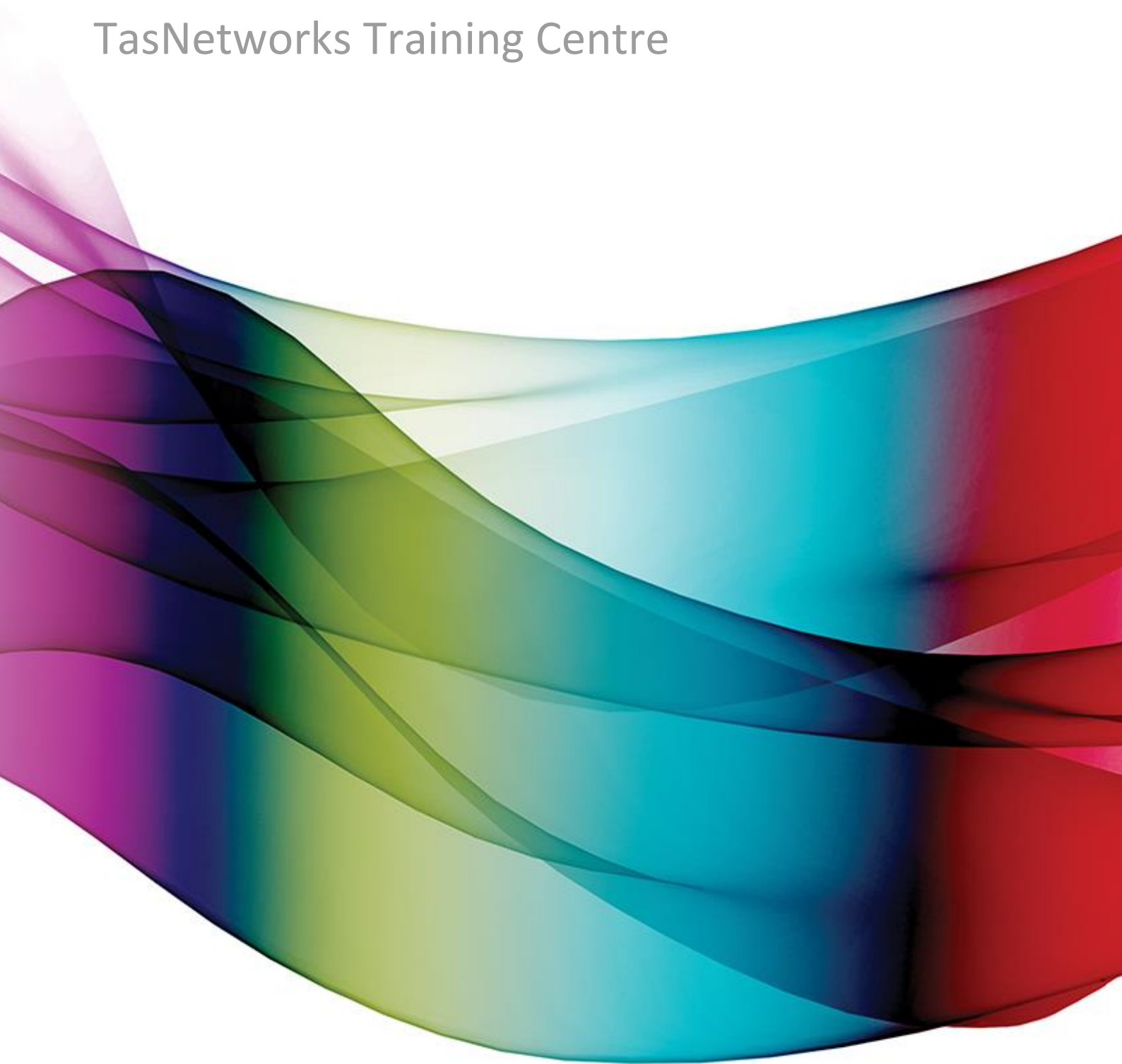


# Learner Handbook

TasNetworks Training Centre





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## About this Handbook

This Handbook provides you with the information you need to get the most out of your course at TasNetworks.

Here, you can find out about what you can expect when you undertake a course with us, how we will support you during your training and how you can provide feedback about your training and assessment experience.

