



**FUTURE
FORCE**
RTO 21865

A Division of Southern Aspect Pty Ltd
ABN: 18 097 120 477

Future Force is a Registered
Training Organisation (RTO)
regulated by the Australian
Skills Quality Authority
(ASQA)
RTO # 21865



Trainee & Student Handbook

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Introduction

Future Force Training and Recruitment (FFTR) is a Registered Training Organisation (RTO) authorised to provide trainees with nationally recognised qualifications within our scope of registration.

The founders and Directors of FFTR are experienced managers and business people from various fields within the Logistics industry, including local, interstate and international transport, warehousing and distribution. Our aim is twofold. Firstly to provide our trainees with a career path that will lead to fruitful employment and provide them with the skills that will allow them to become the industry 'leaders' of tomorrow. Secondly, we aim to provide the hosts/employers with highly competent and skilled future supervisors, managers and company leaders by providing first class training and mentoring to their trainees.

To be successful in our aims we require trainees who are motivated and ambitious. The combination of trainee application and our training and mentoring will provide a wonderful opportunity for a bright future for any motivated trainee.

Our mission therefore is:

“To provide the industry with tomorrow’s leaders”

This handbook provides some of the important information that you, as a trainee shall require. It details some of our policies within and you will be provided in addition to this, our company procedures for relevant activities as well as additional company policies not contained herein.

We wish you the best of luck with your traineeship and for your future career, which will no doubt have a great foundation due to your studies and subsequent qualification.

The Team at Future Force

Note: This handbook is updated from time to time. To find the most recent, up to date version, refer to the Trainee Resources log-in section on the Future Force website – www.futureforce.com.au.

This handbook applies to both Trainees and Fee for Service students. The applicability of each section within, to either cohort, is indicated by the symbol **T** - applicable to Trainees & **F** - applicable to Fee for Service Students.



Terms of Employment

The relevant Industry awards are the guiding document by which the following topics are covered.

- ❖ Probation
- ❖ Hours of work
- ❖ Annual leave
- ❖ Personal/carer's leave
- ❖ Maternity leave
- ❖ Compassionate leave
- ❖ Jury service
- ❖ Notice periods
- ❖ Other leave types

The relevant industry award can be located on-line at

<http://www.fairwork.gov.au/awards/pages/default.aspx>

Go to the dropdown menu on 'Awards & Agreements', select 'Awards'. From the left menu, choose 'List of Awards'. Scroll to 'Clerks – Private Sector'.

Trainees should familiarise themselves with their relevant industry award or internal Enterprise Agreement (EA) if the host company has one in place.



Personal / Carer's Leave

Protocol: Trainees should ensure that as soon as practical, they telephone their direct supervisor and trainer to advise of any non-attendance. Notification to Host companies and to Future Force by any method other than direct telephone call is not acceptable, unless by prior arrangement. The use of SMS as a means of notifying sick or other absences is also unacceptable.

Entitlement: Personal leave commences accruing from the first day of your employment. You are not entitled to be paid personal /carer's leave for amounts in excess of that accrued. Your overall maximum entitlement is 10 days per annum.

Medical certificates must be provided in the following circumstances:

- For leave in excess of one concurrent day
- For leave taken immediately prior or after a public holiday

T *Annual Leave*

You are entitled to 4 weeks annual leave (dependent upon the amount of leave you have accrued). Annual leave must be applied for, and approved both by Future Force AND your Host company, in advance. Leave forms are available on the Future Force website.

Fees, Charges & Refund Policy information



As a result of Victorian Government ministerial directions, Future Force as a Registered Training Organisation is obliged to comply with the prescribed fees and charges policy. This policy can be viewed in the Victorian Government website on following link:

<http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx>

The Future Force policy, in compliance with the ministerial directive is as follows (please also refer to the following page which outlines in detail the fee structure including Government contributions):

An individual fee schedule shall be provided to each student/trainee prior to enrolment. The method of collection of this fee shall be as follows:



Future Force employee trainees: A fortnightly fee of \$7.22 shall be deducted from trainees' fortnightly pay. This shall be identified as "Tuition Fee" on the trainees' payslip. This fee shall apply for the duration of the trainees' indenture. Payment terms are not applicable.



