this way, students may be able to complete a program of study at their own pace so early completion is possible.

Methods of assessment may include:

- Structured observation in the workplace
- Assignments & projects
- Oral questions
- Open book written tests
- Long or short answer written tasks
- Multiple choice tasks
- Portfolio – evidence of work samples
- Qualifications addressing performance criteria
- Learning Guides – theoretical, practical information and questions.

A qualified workplace assessor carries out your assessment. Your underpinning knowledge and the application of skills in different situations and circumstances will also be assessed.

Assessment procedures include:

- Planning
- Preparing the person for assessment

- Organising the assessment
- Gathering evidence of performance
- Evaluating evidence
- Providing feedback to the person being assessed
- Recording the results accurately.

Assessment evidence is kept for the progress and the completion of the competency. Forms of evidence include completed assessment tools (as above), work diaries, signed job descriptions, testimonials from current employers, photographic evidence, work samples, qualifications held, resumes, log books and performance checklists.

All these stages are reviewed to ensure the whole process is working efficiently and effectively and producing valid assessment results.

Transition

If you are enrolled in a qualification or competency that is superseded, you may be required to transition to an updated training package. Any transition requirements will follow the requirements within the standards for NVR Registered Training Organisations. In the event of transition provisions needing to occur, students will be notified in writing by Horticultural Training. For further information, refer to Horticultural Training, Transition or Teach out policy or go to

<https://www.asqa.gov.au/news-publications/publications/general-directions/learner-transition>

RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning (RPL) is a process whereby knowledge, skills and competencies gained through current work or life experience can be formally recognised. This enables people to provide evidence of their current competence, so they can then concentrate on acquiring new skills and knowledge.

Many types of evidence are admissible, but they must address the criteria of nationally endorsed competency standards. To grant RPL, evidence submitted needs to be sufficient, valid, reliable, and authentic. A Justice of the Peace or a Commissioner of Declarations must certify all copies of original certificates or transcripts from training courses.

RPL can be sought for a complete qualification, or a partial qualification. RPL will only be granted where the evidence is sufficient for the recognition of a whole unit of competence. Applications may be made for one or any number of units of competence within a qualification and assessments may include:-

- Analysis of evidence gathered from your workplace/s (projects, work in progress, job descriptions, appraisals and verified by a supervisor, manager etc).
- Checking references/ testimonials from previous employers or peers.
- Workplace simulated demonstration and assessment where evidence cannot be produced or is insufficient.
- Results of previous courses completed or partially completed.

With a successful outcome allows:-

- The issue Statements of Attainment for the competencies achieved if and when required; and/or
- Issue the qualification on completion of all requirements leading to an award.

Recognition of Prior Learning Process (RPL)

Candidate is briefed on the RPL process at the initial enrolment.

1. Initial assessment is conducted
2. Further evidence to support the application may be required
3. Final assessment of application
4. Applicant request form for review of the process and decision
5. Records are maintained on applicant's file.

Credit Transfer

Another way of gaining credit in a course, is to provide evidence of formal training and assessment where the outcomes of that training and assessment are the same as the unit(s) of competency you are seeking credit for.

- Current Certificate or Statement of Attainment from other Registered Training Organisations for a unit which is the same or substantially equivalent in content and competency to the unit of competency being applied for.
- Credit transfer is to be applied for at the time of enrolment. Where CT is claimed and granted, an enrolment form and a competency evaluation are to be completed. Both parties and the training organisation sign these forms as an acceptance of the training contract. Completed forms and any evidence are kept on file for future reference and towards the preparation of a statement of attainment.

POLICIES

Privacy

Horticultural Training Pty Ltd recognises that the security of your personal information is important. This policy is to show how we collect and then protect your personal information.

Horticultural Training Pty Ltd is bound by and committed to the Australian Privacy Principles incorporated in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (the Act)*.

The Act regulates the way organisations must collect, use, keep, secure and disclose personal and sensitive information.