The information in this Handbook is organised around the five (5) key stages of your learning journey. These are:

1. Find out about our courses
2. Enrol and be inducted into your course
3. Be supported as you progress
4. Have a positive training and assessment experience
5. Finish your training and receive your certification

## About TasNetworks Training Centre

TasNetworks has an enterprise-based Registered Training Organisation (RTO) and purpose-built Training Centre located at Mornington. The Learning Services team manages both of these. Learning Services' purpose is to:

- Meet the current and emerging learning needs of the field workforce (employees and contractors) and associated industry personnel who interface with TasNetworks infrastructure
- Facilitate health, safety and environmental training for the whole of TasNetworks
- Provide high-level administrative support to both the Technical Competence and Electrical Compliance Teams and the broader Health, Safety & Environment Group located at the TasNetworks Training Centre.

There's designated visitor parking at the Centre and lunch room. We provide tea and coffee but there's no food services on site so BYO lunch or ask us about nearby food outlets.

At your course induction we'll provide you with further details about the Centre and its facilities. We'll talk with you about what you need to do when you're at the Centre to stay safe and how to respond in an emergency. We'll also introduce you to Centre team members who you can talk with if you have queries at any time.



## 1. Find out about our courses

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Our courses are for people who work in the Electricity Supply Industry (ESI) who need training, assessment or authorisations to work on or in the vicinity of TasNetworks infrastructure. You can learn about who we train, and what we train people in, on our website [www.tasnetworks.com.au/industry-and-development/training-centre](http://www.tasnetworks.com.au/industry-and-development/training-centre) or by contacting us by phone or email. We do not market our services to the general public.

If you want to do a course with us, we will do our utmost to provide you with clear, accurate and readily accessible information so you can make an informed choice about the training and qualifications that will best meet your needs. We welcome enquiries.

Courses offered at TasNetworks are either accredited (from a National competency) or non-accredited (enterprise-based). Accredited courses may be made up of:

- Single units
- A cluster of units
- A package of units leading to a full qualification at Certificate III level

We will provide you with course information upfront. This includes:

- A description of the course, the content, duration and certification outcome
- Any prerequisites you need to hold before undertaking the course
- Fees and related terms and conditions
- Opportunities for Recognition of Prior Learning (RPL) or Credit Transfer
- What you need to bring and wear

We provide equitable access to courses irrespective of gender, culture, linguistic background, race, location, socio-economic background or disability. Some courses may have a limited number of vacancies and these will be filled in the order we receive completed enrolment forms with supporting documentation (where applicable).



## 2. Enrol and be inducted into your course

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We aim for all our students to have a positive enrolment and induction experience so when you begin with us there are no surprises - for you or us.

We will ask you to complete an enrolment or nomination form to secure your place in the course. If you're completing a qualification or unit of competency, some of the information you provide will be submitted to local and federal regulatory authorities (eg Skills Tasmania) for statistical reporting purposes. You can refer to the enrolment form for more details about this. We'll also use the information you provide to understand any learning and support needs you may have.

The enrolment form will ask you for your unique student identifier (USI). The USI scheme allows people to access a single online record of their VET (vocational education and training) achievements completed after 1 January 2015. If you do not have a USI, it's easy and free to create one. Go directly to [usi.gov.au](http://usi.gov.au), choose 'create USI' and follow the prompts. You only need to create a USI once. You **must** have a USI to complete your enrolment details. If you need assistance, let us know.

### Language, literacy and numeracy (LLN) requirements

Our enrolment form also asks you to confirm that you hold the reading, writing and numeracy skills to undertake the learning and assessment requirements and successfully complete the course.

Generally, our courses align to Certificate III LLN requirements which sit at Levels 2 and 3 within the Australian Core Skills Framework (ACSF). The ACSF is the benchmarking document that defines levels of language, literacy and numeracy for the vocational training and education sector with competence levels ranging from level 1 (low level performance) to level 5 (high level performance).

The tables on the following pages describe the ACSF LLN requirements at Level 3. You should confirm that you have the reading, writing and numeracy competencies by checking the work examples provided for each. If you don't think you have the competencies, or have queries about the competency requirements, contact us to discuss before submitting your enrolment form.