Refunds (employer supported trainees): As a minimal fee is being levied, and is levied on a 'pay-as-you-go' basis, there shall be no refunds available regardless of the length of time the trainee has been enrolled, as no fees are charged in advance.



Fee for service trainees: A total of up to \$5000 shall be levied to either the trainee directly or to their employer, in multiple stages as agreed pre-course. This fee may be incorporated as part of the general tuition fees, or may be levied separately dependant upon the individual agreement with the employer. Payment is made in arrears of training. Payment terms are 14 days from invoice date.

A discretionary concession may be granted however in cases where the payment of the prescribed fee can be demonstrated as causing undue hardship to the relevant trainee. If you feel this is the case you should discuss this further with Future Force. An initial enrolment fee may be levied prior to commencement. This forms part of the total cost and is not an additional charge. Payments are staged, in arrears for services delivered.



Refunds (fee for service students): As fees are paid in arrears, there are no refunds available with the exception of the initial enrolment fee (if applicable). This is refundable upon written request, *only if the participant does not actually commence the course*. Refund shall be provided to the nominated bank account with 10 working days from receipt of the request if it is agreed that the course was not commenced.

- Note: The full 'Fees, Charges & Refund Policy and Procedure', including 'Schedule 1 – Fees' is available on the Future Force website.

Schedule 1 – Fees

Fees - Schedule 1

Indicative government subsidised student fee information - 2021

(Applicable to most juniors taking on a full-time traineeship)

(Fees and charges for government subsidised training, calculated according to the Skills First Program Guidelines about Fees)

Course Title	Indicative scheduled hours	Indicative tuition fee per scheduled hour	Total Standard Tuition Fees	Indicative Government contribution per scheduled hour	Total student contribution	RPL Fees
TLI30119 - Certificate III in International Freight Forwarding (Operator)	420	\$7.89	\$3,315.00	\$7.00	\$375.00	\$0.00

Note:

- * Fees are charged based on full 24 month scheduled completion time. Additional fees may apply if course duration exceeds 24 months.
- * There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.
- * Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office
- * Fees are not charged in advance (hence no refunds are available)

Indicative fees for 'Fee for Service' students- 2021

(Applicable to non full time traineeship students. E.g. Existing/experienced staff students upskilling)

Course name	Indicative scheduled hours	Indicative tuition fee per scheduled hour	Total Standard Tuition Fees	Indicative Government contribution per scheduled hour	Total student contribution	RPL Fees
TLI30119 - Certificate III in International Freight Forwarding (Operator)	420	\$18.90	\$7,940.00	\$7.00	\$5,000.00	\$255.00 per unit
TLI40219 - Certificate IV in International Freight Forwarding (Senior Operator)	470	\$10.64	\$5,000.00	\$0.00	\$5,000.00	\$255.00 per unit

Note:

- * There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.
- * Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office
- * Fees are not charged in advance (only exception below) hence no refunds are available
- * An enrollment fee of \$1000 may be applicable in certain circumstances. Note that this fee forms part of the total student contribution, and is not an additional fee. This fee may be refundable in certain circumstances. Check with Future Force to ascertain if this is applicable.
- * The student tuition fees as published are subject to change given individual circumstances at enrolment



Completion Guarantee: Future Force will guarantee that training agreed to be provided shall indeed be provided, in advance of the fees being paid. Where however, default on fee payments in arrears occurs, Future Force maintains the right to withhold training services until such time as fee payments are up to date.



Provision of Certificates and Statements of Attainment: Properly authorised and government compliant Certificates shall be provided to all graduates of their particular course. This shall occur within 30 days of being assessed as competent, provided payment of any outstanding fees has been satisfied, and all administrative tasks requiring student signatures are completed.

A Statement of Attainment shall be provided to any trainee who has withdrawn from their course, without intention to complete, and who has successfully completed one or more units of competency.

