

PARTICIPANTS HANDBOOK



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## Welcome to PRM20104 & PRM30104 Certificate II & III in Asset Maintenance (Cleaning Operations)

### Timeline:

Certificate II will take you six (6) to twelve (12) months to complete, and Certificate III will take you twelve (12) to twenty four (24) months to complete, although you may be able to complete the program requirements in a shorter or longer time.

### What you will be learning in Certificate II:

Code	Title	Core/ Elective
PRMCL33B	Plan for safe and efficient cleaning activities	Core
PRMCL35B	Maintain a clean storage area	Core
PRMCMN201A	Participate in workplace safety arrangements	Core
PRMCL01B	Maintain a hard floor surface	Elective
PRMCL02B	Restore a hard floor surface	Elective
PRMCL04B	Maintain a carpeted floor	Elective
PRMCL09B	Clean glass surfaces	Elective
PRMCL17B	Clean a wet area	Elective
PRMCL15B	Maintain furniture, fittings and room dressing	Elective
MTMP2196A	Overview cleaning program	Elective
THHBH03B	Prepare Rooms For Guests	Elective

### What you will be learning in Certificate III:

Code	Title	Core/ Elective
PRMCL33B	Plan for safe and efficient cleaning activities	Core
PRMCL35B	Maintain a clean storage area	Core
PRMCMN201A	Participate in workplace safety arrangements	Core
PRMCL39A	Support leadership in the workplace	Core
PRMCMN301A	Contribute to workplace safety arrangements	Core
PRMCL01B	Maintain a hard floor surface	Elective
PRMCL02B	Restore a hard floor surface	Elective
PRMCL03B	Replace a hard floor finish	Elective
PRMCL04B	Maintain a carpeted floor	Elective
PRMCL09B	Clean glass surfaces	Elective
PRMCL14B	Maintain a 'clean room' environment	Elective

PRMCL15B	Maintain furniture, fittings and room dressing	Elective
PRMCL17B	Clean a wet area	Elective
PRMCL19B	Remove waste	Elective
PRMCL20B	Clean using pressure washing	Elective
MTMP2196A	Overview cleaning program	Elective
THHBH03B	Prepare Rooms For Guests	Elective
PRMCC01A	Use hot water extraction	Elective
HLTIN1A	Comply with infection control policies and procedures	Elective

#### What you need to do:

To gain the Certificate II, you must demonstrate competency in 3 core units and the 8 elective units (total of 11 units). To gain the Certificate III, you must demonstrate competency in 5 core units and the 14 elective units (total of 19 units). Once this has been completed you will be issued with a Qualification which will also outline the units completed. Units can be undertaken in any order. It is also possible to undertake units together, especially where units deal with related cleaning processes, techniques, etc. It is expected that you will be involved in practical activities as well as undertaking some lesson sessions. Workplace Health and Safety issues will be important, especially in units involving chemicals (cleaning agents, etc.). If for some reason you are unable to finish your Qualification a statement of attainment will be issued for units of competency that you have successfully completed.

#### How the program will be delivered:

A large part of the program will be delivered on-the-job, with Team Training Australia's trainers and assessors working with you in your work roles. Some training will be delivered in lessons, off-the-job. You will be provided with illustrated workbooks that will help you understand what is being taught. Participants who have enrolled through the Productivity Places Program will have their lesson on some jobs sites, also in simulated environments and practical classroom activities.

#### How you will be assessed:

To be judged competent you will need to show evidence of practical performance and understanding. Your understanding will be assessed by written tests linked to workbooks. Practical performance will be assessed by direct observation. You may be able to complete written tests orally (by talking rather than writing) if you have difficulty writing in English. RPL is available for all units, ask at enrolment time for an RPL kit.

#### Course fees:

If your employer has referred you to TTA you will not be charged fees for this program. If you have been referred from an Employment Service Provider (ESP) under the Productivity Places Program there will also be no fees. The times for these lessons will be discussed with you at the pre study orientation meeting.

