



Tom Price & Sons

RTO 4520

Providers of
**Training, Assessment and
Plant and Machinery Inspections**

Student Handbook

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Scope of Registration

www.training.gov.au/organisation/details/4520

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The following Student Handbook provides detailed information on what to expect from your training with Tom Price and Sons, our key administrative procedures and steps to take should you have any issues with our services.

About Tom Price and Sons

Skypass Pty Ltd trading as Tom Price and Sons (TPS) are a locally owned family business that have been in operation since 1980. We pride ourselves on delivering quality training and assessment and recognise that our service has the ability to positively impact members of the local community by providing employment opportunities, economic benefit and skills to positively contribute to society. We are a reputable and dependable organisation who aims to work with other likeminded companies who value the safety and wellbeing of one another.

As a registered training organisation (RTO 4520), our trainers have been providing high-risk work licences as well as non-high-risk plant, equipment and first aid for many years. Tom Price and Sons have many accredited assessors, Mines Department and CraneSafe Australia approved inspectors available to conduct plant and machinery inspections, CraneSafe Australia inspections and pre-start competency assessments.

Our current workforce is not only dedicated, passionate and experienced individuals, but they are all respected members of the wider community and strive to provide our clients with the highest quality service. Many years of working and training in the relevant industries, has allowed our trainers to become some of the most confident and knowledgeable individuals that are dedicated to delivering innovative and inclusive courses for all. By employing WorkSafe endorsed trainers and assessors in addition to remaining in line with current Australian Standards and WorkSafe requirements, we are able to maintain a positive image not just throughout the South West but state-wide.

We can structure courses to meet individual client requirements and other courses are available upon request. All course prices on application.

Our Trainers and Assessors

Tom Price & Sons trainers and assessors have an extensive combined experience of over 100 years working in relevant industry as well as training and supervising of staff. All of our trainers hold qualifications as well as relevant industry skill and experience in the units in which they are delivering.

Worksafe Assessor Registration Numbers

Howard Price	WA1138
Danny Bognar	WA912
Robert Price	WA1367
James Turbitt	WA1278
Gary Hamilton	WA2473
Bennett Price	WA1075

Mines Department Approved Inspectors

Howard Price
Danny Bognar

CraneSafe Australia Endorsed Assessor

Howard Price	WA 1046
Graham Mogg	WA 1123

Our Commitment

Tom Price and Sons is a professional and supportive organisation. Safety has no compromise and we seek to create a friendly and supportive environment attentive to legitimate needs of participants.

Wherever possible, Tom Price & Sons will strive to ensure that participants have the best chance of success in their course through the provision of:

- Friendly welcome
- Motivation and support on training and assessment issues
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress
- Counselling on personal issues where appropriate
- Referral to appropriate specialist assistance if required.

We work in close co-operation with relevant industry and community groups to ensure that training and assessment strategies, practices, resources, facilities and equipment, and trainer/assessor industry skills meet participant, industry and community expectations as per Clauses 1.5 and 1.6 of the current Standards for RTOs.

Should you wish to view our detailed Code of Practice, please contact our administration team.

General Administration

Training and assessment being delivered at Tom Price and Sons premises is located at 1/32 Halifax Drive, Davenport, Western Australia, 6230.

Unless otherwise specified in your course confirmation, training times are 8am to 4pm. Please arrive 15 minutes early on Day 1 to complete appropriate registration documentation. The majority of our courses are competency based and are assessed as such. Under our obligations as an RTO, learners are required to attend all components of the course. Any learner who arrives late, dependent on the time, will be asked to either return on another similar course to make up lost time or to re-book to another day.

There is free parking on site in front of our premises or down the side of the building. There is one disabled parking bay available. Please do not park in Smith Constructions' parking bays.

We will provide biscuits, tea and coffee for morning tea. Kitchen facilities including a fridge, microwave and filtered water are available for your use. There are several cafes and take away outlets in close vicinity to our premises. Please note that food and beverages (other than water) are not permitted in the training rooms.

Infection Control Procedure

If you have felt sick, had a cough or fever or have been in contact with someone who is unwell in the last 7 days, we request that you do not attend the training session and arrange an alternate time. Upon entering our training facility, we request that you utilise our Hand Sanitiser. We have introduced additional cleaning regimes to ensure the safety of our staff, learners and wider community.

Enrolment

Our enrolment process requires learners to complete an enrolment form and to provide as much relevant information as possible to ensure we provide training to suit their needs. We conduct a basic induction at the beginning of all training to ensure that all participants understand their responsibilities as a learner. The enrolment form also requires you to sign a declaration which indicates you have read the general code of practice and agree to the terms stated.

Unless otherwise stated, learners must be 18 years or older on commencement of the course. Please refer to course specific information guides for further information.

For our First Aid and CPR courses only - learners may be under 18 years of age.

