



AgForce Training

Handbook

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AGFORCE TRAINING

AgForce Training is a Registered Training Organisation (National Provider No. 1834) and is part of AgForce Queensland.

AgForce has been the unifying voice for Queensland's beef, sheep and grain producers since 1999. Our strength continues through our membership and a strategic vision to secure the productivity, profitability and sustainability of the agribusiness sector.

AgForce provides direction and solutions for our members to overcome challenges and build on opportunities, and links rural and regional Queensland with urban communities through initiatives such as *Every Family Needs a Farmer*, *Moo Baa Munch* and school to industry partnerships. AgForce Training works with schools and community organisations, regional councils, government and producers to promote and provide training to agriculture.

AgForce offers access to a range of training programs in areas such as rural leadership, managing farm safety, chemical accreditation, shearer and wool handling training and computer and office skills.

AgForce Training organises workshops and courses of interest for AgForce members, as well as putting people in touch with other training courses and providers.

AgForce Training:

Staff:

Training Manager:
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AgForce Training Participant Information

While AgForce Training staff will provide encouragement, feedback and support, all students have a responsibility to make every effort to maintain satisfactory progress in their training.

We ensure qualified and experienced trainers are selected to conduct our courses.

Trainers are responsible for preparing and presenting material to meet the appropriate standard. Students will be assessed fairly, validly and consistently to determine their competency in aspects of knowledge, skills and attitude.

Enrolment Conditions

Access to all competencies is subject to:

- Availability of classes
- Sufficient enrolments in the class
- Course entry requirements being met
- Course fees are payable in advance
- All cheques are made payable to AgForce Queensland.

Registration Fee (where appropriate)

AgForce Training reserves the right to determine registration fees for courses. For information on course fees, contact your nearest AgForce office or the AgForce website where applicable.

Co-contribution fees

AgForce will advise and publish the cost of any co-contribution fees as part of its requirements as a Pre-qualified Supplier under VET Investment Plan (User Choice and Certificate III Guarantee)

Refund Policy (where applicable)

AgForce conducts training under a number of funding arrangements including:

- Government funded courses which may require a student co-contribution fee (PQS/Vet Investment Plan/Cert III Guarantee)
- Fee for service type workshops (Mapping, Chemical Accreditation, OHS, BMP, CSG)
- Fee for service training and recognition programs (RPL Diploma)

For Government funded courses (such as User Choice, Certificate III Guarantee, Higher Level Skills for example) AgForce may charge a Co-Contribution Fee according to the policy requirements. Enrolments cannot be accepted until this fee is paid.

Fee for service workshops must be paid for in advance to allow sufficient planning.

Workshop Refunds

- For workshop courses (Mapping, CSG, Chemical Accreditation etc.) should AgForce Training cancel any such course, participants shall be entitled to a full refund or transfer of funds to a future course.
- No refund will be given to participants who fail to attend a short course unless notice is given at least one week prior to the course commencement.
- Where one or more weeks' notice (at least 5 working days) of inability to attend is given a full refund less an administration fee of \$20 and the cost of any used or unreturned course materials, will be forwarded to the student.
- Cancellations with less than 5 working days' notice will result in a 50% refund of course fees paid
- Cancellation within 24 hours or less of commencement will result in full loss of fees
- Students who leave before course completion due to medical reasons or personal hardship may request a pro-rata refund or credit subject to providing evidence.

- Refund requests should be made to AgForce Training and made on the refunds request form if directed

Recognition of Prior Learning (RPL)

Students may be eligible to apply for RPL. This is the process of gaining formal recognition of previous training or knowledge and skills gained through other means such as: on-the-job experience or everyday life. Claims for recognition will be measured against specific criteria from the relevant Training Package. Students will be advised of their entitlement to RPL when enrolling. RPL is only available for complete units. Fees apply.

Information regarding the RPL process is available from your course trainer/facilitator or by contacting the AgForce Training on (07) 3236 3100 or training@agforceqld.org.au

National Recognition

AgForce Training recognises qualifications and Statements of Attainment issued by other registered training organisations.