The Certificate II & II in Asset Maintenance (Cleaning Operations):

The Certificate that you will receive is a nationally recognised certificate that is accepted all over Australia.

Participant with special needs:

Team Training Australia will allow variations in arrangements for assessment for candidates with disabilities and learning difficulties. We seek to remove barriers within assessment processes or practices which place candidates with special needs at a disadvantage, without thereby affording them an unfair advantage over other candidates, or without failing to ensure that these candidates satisfy the requirements of the standards against which they are being assessed. In order to help achieve this aim, we maintain contacts with professional bodies interested in both occupational and educational opportunities for people with disabilities and learning difficulties.

Introduction

One of our responsibilities is to monitor assessment practice and procedures to ensure the required standards are met. Adjustments to assessment processes and practices must continue to satisfy the requirements of these standards so as not to undermine the credibility of the awards.

Variation of Assessment Arrangements

Team Training Australia will normally vary assessment arrangements, where the standards permit, for candidates with disabilities and learning difficulties. The nature of the variations depends largely upon the program being followed and the assessment strategy employed. Arrangements concerning variations to assessment processes and practices must be agreed with the executive director and/or an internal verifier of Team Training Australia from whom relevant documentation can be obtained.

PRACTICES:

Hearing Impairment

Arrangements may include the use of a communicator/interpreter or mechanical/electronic aids (at the participant's expense) or extra time allowance. In addition, candidates whose hearing loss results in a possible linguistic disability may be provided with question papers with appropriately modified wording, as recommended by a specialist teacher of the deaf.

Visual Impairment

Arrangements may include the use of a reader, tapes, question papers with large print or Braille, use of a keyboard to produce typescript or raised type responses to a question paper, extra time allowance and mechanical/electronic aids (at the participant's expense).

Physical Impairment - permanent or temporary

In cases of physical impairment resulting from, for instance, spina bifida, paraplegia or temporary incapacities, arrangements may include an interpreter or mechanical/electronic aids (at the participant's expense) or extra time allowance

Learning Difficulties

In the case of candidates with literacy or numeracy difficulties, including specific learning difficulties of a dyslexic or similar nature arrangements may include a reader (at participant's expense), extra time allowance, and use of taped responses.

