

Power Training Services WA

RTO# 5749

Student Information Handbook



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Welcome to Power Training Services WA

Power Training Services WA (PTS) is focussed on delivering a quality training experience that allows you to achieve qualifications or gain enterprise skills and knowledge for a successful career in the electricity supply industry.

For both new and returning students, PTS is committed to equipping you with the practical skills required to proceed in your chosen field and the theory behind these skills.

Most importantly, we aim to deliver this in a supportive, professional and nationally accredited training environment.

Since we began in the early 1970's, PTS has been training and developing people to work on the Western Power Network (previously SECWA). We have proudly helped train thousands of people and look forward to you becoming a part of that successful history.

Our courses are developed and delivered by accredited staff, each with vast experience in the electricity and training industry - both nationally and internationally.

As you undergo your training, always feel free to ask for assistance and be sure to let us know if you think of ways we can improve the training experience even more.

This is the start of an exciting learning experience that we believe will help you to achieve job satisfaction and success in your career.

Welcome!

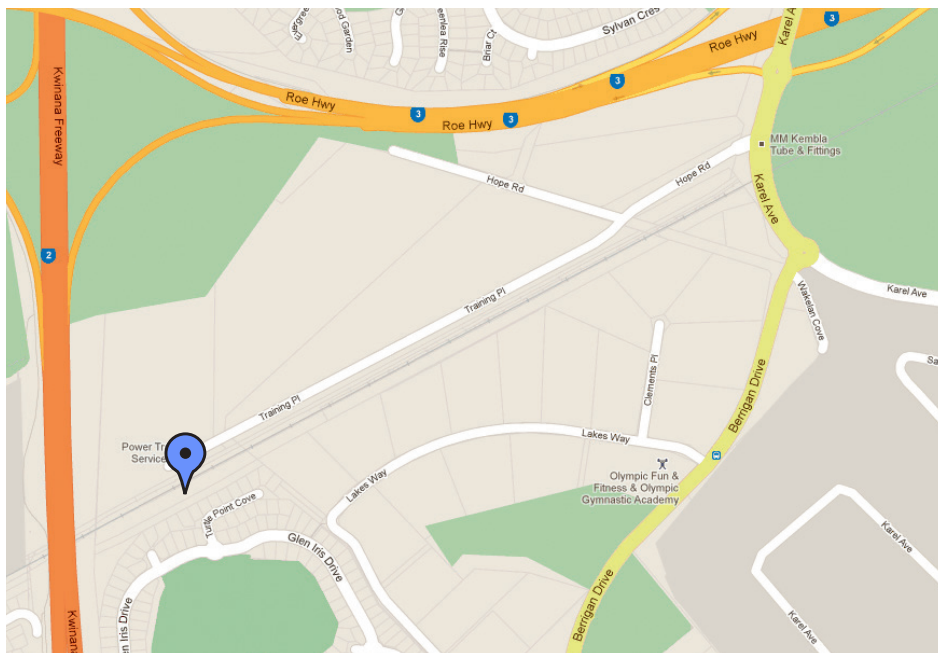
The PTS Team

About PTS

Power Training Services WA (PTS) is part of the Asset Management Business Unit.

PTS provides a range of quality, structured technical training courses and programs to key stakeholders in Western Power's distribution and transmission areas.

Our courses are delivered by qualified trainers with current industry based expertise to provide you with the knowledge and skills you require for a successful career in the electricity supply industry.



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Location

PTS is located at the end of Training Place in Jandakot with easy access from Roe Highway and the Kwinana Freeway.

There is no public transport available to the site.

Contact information

General enquiries	(08) 9411 7888
Email	support.services@pts-training.com.au
Website	www.pts-training.com.au
Address	90 Training Place Jandakot WA 6164
Reception hours	7.00am – 3.00pm Monday to Friday

General information

Access and equity

PTS is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in its policies and procedures.

