



VOCATIONAL
TRAINING
SERVICES



CLIENT HANDBOOK

Vocational Training Services

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Handbook Disclaimer

The purpose of this handbook is to provide you with a quick reference about our courses, policies and processes, and roles and responsibilities guiding you through your learning experience with Vocational Training Services (VTS).

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
SECTION 1: INTRODUCTION.....	3
Welcome to Vocational Training Services	3
About Us	3
Pre-Enrolment Process	4
SECTION 2: COURSE INFORMATION	5
Nationally Recognised Training	5
Training	6
Assessment	7
Skills Recognition	9
Client Support	10
Certificates	11
Feedback and Evaluation	11
SECTION 3: RIGHTS AND RESPONSIBILITIES	12
Attendance	12
Behaviour	12
Mobile Phones	13
Security	13
Change of Personal Details	13
Dress and Hygiene Requirements.....	13
SECTION 4: POLICIES AND PROCEDURES	14
Access and Equity	14
Privacy.....	14
Client Records	15
Fees and Refunds.....	15
Cancellation and Transfers	16
Complaints and Appeals	16
Equal Opportunity.....	17
Workplace Health and Safety (WHS)	20

SECTION 1: INTRODUCTION

Welcome to Vocational Training Services

Thank you for choosing Vocational Training Services (VTS) as your Registered Training Organisation (RTO) and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible training delivery and assessment, so we provide you with the best opportunity to attain your specific goals.

We hope you are looking forward to enhancing your skills and knowledge and expanding your professional network along the way. We are here to help you reach your goals – Good luck!

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your training journey and future career.

Matthew Dowd

Managing Director

VTS

About Us

Thank you for considering training with Vocational Training Services.

VTS is a Registered Training Organisation (RTO). As an RTO ([Provider 51843](#)) we are registered with the WA Training Accreditation Council (TAC).

RTOs are bound to comply with the VET Quality Framework, including the *Standards for Registered Training Organisations (RTOs) 2025*.

VTS aims to deliver high quality, innovative and engaging training that is relevant to clients and employers and meets the expectations of industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain a leading RTO.

Service Commitment

VTS is committed to providing quality training and assessment services to its clients.

We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a client-centred approach
- Foster relationships with our clients, supporting them through their career
- Provide flexible learning opportunities through a supportive, facilitative and open learning environment
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Produce competent and confident workers that benefit the community and industry.

Pre-Enrolment Process

To ensure prospective clients are suitable for a course, and that the necessary support can be provided, all applicants must complete a pre-enrolment assessment process.

Prospective clients can submit an enrolment application via our [website](#) or by contacting our Student Services Team.

Once an application has been reviewed, an interview will be scheduled to:

- Discuss the course in detail
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a Language, Literacy and Numeracy (LLN) assessment (a digital literacy assessment may also be required, depending on the course requirements and delivery mode)
- Be informed about police clearance, working with children check, and other licencing requirements
- Confirm the date of the mandatory orientation session
- Complete additional enrolment documentation, where required.

Language, Literacy, Numeracy and Digital Skills

Your course sets minimum requirements in language, literacy and numeracy skills, as well as digital literacy if applicable.

VTS makes appropriate concessions for LLND issues of clients where these concessions do not compromise the requirements of the relevant training product and the integrity, equity and fairness of assessment. Where there are entry requirements for courses, these are clearly stated in pre-enrolment and enrolment information.

You will be required to complete a Language, Literacy, Numeracy, and Digital skills assessment prior to enrolment to ensure you are suitable for the course – we want you to be successful in your learning journey.

Advice is given to all clients on appropriate actions if there is a need to update LLND skills. VTS can assist in providing this additional development prior to completing your enrolment into vocational skills.

Tentative Enrolments

Should enrolment numbers for classroom based courses reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, VTS will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All clients receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Client Induction

Induction for all new clients includes the provision of this manual. All clients must complete and return the *Induction Checklist*.