ACSF Level 3 performance	Work examples
<b>Learning</b>	
<ul style="list-style-type: none"> <li>Plans, implements &amp; adjusts processes as required to achieve learning outcomes and begins to seek new challenges</li> <li>Experiments with new learning strategies in familiar contexts and applies some strategies in less familiar contexts</li> </ul>	<p>I can:</p> <ul style="list-style-type: none"> <li>Review own skills in relation to job selection criteria to clarify future study or a training plan</li> <li>Schedule time for developing new skills for work, eg to learn to use Excel</li> <li>Approach a more experienced colleague to act as a sounding board</li> <li>Contribute to problem solving processes</li> <li>Plan and organise a routine job, identify possible risks and access relevant resources</li> </ul>
<b>Numeracy</b>	
<ul style="list-style-type: none"> <li>Selects and interprets mathematical information that may be embedded in a range of familiar, and some less familiar tasks and texts</li> <li>Selects from and uses a variety of developing mathematical and problem solving strategies in a range of familiar, and some less familiar contexts</li> <li>Uses a combination of both informal and formal oral and written mathematical language and representation to communicate mathematically</li> </ul>	<p>I can:</p> <ul style="list-style-type: none"> <li>Work in a group to undertake a simple survey and document the results, eg a workplace survey of workers' WH&amp;S knowledge</li> <li>Use appropriate technological devices to measure and record data and report and act on results, eg blood pressure machine, micrometres, temperature gauge</li> <li>Identify and explain uses and application of shape in different contexts, eg use of 2D and 3D shapes in house or building construction</li> </ul>
<b>Oral Communication</b>	
<ul style="list-style-type: none"> <li>Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts</li> <li>Derives meaning from a range of oral texts in familiar and some unfamiliar contexts</li> </ul>	<p>I can:</p> <ul style="list-style-type: none"> <li>Give clear sequenced instructions of several steps, eg how to use a photocopier/log on/log off computer</li> <li>Participate in an oral exchange requiring some negotiation, eg responds to specific enquiries, complaints, problems with clients/customers</li> <li>Listen to and note specific information from an announcement such as emergency evacuation procedures</li> </ul>

ACSF Level 3 performance	Work examples
<b>Reading</b>	
<ul style="list-style-type: none"> <li>Evaluates and integrates information and ideas to construct meaning from a range of familiar, and some unfamiliar texts and text types</li> <li>Selects and applies a range of reading strategies as appropriate to purpose and text type</li> </ul>	<p>I can:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Read and respond to notices posted on chat rooms</li> <li><input type="checkbox"/> Read and follow information presented in technical drawings, manuals and work instructions, patterns, eg specifications for job, construction plans, standard operating procedures</li> <li><input type="checkbox"/> Use 'help' facility on software program to help find out how to format a text, eg brief report, workplace or community newsletter, emails to colleagues to place orders, using spreadsheets to present data</li> </ul>
<b>Writing</b>	
<ul style="list-style-type: none"> <li>Communicates relationships between ideas and information in a style appropriate to audience and purpose</li> <li>Selects vocabulary, grammatical structures and conventions appropriate to the text</li> </ul>	<p>I can:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete performance appraisal review form and identify personal goals</li> <li><input type="checkbox"/> Write clear sequenced instructions for routine/everyday context, eg prepare workplace timetable for start-up and shut down procedures</li> <li><input type="checkbox"/> Use email for day to day communication, eg to work colleague, client or teacher/trainer</li> </ul>

## What to expect

We're committed to providing you, and all our students, with a positive and rewarding learning environment as reflected in the TasNetworks Code of Conduct.

There will be a course induction prior to the commencement of your training. Your Trainer will talk with you about:

- The course content, duration and the expected outcomes
- How and when training and assessment will happen
- Expectations and responsibilities – both yours and ours
- The WH&S aspects specific to your course





## What you can expect

As a student with TasNetworks you are entitled to:

- Be provided with accurate and sufficient information to assist you to make informed decisions about your enrolment and learning experience
- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue your learning in a supportive and stimulating environment
- Be offered the option of accessing external services such as counselling and language support
- Be informed about how and when assessment occurs

## What's expected of you

As a student with TasNetworks you have a responsibility to:


- Arrive at workshops or assessments on time
- Contact the Training Centre before the course start time to let us know if you're not able to attend
- Wear/bring PPE as stipulated, in both the main building and training yard
- Follow the instructions of your Trainer and Training Centre team members
- Participate in scheduled assessment events and submit written assessment items on time
- Provide authentic original assessment evidence and not engage in plagiarism or cheating in any assessment
- Behave in a responsible manner which is safe, fair, respectful and lawful
- Smoke only in the designated smoking areas
- Not enter the Training Centre or any other TasNetworks site with a Blood Alcohol Content (BAC) over 0.00%, consume alcohol, consume or test positive to any illicit drugs or, be in the possession of, sell or distribute illicit drugs. If you are on prescription drugs that may affect your ability to complete tasks safely, please let us know.

If you have any queries about what's expected, talk with your Trainer or a member of the Learning Services team.

## Invoicing, cancellation and postponement

We will issue a tax invoice once we have processed your enrolment and confirmed your place in the course. We will liaise with your employer/organisation about invoicing.

We will provide a refund or transfer you to an alternate course only when we receive a minimum of 14 days' written notice. We understand that sometimes things don't go to plan so please contact us as soon as possible prior to the commencement of your course if illness or an extenuating circumstance prevents you from attending. If this happens, you may transfer to the next immediate course if you're able to provide a valid medical certificate or appropriate declaration.