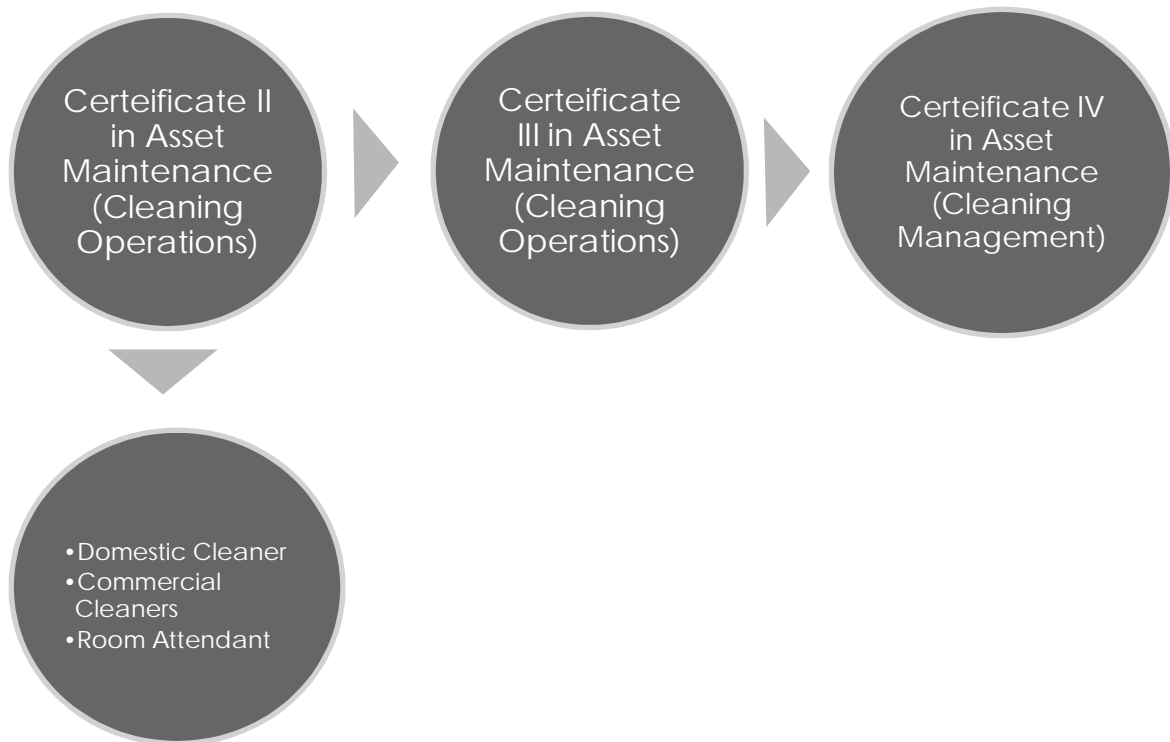
Medical Conditions

In cases of candidates with medical conditions such as epilepsy, diabetes and respiratory disorders, individual cases will be considered on their merit.

### Hospitalisation or Confinement to Home

In such cases, arrangements can normally be made for an assessment to be held in hospital or at home (at participant's expense).

### Pathways



## CODE OF PRACTISE

<b>Training and Assessment services</b>	TTA management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
<b>Issuance of Qualifications</b>	TTA will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
<b>Financial Management</b>	TTA applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student enrolment form)
<b>Records and Information Management</b>	TTA is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by TTA will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
<b>Access and Equity</b>	TTA Management and staff provide assistance to all clients to identify and achieve their desired outcomes. TTA is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
<b>RPL (Recognition of Prior Learning)</b>	TTA management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
<b>Client feedback</b>	TTA is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
<b>Provision of information</b>	Clear and accurate advice is provided to all enrolling students at TTA. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
<b>Legislative Compliance</b>	TTA Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
<b>Marketing Accuracy</b>	TTA Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
<b>Complaints and Appeals</b>	The complaints and appeals policy of TTA shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and client feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

## PROVISION OF INFORMATION POLICY

TTA provides timely and accurate advice to all potential and enrolling students. TTA Staff and management will at all times respond in a responsible manner to all reasonable requests for information about TTA's Training and Assessment services.

- On receiving initial contact by a potential or enrolling student TTA staff shall ensure that the student is handed or mailed an 'Enrolment Information Sheet'
- On receiving a request for information concerning RPL (Recognition of Prior Learning) TTA staff shall ensure that enquirers are handed or sent the 'RPL Kit' and provided with information about the process of RPL.

## ACCESS & EQUITY POLICY

TTA Management and staff provide assistance to all clients to identify and achieve their desired outcomes. TTA is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

- The access and equity policy of TTA is provided within the Code of Practice displayed within the TTA Reception area.
- The access and equity policy of TTA is explained within the staff induction procedure within all staff recruitments.
- The access and equity policy of TTA is described within the Staff Trainers manual.
- Special client needs will be identified through initial contact with reception staff, receipt of application materials, and orientation events prior to the commencement of training and or assessment.
- All TTA staff in following TTA access and equity procedures must follow the principles of fairness and flexibility in workplace assessment.
- Where a conflict between other TTA policies is recognized in applying TTA access and equity policy, the staff member will report the conflict to TTA Management.
- Access and Equity training and assessment adjustments must be reported to the next management meeting.

## RECOGNITION OF AQF QUALIFICATION

TTA recognises qualifications and statements of attainment issued by any other RTO and communicates this recognition through its information provided to potential and enrolling students.