Certificates and Statement of Attainment are provided free of charge.

Replacements for either a Certificate or a Statement of Attainment (for lost or damaged originals) can be obtained free of charge upon request to the management of Future Force.

Replacement certificates or statements of attainment shall be produced to the current regulatory document standard, which means they may not be 100% identical to the first original. The re-issued document shall include both the original issue date and the re-issue date, clearly identifying that the document is indeed a re-issue, and not the first original.



Dress Code Policy

Dress code for trainees shall be largely determined by the policy of the trainee's host organisation. However, FFTR expect that trainees at all times shall dress in a respectable business manner suitable for the task they are required to perform, regardless of their fellow staff members interpretation and/or implementation of the host company policy.

Particular attention should be paid to host company 'casual' days. Casual days are not an excuse to wear inappropriate attire. Never should thongs, sandals, board shorts, sleeveless shirts, holed jeans etc. be deemed to be acceptable attire.



Company Confidential Information Policy

It is the individual responsibility of all FFTR staff, trainees and management to ensure that the operations, activities and business affairs of both ourselves (FFTR) and our customers, including host organisations, are maintained with a high degree of confidentiality. The acquisition of confidential or proprietary information about FFTR or Host companies is to be handled with the utmost level of confidence and should not be discussed with external parties or individuals.

Violation of this policy is deemed to be sufficient grounds for dismissal.



Occupational Health and Safety Policy

Recognising the potential hazards occurring in the various environments of the FFTR office and various host organisations, FFTR will take every reasonably practicable step to provide and maintain a safe and healthy work environment for all staff, trainees & visitors. In summary:

Directors:

- ❖ Are responsible for the effective implementation and regular review of this OH&S policy;
- ❖ Must observe, implement and fulfil responsibilities under the Acts & Regulations which apply to OH&S within the work environment, and will endeavour to comply with Australian Standards and approved Codes of Practice;
- ❖ Must ensure that Host organisations fulfil adequate OH&S requirements to the best of its ability therefore ensuring the trainee is provided with a safe working environment;
- ❖ Ensure that trainees are provided initial induction as to their responsibilities in relation to OH&S;
- ❖ Must ensure that all significant risks associated with hazards in their operations are identified, controlled, registered and reviewed in consultation with employees.

Staff & Trainees :

- ❖ Are required to take reasonable care of themselves and others in the workplace;
- ❖ Have a responsibility to co-operate with management and staff with nominated or elected OH&S functions;
- ❖ Have a responsibility to comply with relevant Host organisation OH&S management system policies, procedures and programs, as appropriate;
- ❖ Must not bypass or misuse systems or equipment provided for OH&S purposes;
- ❖ Must report any unsafe conditions which come to their attention and address where possible.



Harassment Policy

Future Force Training and Recruitment will not tolerate harassment in the workplace under any circumstances. This includes sexual, bullying, intimidation, abuse of power and other examples of harassment or workplace violence.

Sexual Harassment

is UNWANTED and UNWELCOME sexual attention. It may be sexual harassment when someone:

- ❖ leers at you
- ❖ touches or brushes against your body
- ❖ persists in asking you out after you have said 'NO'
- ❖ tells dirty jokes in your presence
- ❖ displays offensive printed or electronic material
- ❖ makes unwelcome comments or asks questions about your personal life or sexual habits
- ❖ tries to force you to have sex.

What if you're not sure you're being sexually harassed? If the behaviour made you feel:

- ❖ offended
- ❖ intimidated
- ❖ upset
- ❖ frightened
- ❖ humiliated
- ❖ angry
- ❖ or that someone went too far... then it's sexual harassment.

You don't have to put up with sexual harassment. You may feel you have to keep quiet about sexual harassment or even play along with it. You may feel that if you do object to sexual harassment you will be seen as over-reacting or unable to take a joke.

But remember, sexual harassment is not flattering or harmless fun

- ❖ it is not friendship, or part of normal social relationships
- ❖ it is unwanted and unwelcome sexual attention which denies you respect and fair treatment
- ❖ you have every right to object and do something about it.

