

Workforce Development and Coordination

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Learning and Development

Participant Information Handbook



Participant Information Handbook

Sponsor Details

Sponsor	DELWP RTO Management Team
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Participant Information Handbook

Contents

Sponsor Details.....	2
Version Control Sheet.....	2
Learning and Development Contact Details	4
Workforce Development and Coordination Unit	4
Regional Training Coordinators	4
Welcome from the Fire & Emergency Management Division Learning and Development Unit	5
Privacy Statement	6
Your rights as a Participant.....	6
Your responsibilities as a Participant	6
Fees and Charges.....	7
Participant Records	7
Enrolment.....	7
Feedback	8
Learning Support Services	8
Online learning participant support.....	8
Special support.....	8
Disability services and special needs	9
Language, literacy and numeracy (LNN).....	9
Reasonable adjustment	9
Guidance and welfare services	9
Allowable hours	9
National Recognition and Recognition of Prior Learning (PRL).....	9
Complaints and appeals.....	10
Disciplinary procedures	10
Legislation and regulations	10

Participant Information Handbook

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Welcome from the Fire & Emergency Management Division Learning and Development Unit

The Department of Environment, Land, Water and Planning (DELWP) is a Registered Training Organisation (RTO) (TOid # 3765) delivering nationally recognised short courses and training programs which are aligned to National Units of Competency (NUCs). These programs include but are not limited to General Firefighter, Crew Leader and some Aviation specific programs. All accredited training delivered by the department meets the requirements of the Australian Quality Training Framework (AQTF), and the Victorian Registrations and Qualifications Authority (VRQA) standards. DELWP also delivers internal non-accredited training programs (e.g. eMap).

The Workforce Development and Coordination (WDC) unit delivers training and assessment services online and face to face to staff from DELWP and partner agencies and fire delivery partners. The training is designed to ensure a skilled and capable workforce is available to meet the department's fire and emergency management commitments. The department develops and delivers training programs aligned to firefighting, emergency management and incident management roles. The department is committed to providing current and relevant learning and development services to help you to develop the skills, knowledge and attributes you need to do your job and for the department to meet its obligations. The department commits to assisting you to complete your training and assessment, to support you, and provide for your learning needs throughout the process.

The department's training incorporates the 70/20/10 principle in learning. This principle indicates that about 10% of learning occurs in training courses, 20% occurs in direct mentoring and coaching situations and up to 70% of learning occurs formally or informally on the job.

Most emergency management training is competency based. Competency based training is aimed at developing specific skills and knowledge that reflect the standardised workplace competencies of a given industry skill area.

Competency requires the ability to apply relevant skills, knowledge and performance consistently over time in the required workplace situations and environments.

The department aims to provide a range of flexible learning opportunities to address the diversity of learning needs. The training offered includes:

- Online self-directed training (e.g. Basic Wildfire Awareness (BWA) National Short Course)
- Short duration training courses aligned to specific skills where NUCs are awarded (e.g. four wheel driving, chainsaw)
- Specific role training (e.g. General Fire Fighter, Crew Leader, Incident Controller Level 1 and some Aviation programs) may result in NUCs being awarded
- Pre course learning activities, pre course assignments, a face to face residential course (ranging in duration from one to five or more days) and a post course experience component
- Coaching and mentoring on the job to complete learning and competency requirements
- Leadership development within general training programs and specific leadership development programs for senior Incident Management Team (IMT) roles.

Participant Information Handbook

Most training programs have a minimum duration, but allows flexibility within the program during which the learning, including the on the job experience component, must be completed. This is usually outlined at commencement of the training program.

Training administration and information is provided either through Fireweb or the Learning and Development Information System (LADIS). LADIS is the student management system used to plan and schedule training programs, training enrolment and record keeping. Participants will be able to log into this system to enrol in some training programs and to view and maintain their personal records. Your supervisor or trainer will assist you with learning to use LADIS and when enrolling in a training program.

For training enquires, refer to the contact details for the Regional Training Coordinator (RTC) or speak to your Course Manager (CM).