### Recognition Procedures

- Information relating to TTA's recognition policy must be provided to all potential enrolling students.
- Information relating to TTA's recognition policy must be communicated to all TTA training staff.
- Credit transfer applications received by TTA staff shall be forwarded to the next scheduled Management meeting for consideration and approval.

## DISCIPLINARY PROCEDURES

Productivity Places Program participants are required to attend scheduled training sessions and to undertake specified on-the-job activities. They will also be required to carry out specified off-the-job activities and assessment activities.

Where a participant consistently fails to meet her/his obligations, that participant may be subject to disciplinary procedures, ranging from a warning to removal from the program.

Disruptive students that take the opportunity to learn away from other students, or act in an unsafe manner may be removed from the program.

## GUARANTEE

Team Training Australia will honour all guarantees outlined in this Code of Practice.

## REFUND POLICY

Our participant information will ensure that all fees and charges are known to participants before enrolment.

Should Team Training Australia cancel any program, participants are entitled to a full refund or transfer of funds to a future program.

Where a participant gives notice of withdrawal at least five (5) working days prior to the commencement of the program, a full refund will be given.

Where circumstances prevent a participant from notifying absence up until one day prior to commencement of the program, then the total fee may be refunded, less administration costs. Alternately, the fee can be transferred to another program. Each individual case will be looked at on its own merits.

Cancellation should be made through the Team Training Australia office. Where participants have an acceptable reason for not completing the course they will be able to (a) transfer to another course and complete their training or (b) receive a refund relevant to the amount of time left to the course.

## COMPLAINTS AND APPEALS POLICY

The complaints and appeals policy of TTA shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and 'Client feedback forms' shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

### Complaints and Appeals Procedures

#### Staff members

- On receiving a complaint all TTA staff shall advise the complainant that their grievance will be reported to the next management meeting, regardless of the staff member's perception of the importance of their grievance.
- The staff member must also advise the complainant that their grievance, if not satisfactorily answered by the management meeting and its representative, may request an 'independent adjudicator'.
- The staff member shall raise a Client feedback form to identify the complainants' grievance in an accurate manner, providing the same to the next scheduled management meeting.

#### CEO / Management meeting

- On receiving a Client feedback form detailing a grievance, the CEO or management meeting shall discuss the nature of the grievance and identify the cause of the grievance and the appropriate cause of action to satisfy the complainant's grievance.
- The CEO shall complete the Client feedback form recording the proposed solution and advise the complainant of the proposed solution.
- The advice to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- In the event of the complainant reporting that they are dissatisfied with the proposed solution the CEO or management meeting shall advise the complainant that an independent adjudicator shall be sought to consider the nature of the complaint and a possible further resolution.
- The selection of an independent adjudicator shall be managed by the CEO or management meeting and be by mutual agreement with the complainant.
- All independent adjudicator outcomes will be reported to the next scheduled management meeting documented within the minutes and filed for future reference.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

## Independent Adjudicator

- On the receipt of the original Client feedback form and an independent adjudicator form, the Independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.
- The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to the next scheduled meeting of TTA management.
- There shall be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.

## RPL POLICY

TTA is committed to providing up to date and relevant RPL information to all students at enrolment and whilst enrolled. TTA staff will provide support and guidance regarding RPL enquiries in a timely manner.