SECTION 2: COURSE INFORMATION

Nationally Recognised Training

Nationally recognised training is training products that are competency-based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training products include:

- Qualifications
- Skill sets
- Units of competency
- Accredited courses
- Modules.

All nationally recognised training can be found on training.gov.au.

Competency Requirements

It is important to note that the rules and requirements of your training product are applied to all clients regardless of where they are, or the mode of training delivery provided.

You could be a full-time client in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each unit of competency is made up of the following:

- Elements
- Performance criteria
- Performance evidence
- Knowledge evidence
- Foundation skills
- Assessment conditions.

To be deemed Competent in any unit of competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace.

Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Training

Flexible Course Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

VTS offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses include:

- Classroom (face-to-face)
- Workplace
- Remote (correspondence)
- Online
- Recognition of Prior Learning (RPL)
- Combination of these.

Learning Strategies

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this.

To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities
- Prepare well in advance of each training session
- Be a willing participant
- Work with fellow learners where required
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment on time
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Learning Materials

Clients receive a copy of learning materials as part of the course fee.

Should you lose or misplace the materials you are provided, additional fees for replacement of materials may be incurred.

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at commencement of your qualification and throughout your course. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

With your agreement, you will be assessed throughout the course to determine when you have gained the necessary skills and knowledge to achieve the qualification. Your Assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for a course.

Assessment Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard.

Your evidence requirements will be determined by the unit of competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools set out the exact requirements for evidence for each unit of competency.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation records
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party records
- Question responses.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures.

Presentation of Assessments/ Assignments

- All assessments should be typed if possible.
- Handwritten assessments are acceptable for most units of competency. However, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. VTS does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- We endeavour to mark all assessments and provide feedback within 10 working days of receipt.
- Clients are entitled to resubmit assessments on two occasions. If the re-submissions are still deemed NYC, further resubmissions must be negotiated with your trainer. Clients who are still deemed NYC must re-enrol in the unit again and may be required to pay the full course fee for that unit again.

Assessment Submissions

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your Assessor well in advance of the due date. This way the Assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment Results

Clients may have access to their own records, which will indicate assessments undertaken and the units of competency that the individual has attained. Please advise our Student Services Team if you require access to your student records.

Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- **Competent (C)** you have been deemed competent against all the requirements of the unit of competency
- **Not Yet Competent (NYC)** you have not yet demonstrated competency for all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. Results of assessment are provided to clients as soon as is practical by way of competency record. Assessment results are confidential at all times and will not be given to any other party without your approval.

Reasonable Adjustments

Clients with disabilities are encouraged to discuss with VTS any 'reasonable adjustments' to the assessment process, which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may be circumstances where it will not be reasonable or reasonably practicable for the VTS to accommodate or where other adjustment may be more appropriate.

Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Assessment Extensions

It is expected that all assessment tasks are handed in on the due date.

Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Plagiarism and Cheating

Assessment malpractice includes cheating, collusion and plagiarism. VTS regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised.

VTS has policies and procedures in place for dealing with assessment malpractice.

- **Cheating:** All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion:** Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.
- **Plagiarism:** Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Skills Recognition

Students may be eligible for recognition of prior learning or credit transfers, reducing the time and cost of their studies.

Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that acknowledges skills and knowledge acquired through formal, non-formal, or informal learning. This pathway allows students to gain recognition for competencies they have already developed, potentially leading to the awarding of a unit of competency or qualification without additional training.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- Previous formal training
- Work experience
- Life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Credit Transfer

Credit transfer allows students to receive recognition for equivalent units of competency they have successfully completed. This process ensures that students do not have to repeat training for units they already hold.

To apply for credit, clients must provide evidence of the completed unit, which may include a qualification certificate or transcript, statement of attainment or USI transcript.

Client Support

VTS understands that there may be times when personal issues may affect your ability to undertake your training.

