

Trainee Handbook



3Bridges Community Limited.

(Registered Training Organisation 41056)

72 Carwar Avenue, Carss Park NSW 2221

Phone: **1300 327 434**

Operational Hours: 9 am - 5 pm

Monday - Friday



3Bridge's Vision: People living in connected and enriched communities

3Bridges Community Inc. was formed by the merge of Keystone Community Solutions Inc., Pole Depot Community Centre and Menai Community Services. It continues over 30 years of providing quality community services for the St George and Sutherland Shire community.

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Important note and disclaimer: Please read and keep this document handy for your reference.

About 3Bridges Community

3Bridges Community Limited is an Australian Company Limited by Guarantee. We are registered as a charity with the Australian Charities and Not-For-Profits Commission, ABN 96 039 601 269.

- Our charity operates under ISO 9001:2015.
- Our head office is located at 1/72 Carwar Ave, Carss Park NSW 2221.

We are committed to giving the community a voice, excellence, and consistent standards of service by embracing quality assurance and continuous improvement initiatives. As an organisation we commit to:

- Walking alongside you during family transitions and helping when a new baby arrives, with before and after school care, and as parents age.
- Making Connections through our youth workers at schools, connecting through the Yarning Circles and supporting in our meeting centres.
- Enriching Lives through providing care to people living at home as they age and support for people with a disability

Our training staff are all highly experienced facilitators and assessors. They hold formal qualifications and possess a wealth of relevant industry experiences that is highly utilised in the training they deliver. 3Bridges is a not for profit organisation and we are proud to offer quality training at affordable prices.

Vision: *'People living in connected and enriched communities.'*

Our Purpose: 3Bridges gives the community voice by;

VIBRANT by being energetic and engaging

OPENNESS by being welcoming, honest and transparent

INNOVATION in driving new ideas

COLLABORATION by embracing new ideas, teamwork & partnerships

EXCELLENCE through being recognised as leaders in the community.

Why study with 3Bridges?

- Access to nationally recognised qualifications as per 3Bridges's scope of registration as a Registered Training Organisation (RTO No. [41056](#))
- We are a registered charity that operates under Quality Management Systems Requirements [ISO 9001:2015](#)
- Access to a comprehensive non-accredited training calendar
- Up to date information tailored to meet your needs
- Opportunities to access practical industry placements
- Highly experienced trainers and assessors with extensive industry experience
- A range of venues close to public transport with access to easy free parking
- External validation of training and assessment resources
- Customised training for organisations and sector wide industry partners
- Course fees can be paid by instalments (weekly, fortnightly or monthly)
- We are an approved Smart and Skilled provider (we may have funding options available)
- We are approved to deliver Traineeships in areas of NSW
- We offer Recognition of Prior Learning (RPL) services
- We are a reputable organisation with over 40 years experience in the community sector
- We are a not for profit community organisation offering a range of services to our local community and partners

Introduction

This handbook is designed to provide induction information for the following traineeships available with 3Bridges Community Limited:

- [CHC33015](#) Certificate III in Individual Support
- [CHC43015](#) Certificate IV in Ageing Support
- [CHC43115](#) Certificate IV in Disability
- [CHC43415](#) Certificate IV in Leisure and Health
- [CHC52015](#) Diploma of Community Services

The information in this handbook has been developed to enable employers and employees to make an informed decision about becoming or employing a trainee. This handbook outlines all points that need to be covered in the induction process and explains the responsibilities of all parties and assistance that is available. Please retain this handbook for referral purposes. This handbook is also located on the 3Bridges Website.

Eligibility

To be eligible to undertake a traineeship, an individual must be an Australian citizen or permanent resident and provide evidence of a satisfactory 'National Police Check' and 'Working with Children Check' (workplace requirement). Additional eligibility requirements are listed on the table on page 7.

Visit www.australianapprenticeships.gov.au or contact your local Apprenticeship Network Provider on 13 38 73 to obtain further information of eligibility.

Trainee Induction

What is Smart and Skilled?

Smart and Skilled is a NSW Department of Industry initiative that provides eligible trainees with an entitlement to government-subsidised training. Smart and Skilled is a reform of the NSW vocational education and training system. It's helping people get the skills they need to find a job and advance their careers:

Smart and Skilled provides eligible trainees with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Work What is a Traineeship

Apprenticeships and traineeships combine work-based training with an employer, and formal training from a training provider. They are established under training contracts between the employer and the apprentice or trainee and are regulated by government. They are a great way to be paid for work, learn and earn a qualification.

A traineeship is a formal agreement made between the trainee, the employer, the Apprenticeship Network Provider (ANP), and the Registered Training Organisation (RTO). All parties entering into the traineeship are required to sign a formal Smart and Skilled training contract (where the trainee is under the age of 18, a parent or guardian must also sign as a party). A traineeship consists of a combination of training and paid employment, under the National Training Wage.

Once completed, the contract is then lodged with Training Services NSW for registration. Training Services NSW is the only authority with responsibility to approve, refuse, amend, monitor and regulate traineeships in NSW. This contract is legally binding and by signing, all parties agree to abide by the conditions laid out in the Training and Employment Act 2000.

Traineeships are classified as New Entrant or Existing Worker. See table on the next page for details.

Please note: Existing Worker traineeships do not affect an employee's current salary or employment conditions during the traineeship.

Duration of the contract

Traineeships can be undertaken on a full-time or part-time (pro-rata) basis. Although a qualification has a nominal duration, competency-based training means that once all parties are in agreement that competency has been achieved, a qualification can be issued. This does not mean that the traineeship is complete. The duration for each type of traineeship is outlined in the table on page 7 and 8. If a trainee successfully completes their qualification prior to the end of the nominal term of the traineeship they can apply for early completion.

Probationary period

To enable all parties to gain full understanding of their commitment and contractual requirements, a probation period is provided on the commencement of every contract. The duration of the probation period varies between 30 days for full-time employees and 90 days for part-time employees. This time allows each member to reflect on (see table below):

- suitability between employee and work role
- trainee responsibilities
- employer/Workplace Supervisor responsibilities
- training requirements
- commitment to the duration of the contract
- potential for a successful outcome

Your ANP can assist you with further information on the appropriate probationary period.

Eligibility criteria

A person is eligible to undertake a traineeship in NSW if they are (see table below):

- an Australian citizen, or
- a foreign national with permanent residency, or
- a New Zealand passport holder who has been a resident in Australia for more than six months, or
- a person who holds a visa that is identified by Training Services NSW as being eligible. For further information, see [Citizenship and residency status requirements to undertake apprenticeship or traineeship](#)

Please visit the below website for more information:

https://www.training.nsw.gov.au/apprenticeships_traineeships/policy/policy_procedures/approval_requirements.html#:~:text=A%20person%20is%20eligible%20to,more%20than%20six%20months%2C%20or

The table below indicates the types of traineeships, eligibility, and completion terms.