Is sexual harassment against the law?

State and Commonwealth legislation outlaws sexual harassment as a form of sex discrimination. FFTR takes its obligations under this legislation very seriously. We will not tolerate sexual harassment.

If you are sexually harassed:

- ❖ tell the person you find their behaviour offensive. Keep a record of the incident
- ❖ talk to your trainer for personal advice and support in dealing with the feelings caused by the harassment
- ❖ consult your Host Human Resources officer or Harassment Counsellor (if they have one) for a clear presentation of the options available to resolve the problem
- ❖ share your concerns with any other member of staff with whom you feel comfortable. She/he will support you and refer you to others who will assist you in resolving the problem.

Other Harassment

Trainees who have such concerns about other types of harassment including (but not limited to) bullying, abuse of power, or intimidation, should discuss them with your trainer and/or your host Human Resources representative so that appropriate action can be taken.



Information Technology Policy

Use of the company computer and e-mail systems by trainees should be restricted to use for business purposes only.

These systems should be used in a manner that is consistent with the individual's work tasks and employer expectations. Personal usage should only be undertaken where express permission by the employer has been granted.

It is recommended that the provision of your company e-mail address is limited to customers and work colleagues and NOT to friends, associates or family external to the work environment. Disciplinary action may be taken where someone is deemed to be abusing their internet access or e-mail privileges by using either for personal use.

The following practices are considered unacceptable, and will be subject to disciplinary action, including but not limited to written warnings, revocation of access privileges, and, in extreme cases, termination of employment. We also reserve the right to report any illegal activities to the appropriate authorities.

- ❖ Visiting Internet sites that contain obscene, hateful or otherwise objectionable materials.
- ❖ Sending or receiving any material that is obscene or defamatory, or which is intended to annoy, harass or intimidate another person.
- ❖ Sending and receiving unusually large e-mails or attachments; sending or forwarding electronic chain letters.
- ❖ Wasting time on non-company business.
- ❖ Soliciting e-mails that are unrelated to corporate business activities, or soliciting non-company business for personal gain or profit.
- ❖ Representing personal opinions as those of the Company.
- ❖ Using the Internet or e-mail for gambling or illegal activities.
- ❖ Making or posting indecent remarks, proposals or materials.
- ❖ Uploading, downloading or otherwise transmitting commercial software or copyrighted material in violation of its copyright.
- ❖ Downloading any software or electronic files without implementing virus protection measures that have been approved by the company.
- ❖ Intentionally interfering with normal operation of the network, including the propagation of computer viruses, or sustained high volume network traffic, which substantially hinders others in their use of the network.
- ❖ Revealing or publicising confidential or proprietary information which includes, but is not limited to: financial information, new business and product ideas, marketing strategies and plans, databases and the information contained therein, customer lists, technical product information, computer software source codes, computer network access codes and details of business partnerships.

- ❖ Examining, changing or using another person's files, output or user name without explicit authorisation.
- ❖ Other inappropriate uses of Internet/Intranet or network resources that may be identified by the network administrator.
- ❖ Passwords provided by Future Force for the student log-in section of the Future Force website, and the access for Cloud Assess, shall remain confidential and must not be passed onto to any other person without the express permission of either your Future Force trainer or a senior member of the Future Force staff.



- ***Social Media***

Referencing directly or by insinuation, or publishing photographs of, any work colleague, supervisor, manager, Host company, clients or service providers on any social media platform is not permissible without their direct consent. The posting of negative comments, directly or by insinuation, about any of the above will result in disciplinary action, and potentially dismissal.

Exceptions to this include employer nomination in your personal details, should you choose to publish this information.



