



**gimbal**training

get qualified. get ahead.

# Client Information Handbook

RTO 31820 – Gimbal Engineering  
RTO 31728 – Gimbal Business  
RTO 32201 – Gimbal Construction

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## Introduction to Gimbal Training

Gimbal Training is a parent company to the registered training organisations (RTO), Gimbal Construction, Gimbal Engineering and Gimbal Business.

All Gimbal Training, trainers and assessors are experienced industry people, currently working in industry on a regular basis. In addition to this, Gimbal Training works with industry organisations such as, Housing Industry Association (HIA), Queensland Building and Construction Commission (QBCC), Master Plumbers and Mechanical Services Association of Australia (MPMSA), Artibus Innovation- Skills Service Organisation (SSO), Construction Skills Queensland (CSQ), Innovation & Business Skills Australia (IBSA) and Roofing Industry Association of Queensland (MRIAQ).

Gimbal Training RTOs hold many awards for training excellence, notably from the Institute of Trade Skills Excellence, Construction Training Queensland, Construction Skills Queensland, the HIA and Educational Showcase Awards. In 2007, Gimbal Construction RTO ACTS was awarded Queensland Training Provider of the Year and was recently a finalist in the CSQ Private Training Provider of the Year 2011. ACTS also won a Gold Coast Business Excellence Award for Trades Professions and Services in 2011 and was a finalist in the Annual awards ceremony. ACTS was also nominated for the 2012 Telstra Australian Business Awards.

Whether you are an apprentice or a contractor running your own company, Gimbal Training provides a full range of skilling services including customised learning programs for organisations. We deliver in-house customised programs as well as personal training and assessment programs covering a wide range of roles and qualifications.

For a full list of Gimbal Training qualifications see the RTOs scope pages located on [Training.gov.au](http://Training.gov.au).

For short course and RPL assessment programs go to [www.gimbalgroup.com.au](http://www.gimbalgroup.com.au)

[Australian Construction Training Services](#)

[Institute of Business excellence](#)

[Engineering Training Australia](#)

## General Information

The purpose of this handbook is to provide students with information regarding Gimbal Training support services, policies, procedures and legislation or guidelines which may be relevant to your program.

## Enrolment processes and selection criteria

Prior to enrolment, Gimbal Training will provide all clients with course information and fees, including delivery, assessment, content and vocational outcomes. Selection for enrolment in courses will be approved for applicants who meet the qualification selection criteria, which is explained through an initial interview with a Gimbal Training representative.

The enrolment process is completed by following the steps outlined below:

1. Have an initial interview with a Gimbal Training representative.
2. Read and understand the information contained in this booklet.
3. Review course requirements and any pre-requisites.
4. Select the course of study and complete the client application form.
5. Complete the declaration stating you understand all of the information provided.
6. Make payment for the services selected. Please note that the information collected on the enrolment form is used for administrative and statistical purposes and will remain confidential.

## Fees and costs involved in undertaking training and assessment

The cost of Training and Assessment is dependent on the course and location of the applicant. Please see the fee schedule located on the Gimbal Training website.

Applicants that have their work history located outside of Australia may have additional cost for verifying this history prior to enrolment.

Applicants should note that payment of fees is for the cost of the training and assessment process and is no guarantee of receiving a qualification.

## Guarantee to Provide Training and assessment Services

Gimbal Training guarantees to complete the services its clients have engaged in. Short courses require a 100% participation rate unless credit or recognition of prior learning is identified on course commencement. Self-paced programs have various time frame requirements and are detailed on individual course enrolment documents.

Clients may take less time or negotiate for more time when required. These arrangements need to be approved by the Gimbal Training Program Manager.

### Fee refund policy

Refunds are willingly made in accordance with the policy below. Refund applications must be made in writing to the Gimbal Training General Manager when any of the conditions below apply. Refunds will be returned to the source of payment minus the administration fee.