Privacy Statement

Your personal information is protected under the Privacy Act 2000. The information requested at your enrolment will be used for the administration of your enrolment and for statistical reporting for government agencies only.

Confidentiality is maintained and access to this information is only available to you and administration staff from the RTO. If a third party requires participant information we will obtain your written consent prior to releasing any information.

The department takes all reasonable steps to protect the personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure.

The RTO is subject to occasional audit by its registration authority and may be required to provide your training file and work completed for audit purposes. The department is also required to report on all participants' progress and completion rates for NUCs and qualifications.

Your rights as a Participant

You have the right to:

- be treated fairly and with respect
- learn in a supportive and safe environment, free of discrimination and harassment
- have your personal details and records kept private and secure subject to statutory and business requirements
- be given information about your training program prior to enrolment
- be given information about the assessment process for every unit or course undertaken and your individual progress through the assessment process
- appeal in relation to an assessment outcome or procedural matter
- make a complaint to, or about, staff members or other participants without fear of victimisation
- have a complaint dealt with fairly, promptly, confidentially and without retribution.

Your responsibilities as a Participant

You have the responsibility to:

- treat people with fairness and respect and not do anything that could offend, embarrass or threaten others
- not harass or disrupt others in the performance of their tasks or learning.

We expect that you:

- approach the training program with due personal commitment and integrity

Participant Information Handbook

- complete all assignments, assessment tasks and examinations honestly
- not submit and claim as your own (cheat or plagiarise) work derived from another source or work done by another person without due and accurate acknowledgment. For further information refer to the RTO Cheating and Plagiarism policy and procedure.

When on training premises or those at which training activities are being undertaken, participants have a responsibility to:

- follow all safety practices/procedures required by staff or in case of rented facilities, then the facility's staff
- report any perceived safety risks identified
- not bring into any premises being utilised for training activities, any articles or items that may threaten the safety of self or others.

Fees and Charges

All costs associated with training programs, (e.g. accommodation, travel etc.) unless otherwise specified in the joining instructions, are to be borne by your home region (for departmental staff) or agency. The department does not charge fees to individual participants or for re-issuance of Certificates or Statements of Attainment. Refer to the RTC or Joining Instructions for further information where fees and charges apply.

Participant Records

All departmental staff and staff from fire delivery partners and partner agencies have the right to access their individual training event history and capability records. Should you need to get a copy of your training records please apply to your RTC or the WDC unit staff.

Please ensure that you provide the department with any change of address or contact details as they occur. The accuracy of these details is important as they are used to issue certificates and statements of attendance and attainment if eligible.

All records are subject to the provisions of the Privacy Act 2000 and are kept in secured locations. Records are only available to authorised staff.

Enrolment

Department staff are required to have proposed training included in your approved Emergency Role Development Plan (ERDP). The ERDP seeks to align the needs of the department with your career aspirations in fire and emergency management. Plan, with your supervisor and RTC, your training pathway for at least the next five years but longer if possible. Read the role descriptions available on the LADIS or available from your RTC for information about fire and emergency management roles. During these discussions, your RTC will determine if your language, literacy and numeracy (LLN) levels are suitable for the learning program you are undertaking or if a formal LLN assessment is required.

Enrolment is the process of committing to and signing up for training. The RTO does not take enrolments from members of the general public. Enrolment may be conducted manually using a form, or may be conducted online using LADIS depending on the training program.

Complete the following steps to enrol in a training program:

1. Ensure training is relevant for your current emergency role or consistent with the requirements of the ERDP
2. For DELWP and partner agency staff you will be notified by your RTC of training programs relevant to your ERDP. For staff from other agencies, you will be notified by your training managers of relevant training opportunities
3. Ensure that you have your supervisor and/or agency approval to participate in the training (agency costs may be involved)

Participant Information Handbook

4. Once supervisor approval has been received and you are available to participate in a training opportunity, notify your RTC, who will then nominate you for the training
5. Once approval has been received, WDC unit staff will send Joining Instructions, and/or an Acceptance/Enrolment Form via email, or you may enrol online through LADIS
6. Complete the Acceptance/Enrolment Form provided, and return it to the location, person or position identified on the form, or complete enrolment online
7. The WDC unit staff will confirm the enrolment.