Unique Student Identifier (USI)

As of January 1st 2015, all learners participating in accredited training must have a USI which we are required to collect and verify against a national database. If you do not already have a USI, please register at <https://www.usi.gov.au/your-usi/create-usi> prior to the course and notify us of your USI at enrolment. Our Admin team can assist you in registering for a USI if required.

Tom Price and Sons is not permitted to issue a Statement of Attainment for any course to students who do not supply their USI number.

WorkSafe High Risk Course Requirements

- You must be 18yrs or over at the commencement date of this course.
- Steel toed work boots are preferred, however rubber soled enclosed shoes are sufficient.
- High visibility shirt or vest, safety glasses, hard hat and gloves.
- You need to provide 1 form of Primary photo ID (passport, drivers licence, international passport, WA Photo Card, WWC card etc.) OR 3 forms of Secondary ID (Certificated birth certificate, Medicare card, utility bill, student ID card, Australian Citizen Ship documentation, White Card etc.). If you have any issues providing the required Identification, please contact us.

Fees

Course fees are available on request. Payments can be made by cash, direct debt or by credit card. Please contact us for further information.

Funding

Learners may be eligible to claim up to 80% of course costs through the Building and Construction Industry Training Fund (BCITF). To find out if you are eligible please call BCITF on 9244 0100 or ask our administration staff.

Please note that Tom Price and Sons is not a VET Fee Help provider.

Cancellations and Refunds

Tom Price and Sons does not require upfront fees, however in the event that a learner has paid in advance we offer the following:

- A 100% refund of any deposits made prior to commencement may be claimed if a written request is received 7 days prior to the course commencement.
- If we do not receive notification of you not being able to attend within the above time frame you will be charged 50% of your course cost.

TPS has the right to cancel any course if insufficient numbers are booked. If TPS terminates training arrangements early or otherwise fails to provide the agreed services, learners will be offered to reschedule to a mutually convenient date or to receive 100% refund of their fees.

Safety Equipment

For training conducted at Tom Price and Sons premises, learners are required to bring and wear enclosed shoes as a minimum. Steel toed work boots are preferred; however, rubber soled enclosed shoes are the minimum requirement.

Where training is conducted on site, you will be required to wear personal protective equipment (PPE) as required by your site work health and safety rules.

Specific PPE requirements will be confirmed at the time of booking.

Learner Support

We consider learner needs and provide support including RPL pathways, pre-enrolment materials, learning materials in large print, contextualized skills practice and assessment scenarios, reasonable adjustment during assessment where permitted, and limited language, literacy and numeracy (LLN) support. We ask that you notify us if you require LLN support prior to enrolment so that we can inform you of course specific LLN requirements and provide appropriate assistance where necessary.

We also monitor learners' skills and progress throughout the course and if at any time we feel a learner requires additional support, we will provide this by tailoring the learning and assessment materials to match the learner needs, or through other remedial assistance such as individual counselling or referral to an external support service provider (on request).

Any fees associated with referral services are the responsibility of the learner. Fees will be fully disclosed to the learner prior to referral. Learners have the right to refuse referral services. We also provide welfare and guidance to all learners including OSH, review of payment schedules, and provisions for cultural and religious needs.

A copy of our Education and Support Services Directory can be provided upon request.

Training and Assessment

The principles of the current Standards for RTOs will be adhered to in relation to competency based courses. Tom Price and Sons set its standards to industry “best practice” requirements. In both competency based and non-competency based courses training and assessment standards will be set to ensure that successful participants are highly competitive with those of other training and educational institutions.

Tom Price and Sons will adopt a positive attitude to exploring training delivery and assessment solutions designed for individual and groups of participants by ensuring:

- Assessment of candidates is honest and not influenced by factors extraneous to actual performance against elements and performance criteria from units of training packages.
- The assessment process will comply with the Principles of Assessment and will be a valid, fair, reliable, flexible and consistent assessment of competencies (as per Standards for RTOs Table 1.8-1) and the Rules of Evidence which state that evidence will be valid, sufficient, authentic and current (as per Standards for RTOs Table 1.8-2).
- Commitment to validity will ensure that due allowances will be provided to participants who are legitimately disadvantaged in assessment due to physical, linguistic or other barriers and, as far as possible, alternative assessment will be provided within the constraints of reliability. However, OSH requirements will not be compromised and where necessary, doubt as to the participant’s apparent disabilities will be referred to Worksafe WA for a decision on whether or not it is safe to allow the participant to undertake the training or assessment.
- Where Tom Price & Sons courses are competency based, participants will be progressively informed of their attainment of each element of a unit.

Assessors must meet the qualification as specified in the current Standards for RTOs 2015 (Clause 1.13 to 1.24) and have the appropriate practical industry experience and qualification prescribed for the unit being assessed. When appropriately qualified and experienced assessors are not available, any qualified assessor may work with appropriately experienced and qualified trainers, facilitators and supervisors to complete assessment activities subject to the current Standards for RTOs 2015 Clause 1.13 to 1.24.