Type of Traineeship	Eligibility	Probationary period	Time it takes to complete the traineeship
CHC33015 Certificate III in Individual Support	<p>Must not have completed a qualification equivalent or higher than Cert III via a traineeship pathway or in the last 7 years.</p> <p>Possible Exception – qualification equivalent was completed within 2 years of leaving High School.</p> <p>New entrant - must not have worked more than 3 months full-time or 12 months part-time in Community Services</p> <p>Existing worker – is anything outside this ruling</p>	2 months	<p>12 months full time or until the relevant competencies are achieved</p> <p>24 months part time or until the relevant competencies are achieved</p>
CHC43415 Certificate IV in Leisure and Health	<p>Must not have completed a qualification equivalent or higher than Cert IV via a traineeship pathway or in the last 7 years.</p> <p>New entrant - must not have worked more than 3 months full-time or 12 months part-time in Community Services</p> <p>Existing worker – is anything outside this ruling</p>	2 months	<p>24 months full time or until the relevant competencies are achieved</p> <p>36 months part time or until the relevant competencies are achieved</p>
CHC43115 Certificate IV in Disability	<p>Must not have completed a qualification equivalent or higher than Cert IV via a traineeship pathway or in the last 7 years.</p> <p>New entrant - must not have worked more than 3 months full-time or 12</p>	2 months	<p>24 months full time or until the relevant competencies are achieved</p> <p>36 months part time or until the relevant competencies are achieved</p> <p>*CHC43115 Certificate IV in Disability where the trainee holds</p>

	months part-time in Community Services Existing worker – is anything outside this ruling above		CHC33015 Certificate III in Individual Support (Disability); 18 months or until the relevant competencies are achieved
CHC43015 Certificate IV in Ageing Support	Must not have completed a qualification equivalent or higher than Cert IV via a traineeship pathway or in the last 7 years. New entrant - must not have worked more than 3 months full-time or 12 months part-time in Community Services Existing worker – is anything outside this ruling	2 months	24 months full time or until the relevant competencies are achieved 36 months part time or until the relevant competencies are achieved *CHC43015 Certificate IV in Ageing Support where the trainee holds CHC33015 Certificate III in Individual Support (Ageing); 18 months or until the relevant competencies are achieved
CHC52015 Diploma of Community Services	Must not have completed a qualification equivalent or higher than Diploma via a traineeship pathway or in the last 7 years. New entrant - must not have worked more than 3 months full-time or 12 months part-time in Community Services Existing worker – is anything outside this ruling	2 months	24 months full time or until the relevant competencies are achieved 36 months part time or until the relevant competencies are achieved

Part time traineeships

A part-time employee is a person employed on a permanent basis for less than the full-time hours of work provided for in an industrial award or agreement.

A part-time apprenticeship or traineeship will only be approved where part-time employment is supported by an appropriate industrial award or agreement.

NOTE: Casual employees who commence a part-time or full-time apprenticeship or traineeship with the same employer cease to be casuals and are considered part-time/full-time employees effective from the commencement date of the training contract. As such, they are eligible to receive wages, leave entitlements and other conditions of employment that apply to part-time/full-time workers, as specified in the award or

agreement. Wage Evidence to support change from Casual to Part Time and or Full Time will be required at sign up.

Casual employees working 30hrs or more are considered as Full-Time hours so the 3 month ruling applies before they then become existing workers

Part-time traineeship arrangements are established with support from industry and are specified in the relevant Vocational Training Order (VTO).

Hours of work

A person undertaking a part-time apprenticeship or traineeship must be offered regular employment and training each week for the duration of the training contract.

The hours of work and training undertaken by the apprentice or trainee each week must meet the minimum part-time hours specified in the relevant Vocational Training Order (VTO). If the VTO does not specify minimum part-time hours for a trade or traineeship vocation, the following minimum hours are to apply:

- The minimum part-time hours for a traineeship are:
 - 15 hours per week for traineeships with a full-time term of less than two years
 - 21 hours per week for traineeships with a full-time term of two years or more

These hours may be averaged over each four week period for the duration of the training contract.

The number of hours of engagement per week specified in the training contract must include the number of hours of formal training to be undertaken by the part-time apprentice or trainee through a Registered Training Organisation (RTO), whether undertaken off-the-job at the RTO's premises or at the workplace.

For more information:

https://www.training.nsw.gov.au/apprenticeships_traineeships/policy/policy_procedures/nominal_terms_parttime.html

Course Fees

Some trainees are required to pay a fee (see the 3Bridges Fees and Refunds Policy and Schedule) to contribute to the cost of the training. The NSW government advised that from the 1st January 2014 trainees are required to pay a fee for their traineeship course and have instructed Registered Training Organisations (RTOs) to collect the fee.

Existing Worker Fees: The employer and trainee must come to a mutual agreement as to who is responsible for the payment of fees.

New Entrant Fees: Under its fee-free* traineeship initiative, the NSW Government will pay the student fee for 70,000 new trainees who commence their training under Smart and Skilled from 1 January 2020 to 31 December 2023. If the employer normally pays the student fee on behalf of the trainee, they will no longer have to pay student fees for trainees who start their Smart and Skilled funded traineeship course on or after 1 January 2020. This initiative will help to ensure that businesses have the skilled staff it needs to succeed. The NSW Government will pay the up-to-\$1000 student fee direct to the Smart and Skilled training provider.

Fee-free* traineeships may be available to NSW trainees whose training:

- is funded under the NSW Government's Smart and Skilled Program
- commenced on or after 1 January 2020.

If an individual has previously commenced a Smart and Skilled traineeship training before 1 January 2020 and is returning to a traineeship after 1 January 2020, they will be eligible for fee-free* for the remainder of the training if the traineeship course or employer has changed.

Each student is limited to a maximum of commencing three fee-free* traineeships under this initiative.

Concessions

If an individual is eligible for Smart and Skilled training and is an Aboriginal or Torres Strait Islander trainee, a trainee with a disability or an Australian Government welfare recipient, they and their dependants may be eligible for a fee exemption or concession when enrolling in a Smart and Skilled course.

Travel concessions may be available. Please contact your Apprenticeship Network Provider for further details.

Assistance

Financial assistance may be available to trainees to help meet the costs of travelling and to assist those who must live away from home during their traineeship. Please contact your Apprenticeship Network Provider for further details.

Responsibilities of Parties

Apprenticeship Network Provider (ANP)

ANP's are contracted by the Commonwealth Government to provide information, advice, and assistance to employers and trainees throughout the training contract. They are responsible for the signing of the traineeship contract, registering the contract with Training Services NSW and administering the Commonwealth Government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement.

Registered Training Organisation (RTO)

As your RTO, 3Bridges Community Limited is responsible for the development, delivery and monitoring of the Training Plan for all units of competency necessary for a qualification. The RTO can provide employers and employees with information on contractual requirements, obligations, responsibilities, and support in all areas of the traineeship.