VTS has identified a number of support services for clients who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring and Guidance

VTS can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Meals

VTS provides meals during selected courses to ensure healthy sustenance is not a barrier to participation. Please speak to the Student Services Team to find out if this is available to you.

Transport Services

VTS can provide a transport service for clients attending selected courses in regional locations to ensure that access to the training location is not a barrier to participation. Please speak to the Student Services Team to find out if this is available to you.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance with asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay.

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Special Needs

Clients intending to enrol for training with VTS are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Clients with disabilities or impairments are encouraged to discuss with VTS any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

VTS, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

Certificates

Types of Certificates

In general, four types of certificates are issued by VTS. Certificates can only be awarded by VTS in accordance with our approved qualification scope.

- **Testamur** – issued under the Australian Qualifications Framework (AQF) for nationally recognised qualifications. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification (testamur certificate) issued under the Australian Qualifications Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualifications Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Participation** – for non-accredited/recognised training. The certificate is issued when a client attends a short course. To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Issuance of Certificates

Certificates will only be posted to clients at their nominated postal address as shown in their student record. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties (schools accepted in the case of auspice qualifications or School-Based Trainees), without permission from the client.

Duplicate or replacement copies of certificates and statements of attainment incur a fee.

Certificates will be issued within 30 days of completion.

Feedback and Evaluation

VTS values all feedback from clients as it assists us to continuously improve the products and services we offer.

Clients are encouraged to provide us with feedback, both positive and constructive.

VTS has developed feedback forms and electronic surveys for you to provide feedback.

Thank you in advance for your comments.

SECTION 3: RIGHTS AND RESPONSIBILITIES

VTS conducts training courses at various venues to suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

Attendance

Traineeships

You are required to attend all workplace training meetings arranged with your allocated Trainer/Assessor. If you are unable to attend a scheduled appointment, please contact your Trainer/Assessor directly or the VTS Office on (08) 6216 0165.

Classroom Courses

Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to be in attendance for all training sessions as they are designed to provide clients the essential knowledge and skills required for relevant units of competency. It is also expected that clients will undertake additional reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your Trainer/Assessor or contact our Student Services Team. Other arrangements can be made, including self-paced learning or alternative training dates.

Your Trainer will provide for appropriate break scheduling throughout the training session.

Behaviour

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Client Misconduct

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating VTS property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other clients and the trainer/assessor is expected.

VTS retains the right at all times to remove disruptive clients from the training environment:

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor
- Inappropriate language and actions will not be tolerated
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated
- Treat facilities and equipment with due care and respect
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Mobile Phones

All phones must be turned off or set to Silent mode during training, as a courtesy to the Trainer/assessor and other clients.

In an emergency where you need to be contacted, please advise your Trainer/Assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings.

VTS accepts no responsibility for any belongings which may be stolen or go missing.

Change of Personal Details

Clients are required to ensure their personal details recorded with VTS are up to date at all times.

Should your circumstances or details change please advise our Student Services Team via email at admin@vts-trainig.com.au.

Dress and Hygiene Requirements

Clients are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

SECTION 4: POLICIES AND PROCEDURES

Access and Equity

VTS is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. VTS will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

VTS abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

Privacy

VTS abides by the Australian Privacy Principles (APPs) and *Privacy Act 1988*. VTS is committed to respects clients, staff and trainer/assessors' right to privacy.

As an RTO, VTS is required under Australian Law to collect certain personal information and is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records to be used solely for the purpose of its collection.

VTS is also required to report student records to government, funding and regulatory bodies from time to time, in accordance with the VET Regulatory Framework and certain funding contracts.

VTS collects information (name, email address or contact number) from clients upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services.

VTS may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

VTS will only disclose information to other parties not already identified, as required by law, or as otherwise allowed under the *Privacy Act 1988*.

Confirmation of information disclosure requirements and the VTS Privacy Policy is outlined in the Privacy Notice, provided to you for agreement at enrolment.

We will also seek your permission via our Photo Release Form to allow us to use images of you from time to time.