- ***Password Security & Authenticity***

As part of your training you will be provided password protected access to two on-line systems:-

1. The Future Force website student Resource page
and
2. The Future Force "Cloud Assess" Training system

Your passwords are your key into these systems. It is also the first level of our security to ensure that work completed within the system is authentic and your own. Your passwords are to be treated as sensitive, confidential information. Passwords to both systems must be memorised, or if necessary to notate for recollection, be noted in a secure, unobvious place. Do not use your USER ID as your password. It is imperative that your passwords are never provided to anyone other than authorised Future Force personnel (for example your trainer, or FF management). Failure to adhere to this may result in disciplinary action, up to and including termination from your traineeship or course. When signing off your work for submission, you will be required to sign electronically. Please be aware that this is a legally valid signature demonstrating the work being submitted is entirely your own.



Plagiarism Policy

Plagiarism, as per Dictionary.com, is defined as follows:

pla-gia-rism – *noun*

1. *the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work.*
2. *something used and represented in this manner.*

Plagiarism will not be tolerated within any work or assessments provided by trainees. Where quotations from other sources are used, they should be acknowledged within the work.

If evidence of plagiarism is identified, the work shall be returned to the trainee without further correction and new work requested. Repeat offenders shall be asked to show cause why they should be allowed to continue the traineeship. Without satisfactory explanation, they may be asked to withdraw from the program.

Corrective and Preventative Measures

The most effective method of avoiding plagiarism is to use a known citation system (for example “the Harvard system”) to acknowledge other authors work. There are many different systems and Future Force does not dictate which should be used. It is your own choice.

For further information, the following internet references may be useful:

- <http://en.wikipedia.org/wiki/Citation>
- http://education.exeter.ac.uk/dll/studyskills/harvard_referencing.htm
- <http://writing.colostate.edu/guides/guide.cfm?guideid=12>



Complaints and Appeals Policy

1 Commitment

FFTR is committed to providing fair and expedient hearing and resolution to complaints and appeals. This applies to learners/students, suppliers, host companies, other related third parties and staff alike. A complaint may be in any form, written or verbal.

2 Scope

This Policy is intended to apply to any complaint, regardless of who makes it. We regard a complaint as any formal expression of dissatisfaction about our organisation, our staff, our volunteers, our partners, our contracted service providers or anyone else acting on our behalf. A complaint may be made by a person to whom we deliver services or who is affected by our services, a partner, a host organisation with which we work, our staff, volunteers, or a member of the public.

3 Publication

The policy and procedures concerning complaints and appeals are provided to all learners/students prior to course commencement. The policy is also available for viewing on the Future Force website and on display in FFTR offices. Procedures are in easy to follow flowchart style and include expected timeframes, and can be provided upon request.

4 How complaints may be made

Complaints can be accepted as a formal complaint as a result of written correspondence (e.g. e-mail), the completion of an FFTR Suggestion form, or completion of any alternate organisation's complaint form (providing it is relevant). Verbal complaints may also be considered a formal complaint requiring action under this policy.

5 Minor complaints

A complaint would be considered minor if it can be responded to and resolved in the initial communication. This may be as simple as clearing up a misconception which can be easily corrected by a phone call, e-mail or indeed, any communication method appropriate to the incoming complaint method. Such a complaint should be recorded on the minutes of the staff meeting, including resolution. No further documentation is required.

6 Complex complaints

A complex complaint is one that requires acknowledgement, initial assessment and investigation and may require remedial action e.g. change to the way in which we operate, training, counselling or

disciplining of staff or volunteers etc. or even the involvement of regulatory/enforcement authorities.

Such a complaint would require further documentation in accordance with the procedure.

7 Responding

Timeframes and methodologies for responding to complaints or appeals are detailed within the respective procedure. However the general rule is that for complaints that are not resolved within 5 days, our standard good practice is to acknowledge the complaint either by telephone or in writing, including an estimated resolution/response time.

Where 60 days or more are required to process and finalise a complaint or appeal, the complainant must be notified in writing, including being provided reasons for the expected timeframe. In addition, updates should be provided to the complainant at least fortnightly.

Where resolution is not deemed satisfactory, FFTR shall arrange an independent 3rd party (if requested by the complainant) to review. The finding of the 3rd party shall be adhered to.