#### For Apprenticeship Programs

Student Contribution Fees	Fully refundable where enrolments not yet commenced Pro rata for units of competency not yet commenced
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#### For Skills Assessment Programs

Administration Fee	\$150.00 Amount deducted from enrolment when assessment process has not yet commenced.
Enrolment Fee	Not refundable once assessment process has commenced. i.e. Assessor has engaged with candidate and begun initial RPL assessment
Final Course Payment	Not refundable after assessment process has commenced. Where a candidate is unable to complete a qualification. A statement of attainment will be issued for units completed.
Short Course Payment	Not refundable after course start. When courses are cancelled prior to start and an alternative course date is not an option, a \$100.00 administration fee applies

#### Trade Skills Assessment and Gap Training Program

Gap Training Fee	Not refundable once Gap Training has commenced. i.e. Assessor has engaged with candidate and begun training
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#### DET Higher Lever Skills Program

Administration Fee	\$150.00 Amount deducted from enrolment when training and/or assessment has not yet commenced.
Co-contribution Fee	Fully refundable when training and/or assessment has not yet commenced, less Administration Fee. Not refundable once assessment process has commenced. i.e. Assessor has engaged with candidate and training and/or assessment has commenced.

**Please note: Gimbal Training may provide a refund based on exceptional circumstances. Please contact the General Manager direct for more details.**



### Qualifications to be issued

Clients completing all assessment requirements for a qualification will be awarded an Australian Qualification Framework (AQF) Certificate or Diploma. Clients completing assessment requirements for part of a qualification will be awarded an AQF Statement of Attainment indicating which units of competency they have completed.

## Assessment procedures

In general terms assessment during training will involve:

- Verbal responses to questions.
- Observation of performance in the workplace.
- Portfolio of evidence.
- Written response to questions, assignments and case studies.
- Clients will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.
- Clients will be given an opportunity for re-assessment for any competencies not achieved.
- Workplace reports, including where required, Training Record Books or Log Books.
- Supervisor/Employer testimonials

## Credit Transfers

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Gimbal Training. To apply for a credit transfer, clients must be able to present their original or a certified copy of their Qualification (including Academic Transcript) or Statement of Attainment with national codes and titles that match the current course in which they are enrolled. These details must be provided prior to attendance at training.

## Recognition of Prior Learning (RPL)

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

RPL recognises any prior knowledge and experience and measures it against the qualification in which a client is enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies within in the program.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree).

Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business)

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative

RPL is a valid pathway to a qualification, particularly for clients with current relevant industry experience.

## Assessors

All of the Assessors for Gimbal Training are skilled in the relevant industry area and hold the current qualification or equivalent.

In addition they have acknowledged competency in assessment itself and hold the appropriate Workplace Training and Assessor qualification.

Indemnity and the relevant public insurance liabilities are covered.

## Language, literacy and numeracy

Language, literacy and numeracy requirements are based on the National Reporting System established by the Federal Government.

In order to comply with the VET Quality Framework standards an applicant must be able to demonstrate a medium level of Language, Literacy and Numeracy. This can be achieved by providing 70 points of qualification evidence, as described in the table below.

The completion of an LLN assessment tool enables an assessor to determine if a candidate has any LLN issues. For example a candidate may be dyslexic but still be competent. An assessor can make reasonable adjustments to the assessment process in order to conduct a fair assessment. Alternatively a candidate may have not received the necessary tutoring during school and require additional training to meet the required competency standards.

Gimbal Training assessors have access to tailored LLN assessment tools to ascertain a candidate's level of LLN allowing for suitable learning support.

<b>Points</b>	<b>Qualification Evidence Supplied</b>
70	Prior qualification at Cert III or above (English speaking language only)
60	The LLN assessment tool is to be completed with an authorised Gimbal Training assessor.
20	International English Language Testing System score Minimum OBS 5.0 (conditions apply)
10	Current driver's licence (Australian English-speaking only)
05	First-aid certificate (English speaking language only)
05	Safety card (English speaking language only)
05	Induction card (English speaking language only)
05	Prescribed occupation licence (English speaking Language only)



## LLN Support Services External Providers

Listed below is a sample of external providers where additional support services can be accessed.

The Reading Writing Hotline (top of list) is Australia's national telephone adult literacy and numeracy referral service. The provide details of service providers Australia wide, resources for teachers and learning materials to assist with LLN development.