To this end, Horticultural Training Pty Ltd will:

- Collect personal information in a manner that is fair, lawful and not intrusive in accordance with this privacy policy;
- Only use or disclose the information for the purpose it was collected (unless the person has consented), or for a related secondary purpose, or in circumstances related to public interest such as law enforcement, public or individual health and safety;
- Take reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete and up-to-date;
- Take reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure;
- Provide an individual with access to personal information held about an individual upon request and the opportunity to change the information when necessary;
- Not adopt, use or disclose, an identifier that has been assigned by a Commonwealth government 'agency' unless we are bound by law to do so;
- Provide individuals with the option to interact anonymously whenever it is lawful and practicable to do so;
- Not collect sensitive information (e.g. information relating to health, racial, ethnic origin) without prior consent, unless it is required by law or in other special specified circumstances;
- Under no circumstances will we sell or share your information with other organisations for commercial purposes.
- Our privacy policy is freely available to all interested parties and will be reviewed from time to time to take account of revised Australian privacy laws and technology, changes to our operations and practices and the changing business environment. Any amendments to our policies will be listed in our Student Handbook and an updated copy is available from our office upon request.

Academic Records

- Your academic records are confidential. Staff will however disclose to relevant tertiary admission centres or similar bodies if you apply for entry into another course upon request.
- If at any time you require a replacement Statement of Results (a list of all the competencies and results), a written request must be made to our office. A fee of \$25.00 will be charged for this service.
- Participants are welcome to view their student file at any time by appointment.

Change of Details

Any details of changes of name and/or address must be forwarded to Horticultural Training Pty Ltd to ensure currency of files. Horticultural Training Pty Ltd will not be held responsible for lost academic results if student's details have not been updated. A fee of \$25.00 will be charged for replacement

qualification or a statement of attainment to be issued. Horticultural Training Pty Ltd can supply records electronically on request.

Administration Support

Horticultural Training Pty Ltd has a dedicated administration team to assist with course enquiries. To contact us our email address is admin@horticulturaltraining.com.au

Material Release

Horticultural Training Pty. Ltd may take or gather photographs for training and evidence collection purposes.

Occasionally Horticultural Training Pty. Ltd may consider the use of student photographs for advertising or for use on websites and similar media. The authority release for use of student photographs is on the enrolment form.

Access & Equity

Horticultural Training Pty Ltd is committed to meet the needs of individuals and the wider community through the application of access and equity guidelines.

Complaints Resolution

Horticultural Training Pty Ltd endeavours to effectively and efficiently resolve any trainee issues or complaints within its guidelines. It is expected that trainee complaints will be resolved quickly, in a professional manner through communications with our trainers and staff. If a result is not adequate, the complaints/grievance procedure will apply.

Disability Services

Horticultural Training Pty Ltd offers students with disabilities the opportunity to access training and can provide alternative study and/or alternative assessment procedures on an individual's needs basis.

Student Assistance

- Language Literacy and Numeracy Assistance
- Course Guidance
- Assistance with accessing relevant support from industry associations
- Mentoring.

Certification/Statement of Attainments

Horticultural Training Pty Ltd will issue the relevant qualification or statement of attainment once competence has been demonstrated, regardless of the training pathway.

COMPLAINTS/APPEAL POLICY

Horticultural Training Pty Ltd seeks to prevent appeals by ensuring that participants are satisfied with their training product and its outcomes. Horticultural Training Pty Ltd staff are expected to be fair, courteous and helpful in all dealings with participants. Horticultural Training Pty Ltd deals with issues as soon as they emerge, to avoid disruptions or the need for a prolonged argument.

If participants have a complaint with any aspects of their training or assessment, they are to speak with the trainer or Office Manager to resolve the issue. If you feel it is not appropriate to speak to your trainer, you may email admin@horticulturaltraining.com.au and they will arrange for an appropriate person to contact you. If your complaint is not easily resolved, you will be required to complete a Complaints/Appeals Notice (Form QF4.5). Your trainer or nominated person will be able to supply you with a copy of this form.

A fair and equitable process for participant complaints and appeals is provided.

Contact Horticultural Training Pty Ltd at admin@horticulturaltraining.com.au should there be any difficulty in completing the form. Where no satisfactory resolution of the complaint can be reached, the matter will be taken to a Complaint/Appeal Meeting with an independent mediator (agreeable to both parties). The mediation costs will be covered by Horticultural Training Pty Ltd.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Managing Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 calendar days of receipt of advice. All records of any appeals are kept on file by Horticultural Training Pty Ltd.