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The Training Centre operates within a dynamic organisation and industry environment. Our team members undertake operational activities as well as training activities. Sometimes things don't always go to plan for us either so we may need to cancel, postpone or reschedule a training course due to unforeseen circumstances, or minimum enrolment numbers not being met. If this happens, we will notify you immediately.

### 3. Be supported as you progress

At TasNetworks, the safety of our people and the community is our top priority. We want to genuinely support learners - physically and emotionally - from their recruitment to course completion.

#### Stay safe

We are committed to ensuring you are able to complete your training in a safe and secure manner. At enrolment we'll let you know about course-specific requirements in relation to protective clothing and equipment (PPE). During induction we'll make sure you know what to do in case of an emergency or if you are injured and require first aid.

All our courses include instruction and training on work health and safety requirements. Your Trainer will provide you with the recommended ways to use tools and equipment specific to your course. Please be sure to follow standard operating procedures and instructions at all times to ensure your own and others' safety.


If you feel unsafe, talk with your Trainer or a Training Centre team member as soon as possible. If you're concerned about someone else's safety or, if you notice any broken or damaged equipment that may cause harm to you or others, let us know.

#### Access support

We aim to get the induction, recruitment, learning and assessment process right in the first place, so we can eliminate many support issues. Some students may feel they need support but not seek it. Others may need support but not know it. Our processes aim to accommodate both.

At enrolment we'll ask you if you have any literacy, numeracy or other learning support needs. We'll talk together about how we can manage these or whether another training pathway may be more suited.

We will customise training and assessment services where both our needs can be met. This could include making reasonable adjustments to the training and assessment activities to facilitate you participating successfully. However, given that training and assessment activities typically relate to high-risk environments, any adjustments cannot compromise the integrity of the workplace or industry requirements.



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If you are an Apprentice, you will have a dedicated Coordinator in the Learning Services Team who will contact you at regularly scheduled intervals. You or your Team Leader can make contact at any time with your Coordinator.

Support for Apprentices is also available via the Commonwealth Government's Australian Apprenticeship Support Network. The Apprenticeship Support Network is available to identify and provide any extra support or advice you may need to complete your apprenticeship, such as mentoring. For more information or to learn more about Apprenticeship Support Network providers in your area, call **13 38 73** or visit **[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)**

At any time and for whatever reason, if you're a TasNetworks employee you can access the Employee Assistance Program (EAP) by phoning **1300 360 364** or via the People page on The Zone. If you're not a TasNetworks employee, talk to your Team Leader about your organisation's EAP.

Other external supports you may find helpful:

- Both Linc Tasmania and TasTAFE provide literacy/numeracy support
- Housing Connect provides help to find and maintain housing
- You can get support with child care through the Australian government's [mychild.gov.au](http://mychild.gov.au) website
- Free and impartial financial guidance and tools are available at the Australian government's [moneysmart.gov.au](http://moneysmart.gov.au) website

## If you change your details

To make sure that you receive important information and communications from us, it's important that you let us know if you change names and/or address - just contact the Learning Services if you need to update or change your details.


## Feedback and appeals

We genuinely value your feedback, so whether it's to comment on a positive experience, to highlight areas for improvement or to raise specific concerns, we want to hear from you.

There are different ways you can provide us with your feedback:

- Talk to a Training Centre team member
- Complete the Training and Assessment Feedback form, either on-line or available at Reception or on our website **[www.tasnetworks.com.au](http://www.tasnetworks.com.au)**
- Phone us on **03 6271 6111** or email us at **[training@tasnetworks.com.au](mailto:training@tasnetworks.com.au)**

We commit to take notice of what you say and keep your responses confidential. If we can't resolve the issue immediately, we'll provide you with regular updates and details of the action we have taken or plan to take.



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If your feedback specifically relates to an assessment process or outcome that you're unhappy about, talk through your concern with your Trainer. If your assessment concern is not resolved to your satisfaction, we have a process that enables you to have the decision or outcome reviewed.

At the end of your training and assessment activity, we'll ask you to complete a Training and Assessment Feedback form. We planned to give you a great learning and or assessment experience - one that met your needs - so how did we go? Don't be shy in telling us what you think - what we got right and what we need to do better.

## 4. Have a positive training and assessment experience

Our primary purpose is to meet our student's learning needs. We must also be able to assure TasNetworks and other organisations that how students get trained and assessed and what our students get trained and assessed in, will meet or exceed relevant standards.