LLN Support Services	Web site	Region
Reading Writing Hotline 1300 6555 06	<a href="#">Reading and writing hotline</a>	Australia Wide
Queensland council for adult literacy	<a href="http://www.qcal.org.au">www.qcal.org.au</a>	Queensland
TAFE Queensland LLN support Services	<a href="#">TAFE QLD LLN</a>	Queensland
Reach for Training Support Services	<a href="#">Reach Training LLN Support</a>	ACT and NSW
Kangan Institute	<a href="#">Kangan LLN Support</a>	Victoria

## Code of behaviour

Clients are required to follow the Code of Behaviour at all times. Failure to follow the Code of Behaviour may involve the imposing of sanctions including the enrolment being suspended or cancelled.

The Code of Behaviour requires the following rights to be respected and adhered to by all clients and staff:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and client work) and Gimbal Training property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure).
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously at all times.

For non-compliance with the Code of Behaviour, the following three-step procedure for discipline will be followed:

- An authorised member of Gimbal Training's staff will contact the client in the first instance to discuss the issue, or behaviour and determine how the issue might be rectified.
- This meeting and its outcomes will be documented, signed by all parties and included on the client's personal file (Step 1).
- Where the issue or behaviour continues, the client will be invited for a personal interview with the Gimbal Training General Manager to discuss the issue further. The meeting and its outcomes will be documented, signed by all parties and included on the client's personal file (Step 2).
- Should the issue or behaviour continue, the client will be provided with a final warning, in writing, and a time frame in which the rectification is required. A copy of this letter will be included on the client's personal file (Step 3).
- After the three steps in the discipline procedure have been followed, should the issue or behaviour continue, training services will be withdrawn and the client will be notified in writing that their enrolment is terminated.
- At any stage of this procedure, the client is able to access the Complaints Procedure to settle any disputes that may arise.

## Dispute resolution

Gimbal Training has a dispute resolution procedure to provide clients with a fair and equitable process for resolving any disputes or complaints.

- Clients who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this complaints procedure.
- All disputes will be handled professionally and confidentially in order to achieve a satisfactory resolution and a written outcome will be provided to the client.
- All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.
- Clients will be provided with details of external authorities they may approach, if required.
- At any stage in the complaint or appeals process clients are entitled to have their own nominee included in the resolution process.
- All complaints or appeals will be managed fairly and equitably and as efficiently as possible
- The training provider will attempt to resolve any complaints fairly and equitably within five (5) working days.
- Clients are encouraged to raise any matters of concern relating to training delivery and assessment, the quality of the training, client amenities, discrimination, sexual harassment and other issues that may arise.
- The training provider will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
- The Commonwealth Government Registering Body, Australian Skills Quality Authority (ASQA) has the power under legislation to suspend or cancel the registration of a registered training provider. Clients may make a complaint to ASQA. Note: When the Gimbal Training complaint process has been exhausted with no satisfactory outcome, the ASQA complaints procedure can be accessed via their web site. [ASQA](#)
- Nothing in this procedure inhibits the client's rights to pursue other legal remedies. Clients are entitled to resolve any dispute by exercising their rights to other legal processes. Clients who want to take this course of action are advised to:
  - Contact a solicitor
  - Contact the Law Society of their state, for a referral to a solicitor

## Method for appeals and complaints

Clients are encouraged to formally register their complaints and appeals by contacting the General Manager.

If a client wishes to appeal, the appeal is lodged with the assessment manager within 20 days of the candidate being notified of the assessment decision

Any client with a complaint may raise the matter with the other party concerned. Should the complaint remain unresolved following the local level resolution then the client should contact the Gimbal Training General Manager and arrange a meeting. At this meeting, the complaint may be raised and a resolution sought. The complaint must be recorded in writing, signed and dated by the complainant and the Gimbal Training General Manager.

The outcome of the complaint and the reason for the decision must be recorded in writing, signed and dated by the complainant and the Gimbal Training General Manager.

The essential nature of an appeal is that it is a request by a Client to reconsider a decision made by Gimbal Training. When the Client appeals a decision made by Gimbal Training, the General Manager must appoint an independent external arbiter to conduct the appeal and propose a resolution. The independent external arbiter must be acceptable to both parties. The Client is also entitled to nominate a person of their choice to be a second person to conduct the appeal and propose a resolution (at no cost to Gimbal Training Pty Ltd).

For substantiated appeals all outcomes must be adhered to by the outcome arbitrator. Where a decision is made by Gimbal Training internal arbitration, then a letter stating the outcome regarding the decision must be documented and supplied to the complainant within five (5) days of the decision. Where a refund or result forms part of the decision, then this must be enacted within five (5) days of the result being known.