PTS will provide you with an inclusive, supportive learning environment, free from discrimination, harassment and victimisation.

See the Student Support section for more detail.

Meals and breaks

Two breaks are provided during your training day at PTS.

Morning tea is at 10:00 am and lunch is at 12:00 pm.

There is a fully equipped kitchen should you wish to bring in/prepare your own morning tea and lunch, including

items such as microwaves, toasters, a sandwich press, fridges and tea and coffee facilities. Alternatively, you will be able to purchase food from mobile food vans that attend PTS at lunch time.

Vending machines are also located in the lunchroom containing drinks and various snack items.

Change rooms and showers

Change rooms and accessible amenities are provided on site with a limited number of lockers available to students for storage of clothing and other items.

Showers are available for use, however toiletries are not supplied nor available on site.





Computer access

Laptops are available in the student lunchroom for completion of timesheets and updating QTRACKER records. Please note these laptops cannot be used to access any other sites or personal information.

A Western Power logon will be required to access the IT network and all Western Power IT conditions of use apply.

Discrimination and harassment

At PTS we recognise the diversity of all of our students. We do not tolerate discrimination or harassment of any kind.

To ensure that the learning environment is free from harassment, discrimination and victimisation, PTS specifies standards of behaviour expected from students and staff in our Code of Conduct.

Dress code

A strict dress code applies to all courses at all training locations (including non-Western Power sites). This is due to the operational nature of the majority of our training.

The required dress code is specified in the course descriptor on the PTS website and noted on your enrolment confirmation email.

Students will be turned away from training if they do not have appropriate clothing and full training charges will be applied.

The dress standards are:

PTS training rooms

- long sleeve shirt
- long pants
- flat closed-in shoes

Examples of what NOT to wear include t-shirts, shorts, thongs and sandals.

Operational areas - minimum requirement

- long sleeve shirt
- long pants
- safety footwear
- safety helmet
- safety glasses
- high-visibility vest (if shirts do not meet visibility standards)

Unless otherwise advised, you are required to wear the operational area minimum requirement.

For more information refer to the PTS website to view the Western Power PPE Procedure.

Drug and alcohol policy

Western Power has a Drug and Alcohol Policy to maintain a work environment free from substance abuse. This policy is aimed at ensuring a safe and healthy environment for our students, employees, contractors and the general public.

Fitness for work and study may be affected by a variety of factors including alcohol and illegal drugs.

The consumption or distribution of alcohol or illegal drugs on the PTS premises is strictly prohibited.

If you are assessed to be unfit for work or study due to the alleged influence of alcohol or drugs, you will be offered an opportunity to explain your situation.

Potentially, you may be removed from site and your formal leader or company will be notified.

When illegal drugs are involved police involvement will be sought.

Emergency evacuation

In the event of an emergency evacuation, a siren will sound and directives will be issued. It is important that you:

- remain calm
- cease work immediately
- follow directions and if asked to leave the building, do so immediately in an orderly fashion and take valuables with you
- go to the designated assembly area
- stay with your class group so your trainer can check that all members are present
- do not re-enter the building until directed by staff to do so

Emergency evacuation areas are marked on the site maps displayed throughout the main building and in classrooms.

Please note:

- where you are in the building or on site
- the nearest evacuation gathering point near your classroom or work area
- your nearest exit points and assembly areas

Enterprise training

PTS offer a range of enterprise training.

Enterprise training is customised and relevant to your role within Western Power. Details of our available enterprise training courses are available on our website.

First aid

There are trained first aid officers on site and a first aid room in the main building.

Please advise reception should you need to use the first aid room due to illness.

Any incidents or accidents should be immediately reported to your trainer or a member of PTS staff who will be able to direct you to the most appropriate first aid officer.

PTS staff or first aid officers are not permitted to issue you with pain killers or any other kind of medication.

Parking

Parking is available on site in two fenced areas adjacent to the main entry gate. Accessible parking is located in front of reception.