Grievances

You have the right to seek redress if you believe that you have been treated unfairly. AgForce Training has a formal grievance procedure as follows:

Phase 1: Discuss your grievance with the trainer of the course.

Failing satisfactory resolution of the grievance, then:

Phase 2: Grievances are to be lodged, in writing, using the Appeals/Grievance Forms available from AgForce and discussed with the Training Manager.

Phase 3: Grievances that not resolved at this level will be forwarded to the CEO AgForce for consideration and review.

Failing satisfactory resolution of the grievance within AgForce, then:

Final Phase: The grievance may be reviewed at the Department of Employment and Training. AgForce will provide contact details at the Department of Employment and Training.

Access and Equity

AgForce Training supports the participation and involvement of a broad cross section of the community. AgForce will ensure that its actions, policies and procedures are supportive of the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Workplace Health and Safety

AgForce Training has a responsibility to provide a safe and healthy environment for all of its employees, students and clients. Under the Workplace Health and Safety Act 1995, students also have certain responsibilities. These include:

- undertaking activities in a safe manner;
- following instructions that are provided for safety;
- not putting themselves or anyone else at risk; and
- reporting an injury/illness or a “near miss” to an appropriate person in authority.

Additional Services

AgForce Training provides many services not normally associated with training provision. Information can be forwarded on request.

AgForce Training provides learning support assistance, counselling and client services to all students attending AgForce’s courses/training programs. All students are encouraged to make enquiries to all AgForce staff.

Privacy/Confidentiality Policy

Your privacy is respected by AgForce Training. When you enrol with AgForce you accept that AgForce will need to collect and store information related to your training to be used in the course of training and administration and this may be provided to training staff and training regulators. If you have any privacy concerns or would like to verify information held about you, please contact AgForce Training on (07) 3236 3100.

USI Numbers

From 1 January 2015 if you are undertaking nationally recognised training the Commonwealth Government requires that you have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015, and all new students. You will not be issued with a certificate or statement of attainment without applying for a USI number. AgForce is not permitted to issue any certificate, testamur or statement of attainment where the student does not have a verified USI number.

AgForce will advise students of the requirements prior to enrolment and assist with USI number applications. ID is required for both applications and verifications of USI numbers and must be supplied. AgForce enrolment forms and the AgForce USI Application and Privacy form have been designed to record or apply for USI numbers in accordance with Commonwealth Government requirements.

Marketing Policy

AgForce Training has an advertising policy. Where AgForce wishes to use the name, image or other details of an individual for marketing purposes it will obtain prior approval from that person.

AgForce Training identifies the Australian Qualification Framework level of courses and separates accredited courses in its advertisements. It accurately represents training products to prospective clients.



AgForce Training Our Assessment System

What's It All About?

What's in it for me?

- **By undertaking assessment you will receive an official nationally recognised qualification and/or a Statement of Attainment.**
- The main purpose of the competency assessment system is to recognise and reward you for your competence. It is not a traditional school-like test where we try to 'catch you out'.
- We will help you to prove your competence and assist you to develop the competence in areas where there are gaps.
- **You may be aware that each qualification or unit of competency you complete has linkages and portability to other recognised qualifications.** This will improve your future career advancement, pay and position.
- **Your qualification and/or Statement of Attainment issued by AgForce Training are portable and accepted by an increasing number of organisations around the country.** Also TAFE and other providers must accept your certificate if you need to do another advanced course.

- **You will receive better training that suits your needs.** Besides recognising your competence, assessment will also identify some of the areas where you need to upgrade your skills. In future your training will be based on filling these actual gaps rather than general courses where only some bits may be relevant to your needs and your work. This will also mean that you don't have to learn things that you already know or can do.

What are the risks?