The Joining Instructions outline all relevant information before commencing the training program. Further Information is available from your RTC and on LADIS for each training program.

Feedback

Your feedback can drive improvements of training programs so that they better meet the needs of future participants. You can provide feedback at any stage of a training program and at any time. We specifically ask for feedback at training courses whilst ideas are fresh in your mind. Your feedback can be anonymous and your co-operation in completing learner questionnaires will help us improve our services. We value your input and encourage you to offer feedback.

Learning Support Services

The department recognises that challenges and difficulties may arise for many of us as we undertake new learning. To help maximise the learning and minimise potential issues we offer a range of learning support services to assist you through your studies with us.

Online learning participant support

When undertaking learning and assessment activities online you will need to have access to a computer with an internet connection.

We expect that you will have basic to intermediate computer literacy and skills to successfully navigate through any online program, complete all components and solve minor problems. Skills required include being able to access the internet, use an internet browser, basic typing, and accessing / saving your work.

If you believe that you do not have the required computer literacy and skills, or access to a computer to undertake online training and assessment, please contact your RTC or LDU staff to discuss alternative arrangements.

Departmental staff who have computer related issues should contact their IT support staff. Staff from emergency partner agencies should contact their relevant IT support.

Where there is an issue, relating to learning and assessment programs, you should contact the WDC unit via emergency.learning@delwp.vic.gov.au. Note that this email address is monitored during business hours only.

Special support

Course managers, trainers and assessors invite all participants to openly discuss their training and assessment queries, questions and concerns prior to undertaking any training or assessment and during the assessment process. If you believe that you will require, or would like, support during your training or assessment please discuss your needs with your RTC or assessors. For further information on learner support services please refer to the RTO Policies and Procedures:

- Learner Support
- Participant Welfare
- Access and Equity

Participant Information Handbook

Disability services and special needs

If you have a disability or a special need, it is important that you make your needs known during the enrolment process so that we can plan to support you and maximise your learning experience. Irrespective of what the need is (e.g. physical, emotional, dietary etc.) please let us know on the enrolment form or contact the WDC unit directly, as we will strive to address any special needs you have. Any information you provide regarding your special need will be treated with respect and in accordance with relevant legislation and our policies.

Language, literacy and numeracy (LNN)

DELWP can assist with obtaining assistance for individuals with LLN needs and/or learning differences, including advice and support options.

For further information about Learner Support Services for LLN, please contact your Trainer, Assessor, CM or RTC. You can also refer to the RTO Policies and Procedures available through LADIS for further information and contacts.

Reasonable adjustment

Reasonable adjustment will be provided for participants with a disability or learning difficulty. Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

Guidance and welfare services

The department can provide personal guidance for people dealing with difficult personal circumstances that may impact on their ability to participate in or complete required training and assessment.

For further information, speak to your CM. Department staff can also refer to the “Working at DELWP” pages on DELWP Hub, contact the Employee Relations and Diversity Officer or their local human resources manager.

For departmental staff, the Office of the Workplace Conciliator supports the department’s commitment to a safe, positive, fair and respectful workplace. The Workplace Conciliator functions independently of formal reporting lines within the department. The Workplace Conciliator can be contacted on 9637 8380. Other agency staff should refer to their organisation’s HR policies and services.

Allowable hours

RTO management will only schedule classes for student attendance between the hours of 8:00 a.m. and 10:00 p.m. and ensure that the duration of studies is no longer than 8 hours (including time allocated for self-paced or online studies) except where the State Register Authority has issued a specific written exemption and the student/s have accepted the arrangements of hours by a written agreement.

Further information regarding participant security is detailed in the RTO Participant Welfare policy and procedure on LADIS.