For further information, see the Privacy Policy on our [website](#).

Client Records

VTS maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed.

Access to this file is available to you upon request.

In accordance with Privacy laws and confidentiality requirements, your file is kept in locked storage. Only those VTS personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

Please contact VTS if you would like access to your personal records.

Fees and Refunds

VTS has developed a fair and equitable process for determining course fees, refunds and payment options for its Fee for Service course offerings.

Funded Training Program Fees are charged in accordance with the current DTWD *VET Fees and Charges Policy*. Current fees are published on our [website](#).

The DTWD Fees and Charges Policy is available on the DTWD website dtwd.wa.gov.au.

Payment Options

We accept Direct Deposit payment for all course fees.

Funded students only may be eligible for payment by instalment/s or financial hardship

Please contact our Student Services Team for eligibility requirements on 08 6216 0165 or admin@vts-training.com.au.

Qualification Fees

Fees for qualifications may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Refunds

Payment of all refunds, to clients who are entitled to a refund, are in accordance with the Refunds Policy on our [website](#).

Cancellation and Transfers

Cancellations, Withdrawals, Deferrals, Amendments

Clients who wish to withdraw/cancel/defer/amend their course should discuss their options with our Student Services Team or their Trainer/Assessor. Depending on circumstances, client fees may be transferable or refundable.

Please see the Refunds Policy on our [website](#).

Client Transfers

- **Transfer to another “Course date”** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- **Transfer to another “Course”** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- **Transfer to another “Delivery mode”** – Should a client, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a client wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the client forfeits the full course fee.
- **Transfer to another “Client”** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another client.

RTO Cancellation of Courses

VTS reserves the right to cancel a course if insufficient enrolments are received prior to course commencement.

Clients already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a client for the course will be made within seven (7) days.

Pre-Paid Fee Protection

VTS has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by VTS.

Complaints and Appeals

Complaints and Feedback

VTS has a fair and equitable process for dealing with client complaints about our services.

The specific requirements and process of appeals is outlined in the Complaints Policy available on our [website](#).

Assessment Appeals

VTS has an appeals policy to manage requests for a review of decisions, including assessment decisions made by VTS or a third-party providing services on our behalf.

The specific requirements and process of appeals is outlined in the Appeals Policy available on our [website](#).

Equal Opportunity

VTS is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

VTS has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

VTS is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients.

VTS is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

VTS will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours
- Supporting the person in saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive.

If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the VTS Managing Director should be contacted.

As a client of VTS, you have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others
- Respect differences among other staff, clients and contractors, such as cultural and social diversity
- Treat people fairly, without discrimination, harassment or victimisation
- Refuse to join in with these behaviours
- Supporting the person in saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- **Direct discrimination** - means treatment that is obviously unfair or unequal
- **Indirect discrimination** - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and clients have an equal opportunity to work and study. VTS will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity
- Sex
- Pregnancy
- Marital status
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability)
- Sexuality (male or female; actual or presumed)
- Transgender
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life
- Unwanted written, telephone or electronic messages
- Promises or threats to a person
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

Sexual harassment

VTS will not tolerate sexual harassment in the learning or work environment.

VTS deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another.

Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting.

Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Workplace Health and Safety (WHS)

Responsibilities

VTS is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

VTS encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

VTS recognises its responsibility under the Workplace Health and Safety and related regulations.

The Managing Director has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

VTS is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

VTS Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to VTS Continuous Improvement processes.
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant VTS WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Managing Director.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. Please report any issues to your Trainer/Assessor or our Student Services Team.

VTS will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

VTS is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating Incidents and Accidents

The Managing Director is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Managing Director will immediately undertake an investigation.

The process for investigations may include:

- Interview all people involved in the accident or incident and witnesses
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future
- Analyse results of investigation and document recommended courses of action for evaluation by the Managing Director
- Once action is approved, communicates outcomes and planned actions.