Please ensure you secure your vehicle and any loose items in utilities or trucks as the car parks are not patrolled and are open for general entry during the day.

All car parks are secured at night.

Please note: parking a vehicle in a PTS carpark is at the owner's risk.

Phones

To help maintain an environment that is conducive to learning, we ask that you please switch off your mobile phone prior to the commencement of training or assessment.

Safety

Safety is the number one value at Western Power and PTS.

It is entrenched in everything we do, regardless of workloads and time constraints to getting the job done.

Our vision with regards to safety is that people can work in a manner where they are free from injury and harm.

Western Power's and PTS's safety policy

dictates that no activity is permitted to come before the safety and health of employees, contractors or the public.

Electricity is, by its very nature, hazardous, and remaining safe is a shared responsibility for anyone working around the Western Power network. Work must cease if safety cannot be assured.

Be very clear about this — you are responsible for your own safety. You are also responsible for the safety of other students, your workmates, our contractors and the general public.

Security

You are advised not to leave valuables or personal belongings in your classroom or car at anytime. PTS does not accept any responsibility for the theft of your belongings.

Smoking

Western Power has a Smoke-Free Workplace Standard.

The Standard applies to all Western Power employees, contractors and all other persons who enter a Western Power workplace including:

- any Western Power property or plant where an employee or contractor works or is likely to work
- any place where a Western Power employee or contractor works while engaged with Western Power

In line with this standard you must refrain from smoking within the grounds of PTS. A designated smoking area is provided outside of the main gate.

Student information

Accessing student records

Requests for copies of your records can be made via the PTS website. You have the right to request a copy of your student records at any time.

Assessments

PTS trainers will outline and issue assessment and assignment requirements as part of each stage of your training.

If you undertake an assessment at PTS and are not satisfied with any aspect (for example the assessment process, the assessment documentation or the assessor) you are encouraged to speak to the assessor in the first instance.

Alternatively you may ask to speak to the Training Delivery Team Leader.

If you prefer, or feel that your concerns have not been addressed, you can lodge an assessment appeal.

All assessments and assignments are to be completed before the commencement of your next stage of training. Failure to complete these before the commencement of the next stage may result in you not being able to attend that training.





Assessment appeals

PTS is committed to providing assessment processes that are valid, reliable, fair and flexible.

To lodge an appeal you can either

- complete the assessment appeal form on the PTS website
- request a form from our reception

Please note: Applications for an appeal **must be lodged within 14 working days of the course assessment result being advised** to the participant.

To ensure that any issues related to gaining Network Access are managed, if you are a Western Power employee we ask that you advise your formal leader of your appeal.

Non Western Power employees are encouraged to advise any relevant parties at their place of employment.

You will receive a response to your appeal within five (5) working days of receipt at PTS.

Attendance

Your trainer will ask you to sign an attendance sheet prior to commencement of your class.

If you are unable to attend training for any reason please contact your formal leader or company representative and advise them of the reasons why.

Should you not attend training, and we are not advised by your formal leader or company representative, PTS will contact them regarding your non-attendance.

Confidentiality of records

PTS maintains the confidentiality of all of its students and will not release your records to anyone other than you or your formal leader / your company representative without your prior permission.

Refer to the privacy statement on the PTS website for more information.

Certificates of Attendance will be issued to your formal leader or company who has paid for your training.

Statements of Attainment and any Qualifications will be issued to you by mail, addressed to you at your place of employment.

If you leave your place of employment before the documentation has been issued please contact PTS so we can provide them to you directly.

PTS has a requirement to report certain demographic information to our registering body the Training Accreditation Council of WA (TACWA), and the National Centre for Vocational Education Research (NCVER). All information supplied is non identifiable.

Feedback

To ensure the quality of PTS services, we welcome feedback from all students.

We aim to provide you with services and processes that meet your needs. So if it be positive feedback regarding your experience, a concern or complaint or suggestion on how we can improve - we invite you to contact us.