8 3rd Party Arbitration

Future Force acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Future Force.

The independent party recommended by Future Force is the **Melbourne Commercial Arbitration and Mediation Centre** (<http://www.mcamh.com.au/>) who have a cost of \$950 per matter; however complainants and appellants are able to use their own external party at their own cost.

Future Force will provide complete cooperation with the external party investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

Future Force will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. You will also be formally notified in writing of the outcome of the mediation.

9 Additional Avenues for Registering Complaints

National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/ authority/ jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by: Calling: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

Australian Skills Quality Authority (ASQA):

You may also complain to our RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage:

<https://www.asqa.gov.au/complaints/contact-your-training-provider-making-complaint-asqa>

Department of Education and Training (Victoria only)

Complaints relating to government funded training under the Skills First Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with complaints regarding RTO misconduct including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department's complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>; and
- Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or
- Alternatively, the party can post the completed complaint form to: Deputy Secretary, Higher Education and Skills Group c/- Executive Director, Training Market Operations GPO Box 4367 Melbourne, Victoria 3001

10 Confidentiality

FFTR undertakes not to reveal complainant's name or personal details to anyone outside the organisation without the complainant's permission.

All complaint appeals details are maintained securely within the FFTR office and are not available for public viewing without the express permission of the Director/s the complainant, and the appellant.

11 Recording

All 'complex' complaints and appeals shall be recorded on the Complaints and Appeals register. This register records the date, nature (complaint or appeal), details of the appeal, the person responsible for resolution and the outcome, including external mediation details if required.

12 Reporting

All complex complaints must be notified to the Director/s who shall have ultimate responsibility for ensuring the correct handling.

13 Continual improvement

Notwithstanding clause 8, complaints shall be reviewed at the regular staff meetings as part of the ongoing validation of our materials and processes. They shall be used, along with other information sources, to continually improve our operations.

14 Resources

Australian Standard: Customer satisfaction – Guidelines for complaints handling in organisations (ISO 0002:2004)
Future Force Complaints Procedure
Future Force Assessment Appeals Procedure



RPL, RCC and Credit Transfer Information

Recognition of Prior Learning, Recognition of Current Competency and Credit Transfers are available to trainees in some circumstances. Staff and trainees should familiarise themselves with the RPL Procedure (which is provided as a separate attachment to this handbook), which encompasses RCC and Credit Transfer. An RPL Toolkit can be supplied on request. This is required for all RPL applications. Costs for RPL are detailed within the fees section of this handbook as well as published on the Future Force website.

As an RTO, Future Force is obliged to recognise qualifications and statements of attainment issued by other RTO's. All staff must respect this obligation and accept RCC requests from trainees who can produce original certificates/statements of attainment evidencing completion of units included in the Future Force training plan.



Privacy Information

Future Force is serious about protecting the privacy of its employees, including trainees. Trainee/student information will not be passed on to 3rd parties without the express consent of the trainee, or where information is required for government regulatory purposes.

FFTR shall maintain records regarding trainee enrolments, completion, assessment outcomes, recognition of prior learning, results, issued qualifications, grievances and the archiving of records. All such trainee records will be treated confidentially, with access limited to staff only. Trainees may apply for access to their own records. Consent must be gained from the Director/s in order to do so.

The complete Future Force Privacy Policy can be viewed on our website at:

<https://futureforce.com.au/traineeships/>



USI Policy & Procedure

Application

From 1 January 2015, Future Force can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVET. If you have not yet obtained a USI you can apply for it directly at: <https://www.usi.gov.au/students/create-your-usi/>

The application for, or provision of, a USI number is completed by during your induction and enrolment. This includes completion of the USI application form which provides options as to which method you wish to choose in order to provide Future Force with your USI number. If you are unsure, please contact a Future Force representative who shall endeavour to assist with any queries.

If you already have a USI

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at: <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

Changing your Personal Details

You can change your personal details by logging in to your USI account and selecting 'Update Personal Details'. To change your name or date of birth you will need a new form of ID with the new details. No documentation is required to change your gender. The responsibility for updating your details is yours, not Future Force's, regardless of who made the initial application.