3Bridges must:

- assign a Trainer and Assessor
- develop a Training Plan to suit the trainee and employer needs
- assess support needs of the trainee
- provide all learning materials
- support the trainee throughout their contract
- maintain records of assessments and progress
- keep the trainee motivated
- advise and assist in relation to additional support and funding requirements
- issue the qualification upon completion
- charge required fees

For those cases where state funding is not available for training (e.g. existing worker traineeship), a 'Fee for Service' mode of delivery for trainees is available. This means the employer or trainee pays 3Bridges for the training. For further information about fees please call 3Bridges Education and Training on 1300 327 434.

All trainees have a choice of RTO. Should you choose to change from 3Bridges to another training provider, you are able to do this at any time during the contract period. However, 3Bridges requires two weeks' notice of change of RTO and can supply appropriate forms for notifying Training Services NSW if required.

Employer Responsibilities

Employers are required to provide a range of supervision, facilities, and training to allow the trainee to achieve competency. It is important to ensure that all required workplace checks are undertaken prior to the employment of a trainee e.g. working with children check, criminal record check, citizenship requirements.

Employers' of a trainee must provide the trainee with:

- access to structured on and/or off-the-job training
- every opportunity to learn the skills and acquire the knowledge of the trade or traineeship
- make sure the trainee receives on the job training and assessment in accordance with the Training Plan
- withdraw the trainee from routine work duties, with pay, for a minimum of 3 hours per week, averaged over a 4 weeks period, for the purpose of undertaking formal training/learning/assessment activities
- a suitably qualified or appropriately experienced person to facilitate the training and supervise the apprentice / trainee in the workplace
- time off work with pay to undertake training and assessment delivered by the supervising Registered Training Organisation (RTO)
- a safe working environment
- a work environment free from any form of harassment
- other benefits specified in the training agreement or industrial arrangement (e.g. a tool allowance).

Employers' are responsible for ensuring that the trainee has access to the full range of work required to develop the skills and industry knowledge they need on the job. They also need to observe the Trainee's progress and confirm that they are developing the required skills and knowledge by liaising regularly with the RTO. To ensure this, there are various records which must be maintained by either the employer or the trainee.

Depending on the nature of the traineeship, these records include:

- a competency record book for trainees
- an attendance card which the Registered Training Organisation (RTO) may provide to confirm regular attendance at off-the-job training (if applicable).

The training advisors at the nearest [Training Services NSW](#) regional offices can provide further information.

What are the responsibilities of an Employer?

- sign a training contract within the probation period
- provide the trainee with a staff handbook and job description
- provide the trainee with a roster of working hours
- provide quality on-the-job training in a safe working environment
- allow the trainee to go to another service, during working hours, if the required ages are not available at the service of employment
- support the trainee by providing strongly recommended withdrawal time each week for study
- assist the trainee to become an effective team member by providing feedback and advice

- ensure the trainee receives appropriate wages as outlined by Training Services NSW and Industrial Relations www.industrialrelations.nsw.gov.au or call 13 16 28 (State award enquiries).
- notify Training Services NSW in writing within 14 days of the following:
 - sign an agreement to amend or cancel the training contract
 - the sale or disposal of the business
 - dissolution of partnership
 - belief that the trainee is failing to make reasonable progress
 - belief that the trainee will not complete
- notify 3Bridges of any of the above Training Services NSW notices, as well as any changes in the Training Plan, change of RTO and completion of contract requirements.

Supervision

Employers are required to provide supervision of the trainee by a designated member of staff (the Workplace Supervisor). The trainee must also have access to a qualified and experienced worker to mentor and assist them with hands on support, discussion, and reflection. NOTE: in some services, this may be the same person.

Workplace supervisors play a central role in the success of apprenticeships and traineeships. Recent studies show that the main reasons given by trainees in their decision to leave or stay with training arrangements are to do with:

- The extent to which their choice of apprenticeship or traineeship meets their expectations
- The extent to which the quality of the training received compensates for lower training wages
- General workplace conditions and effective workplace relationships
- The extent to which they feel supported as trainees in the workplace

By helping trainees with these issues in their workplace, employers and workplace supervisors are in a key position to maximise the success of training and provide skilled employees to mentor the next generation of workers.

The workplace supervisor is responsible for on-the-job training for the apprentice or trainee. They are responsible for answering any questions the apprentice or trainee may have regarding their training or other aspects of their work. It is the supervisor's responsibility to inform the apprentice or trainee of workplace expectations, safety procedures, codes of conduct, lunch breaks, WH&S information, etc. Supervisors also ensure the apprentice or trainee is not harassed or bullied in the workplace. As a supervisor they will act as a role model and workplace coach. The apprentice or trainee will look to the supervisor for guidance and help in learning how to do their job. The supervisor will need to organise and record both on-the-job and formal training activities undertaken in the workplace, as well as provide assessment evidence to the RTO assessor, if required.

For more information please see this guide provided by Training Services NSW;

https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/supervising_your_apprentice_trainee.pdf

Facilities and range of work

Employers must provide both the facilities and the range of work to train a trainee in the competencies/learning outcomes identified in the Training Plan and ensure the trainee receives adequate training, supervision, and assessment. With regard to Community, Health and Disability services, facilities

would mean the service itself must be licensed and/or accredited, and the range of work means the trainee has been employed to work with a client and not as an admin support worker.

The Workplace Supervisor must (please see guide below):

- have regular discussions with the trainee about the on-the-job component of the traineeship (Third Party Report)
- assist the trainee to follow service policies and procedures
- mentor and support the trainee
- ensure that the trainee is keeping on track with their written work
- counter sign the trainee’s Record of Training and Assessment when competencies are achieved.

A guide for the workplace supervisor

Steps	Trainee	Workplace Supervisor
1. Establish the on-the-job requirements	Familiarise themselves with the Third-Party Reports, in particular, the skills that they need to show their Workplace Supervisor that they can do at work and the standards to which they can do them	Familiarise themselves with the Third Party Report, particularly the standard to which the on-the-job skills must be performed by the trainee.
2. Prepare the trainee	Discuss these skills with their Workplace Supervisor. If they do not understand something, they should ask their Workplace Supervisor for clarification	Discuss the skills and to what level these skills have to be demonstrated at work.
3. Plan and prepare for observation	Discuss their understanding of what is required for the assessment with their Workplace Supervisor	Establish a plan for observing, discussing and questioning the trainee’s performance in order to determine the trainee’s on-the-job performance at a satisfactory level. 3BC Trainer and Assessors can provide additional tools e.g. checklists, question sheets, if required.
4. Observation and verification	Demonstrate their skills and knowledge consistently at work by participating in a variety of work activities relevant to each unit	Ensure that the decision is: <ul style="list-style-type: none"> ○ valid (e.g. observe what needs to be observed) ○ consistent (e.g. did the trainee perform consistently?) ○ fair and reliable
5. Provide feedback	Work cooperatively with their Workplace Supervisor and accept constructive feedback. Assist in identifying gaps in their performance and ways to achieve these skills and knowledge. Work towards demonstrating their skills and knowledge in further units	Provide the trainee with constructive feedback regarding their on-the-job performance Discuss ways to overcome any identified gaps Provide information where required