Recognition of Prior Learning (RPL)

Assessment by RPL is available to all learners for all courses. If you believe you have relevant skills and abilities that you have learned in your past please contact our Administration team. They will discuss the required evidence and support documentation that you will need to provide to demonstrate that you meet the performance skill and required knowledge for the relevant course.

Credit for Prior Studies

We accept and provide credit to learners who have already been assessed as competent in equivalent units of competency by another RTO. This is a credit transfer process and does not require an assessment process. Please contact our office for details of evidence requirements.

Access and Equity

We are committed to integrating access and equity principles within all services that we provide to our clients. All learners have access to our courses regardless of gender, cultural background, sexuality, disability or age and have the right to learn in an environment that is free from discrimination and harassment, and to be treated in a fair and considerate manner while you are studying with us.

Disciplinary Procedure

To ensure all learners receive equal opportunities and gain maximum benefit from their time with us, these rules apply to all persons attending our premises and courses. Any person who displays dysfunctional or disruptive behaviour may be asked to leave the premises. Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course
- Smoking in a non-smoking area
- Being disrespectful to other participants or TPS staff
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Complaints and Appeals

We have a documented procedure that covers any appeals, complaints or grievance. Should you have an appeal against an assessment decision please contact our office in writing within 7 days of the assessment date.

If at any time you feel that any staff member is not abiding by our access and equity principles please report the issue to your supervisor/trainer or anyone in our organisation.

Complaints and appeals forms are available from reception or via our website. All complaints are treated confidentiality and are kept on file.

Privacy and Access to Training Records

We respect your right to privacy and learner records will only be used for the purposes of:

- Training and Accreditation Council audits and reporting
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting
- Our own internal training administration and continuous improvement.

We will not disclose any learner details to any party unless:

- That party is the HR Manager of the learner's organisation or the person who paid the fees
- The learner authorises us to do so in writing
- The learner is an enrolled and paid up client of another RTO.

All information collected is kept confidential and subject to our privacy policy. Tom Price and Sons retains all learner records which can be obtained on request, however may incur an administrative fee.

Certification

A Statement of Attainment will be issued upon:

- Successful completion of the course
- Receipt of a valid USI
- Full payment of course fees

High Risk Work Licences (HRWL)

Tom Price and Sons are accredited WorkSafe WA Assessors and we offer a range of high-risk work licences (HRWL) including a variety of rigging, scaffolding, dogging, crane and forklift operation.

High Risk Work Licences do incur an additional application fee which will be advised upon booking.

On successful completion of these units, learners will receive a HRWL in the specific class of equipment which will be issued by WorkSafe WA.

For further information on HRWL requirements please visit WorkSafe WA.

Our Promise to You

We are responsible for delivering quality training and assessment services and will ensure that we:

- Assist you to determine the most appropriate course for your needs
- Provide you with clear information about what the training entails
- Deliver training and assessment in compliance with the standards for RTOs2015
- Use resources and equipment that are well maintained in good working order
- Deliver training and assessment by qualified and experienced staff
- Deliver training and assessment as per the nationally set standard prescribed in the relevant training package or accredited course material
- Notify you of any changes to agreed services as soon as practicable
- Process AQF certification documentation on successful course completion, receipt of a valid USI and providing fees are paid in full
- Retain your records securely and provide them on request
- Support you to the best of our ability and assist with referral to external support services
- Endeavour to assess your work promptly and provide feedback on your progress
- Process refunds promptly and in accordance with our policy and procedure
- Respond to complaints or appeals promptly and in accordance with our policy and procedure, and
- Respect your privacy.

Tom Price and Sons does not guarantee that you will achieve a successful outcome following the training and/or assessment. However, we will make reasonable efforts to allow you to achieve the outcomes advertised.

What We Ask of Our Learners

We ask all of our learners to review the following:

- Please review the course information to determine that it meets your needs and seek further information from Tom Price and Sons staff if necessary.
- Please notify Tom Price and Sons if you require support due to physical limitations, language, literacy or numeracy issues etc so that appropriate assistance can be arranged to meet your needs.
- Provide all details as required in our Enrolment Form.
- Arrive on time and participate enthusiastically in all activities.
- Behave in a courteous and respectful matter towards the trainer, other learners and staff.
- Take responsibility for your own learning by approaching tasks with a positive attitude, reading your learner guide, completing training and assessment tasks, participating in class discussion, monitoring your own learning and discussing any concerns with your trainer.
- Ensure that all work completed is your own.

END OF DOCUMENT

We hope you enjoy your training experience with us and look forward to facilitating your learning goals.

If you have any questions about the training and assessment offered by Tom Price and Sons, please contact our Administration team.

1/32 Halifax Drive, Davenport WA 6230
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