We also aim for our students to value learning more deeply as a consequence of experiencing one of our courses.

We adjust how we go about our work to best meet our learner's needs and those of our organisation. This means we have to be flexible, agile and responsive.


We aim not to be personality driven but rather have development, validation and review systems that make our RTO work well. These systems will deliver:

- Robust training and assessment strategies and learning programs
- Well-designed learning and assessment experiences
- Trainers and assessors who have wide and deep content knowledge, strong workplace competence and excellent facilitation skills

### Recognising your prior learning (RPL)

What is RPL? RPL is an assessment-only pathway; it is a process that reduces the learning time, but it still requires assessment. If you already have prior skills or industry knowledge and experience, we are keen to help you undertake assessment for recognition of prior learning (RPL). This means that you could gain credit towards some or all of your course/qualification, provided these skills are still current; that is, you've recently had to apply these skills, technology and processes.

We offer a blended recognition/gap training pathway for any nationally recognised unit of competency or qualification within TasNetworks' scope of registration. If you can demonstrate the skills and knowledge, an assessment only process will take place. This recognition assessment may include, but is not limited to:

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- Competency conversations
  - Observation of practical tasks
  - Observation of performance in the workplace
  - Provision of workplace documentation related to unit requirements

If you want to use testimonials or third party reports, these must clearly relate to unit requirements and be expressed in workplace language. The vocational competence/qualifications of the person providing the report will need to be verified by the Assessor. We'll use these reports to confirm our assessment judgement and consistency of your performance. They are not sufficient evidence on their own.

For further information about recognition of prior learning, or to apply for recognition, please talk to a member of the Learning Services team at the Training Centre.

## Recognising qualifications issued by other RTOs

If you have completed any VET courses in the past, you may be eligible to receive a credit transfer (CT) for specific units.

This means that if you have previously completed a unit in the course you are enrolling in – and the unit has not been significantly changed since you earned it – you may be able to have it directly recognised as a CT rather than having to complete it again. Note that if the unit now has additional requirements, an RPL (assessment only) process may be negotiated.


If you believe this is the case for you, please talk to a member of the Learning Services team when you're enrolling. We will ask you to provide evidence of the unit/s by showing a record of your results and advise you of any credit transfers you are entitled to.

## About your training

Being an enterprise RTO, we're serious about integrated learning where what you learn at the Training Centre reflects what you need to know and do to competently perform your job. We aim to deliver the right training at the right time so we'll spend some time understanding what the training gap is and develop a solution that best fits.

The learning you do with the Training Centre team will generally involve small group and/or one-on-one learning. Training methods include but are not limited to:

- Face to face Trainer facilitation – presentation with for example, work samples, video
- Discussions in small groups or 1:1
- Research activities in small groups or 1:1
- Practical demonstrations and simulations in a training room
- Guided practice in an ESI environment and on infrastructure (both simulated and live in the field).



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## About your assessment

A range of assessment methods are used for each course/unit when assessing competence. We develop assessment tools in collaboration with Technical Competence personnel so they're customised to enterprise and regulatory requirements whilst maintaining the integrity of accredited competencies.

Assessment methods can include:

- Observation and demonstration of work skills in both a simulated and live environment
- Verbal and/or written questions and answers
- Workplace evidence/samples of documentation
- Learning journal (e-Profiling)
- Supervisor/Team Leader testimonials

## 5. Finish and get your certification

This is the final phase of your student journey and we want for it to be a positive and rewarding end to your training and assessment experience with us.

Once you complete assessments relevant to a unit of competence, you will be awarded a 'result'. There are a number of results you can be awarded – some of the most common are:

- CP – Competent
- NP – Not Competent
- RPL – Competent through Recognition
- CT – Credit Transfer

If you participate in a non-accredited course, you will receive a certificate of completion and related ESI Skills Passport endorsements if applicable.

If you are a TasNetworks employee or Contractor, you can access your results at any time through the Learning Management System (LMS). Contact the Learning Services team if you need help with this.

If you are studying for a full qualification, you will receive a printed testamur outlining the qualification you have been awarded, and the units contained within it. We will issue this within 30 days of you completing all course requirements, provided that we've received full course payment. If you need a replacement Certificate or Statement of Attainment please contact the Learning Services team. We will keep a record of your certification for 30 years.



## Enquiries

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If you are already enrolled and have general questions about your course or other learning-related matters, talk to your Trainer or a Learning Services team member.

If you or your employer need information about courses, enrolment, or invoicing, please contact Learning Services by dropping into the Centre, phoning **03 6271 6111** or emailing **[training@tasnetworks.com.au](mailto:training@tasnetworks.com.au)**

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