To submit your feedback, please complete the Provide Feedback form on the PTS website or contact PTS Reception on 9411 7888.

You will receive confirmation of your submission within five (5) working days.

Before lodging a complaint, we encourage you to first contact PTS to talk through your concerns.

You can either contact PTS Reception or contact us via the PTS website and a PTS team member will contact you to discuss your concerns.

Enrolments

When you are enrolled in a training program PTS requires some personal information. This information will be held as part of your student record. Students are required (as a minimum) to provide their full name, date of birth and contact details during enrolment.

When enrolling in a training program that will result in nationally recognised qualifications students are required to complete an enrolment form and will need to provide their Unique Student Identifier (USI).

Fees, charges and refunds

Fees and charges for courses and other services delivered by PTS are charged to both Western Power and non Western Power students and are calculated based on direct training costs and pro-rata allocation of administrative overheads.

All fees and charges are advised at the time of booking. Details of how to apply for a refund and provisions for application of no charges are outlined in our Terms and Conditions on the PTS website.

Credit transfer

As an Registered Training Organisation (RTO) operating under the standards for RTOs 2015, PTS must recognise RTOs registered by other States and Territories and must recognise all AQF Qualifications and Statements of Attainment issued by other RTOs.

Credit transfer allows a trainee to gain exemption from units that they have completed at another RTO where those units align to Units of Competency that form the qualification they are enrolling in at PTS.

Further information on how to apply for credit transfer is available on the PTS website.

Plagiarism and cheating

Plagiarism and cheating is the act of taking another students work, ideas or data and submitting it as your own.

Examples of plagiarism and cheating are, but not limited to:

- submission of work that is not that of the submitting student
- collaboration with another student or source in the preparation of an assignment or assessment unless prior permission has been granted by PTS
- word for word copying of sentences or paragraphs from another student or source
- paraphrasing sentences or paragraphs from another student or source

Plagiarism and cheating is not tolerated by PTS. Plagiarism and cheating will be reported to your formal leader and will result in disciplinary action.

Prerequisites

There are some training programs that require students to either have completed other training or hold other qualifications or licences prior to starting a new training program; these are referred to as prerequisites.

When enrolling in a training program that has prerequisite requirements students will be required to provide evidence that they meet the prerequisites prior to commencement of the training.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows students to have a review undertaken of the skills and knowledge that they may have gained through formal or informal training, work or life experience.

Through this process you may be awarded a full Qualification or a Statement of Attainment for one or more Units of Competency. Where the full Qualification cannot be awarded, gaps will be identified and a training plan provided to allow you to work towards completion of any Qualification or Unit of Competency.

PTS offers a range of services to assist students gain recognition of previous training and/or experiences that may assist in either gaining a Qualification or gaining the required authorities to work on the Western Power network.

Further information on the RPL process is available on the PTS website.

Course outcomes

Any training that you complete is recorded in our training management system.

A Testamur and Record of Results will be issued after you have met all the requirements for your Qualification to be awarded.

Statements of Attainment are also issued for any courses where a Unit of Competency is completed.

A Certificate of Attendance will be provided for any enterprise course completed.

Any courses undertaken at a partner RTO where a Unit of Competency is awarded will result in a Statement of Attainment being issued by that RTO.

These statements will initially be issued to PTS so results can be recorded in the training management system and then passed on to your formal leader/company representative for presentation to you.

Student support

PTS is committed to assisting you throughout your studies and has a range of services available to help you throughout your training.

Where advance notice is given, adjustments may be made to the delivery and assessment to provide discrete and allowable assistance.

If you require support, please contact PTS prior to your training commencement to discuss.

Unique Student Identifier

From 1 January 2015 any student enrolling for the first time, or continuing students undertaking nationally recognised Vocational Education and Training (VET) courses (that will result in the awarding of a Statement of Attainment or Qualification), will require a **'Unique Student Identifier' (USI)**.