6. Record result	Sign the Third Party Report when their Workplace Supervisor has completed the form	Record details of the trainee's progress on the Third-Party Report
7. Review the supervision process	If necessary, suggest ways to improve the supervision process	Review and identify any suggested improvements to be made
8. Participate in the appeals process (if required)	<p>Discuss suggestions regarding reassessment with their Workplace Supervisor. Seek assistance and advice on demonstrating the skills and knowledge required. Practice skills further.</p> <p>Allow their Workplace Supervisor to observe them demonstrating these skills.</p> <p>If they have any concerns about the outcome of these observations, speak to their 3Bridges Work Placement Coordinator.</p>	<p>Provide feedback and counsel the trainee regarding the outcome or process</p> <p>Report any disputed decision to the 3Bridges Work Placement Coordinator – who will assist to implement the appeals process</p>

Trainee Responsibilities

Employee:

- The trainee is responsible for meeting and maintaining their obligations under the Training Contract. If the trainee is under 18 years of age, a parent or guardian is also responsible for meeting obligations under the agreement. Once the trainee turns 18 the parent/guardian is no longer part of the contract.
- As part of the induction it is important to disclose any special needs/disabilities that a trainee may have and any prior qualifications/study that they have completed to ensure their Training Plan is designed to meet the needs and skills required.

The Trainee must:

- observe the conditions of the employment agreement or award
- attend and perform work duties as directed (job description, roster)
- follow relevant regulations and lawful commands
- follow the service's policies, procedures, and guidelines
- observe confidentiality on behalf of the employer and clients
- complete all assessments as set out in the Training Plan using allocated study time
- undertake training and assessment as set out in the Training Plan
- discuss their progress with the Workplace Supervisor
- pay the tuition fee
- notify the 3Bridges Education and Training Work Placement staff of the following:
 - if they are having difficulties with assessment tasks
 - any agreement to amend or cancel the training contract
 - change of RTO and completions of contract requirements
 - if they require any changes to their Training Plan
 - belief that the employer is failing to meet their obligations
 - belief that they will not complete in due time.

Work Placement

As part of the following qualifications, trainees will be required to complete a workplace component and have their work activities observed and assessed as part of their overall qualification assessment. This can be negotiated to be done within their current workplace, a different workplace or 3Bridges can assist them to find a suitable position at one of our community centres. The hours can be completed throughout the course, as a block at the end of training or in an alternative way. The hours listed below are the minimum hours to be completed. Trainees should discuss their workplace component with us at the time of enrolment. 3Bridges will organise the trainees work placement arrangement. If they have made their own arrangements their assigned supervisor/manager must agree to complete the required paperwork to confirm the workplace component has been completed successfully by signing a form to this effect before training commences.

If a work placement cannot be solely completed within the trainees workplace and is to be conducted elsewhere it should be noted that work placement is unpaid work so it is important for the trainee to be prepared prior to attending the work placement. 3Bridges will discuss with trainees what is considered appropriate clothing to wear with the placement provider. Trainees must be prepared to obtain suitable clothing and shoes and be able to travel to the work placement venue for each shift allocated and agreed to. 3Bridges will provide each trainee with trainee Identification (ID) card and lanyard before they start placement.

Trainees will be provided with sufficient information on the workplace component before training commences.

- CHC33015 Certificate III in Individual Support = 120 hours
- CHC43415 Certificate IV in Leisure and Health = 120 hours
- CHC43115 Certificate IV in Disability = 120 hours
- CHC43015 Certificate IV in Ageing Support = 120 hours
- CHC52015 Diploma of Community Services = 100 hours

Presentation

Trainees are entering a professional area. As such they are always required to present themselves in a suitable manner. E.g. thongs, singlets, and short shorts are not considered as appropriate attire. A well-groomed appearance and neatly presented clothing appropriate to the workplace is expected.

A trainee is required to:

- Sign the trainee declaration form
- Undertake to the best of their ability all work placements, on-the-job learning tasks and all other activities necessary to complete your course.

3Bridges has a Work Placement team who will be able to source and organise work placement utilising various placement providers. It is important to note that whilst every effort is made to place the trainee at a local workplace, this is not always possible, and the trainee may be asked to travel to another location.

3Bridges will support trainees who want to locate their own work placement at a suitable workplace. Evidence of completing shifts must be recorded in the Work Placement journal to show evidence that the trainee has completed the required number of hours within the workplace. Trainees must complete the vocational industry placement requirements of the training package prior to the issuing of the qualification or Statement of Attainment.

Work placement may be organised as a full-time block of three weeks in the first instance. Trainees are to discuss the schedule with the Work Placement team. Alternative arrangements can be made. Trainees should notify us and their workplace Supervisor/Manager as soon as possible if they may be unable to complete the required shift at any time.

During work placement, trainees are expected to:

- Attend the workplace induction and get to know their work buddy and their workplace supervisor
- Complete each day of the scheduled work placement. When completing a time sheet, they should calculate their hours accurately and ensure that the hour or minutes taken for breaks is not included in the total hours worked.
- Be punctual to the placement provider
- Be professionally presented and ensure appearance and behaviour are in keeping with the standards of the workplace
- Notify the appropriate people when they are not able to attend (please see section under illness/absence)
- Perform work tasks and duties to the best of their ability
- Ask questions and seek clarification from supervisors
- Report any hazard or unsafe practices seen under the host organisation's WHS guidelines
- Be visited by Trainer/Assessors to conduct observations and assessments whilst carrying out task that require application of skills and knowledge, and keep and maintain the work placement workbook
- Treat confidential material as private, and maintain staff, and peer confidentiality
- Maintain communication with the 3Bridges Work Placement Coordinator and workplace Supervisor
- Work in accordance with Workplace Health and Safety, Equal Opportunity, and other relevant legislative and regulatory guidelines

Please contact the designated Work Placement Coordinator or trainer/assessor if needing assistance with a workplace matter on 1300 327 434.

Traineeship Courses

The traineeship courses offered are entry level competency-based programs which are assessed against the CHC Community Services Training Package.

Below is the minimum number of nominal hours required as per the qualification package requirements:

- CHC33015 Certificate III in Individual Support - trainees are required to complete a minimum 679 hours of on the job training.
- CHC43415 Certificate IV in Leisure and Health - trainees are required to complete a minimum 1002 hours of on the job training.
- CHC43115 Certificate IV in Disability - trainees are required to complete a minimum 884 hours of on the job training.
- CHC43015 Certificate IV in Ageing Support - trainees are required to complete a minimum 1188 hours of on the job training.
- CHC52015 Diploma of Community Services - trainees are required to complete a minimum 1330 hours of on the job training.