- AgForce's training and assessment is designed to help people go forward; no one will go back or be penalised or lose existing conditions.
- Once you have commenced your training with AgForce Training, we will ensure that you complete the training and/or assessment for your chosen course or make arrangements to do so. In the event that a course is cancelled or restricted see our Refund Policy.
- You will need to accept that the assessment may highlight areas where you need to improve your skills. Training will be provided to help you fill these gaps if you want.
- People who train will strengthen their future.
- There is nothing to fear from the assessment itself. You can have a big say in what evidence is collected and how it is collected. And those involved must treat you with respect and your assessment with the strictest of confidence. We have agreed upon an appeal system to ensure that you get a fair go, so don't worry if you are not happy; we can work together to sort things out.

What's involved?

- To assess you as competent, we need to collect evidence that you have the necessary skills and knowledge and that you apply these regularly in your work. The competencies are described in the Units of Competence. These are available from your trainer/assessor.
- If you already possess these competencies you can be assessed on them without having to do training. And assessment doesn't mean that you have to directly demonstrate your competence; rather you can use testimonies from your supervisor, manager and others to prove your competence. Your products, log books, work records and a number of evidences can also prove your competence.
- Evidence can include:
 - * an observation of your performance at work
 - * you performing set tasks to demonstrate certain competencies
 - * oral or written tests of your knowledge
 - * testimonials from supervisors and work colleagues
 - * records from work or previous training

You will have an Accredited Assessor to help you collect evidence. In some cases where the Accredited Assessor lacks experience in your specialist area a subject matter expert who does have the experience will help you and the Accredited Assessor to collect and judge the evidence.

Our Accredited Assessors have been specially trained in collecting and judging evidence. They meet the National Standards for Assessors in Australia and have successfully completed the AgForce Training Induction Program.

So what have I got to do?

If you want to be assessed, you need to:

1. Call AgForce Training to discuss the details of assessment with you and explain all the details of what, when, where, why, how and who will assess you. We will also answer any questions and make arrangements for individual needs.
2. Complete all relevant documents and records prior to assessment with the help of AgForce Training.
3. Consult with your Assessor about the evidence that will prove your competence and discuss all assessment plans. The Accredited Assessor will also inform you of your rights and detail all safety and procedure guidelines. This meeting should be to build rapport with you and it's your opportunity inform your Assessor of any concerns you may have.
4. Make yourself available for demonstrations, interviews and other direct assessment events.
5. Help collect log books, work records, testimonials, training records and other indirect evidences, if required.
6. Attend a debriefing session with the Accredited Assessor.

What if I am not happy with the way it goes?

If you are not happy with the process or results and you think you have been unfairly dealt with:

1. You can request the Accredited Assessor to justify their decision and ask them to reconsider it
2. If you are still unhappy you can lodge a formal Appeal within five (5) operational days of receiving the results of the assessment and ask them to investigate the situation
3. After investigating the appeal the Training Manager or CEO may
 - uphold your appeal
 - reject your appeal, or
 - organise a new assessment for you
4. If you are still unhappy, you will be referred to the Queensland Studies Authority (QSA) www.qsa.qld.edu.au/3141.html, for further assistance.

You can have a supervisor, team leader, work colleague, shop steward or any other person you choose to assist you with your appeal.

The appeal process will not be a 'them against us' process.

The CEO of AgForce is keen to solve all the problems with assessment and improve the system for future candidates. So your concerns will be treated seriously and fairly.

For more information ask the Training Manager or your Trainer/Assessor for the Appeal Form.

Who will have access to information about my assessment?

- You will receive copies of all documents, qualifications and/or Statements of Attainment when issued.
- Copies of all document and records will be held by AgForce Training and stored and maintained under the Data Provision Requirements 2012 of subsection 187(1) of the National Vocational Education and Training Regulator Act 2011.
- The Training Manager and Trainer/Assessor will have access to these records including information on your assessment.
- AgForce accepts its responsibilities and obligations under The *Privacy Act* 1988 (*Privacy Act*) if applicable and The Information Privacy Act 2009 (Qld)