National Recognition and Recognition of Prior Learning (PRL)

You may believe that you already have the skills to be covered in the training program and would like these recognised. For example:

- you may have completed the training but have never been formally assessed
- you may have attended another course that you believe to be the equivalent of a course conducted by the department, and you would like your existing training to be recognised
- you believe that through life or work experience, you already have the skills covered by the course and do not need to attend training.

Participant Information Handbook

The RTO provides National Recognition of qualifications and statements of attainment issued by any other RTO's under the Australian Qualifications Framework within the department's scope of registration. To receive National Recognition, you must supply an original or certified and verified copy of a Statement of Attainment or Certificate.

Recognition of Prior Learning (RPL) is offered to all participants enrolling in the department's fire and emergency management training courses. RPL is the acknowledgment of skills and knowledge acquired through previous training, work, or life experience which may be used during the RPL assessment process to award a unit of competency or qualification, subject, or course.

Where an NUC or accreditation is required to attain a Departmental Fire Accreditation or perform a fire role, an additional bridging assessment may need to be undertaken. Although you may have the required NUCs or qualification through National Recognition, additional training and assessment is to ensure participants have the underpinning knowledge relating to the context and application of the competencies in the bushfire and departmental specific context, prior to issuing the accreditation or deploying the person to a fire role.

Where an NUC or departmental accreditation has been awarded by another RTO or agency, the department may undertake an additional assessment to assess that the competency has been maintained prior to issuing the accreditation or deploying the person to an emergency role.

If you would like to apply for National Recognition or Recognition of Prior Learning (RPL) please discuss this with your RTC or refer to the RPL policy and procedure.

Complaints and appeals

The department has an RTO policy and procedure to deal with complaints, grievances and appeals. In the first instance it is recommended that participants discuss all grievances, complaints and appeals with the relevant CM or trainer as soon as possible. If you require assistance in explaining the issues reasonable steps will be taken to ensure you are supported to do so. You may choose to have a support person present at any meetings regarding complaints, grievances and appeals. Refer to the Guidance and Welfare Services section of this manual.

If resolution is not achieved, the matter will be referred to the Manager WDC unit for adjudication. You will have the option to present your case personally if you choose and you will receive written advice on an appropriate course of action. The complaint or grievance may also be incorporated into the RTO Continuous Improvements Register.

If the complaint or grievance is not satisfactorily answered by the Manager WDC unit you have the option to have the matter dealt with by an independent adjudicator.

For further information refer to the RTO Grievance, Complaints and Appeals policy and procedure.

Disciplinary procedures

The department expects that every participant and member of staff will treat fellow participants and staff with complete integrity, dignity and fairness.

Participants who are unruly, offensive or conduct themselves in a disrespectful manner toward LDU staff or fellow participants, will be offered a warning to desist their behaviour. Continued inappropriate behaviour will result in enrolment being cancelled.

The CM or the Manager WDC unit may, after hearing all sides of an issue, impose disciplinary penalties ranging from a simple warning through to expulsion (for participants). In all instances a disciplinary decision can be appealed through the Complaints and Appeals process (refer to the Complaints and Appeals section of this manual).

Legislation and regulations

There is a range of government legislation and regulations that relate to your learning experience with the department. Though some legislation or regulations have little impact on your activity others may affect

Participant Information Handbook

significantly the way you interact with fellow participants and WDC unit staff. RTO management and staff conduct periodic reviews to ensure that the RTO is compliant with all relevant state and federal legislative requirements.

Relevant policy, legislation, codes of practice and national standards (including Commonwealth and State) that may affect training and assessment delivered by the RTO include:

- occupational health and safety
- copyright and privacy laws in terms of electronic technology
- information privacy
- plagiarism
- training packages and competency standards
- licensing requirements
- industry and workplace requirements
- duty of care under common law
- recording information and confidentiality requirements
- anti-discrimination, including equal employment opportunity,
- racial vilification and disability discrimination
- workplace relations
- industrial awards and enterprise agreements.

All participants are expected to be aware of their responsibilities under Commonwealth and State legislation and regulation that apply as a result of their participation in training with the department.

For further information, refer to the RTO Policy and Procedures.