### RPL Procedures

- On receipt of a RPL enquiry TTA staff will direct the potential RPL client or enrolled student to the RPL application pack available at reception.
- The administrative assistant will ensure that the RPL application pack contains accurate advice concerning the RPL process, cost and RPL assessment pathway to issuance of statements of attainment or qualifications.
- On receipt of an RPL application the administrative assistant will issue a receipt for the RPL fee and provide the student with an RPL Evidence Guide related to the Units of Competency or Qualification sought by the RPL Applicant.
- On receipt of a completed RPL Evidence Guide and portfolio the administrative assistant shall record the date of receipt in the RPL Applications Log and request TTA lecturing staff to process the portfolio.
- TTA lecturing staff shall follow the Quality Assessment Checklist
- On receipt of a RPL assessment judgment the administrative assistant shall record the decision on the RPL Process Log and report the competency or rework decision to the RPL applicant.
- The Administrative Assistant shall provide copies of completed RPL Evidence guides and place on file in the RPL records cabinet.
- All competent decisions shall be recorded with advice and statements of attainment or qualifications being issued as soon as practicable.

## RECORDS MANAGEMENT POLICY

TTA is committed to implementing best practice in its records management practices and systems. All staff employed by TTA will be required to apply themselves to the following written procedures and safeguard confidential and personal information according to the Privacy and Protection of Personal Information Act 1998.

- Upon enrolment each student's personal details shall be filed in the designated student file or filing cabinet (lockable) or retained in the passworded terminal.
- TTA Staff will record all student fee payments and details of refunds paid.
- Student personal details and records shall be maintained in a current up to date condition, updating of records will be actioned upon receipt of advice of changes.
- Student records shall be backed up electronically at least weekly and a copy of all student records removed from the Premises for safe keeping in a location agreed to by the CEO.
- Only TTA staff directly involved with student welfare and or student results will have access to personal student details.
- Upon reasonable request and notice TTA administrative staff shall provide a student with access to their personal student records and reissue statements of attainment or qualifications achieved.
- Upon receipt of written consent by a student, TTA staff will provide a third party with student's personal details.
- Access to student records may be provided where the Standards for Registered Training Organizations or an officer of the law require TTA to do so.
- TTA staff will comply with all external reporting responsibilities were required to do so. (i.e. AVETMISS)
- Designated TTA staff will maintain up to date records of the employment history and qualifications of all staff employed by TTA.

## WORKPLACE HEALTH & SAFETY POLICY

### PREAMBLE

The Workplace Health and Safety Act 1995 imposes obligations on employers, self-employed persons, persons in control of a workplace, manufacturers, suppliers and importers of plant and substances, designers, erectors and installers of plant, owners of high risk plant, principal contractors, workers and other persons.

Team Training Australia Pty Ltd is obligated to ensure the workplace health and safety of:

- its workers
- others to the extent they are not affected by the way Team Training Australia Pty Ltd conducts its business.

As an organisation in control of a workplace, Team Training Australia Pty Ltd must ensure:

- the risk of injury or illness from a workplace is minimised for persons coming onto the workplace to work
- the risk of injury or illness from any plant or substance provided by it for the performance of work by someone other than its workers is minimised when used properly
- there is appropriate, safe access to and from the workplace for persons other than its workers.

### MEETING OBLIGATIONS UNDER THE ACT

Risk assessment is part of the risk management process.

Team Training Australia Pty Ltd undertakes to carry out risk assessment and put appropriate control measures in place to minimise the risk of injury and illness to its staff and others.

Risk management plays an important role in the management of workplace health and safety. It is a logical and systematic approach which can result in a reduction in the incidence of injury and disease. The four steps to risk management are:

- Step 1: Identifying the hazard
- Step 2: Assessing the risk
- Step 3: Deciding on, and implementing, control measures to prevent or minimise the level of risk
- Step 4: Monitoring and reviewing the effectiveness of the control measures.

A hazard is something with the potential to cause injury or disease.

A risk is the probability of a hazard resulting in an injury or disease.

For example, electricity is a hazard but the risk of electrocution may be small unless, for instance, installation and maintenance are not carried out properly, or electrical equipment has not been used properly.

## Step 1 Identifying the Hazard

Methods to identify hazards include:

- observations and inspections of the work site using, for example, a hazard checklist. The checklist should cover the five major hazard areas of:
  - plant
  - manual handling
  - noise
  - hazardous substances
  - environmental issues.