If after complaints / appeals procedure has been completed, any student that is still dissatisfied with the outcome may make a complaint to ASQA.

COMPLAINT / APPEALS PROCEDURES

1. Notify the trainer or Managing Director within 21 days. Participants or Employers are requested to complete a Complaints/Appeals Notice form (available by contracting our office).
2. Trainer and/or Managing Director to provide a written statement of outcome to the complainant within a further 21 days.
3. **Client request for appeal - INTERNAL**
 - Review of the circumstances of the complaint will be undertaken prior to commencing appeal process.
 - The complaint/appeal process and the applicant's rights and responsibilities in the complaint/appeal process will be explained clearly and comprehensively.
 - Complaint/Appeal Hearing: The scheduling of the hearing should meet the needs of all persons involved including client and organisation members.
Prior to complaint/appeal hearing, relevant files will be reviewed to ensure that they have been compiled correctly and that procedures have been followed.
Minutes of the meeting to be taken, reflecting clearly the proceedings and outcomes with a copy provided to the client.
 - Complaint/Appeal Upheld - Certification
Complaint/Appeal minutes and copies of relevant documentation presented will be filed with a copy of any certification issued and a written statement issued to appellant.

- Appeal Rejected:
Client to be advised of rejection of appeal and the right to an external/independent hearing.
- The complainant will be given a written statement of the appeals outcome, including the reasons for the decision.

4. Further Assessment Requested - EXTERNAL

- External/Independent appeal Committee to be organised.
- The appeal committee may be constituted by referring the appeal to an independent authority, or by constituting a committee whose membership is independent of both parties and agreeable to both.
- Appeal Hearing. The management and procedures for the external appeal hearing are the responsibility of the independent authority to which the appeal is made.
- Appeal Upheld - Certification
- Appeal minutes and copies of relevant documentation presented will be filed with a copy of any certification issued and a written statement issued to appellant.
- Further Assessment Requested. It may be necessary to review documentation and/or procedures presented at the initial meeting and subsequent hearing prior to final decision of appeal outcome.
- Appeal Rejected. Client is to be advised in relation to the seeking and accessing of independent legal advice. Costs associated with this are the responsibility of the client.
- The complainant will be given a written statement of the appeal outcomes, including reasons for the decision.

STUDENT DISCIPLINARY POLICY

Participation in Training: Students who do not participate in training and/assessment events without reasonable notice will be reported to their employer. ***Those participants who consistently (more than twice concurrently) do not make reasonable progress will be asked, in consultation with the local DESBT office, to show cause why training should not be suspended.***

Persons arriving at training without relevant Personal Protective Equipment, training record books and training/assessment materials will receive a verbal warning followed by a written warning for a second offence.

Trainer & Student Safety: Students who display unacceptable behaviour towards their trainer or other students in a training session will:

- Be asked to remove themselves immediately from the training session
- Immediately be reported to their employer
- If necessary, the Police will be called to assist.

Examples of unacceptable behaviour are:

- Abusive language
- Physical attacks
- Any behaviour that places the trainer or other students at risk of personal injury, for example, throwing of objects, brandishing of weapons.

Students who display unacceptable behaviour which places any staff member of Horticultural Training Pty Ltd at risk of/or actual injury will receive a written warning. A second offence may result in Horticultural Training Pty Ltd ceasing training of that student. If the offence is considered to be of a sufficiently violent nature, the student may be reported to the Police and dealt with through a Court of Law.

DRUG AND ALCOHOL POLICY

Horticultural Training Pty Ltd is committed to protecting the health and safety of all employees, contractors and students. This includes providing a work environment that is free from drugs and alcohol, ensuring that individuals have the capacity to perform their jobs competently and in a manner which does not compromise or threaten their own health and safety, or that of others.