What needs to be completed during the traineeship

- 13 units of competency are required to be completed for the CHC33015 Certificate III in Individual Support traineeship (7 core units and 6 elective units of competency)
- 17 units of competency are required to be completed for the CHC43415 Certificate IV in Leisure and Health traineeship (10 core units and 7 elective units of competency)
- 14 units of competency are required to be completed for the CHC43115 Certificate IV in Disability traineeship (11 core units and 3 elective units of competency)
- 18 units of competency are required to be completed for the CHC43015 Certificate IV in Ageing Support traineeship (15 core units and 3 elective units of competency)
- 16 units of competency are required to be completed for the CHC52015 Diploma of Community Services traineeship (8 core units and 8 elective units of competency)

Each unit of competency's knowledge, learning and assessment is completed via our Learning Management System (LMS) for the trainee to work through to reinforce knowledge and encourage in-depth reflection.

Once a unit is completed, the next unit will be issued and released into the trainee's LMS library and so on.

A Third-Party Report is an official record of on-the-job competencies, which is completed by both the Workplace Supervisor and the trainee as they complete the relevant units.

An Observation assessment is also an official record of on-the-job competencies which is completed by both the Trainer and Assessor and the trainee as they complete the relevant units.

How the training will be delivered

3BC delivers training via a flexible delivery mode. At sign up, trainees will be allocated an 3BC Trainer and Assessor who will guide them through their study program. 3BC is responsible for delivering the off-the-job component of the traineeship, that is, conducting off-the-job assessments, marking assessments, and assisting trainees with any support they may require. The Workplace Supervisor is responsible for verifying the on-the-job performance is to a satisfactory standard. A Training Plan will be developed in conjunction with 3BC, the trainee and employer, outlining the training and assessment dates for all units.

It is strongly recommended that a workplace will allocate study time for trainees, up to 5 hours per week (minimum of 3 hours), for completing research, activities, and assessments in the workplace. The allocated study time is recorded on the Training Plan at sign up and should be recorded in the Study Time Logbook which we will provide to you. The flow chart on page 23 gives an overview of how training is delivered.

Managing your study time

- Be prepared for your study/training time before it begins – have learning guides and assessments ready
- Ask your Workplace Supervisor for a quiet location with access to a computer and internet so that you can concentrate
- Start your traineeship by using your Training Plan to keep on track – aim to have units finished the week before they are due
- Complete your Study Time Log Book each study time
- Keep on track – you will only have trouble trying to catch up
- Create a task list to help you keep track of the little things
- Be organised - keep things together to save confusion
- Remember you will need to do study time at home to complete all the written requirements
- Use your traineeship as a valuable learning experience
- Remember to phone your 3BC Training & Assessor in your study time if you have any questions or need added motivation
- Enjoy your study – but remember to enjoy life as well.

Traineeship Assessment Guidelines

Assessments may be a combination of written assessment tasks, role play, observations on-the-job, verbal and practical assessment tasks.

Assessment results for written work and on-the-job performance are not graded. Assessment results will be recorded as either:

- 'S' Satisfactory
- 'NYS' Not Yet Satisfactory

Third Party Reports are completed by the Workplace Supervisor and the trainee and involves both parties signing to verify that the trainee satisfactorily demonstrates the required skills.

All off-the-job components (assessments) will be assessed by an 3BC Trainer and Assessor.

Submitting Assessments

Assessments will need to be completed and submitted on the 3BC Learning Management System. Assessments will be marked, and feedback given to support the trainee's learning and progress.

Important: The Third Party Report must be completed, signed and uploaded with every assessment when submitting work for marking. Assessments will not be marked without the completed Third Party Report.

Assessment is competency based and is designed to determine whether the trainee can demonstrate the necessary performance criteria for each unit of competency. Trainees who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

Assessments may be undertaken on or off the job, but generally, trainees are required to submit an assignment or portfolio of work for assessment. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to a trainee's needs, program delivery methods, and meet all training package requirements and industry standards.

3Bridges is to provide assessment resources for each unit of competency. Assessment methods will be a combination of multiple-choice questions, short answer questions, projects, case studies, reports and role-plays in a simulated work environment. Also, if required, the demonstration of practical skill assessment in work placements.

The Education and Training Manager and all staff are required to ensure operational compliance with the standards for RTOs 2015, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility, and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility, and fairness.

Assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with the relevant industry standards and WHS requirements and to be up to date with assessment methods and procedures appropriate for the trainees and learning environment
- To negotiate flexibly with trainees regarding the type of assessment, considering flexible delivery, EEO and anti-discrimination principles and the particular needs and circumstances of trainees
- To advise trainees regarding RPL processes and outcomes
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the task
- To gather assessment evidence that is authentic, valid, reliable, relevant to learning outcomes, current and varied
- To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test
- To meet the assessor standards in accordance with Standards for RTOs 2015

Assessment

Trainees will be assessed as either 'Competent', 'Not yet Competent' or 'Competency not Achieved'

If 'Competent' for nationally accredited training, a trainee will be issued with a certificate for the full qualification together with a record of results or a Statement of Attainment for units of competency within a qualification.

If 'Not yet Competent' the trainee will be advised of the areas where competency is yet to be achieved and given further opportunity to achieve competency.

We utilise a range of knowledge and skill-based assessment processes and methodologies to obtain evidence of competence including:

- Written and oral questioning
- Multiple choice
- Short answer questions
- Practical activities or workplace application
- Case study practicals and or role plays in a simulated workplace environment
- Written assignments
- Group work
- Observation
- Projects
- Reports
- Third Party Reports
- Assessment in a residential facility
- Assessment in a home care environment

The selection of the assessment method used is dependent on the learning pathway. Assessment is planned and conducted in a manner that aims to ensure that it is fair, valid, reliable and sufficient. If a trainee is considering the Certificate IV in Ageing Support qualification please be aware that one of the core compulsory units must be assessed in a residential facility over a three day period – this is non-negotiable as set out in the assessment guidelines for the unit CHCCCS011 Meet Personal Support Needs.

3Bridges will provide assessment resources for each unit of competency. Assessment methods will be a combination of multiple-choice questions, short answer questions, projects, case studies, reports and role-plays in a simulated work environment. Also, if required, the demonstration of practical skills assessment in the work placement.

The trainee must provide required responses, which are clear and detailed for each question, case study, scenario or project. The trainees answers will be checked to ensure they align with the requirements for each unit of competency. Each completed assessment workbook needs to be submitted to the trainer and assessor. The trainees declaration must be completed in each assessment tool. If the trainee has missed questions or responses are found to be inadequate, it will be returned to the trainees to address the incomplete/insufficient response. If the trainees has any difficulties with questions or requires clarification, they should ask their trainer and assessor or contact the Training Coordinator via email or call 1300 327 434 and ask for Education and Training.

The trainee will be given written and/or verbal feedback from the trainer and assessor on the completed assessment tasks, as well as the opportunity to discuss the feedback provided.

All trainees **must keep a copy of their submitted assessments at all times** if using paper based assessment. A result of 'Satisfactory' or 'S' on the assessment means that the trainee has provided adequate responses for each assessment task to the required level. A result of 'Not satisfactory' means that the trainee will need to provide more information on the tasks, provide further evidence or confirmation of their knowledge and skills. A result of 'Competent' or 'C' means that the trainees has attained a satisfactory result for each of the assessment tasks designed to satisfy a Unit of Competency.