What if you don't want a USI?

The law requires students doing skills training to have a USI before they finish their training. Therefore there is no option but to obtain a USI if you wish to undertake our traineeship or other Nationally recognised training.

Providing Future Force Permission to view your USI Transcript online

Firstly, you do not have to grant permission.

But if you wish to, you can give access to Future Force to view and/or update your Unique Student Identifier (USI) account or view your training record (transcript). You may wish to do this to get recognition or credit transfer for prior learning that you have undertaken. You can turn this access on and off at any time. To do so:-

- Go to www.usi.gov.au
- Select 'Student Login'
- Agree To Terms and Conditions and Login
- Select 'Provide your USI'
- Select 'Set up access to your USI Account/ Permissions'
- Search Details by entering the Training Organisation code or name in the appropriate field.
- Select 'Search'
- Once you have found your Training Organisation, select 'Add'
- Select the permission you want to grant your Training Organisation and the expiry date
- Select 'Save'

Additional Documents

EXTERNAL DOCUMENT: USI Fact Sheet (*copy provided*)



NCVER Privacy Notice

Under the *Data Provision Requirements 2012*, **Future Force** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by **Future Force** for statistical, administrative, regulatory and research purposes. **Future Force** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).



NCVER Survey

During your time as a trainee, you may be requested to participate in any of the following government requests:

- a. an NCVER survey
- b. a Department endorsed project
- c. the Department's annual student outcome survey; and/or
- d. being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

We strongly encourage all trainees to participate in any such activity if an offer of participation is made, although we stress that it is not mandatory.



Performance Monitoring

Trainees/Students: the use of the 'Training Plan Part III' form is the major tool used to monitor the performance of trainees. It details all activities including scheduled completion dates. This is further detailed in the 'Training Delivery Procedure'.



Additional Documents for Referral

Trainees & Students should also familiarise themselves with the following FFTR documents:

- ❖ Complaints Procedure
- ❖ Appeals Procedure
- ❖ RPL Procedure
- ❖ Assessment Procedure
- ❖ Training Delivery Procedure
- ❖ Code of Practice
- ❖ Access and Equity Policy

These documents shall be provided to you at your induction prior to commencement of your traineeship. If you have not received them, please contact the FFTR office to request copies. These documents are also available in the student resources section of the Future Force website.



Student Conduct and Discipline

As set out within our code of conduct, Future Force has behavioural obligations, and there are similar requisites expected from trainees and students. From an academic standpoint, it is expected that trainees and students show a level of commitment to their studies, commensurate with the timeframe of the course duration discussed upon enrolment. This means the regular submission of work and assessments, and adherence to your academic schedule as indicated on your training plan and updated regularly by your trainer.

Failure to do so is considered misconduct, which Future Force views seriously. Note however, that your trainer and other Future Force staff are available to provide support should you feel like your schedule is slipping.

Other misconduct, also viewed very seriously and likely to incur consequences includes:

- Plagiarism (refer to the plagiarism section in this handbook)
- Cheating or academic misconduct of any kind
- Providing false information during application, interview, or enrolment
- Any behaviour that is considered against the law
- Behaviour that endangers the health and safety of others or yourself
- Intentional damaging of equipment or personal belongings of Future Force, a Host company or any fellow student or work colleague, or partner organisation
- Harassment or bullying (refer to the Harassment policy in this handbook)
- Poor work performance in your Hosted job role (trainees only)
- Blatant disrespect to your trainer or any Future Force or Host employer staff members
- Failure to follow required procedures as indicated within this handbook
- Falsification of any document, including but not limited to your fortnightly timesheet (for trainees)

Consequences for misconduct are applied in accordance with the severity of the indiscretion or breach, but may include:

- Verbal reprimand (this will be notated on your file)
- Formal written warning/reprimand
- Reimbursement of damage costs
- Suspension or expulsion from the course with no recourse to refund
- Referral to Police or other govt. agency as required