Your USI is a reference number made up of numbers and letters (a bit like your tax file number) and will stay with you for life.

Your USI will be recorded against the details of any nationally recognised training you undertake.

PTS will request your USI as part of the enrolment process.

If you do not have a USI you can apply for one at www.usi.gov.au.





PTS code of conduct

As a training provider PTS is committed to ensuring that you will:

- receive high quality training delivered by suitably qualified and experienced staff
- be treated fairly and with respect by PTS staff and fellow students
- learn in an environment free of discrimination and harassment
- be able to pursue your learning goals in a supportive and stimulating atmosphere
- be provided with suitable learning materials
- be provided with access to support and assistance if you have a disability or special needs
- have your privacy protected in relation to PTS records or documents that contain personal information
- have ready access to assessment procedures and assessment results, and the right to appeal any outcome

As a student we expect you to:

- treat all PTS staff, members of the public and other students with respect, courtesy, honesty and integrity
- avoid behaviour that could be perceived as, or encourage, harassment, intimidation, discrimination or bullying

- maintain and observe all safety and health procedures, so as not to affect the working environment of others or cause injury or harm to any other person
- observe any lawful direction given by a PTS staff member in order to ensure the safety of individuals and the orderly conduct of PTS operations
- respect the privacy of PTS staff, members of the public and other students
- use PTS facilities, resources and information in a proper, safe and legal manner
- not use, sell or possess drugs or alcohol on PTS premises or be impaired by the use of drugs or alcohol on PTS premises (students should be aware of Western Power's Drug and Alcohol Policy)
- act ethically and honestly in the preparation, conduct and submission of work related to your course or training program and during all forms of assessment
- avoid any activity or behaviour that would unfairly advantage or disadvantage another student from a learning perspective
- behave professionally, ethically and respectfully in all dealings with external training providers engaged by PTS to conduct training and assessment



Apprenticeship information

If you have been engaged as an Electricity Supply Industry (ESI) apprentice by Western Power there are some additional things you need to know.

The Apprenticeship Office

The Apprenticeship Office manages the apprenticeship and traineeship system in Western Australia.

During your induction at PTS a representative from an Australian Apprenticeship Support Network Group will attend to complete the documentation required by The Apprenticeship Office, including your Apprenticeship Training Contract.

Should you have any queries about your apprenticeship that PTS is unable to assist with, you may contact The Apprenticeship Office on 13 19 54.

Training plans

When you commence your training as an apprentice you will be asked to sign an agreed training plan for the duration of your training.

It will outline the Units of Competency that you need to complete to be awarded your qualification and timeframes you are expected to meet for completion.

Along with your formal leader you should monitor your progress against your training plan throughout your apprenticeship. If you have any concerns about your progress please contact PTS.

Training structure

During your apprenticeship you will undertake both off-the-job and on-the-job training.

The off-the-job component of your training will be conducted at PTS or other training providers engaged to deliver specialist components. Your off-the-job training will be conducted in stages or blocks and will consist of both theory and practical training.

Back at your workplace you will be given the opportunity to apply the knowledge and skills acquired at PTS under the guidance of your workplace mentors.

The work undertaken in your workplace is an important part of your ongoing training and you will be required to record details of what you do in an e-profiling tool called QTRACKER.

Using QTRACKER you and your formal leader will be able to monitor your progress and determine the type of work you need to be exposed to. You will receive full training from PTS on how to use QTRACKER during your induction week.

Performance feedback

During your apprenticeship you will be provided with feedback on your on-the-job performance. This feedback will be via a formal performance review completed by your formal leader with your input.

These performance reviews are conducted at the end of each on-the-job training stage, before you return to PTS for your next block of training.

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Contact information

90 Training Place

Jandakot WA 6164

(08) 9411 7888

support.services@pts-training.com.au

www.pts-training.com.au