(Environmental issues include, for example, confined spaces, working from heights, emergency plans in case of accidents and emergencies and housekeeping issues such as those needed to ensure slips, trips and falls are kept to a minimum.)

- identifying the work processes
- consultation with appropriate persons
- analyses of accident, injury and near-miss data
- in relation to plant, the following could be considered:
  - actual and intended use of plant, ergonomic design principles, assembly and installation requirements and maintenance needs
  - consulting maintenance manuals and operating instructions for information on hazardous plant parts

## Step 2 Assessing the Risk

In assessing the risks, the following should be considered:

- the nature of the hazard, and associated risks
- the hazard severity and health effects
- duration and frequency of exposure to the hazard
- the probability that an event will occur

When assessing the risks, the suggestions listed under Step 1 are relevant.

## Step 3 Risk Control Measures

Risk control measures (in order of preference) include:

1. Elimination/Substitution should be attempted in the first instance. The hazard is either eliminated altogether or substituted by one that presents a lower risk.
2. Engineering controls which involve some change to the work environment or work process which places a barrier, or interrupts the transmission path, between the person and the hazard. The use of guards on dangerous plant parts is an example of an engineering control.
3. Administrative controls which prevent or minimise exposure to a hazard by adherence to procedures or instructions.
4. Personal protective equipment which is worn by people as a barrier between themselves and the hazard. The success of this control is dependent on the right protective equipment being chosen and being properly worn and maintained.

Attempts should be made to select control measures from the top of the hierarchy, for example, if possible choose 1 before 2 or 2 before 3. In some instances, it may be necessary to use a combination of control measures to achieve the desired level of risk control.

#### Step 4 Monitoring and Reviewing Control Measures

To ensure the effectiveness of control measures, periodic monitoring will occur. To ensure new risks are not created, control measures will be reviewed before and after implementation.

#### PROCEDURES:

Team Training Australia Pty Ltd is committed to the provision of a place of work that is safe and healthy without risks to the safety, health or welfare of all personnel, participants and trainers.

This commitment is extended to all persons who may be affected by the undertakings of Team Training Australia Pty Ltd management and personnel. By making this commitment we recognise that at no time will the demand for work output be placed before the health, safety or welfare of personnel.

The minimum standards accepted by management, are those in compliance with all relevant Acts, Regulations, Codes of Practice and Australian Standards for Occupational Health and Safety (OH&S). All personnel, participants and trainers have a responsibility to contribute to the effectiveness of our Policy by ensuring that they do not place a member of the general public or themselves at risk.

Management are accountable and responsible for the implementation of this Policy and any procedures developed to aid its intent. Accountability for OH&S is included in periodic performance appraisals for management and personnel.

All personnel are required to consult and liaise with management for the effective implementation and the ongoing maintenance of our Policy objectives. The commitment to this Policy will be demonstrated in that management will ensure that sufficient resources are made available to meet our stated objectives.

#### Employees

In their own interests, and as a legal obligation employees have a responsibility to ensure that nothing is done to make health and safety provisions less effective. In particular they must:

- take reasonable care to protect their own health and safety at work.
- ensure that they don't endanger any other person through any act or omission at work.
- ensure that correct use is made of all equipment provided for health and safety purposes.
- obey instructions issued to protect their own personal health and safety of others.
- report or make such recommendations to their supervisors as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.

**ALL ACCIDENTS (even if there is no injury) MUST BE REPORTED and/or DOCUMENTED**



## PARTICIPANT HANDBOOK RECEIPT

After reading the Participants handbook this page is to be signed and dated and given to the Director of Training. A copy is to be retained in the trainees file.

Date:

Name of Trainee:

Date of Induction:

Position:

I hereby declare that I have received a copy of the TTA participant's handbook and I have read and understood the contents and their relevance to my training.



Signature \_\_\_\_\_

Date \_\_\_\_\_