### Relevant legislation

A range of legislation and standards is applicable to clients. Information on relevant Legislation can be found at the following links:

[National Vocational Education and Training Regulator Act 2011](#)

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[Australian Qualifications Framework](#)

[The VET Quality Framework](#)

For more information on relevant information, go to [google](#) and search for the relevant State or Federal Government website.

Additionally, [ASQA](#) and [Training.gov.au](#) provide detailed information on qualifications and standards.

## Equity

Gimbal Training's Code of Practice includes an equity and diversity policy. It is the responsibility of all staff and clients to ensure the requirements of the equity and diversity policy are met at all times. Clients with disabilities are encouraged to apply for programs and every endeavour will be made to make reasonable adjustments to the program delivery and assessment to meet any special needs.

### **Equity and diversity policy**

Gimbal Training is an EEO (equal employment opportunity) Employer who is committed to the following outcomes:

- a diverse and skilled workforce
- improved employment access and participation for EEO groups
- a culture displaying fair workplace practices and behaviours

An equal opportunity workplace is one where:

- All people are treated with dignity and respect
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities
- All selection is based on merit, i.e. the best person for the job
- Diversity is valued.

Equal opportunity is not:

- Preferential treatment for one group over another
- Just 'tolerating' people
- Treating everyone the same

## Harassment, bullying and discrimination policy

Gimbal Training has a **No Tolerance** policy for harassment, bullying or discrimination of any form. This is unacceptable behaviour and will result in disciplinary action being taken, including expulsion.

We are committed to establishing and maintaining an environment which is free from harassment, bullying and discrimination. All staff and clients have a responsibility to treat all matters with sensitivity and to act promptly and appropriately in all situations.

Examples of harassment and bullying can include:

- abusing a person loudly.
- repeated threats or other severe punishment for no reason
- constant ridicule and being put down
- leaving offensive messages on email or the telephone
- sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- maliciously excluding and isolating a person from activities
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of other clients or workers
- spreading gossip or false, malicious rumours about a person with an intent to cause the person harm

While it is not possible to document all instances in which discrimination and harassment in the work and study area may occur, listed below are examples of situations to be avoided.

- The display or transmission of inappropriate or offensive pictures, cartoons, posters, jokes, graffiti or written materials (for example emails or SMS messages). Inappropriate material is often of a sexist or racist nature
- Phone calls, letters or messages on electronic mail or computer networks which are threatening, intimidating, abusive or offensive
- Refusing to provide appropriate alternative study arrangements for a student with a disability

Discrimination occurs when a person is treated less favourably than another person because of certain attributes (direct discrimination), or when a requirement that is the same for everyone has an unfair effect on some people because of an attribute, such as race, pregnancy, gender, disability (indirect discrimination).

Any complaint of victimisation will be treated in the same manner as a complaint of discrimination or harassment

The grounds under which discrimination is unlawful is stated under the [Australian Human Rights Commission](#)

## Privacy

Personal information is collected solely for the purpose of operating as an RTO under the VET Quality Framework administered by the ASQA who are the Registering Authority. The requirements of the Registering Authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies. It is a requirement of the Australian Qualifications Framework that clients can access personal information held by the RTO and may request corrections to information that is incorrect or out of date. Please apply to the Gimbal Training General Manager if you need to view your own records. For further details about how your personal information is used please refer to our [Australian Privacy Principles Policy](#)

## OH&S and general information

### General health and safety obligations

To understand your obligations and safety requirements you must be familiar with the:

- Work Health and Safety Act 2011 which imposes obligations on people at workplaces to ensure workplace health and safety
- The Work Health and Safety Regulation 2011 describes what must be done to prevent or control certain hazards which cause injury, illness or death
- Codes of practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

### What you must do

It is a requirement of the *Work Health and Safety Act 2011* that risks must be assessed and control measures implemented and reviewed to prevent or minimise exposure to the risks.

If the regulation describes how to prevent or minimise a risk at your workplace you **must** do what the regulation says. If there is a [code of practice](#) that describes how to prevent or minimise a risk

at your workplace you **must** do what the code says or adopt and follow another way that gives the same level of protection against the risk.