Trainees must receive a 'Competent' outcome for all Units of Competency that make up their chosen course to be awarded the full qualification. If they are unable to complete the full qualification, 3Bridges will issue the trainee with a Statement of Attainment for the units of competency that have been determined as Competent.

If attempting an assessment in an online environment, 3Bridges will allow the trainee to preview the assessment before actually attempting the assessment, E.g quiz or short answers.

Reassessment

If the trainee does not successfully demonstrate competency, they will be eligible for two free reassessments. The method for reassessment will be dependent upon the performance criteria and will be discussed with the trainee by the assessor. The first two reassessments are included in the fees for the course, however, should a trainee need additional reassessment they will be liable for the *additional associated costs* involved. Any additional charges for reassessment will be dependent on circumstances and should be negotiated with the Training Coordinator. Currently the cost for a re-assessment is \$100 per assessment and is non-refundable.

If the trainees assessment responses are found to have not met the assessment task requirements, they will be provided with feedback from the trainer and assessor. The completed assessments will be returned to the trainee and will have instruction on what needs to be addressed and if additional evidence is required.

Trainees will be given up to two weeks to resubmit their assessment to their trainer and assessor. If it takes longer than two weeks, trainees are to maintain regular contact and provide updates with their trainer and assessor.

Trainees are required to re-submit the assessment with the necessary corrections and/or additional evidence provided to successfully achieve a satisfactory result or competent outcome.

In cases where the trainee has been deemed to be not competent (Competency not Achieved) and all means of assistance have been exhausted, 3Bridges will provide the trainee with a non-accredited **certificate of attendance**, or similar, as an indication of their participation in the course.

Assessment Appeal

If a trainee is not satisfied with the outcome of an assessment, they have the right to appeal the result. In the first instance this should be discussed with the trainer and assessor as soon as is practicable and *within one week* of receiving their assessment outcome.

Trainees may formally appeal any outcome of any aspect of the assessment process by completing the Assessment Appeal form attached to the end of this document and forwarding it to the Training Coordinator *within two weeks* of the assessment results being notified to the trainee. An acknowledgment of lodgement will be returned to the trainee. Following consultation with the relevant trainer and assessor, the Training Coordinator will take one of the following courses of action:

- Request further evidence to enable a decision to be made
- Uphold the original assessment decision
- Organise for review of the original assessment by a second assessor
- Organise for the trainee to be reassessed by another assessor

The appeal decision is to be finalised within 60 days of the Assessment Appeal form being received. If the appeal cannot be finalised within 60 days, 3Bridges will inform the trainee in writing outlining the reasons why a resolution will take longer and will regularly update the trainees on the progress of the resolution.

3Bridges will maintain records of appeals lodged and their outcomes and any corrective action taken to mitigate the likelihood of a similar appeal being lodged in the future. If the trainee is unsuccessful upon reassessment and wishes to be assessed again, they may re-enrol in the relevant unit/cluster and pay the associated learning and assessment fees.

Course Progression

Trainees are responsible for their learning, course progress and assessments. We encourage trainees to actively participate in each class (if applicable), ask questions and discuss the aspects of the course with their trainer and assessor. Trainees need to make time to read the learning material, reflect on their learning and complete and submit assessments.

The course progress will be monitored by the Training Coordinator. If trainees are struggling to complete and submit assessments on time, they should contact 3Bridges. Self-paced learning is a good way of learning and offers trainees the opportunity to do their reading prior to and after face-to-face classes. All trainees must endeavour to complete their course within the agreed time frame. It is expected that the trainees understand and adheres to our course deferral policy if extenuating circumstances affect their ability to complete the course on time.

Trainees are advised that qualifications within the training package may be subject to change, and therefore must understand that, should this occur, they will be transitioned to an updated qualification which may require additional units of competency, or workplace training and assessment requirements.

Credit Transfer

Credit transfer is a process that RTOs use to provide trainees with consistent credit outcomes for components of a qualification they may already possess. For example, if a trainee has undertaken a previous qualification and has been assessed as competent for a unit that has the same vocational outcome and national code as a unit in the qualification they are looking at enrolling in, the RTO is legally obliged to give credit for that unit to the trainee. Credit transfer may reduce the cost and time required by a trainee to achieve a qualification.

Credit transfer works in two ways:

- trainees receive credit for units they have previously completed and are exempt from retaking them, therefore reducing their study load by providing certified evidence of AQF certification documentation issued by another RTO.
- trainees are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

On the basis of the assessment of the evidence or authenticated documentation provided, the trainees will be advised in writing:

- That credit transfer has been granted and for what units of competency
- That credit transfer has not been granted and the reasons why
- What, if any, additional evidence is required to complete the qualification, module or skill set
- The number of units and how much of the training the trainee will need to undertake to achieve the desired qualification

Trainees should contact 3Bridges on 1300 327 434 to discuss their individual situation. The results are recorded on the trainees record within 3Bridges trainee database, and any qualification issued will list all units granted by credit transfer and those achieved through assessment of competence.

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is a process for assessing the skills, knowledge and experience a trainee has gained through working and learning against the units of competency in a qualification. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering. RPL recognises this prior knowledge and experience and measures it against the course in which a trainee is enrolled. A trainee possessing some of the skills and/or knowledge taught in the course may not need to complete all its units.

If a trainee believes they already hold some of the competencies acquired by means of previous training, work or life experiences, they can apply to have these assessed and recognised if documentation can be