It is the responsibility of all Horticultural Training Pty Ltd employees to ensure the requirements of this Policy are followed. In order to meet the requirements of this Policy, Horticultural Training Pty Ltd will:

- Prohibit the use, consumption, sale, distribution and possession of illegal drugs on Company premises and in Company supplied vehicles.
- Prohibit the consumption, sale and possession of alcohol on Company premises or property (including Company supplied vehicles), except if specifically authorised by Senior Management for Company related functions or social events.
- Prohibit the use of Company vehicles by anyone who is under the influence of drugs and/or alcohol.
- Encourage employees to provide notification of any prescription medication that may affect their ability to perform their work safely.
- Implement effective control measures to manage risks arising from the misuse of drugs and alcohol.

- Encourage employees to report any incidences of inappropriate use of drugs and/or alcohol in the workplace to their supervisor or relevant authority.
- Provide students with education on the risks associated with the misuse of drugs and/or alcohol in the workplace.
- Treat any breach of this Policy as a serious offence that will result in disciplinary action. If the breach involves a Company motor vehicle, Horticultural Training Pty Ltd will accept no liability for any damage to the vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of the Horticultural Training Pty Ltd vehicle is in breach of this Policy or of the law. All liabilities shall rest with the driver concerned.
- This policy will be made available to Horticultural Training Pty Ltd.'s students, contracted personnel and staff.

Participants (students) arriving for training in a drug or alcohol induced or sleep deprived state will be deemed unsafe to continue, reported to their employer and also receive a verbal warning followed by a written warning for a second offence (as per Work Health and Safety Regulations).



LANGUAGE LITERACY AND NUMERACY POLICY

Horticultural Training Pty Ltd aims to promote fair and equitable competency-based training for all individuals. We respond to the individual needs of our students as required. The language, literacy and numeracy test is applied to identify participants requiring specific assistance.

Our aim is to provide additional support where needed in the delivery of training and assessment. It is important for all students to be treated equally regardless of any disability. An individual is assisted to enhance their independence.

We can offer support through modification to the way training and assessments are delivered to compensate for difficulties by:

- Referring to other agencies more qualified if assistance is unsatisfactory.
- Endeavouring to provide alternative format study materials, e.g. Electronic copies of material, large print notes.
- Endeavouring to provide alternative assessment procedures on an individual's needs basis.
- Using staff members who possess formal qualifications for teaching in these circumstances.
- Using a specialist Language, Literacy and Numeracy training consultant.

The ability to access and participate in competency-based training has a positive impact on the direction of an individual's future, particularly in employment and being able to contribute positively to society.

ACCESS AND EQUITY POLICY

Horticultural Training Pty Ltd is committed to meet the needs of individuals and the wider community through the application of access and equity guidelines. Equity principles are applied through the fair resource allocation and the right to equal opportunity without discrimination.

Horticultural Training Pty Ltd will increase opportunities for participation in the vocational education and training system. We will continue to implement customer-oriented programs and target the specific needs of people associated with the rural sector.

Procedures

1. Non-discriminatory student selection procedures encourage fair access for members of under-represented groups.
2. Access and equity issues are considered throughout the entire delivery of the National Training Packages.
3. Staff development programs are designed to assist trainers delivering to under-represented groups.

Support of Policy

Horticultural Training Pty Ltd demonstrates compliance with access and equity principles and has in place:

- A fair and reasonable access and equity documented policy.
- Strategies and procedures that incorporate access and equity considerations, including:
 - Developing appropriate services and programs
 - Formulating, implementing and reviewing own operational policies and strategic plans
 - Evaluating aims, objectives and delivery of own programs
 - Accessing or arranging, literacy and numeracy assistance for trainees

- Implementing access and equity principles and processes.

Discrimination & Harassment

Sexual discrimination and harassment of any employee by any other employee/trainer or superior is prohibited at the workplace and will not be tolerated. All employees/trainers must treat each other and students and all staff with respect and dignity.

Both Queensland and Commonwealth laws prohibit harassment for any reason, including gender, race, ethnic origin, religion, age or disability. Derogatory and offensive, gender, racial, ethnic, religious, age-related or other inappropriate comment, slurs, or jokes will not be tolerated at the workplace or in situations with students. Breach of these laws may subject the company and/or the harassment perpetrator to liability for any such unlawful conduct.

Harassment is defined as an unwelcome advance or an unwelcome request or any other unwelcome conduct of an inappropriate nature in circumstances where the person responsible would have anticipated that the other person would be offended, humiliated or intimidated.