If there is no regulation or code of practice about a risk at your workplace you **must** choose an appropriate way to manage exposure to the risk. People must, where there is no regulation or code of practice about a risk, take reasonable precautions and exercise proper diligence against the risk.

See [How to manage work health and safety risks cop](#)

Safe work Australia [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

### Smoking

Gimbal Training is committed to the health and well-being of all personnel. Smoking is not permitted during attendance at Gimbal Training facilities except in the regular rostered breaks from class. Personnel who do smoke are to do so only in nominated smoking areas. There is no smoking at any time in any workplace area or within a ten (10) metre distance of a doorway or opening window.

### Dress Code

Dress codes are used in training facilities to make sure everyone is safe and dressed appropriately.





Because all casual clothing is not suitable for training, these guidelines will help you determine what is appropriate to wear when attending. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests are not appropriate for a professional appearance at training.

### **Workshop Training and assessment areas**

Safety shoes or boots must be worn at all times. Appropriate close fitting clothing must be worn. In Welding/boiler making classes, long sleeves and trousers or overalls are required.

### **Jewellery, Makeup, Perfume, and Cologne**

Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint. Jewellery such as chains should be removed or tucked away when operating any machinery.

### **Hair, Hats and Head Covering**

Hair is to be neat and tidy at all times. Hats/hair covering are worn, where appropriate, in the training and assessment area at all times.

Head Covers that are required for religious purposes or to honour cultural tradition are allowed.

### **Substance Abuse**

Smoking is not permitted in training areas. A space designated for smokers will be allocated and smoking is strictly permitted in these areas only.

Alcohol is not to be consumed on the premises.

Any drugs, other than specifically required for medication are not to be consumed on the premises. Aspirin and Paracetamol will not be made available to any staff or client in accordance with the self-administered drugs legislation.

### **First Aid**

Gimbal Training does maintain a First Aid Station to ensure the safety and welfare of its employees and attending clients.

## IT (Internet) Policy

All users are required to utilise Gimbal Training computing facilities in an effective, efficient, ethical and lawful manner.

Users must comply with all applicable local, state, and federal laws and regulations

- The email and internet system is a business tool to be used primarily for business purposes and not for pleasure
- Users must be truthful and accurate in personal and computer identification

Certain activities from workstations connected to the network are routinely logged and monitored. These activities include:

- use of passwords and accounts accessed
- time and duration of network activity
- access to Web pages
- access to network software
- volume of data storage and transfers

Gimbal Training-owned computers and equipment may be examined to detect illegal software and or files.

Gimbal Training computing facilities may not be used to create, access, display, store or transfer material which would be objectionable by reasonable community standards or contravenes any applicable local or overseas laws.

The Gimbal Training email system must not be used to transmit messages which contain, or may be considered to contain obscene, profane, indecent, violent, threatening, discriminatory or defamatory material.

The Gimbal Training computing facilities may not be used in any way that will, or may be likely to, harass abuse, defame, discriminate, or otherwise offend another person.

The Gimbal Training email system must not be used to threaten or harass someone. The viewing or transmitting of pornographic material from the internet is expressly forbidden.

The use of abusive or offensive language is prohibited.

## Surveys

Gimbal Training welcomes feedback as part of the quality improvement system. It is a mandatory requirement that all clients complete a Learner Survey under the VET Quality Framework.

Where possible, an Employer Survey will be sent to the relevant person that you report to, for completing and returning to Gimbal Training.

## Re-Issue of Documents

Requests for the re-issue of documents must be made in writing and supported by at least one form of photographic evidence. The following costs will be incurred for re-issues:

- Qualification / Statements of Attainment \$25
- Training Record Book \$25

This cost may be waived in the case of extenuating circumstances subject to approval by the General Manager.

## Contact Details

National Free call: 1300 726 810

### Head Office

Queensland Unit 1, 2-6 Breakwater Road  
Robina QLD 4226  
Phone 1300 446 225  
Fax (07) 5564 7025

NSW 12a 171 Power Street  
Glendenning  
2761

Victoria 3-27 Goldsworthy Road  
Corio  
3214

WA Unit 1 /10 Tidal Way  
Bibra Lake  
6163

Website: [Gimbal Training](http://Gimbal Training)

Email: [hello@gimbalgroup.com.au](mailto:hello@gimbalgroup.com.au)