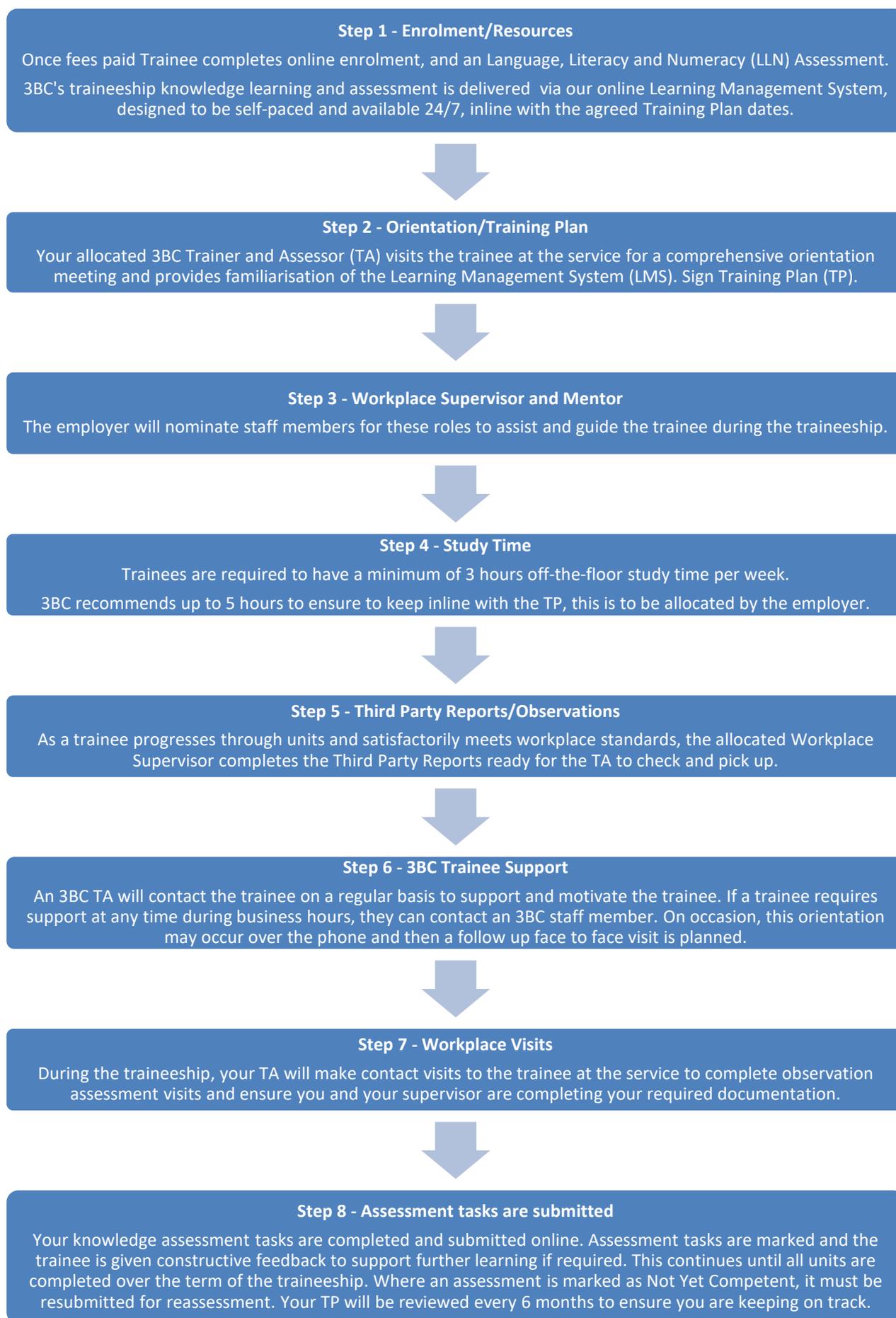
provided to demonstrate their ability to meet all the performance criteria of the elements for which they are seeking recognition. 3Bridges also supports the trainee by holding competency conversations with them. 3Bridges helps trainee to self-assess against the criteria and submit their application with evidence in the form of certificates, assignments, position descriptions, references, work samples etc.

Applications, with all supporting documentation, should be made to the training team one month prior to commencing training and in sufficient time for the assessment to be carried out. Before making an application, trainees should contact the training team at Training@3Bridges.org.au or ring 1300 327 434 to discuss individual situations. It is possible to achieve RPL for a single unit of competency, a whole qualification, or part of a qualification. Assessment of prior learning/current competency will consider the range of:

- skills
- knowledge
- attitudes
- values, and
- duty of care responsibilities

Please see below (next page) for a step by step guide on how the training will be delivered:

How will 3BC deliver the training



Foundation Skills

3Bridges will require prospective trainees, as part of the enrolment process, to complete a Language, Literacy and Numeracy (LLN) assessment, either through an online method or a paper-based document. The assessment is a diagnostic tool to assist 3Bridges to identify a trainees LLN skills. The results from the LLN assessment are used to determine educational and support services which trainees may require to successfully undertake accredited training and assessment, and to identify their level of foundation skills.

We encourage trainees to provide information to the 3Bridges representative of any disabilities, difficulties, or circumstances, which they are aware of, that could impact their participation in training, assessments and, if applicable, completing work placements.

Additional questions are included on the enrolment form to ensure that the trainee can self-identify any issues with LLN or any other Special Needs that would impact their training and assessment.

When it is identified that a trainee has LLN issues or special needs, 3Bridges will discuss with the trainee the support that 3Bridges can provide. A LLN Support Program is available that includes a personalised training plan and supplements to assist the trainee with meeting this shortfall. All discussions concerning LLN and special needs assistance between 3Bridges and the trainee are strictly confidential.

Trainee Support and Services

Sometimes trainees need assistance with a subject or assessment such as a written or workplace assessment, or juggling time for completing assignments given their busy work and lives. Trainees at 3Bridges have access to additional support from their trainers and assessors as required. We have close links with other community services in the area and can refer trainees to specialised support if it is required. Support for LLN issues relating to any training material can be discussed in more detail with the trainer. Depending on a trainees needs, and the needs of the class, support can be provided:

- In small groups
- By the teacher as one-to-one tuition
- Through an on-line forum, telephone, or by correspondence
- Through the LMS chat portal
- By email

Support is also available to people with a disability or people from language backgrounds other than English. Support needs are identified, and strategies developed, to support the trainee at enrolment. Where additional or new support needs are identified throughout the course, additional support services will be offered. This guidance service by our RTO will be free of charge. Note: An external service provider may charge for their services.

When it is identified by the training delivery team that the trainees need for education and support services exceed 3Bridges support capabilities and expertise, 3Bridges will refer the trainee to appropriate external support groups for assistance and their expertise. If trainees are experiencing any difficulties, they should speak to the trainer and assessor or seek help through one of the counselling and support services listed below:

Headspace

Telephone: 1300 737 616

www.headspace.org.au

Beyond Blue

Telephone: 1300 224 636

<https://www.beyondblue.org.au/>

Reading and Writing Hotline

Telephone: 1300 655 506

www.readingwritinghotline.edu.au

Lifeline

Telephone: 13 11 14

www.lifeline.org.au

Access and Equity

Our training and assessment programs do not have barriers to access and participation based on race, gender, ethnicity, disability, geographic location, numeracy, literacy and language skills, age, employment status or remote location. The training and assessment methods used are designed to allow for the use of a range of styles and processes to meet the needs of trainees. The backgrounds of participants are valued and respected by all trainers and assessors. Our staff are responsible for ensuring that trainees are provided with support to allow them the maximum opportunity to participate in training and that individual needs are catered for by means of reasonable adjustment. The level of LLN skills required to undertake a qualification is in accordance with those stated in the relevant nationally accredited Training Package.

3Bridges aims to assist all trainees in overcoming any barriers to learning they may have and to ensure the welfare of all personnel. In the first instance trainees should raise any issues, including matters relating to LLN during the registration process so that a course of action can be agreed upon. Support methods may include extra access to trainers for specific assistance. It should be noted that all learning materials for accredited training are provided in English and a basic understanding of English is a pre-requisite. Please see our training calendar for non-accredited training courses, some of which are conducted in other languages.

Cancellation of Contract

Termination during the probation period requires one week's notice from either party. Following the probation period, cancellation of the training contract can only occur through:

- mutual agreement between employer, trainee
- where the parties do not agree:
 - application stating reasons must be made to Training Services NSW for investigation
 - serious misconduct

Should you need to withdraw from or terminate the traineeship you must:

- Notify in writing to Training Services NSW to have the traineeship terminated.