Documents that may be used in conjunction with this section include:

POLICY AND PROCEDURE: Appeals and Complaints

CODE: Code of Practice and Access and Equity Statement

POLICY: Harassment Policy

POLICY: Access and Equity



Handy References

Charter of Human Rights and Responsibilities

<https://www.humanrightscommission.vic.gov.au/human-rights/the-charter>

WorkSafe Victoria:

<http://www.worksafe.vic.gov.au/>

Award:

<http://www.fairwork.gov.au/awards/pages/default.aspx>

OH&S:

<https://www.worksafe.vic.gov.au/resources/proposed-occupational-health-and-safety-regulations-2017-and-equipment-public-safety>

Manual Handling:

<http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/manual-handling>

Australian Apprenticeships:

<http://www.australianapprenticeships.gov.au/>

Department of Education and Training

<http://www.education.vic.gov.au/training/Pages/default.aspx>

AFIF

<http://www.afif.asn.au/>

Australian Services Union:

<http://www.asuvic.org/>

Office of the Australian information Commissioner

<https://www.oaic.gov.au/>



Licensing and Regulatory Considerations

The different sectors covered by the Transport and Logistics industry are variously bound by a wide range of licensing and regulatory requirements, including but not limited to:

- relevant State/Territory roads and traffic authority driving regulations and license/permit requirements including mass and loading regulations and State/Territory oversize/mass pilot/escort permit requirements
- fatigue management regulations and codes of practice
- relevant State/Territory road rules
- relevant Australian regulations relating to the handling of dangerous goods and hazardous substances
- Australian, International and State/Territory regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including:
 - Australian and International Dangerous Goods Codes
 - Australian Marine Orders and the International Maritime Dangerous Goods Code
 - IATA's 'Dangerous Goods by Air' regulations
 - Australian and International Explosives Codes
- relevant State/Territory marine authority/port authority regulations
- quarantine regulations administered by the Department of Agriculture (Biosecurity)
- Border Force customs regulations (export/import/bond requirements)
- State/Territory rail industry safeworking codes and regulations
- Code of Practice for the Defined Interstate Rail Network
- relevant State/Territory OHS legislation
- relevant State/Territory environmental protection legislation



COMMONWEALTH LEGISLATION	
ACT TITLE	SIGNIFICANCE & RESPONSIBILITIES
Copyright Amendment Act	Access to & Use of Documents Subject to Copyright
Employment Education & Training Act	Training
Human Rights & Equal Opportunity Commission Act	Behaviour, Treatment of Others & Discrimination
Fair Work Act	Industrial Relations & Employment Conditions
Racial Discrimination Act	Behaviour in Relation to Trainees of Alien Race
Student Assistance Act	Assistance & Support for Students & Trainees
Trade Practices Act	Fair Trading, Correct Conduct & Competition
Workplace Relations Act	Workplace Relations & Welfare
VICTORIAN LEGISLATION	
ACT TITLE	SIGNIFICANCE & RESPONSIBILITIES
Adult, Community & Further Education Act	Provision of Further & Vocational Education
Education (Workplace Learning) Act	Provision of Workplace Learning
Equal Opportunity Act	Fair & Non-Discriminatory Treatment of Others
Fair Trading Act	Fair Trading, Correct Conduct & Competition
Occupational Health & Safety Act	Health & Safety in the Workplace
Vocational Education & Training Act	Provision Of Workplace Education & Training
NEW SOUTH WALES LEGISLATION	
ACT TITLE	SIGNIFICANCE & RESPONSIBILITIES
Fair Trading Act	Fair Trading, Correct Conduct & Competition
Higher Education Act	Provision of Workplace Learning
Vocational Education & Training Accreditation Act	Provision of Workplace Learning
Industrial Relations Act	Workplace Relations & Welfare
Privacy & Personal Information Protection Act	Privacy when Dealing with Assessment & Training Documents & Records
Occupational Health & Safety Act	Health & Safety in the Workplace