All efforts should be made to work through difficulties and discuss options available. Support and mediation is available for trainees and employers through Training Services NSW or through Industrial Relations.

Completion

Completion of the training contract occurs when the employer, the trainee, the employer (or supervisor) and 3BC Training and Assessor agree that all competencies have been achieved and training completed.

Completion will only be approved by 3BC when:

- 3BC receives all required completion forms
- assessment tasks are received and marked as Competent
- a certified copy of a current first aid certificate has been received (if relevant)
- a copy of the Workplace Supervisor's qualifications has been received
- the completed Third Party Reports have been received by an 3BC Trainer and Assessor for verification.
- the actual completion date is determined by the RTO (in conjunction with Training Services NSW) during this process
- the tuition fee is paid
- a valid Unique Student Identifier (USI) has been provided

3BC will then issue the required qualification to the trainee and notify Training Services NSW that completion has occurred. Completion incentives can then be claimed by the employer.

Please note: if completion of the qualification occurs prior to the traineeship end date, a trainee must still complete the required time in the service as per the traineeship contract unless early completion is applied for through Training Services NSW.

Issuance of a Qualification

It is a great achievement when a trainee has completed a course. 3Bridges will conduct a check of submitted assessments marked by the trainer and assessor, and if applicable, evidence of work placement, to determine if the trainee has been found competent for each unit of competency.

A Certificate/Statement of Attainment will be issued on or before 30 days after all completed documentation has been received and processed. Please note that a Unique Student Identifier (USI) is required for the certificate or statement of attainment to be issued.

If a trainee misplaces their original certificate, they should contact 3Bridges to request a replacement certificate. Please note this request may incur a cost. Please refer to our Schedule of Fees, and Refund policy in our website.

3Bridges will attempt to re-issue a misplaced certificate within 10 business days. A cost may apply for any request to re-issue a lost or misplaced Certificate/Statement of Attainment.

3Bridges will only issue a certificate or statement of attainment if it is satisfied that the trainee has met all the requirements of the qualification, such as having completed all the required assessments (written, practical, and work placement, if applicable) and has been deemed competent in all the relevant and required assessments. The trainee must also have paid their fees and have provided their USI in order for 3Bridges to issue their certificate of statement of attainment.

Upon successful completion of a qualification trainees are issued with a certificate bearing Nationally Recognised Training (NRT) and the AQF logos, in accordance with the Standards for RTOs 2015, together with a Record of Results. Statements of Attainment are issued upon completion of recognised unit(s) of competency or to certify the completion of a skill set from a Vocational Education and Training (VET) qualification. All qualifications and statements of attainment are issued by 3Bridges Community Limited RTO 41056.

Complaints and Appeals

3Bridges believes that a trainee, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The trainee has the right to present the complaint or appeal in writing or via email.

3Bridges will manage all complaints and appeals fairly, equitably, and as efficiently as possible. 3Bridges will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, 3Bridges acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. 3Bridges seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Our Assessment Appeal Policy has already been covered, however if a trainee feels that they have a complaint about 3Bridges other than an assessment, they should immediately report the complaint or use the following procedure, and the complaints form, that can be found at the end of this document.

All complaints are to be forwarded to the Manager, Education and Training, who will acknowledge the complaint and notify the complainant of the resolution process. Where possible they will attempt to resolve the complaint at the time of the call. Assurance will be given that service delivery will not be adversely affected due to the complaint. Complaints will be dealt with in a receptive and encouraging manner and each step will be documented. A copy of the complaint will be logged for continuous improvement purposes. All complaints will be acknowledged in writing within 5 days of receipt and completed within 60 working days.

Complaints are dealt with in the following manner considering procedural fairness throughout each step:

- Complaint form received and acknowledgement sent to complainant
- Complaint reviewed and evidence considered
- Additional evidence or supporting material gathered
- Principles of natural justice are applied by all involved parties being interviewed to hear their version of events
- The complainant will be regularly updated regarding the progress of the complaint
- A decision will be made and reviewed by an appropriate managerial party separate to the RTO
- The decision will be confirmed, and the complainant notified in writing within 60 days
- The 3Bridges continuous improvement log will be updated with the outcome and any mitigating actions taken to limit the likelihood of a similar complaint being made again in the future.

A copy of this Policy is publicly available to all trainees and staff via the 3Bridges website along with details of external authorities that they may approach.

If a trainee believes that their complaint has not been treated reasonably and fairly, they may raise it directly with the 3Bridges's Board in writing and request that the matter be reviewed by an independent third party. Note that the losing party will incur the cost of using the services of the independent third party. At this stage, if the trainee feels that the matter has not been satisfactorily resolved, they can lodge a complaint with the Australian Skills Quality Authority (ASQA), 1300 701 801.

Disciplinary Process

3BC reserves the right to terminate the training and/or assessment of any trainee found guilty of academic misconduct (e.g. plagiarism).

National Training Complaints Hotline

Where a trainee feels that an issue needs to be addressed further by an external organisation, they can contact the National Training Complaints Hotline. The hotline will not investigate complaints but will forward complaints to the most appropriate agency, authority or jurisdiction for consideration. Complaints can be registered with the National Training Complaints Hotline by Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally or by submitting a complain on their website: <https://www.employment.gov.au/national-training-complaints-hotline>.

Training Services NSW

Training Services NSW supports traineeships under the Training and Employment Act 2000.

Further information about eligibility, rights, roles and requirements for employers, employees, parents and staff, is available from the Training Services NSW website: www.training.nsw.gov.au

Training Administration Charges and Assistance

Training Services NSW provides information on all aspects of traineeships for all parties involved. Information on all topics are available on the website: www.training.nsw.gov.au

Topics covered are:

- notifiable events
- travel and accommodation assistance
- appeals
- amendments to contract
- reductions and completions
- extensions
- incentive payments
- entitlements
- discipline
- eligibility

3BC and your Apprenticeship Network Provider are also available to provide information and assistance during business hours.

Information, Websites and Contact Details

Training Services NSW

Ph: 13 28 11

Website: www.training.nsw.gov.au

Industrial Relations

Ph: 131 628

Website: www.industrialrelations.nsw.gov.au

SafeWork NSW (Work Health and Safety)

Ph: 13 10 50

Website: <https://www.safework.nsw.gov.au/home>

Australian Skills Quality Authority

Ph: 1300 701 801

Website: www.asqa.gov.au

Smart and Skilled

Website: <https://smartandskilled.nsw.gov.au>

Health NSW

Ph: 1800 020 103

Website: <https://www.health.nsw.gov.au/Pages/default.aspx>

Version Control

Document History		
Version	Date	Changes/updates
V1.0	June 5 2020	Original version
V1.1	June 10 2020	Sought feedback, collaboration
V1.2	Aug 10 2020	Grammar and punctuation edits