



**Training and Development Provider**

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**Student Induction Handbook**  
**Including Structured Workplace Learning**  
**component**

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Training and Development Provider

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## INAP Training & Development

### Provider's Vision

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INAP aims to develop a more meaningful relationship between industry and secondary schools, enabling students to participate in high quality, relevant VET courses to enable a smooth progression into the workforce

Written communication skills are needed when collecting, processing and organising information.

Verbal communication skills (listening and speaking) are used when serving customers, receiving and giving instructions/feedback and communicating with team members.

Students need to be professional in their communication skills and avoid slang/street language.

### **Attitude**

Students who show motivation, enthusiasm, ask questions, listen well, demonstrate a willingness to try, smile and are seen to have a positive attitude, will do very well.

Employers often say that one of the first things they look for in an employee is a positive attitude. Skills can be taught and developed, but attitudes are somewhat harder to change.

### **Rules**

All employers have rules or procedures that employees are expected to follow. Students need to discuss these with their employers/supervisors on the first day. For example, the rules covering phone usage, greeting customers, meal breaks etc.

### **Regulations**

In contrast to rules, regulations are usually set by an authoritative body. If applicable, these regulations will be outlined during your workplace induction.

### **Instructions**

Students will be expected to follow instructions from supervisors and other staff. Students should listen to all instructions and if unclear should seek clarification immediately.

**We wish you every success in your INAP VET and Structured Workplace Learning Program**

## **Student Details**

Name: .....

Phone No: .....

Mobile: .....

Email: .....

**Emergency contact person:** .....

Name: .....

Phone No: .....

Mobile: .....

Email: .....

## **Training Provider Details**

Name of Training Organisation: .....

Trainers Name: .....

Delivery Address: .....

Trainers Phone No: .....

Trainers Mobile No: .....

Trainers Fax No: .....

Trainers Email Address: .....

## Introduction

We are pleased to offer you the opportunity to be part of the **INAP Training & Development Provider** Vocational Education & Training (VET) and Structured Workplace Learning (SWL) Program.

INAP works to develop the relationship between industry and secondary schools, enabling student access to high quality relevant Vocational Training and Structured Workplace Learning. VET courses offered through INAP involve students from various schools, giving students opportunities an individual school may not be able to support in isolation.

INAP works with member and non-member schools to provide Vocational Education and Training Programs.

### **INAP works with the following member schools:**

Adelaide High School  
Annesley College  
Blackfriars Priory School  
Our Lady of the Sacred Heart College  
St Aloysius College  
St Dominic's Priory College  
Trinity College  
Wilderness School

### **Vocational Education and Training programs aim to provide:**

- relevant nationally recognised competency based training to students
- pathways for students wishing to enter the workforce
- opportunities for students to experience an industry without affecting their ability to complete the SACE

### **Accidents are preventable by:**

- obeying reasonable instructions
- wearing protective clothing and working safely
- following correct procedures
- not putting other workers or the public at risk
- reporting accidents or near misses

### **Suitable clothing**

Each industry has suitable clothing requirements. Some industries place emphasis on the clothing being protective.

If required to purchase clothing, students need to be aware of industry policies. Before purchasing clothing, students should discuss this with their VET Coordinator or the employer, to ensure that they are suitable.

In some cases, students may find that they are able to borrow clothing from family or friends, rather than purchase clothing.

Some workplace learning providers will supply uniforms. It is the student's responsibility to wash and maintain them. Students are expected to return the uniform on completion of the placement, in a clean and tidy condition.

Students are responsible for maintaining a professional, well groomed presentation at all times.

Personal hygiene and presentation must be of a high standard. Clothing must be laundered and well pressed and shoes cleaned (according to relevant industry standards).

Hair is to be clean, trimmed, well groomed and worn, in accordance with relevant industry standards.

### **Communication Skills**

To communicate effectively in a workplace, students must use a range of communication skills to effectively deal with customers and other staff in the workplace.

## In the Workplace

### Punctuality

Students need to ensure that they make every effort to prepare themselves and aim to arrive at the workplace at least 10 minutes before the starting time. Preparation should include checking transport arrangements, organising clothes etc.

Being organised is the key to getting to work on time.

### Absenteeism

If unable to attend Structured Workplace Learning, students **must** contact their employer prior to their commencement time. Hours missed will need to be made up with an arrangement made with the employer.

Students must also notify their school VET Coordinator and INAP of their absence after they have notified the employer.

### Confidentiality

In many training organisations and workplaces students may see, hear and process information which is private and sensitive. Students should treat all information as confidential and not discuss workplace matters. Students need to respect the employer's privacy.

### Occupational Health, Safety and Welfare

The employer has a legal requirement to ensure that the workplace is a safe environment. The employer is required to induct students into the workplace and the OHS&W requirements prior to starting the placement.

Students must adhere to OHS&W guidelines and instructions. If students feel that they are working in an unsafe environment they are to contact their VET coordinator or INAP staff immediately. If students are unsure how to carry out a task, they should ask questions.

### Offering Students a chance to:

- find out what it is like to work in an industry that is of interest to them
- experience adult roles and responsibilities in a workplace setting
- discover what employers are looking for in their new employees
- demonstrate skills and knowledge that future employers seek
- do meaningful tasks and demonstrate competencies in the workplace, while still being a school student
- develop knowledge, skills and attitudes that are relevant to many pathways for employment, training and education
- achieve competencies that are recognised all around Australia
- base career choices on their own knowledge of trends in occupations and what employers expect
- see greater relevance in school subjects
- gain credit in the SACE and in VET qualifications at the same time
- gain credit to speed progress through future Vocational Education and Training courses, or a TAFE pathway to future University courses
- develop skills and knowledge for part time work beyond school, while continuing studies (eg: at University or TAFE)

This Induction Booklet contains information so that you can enjoy and get the most from your VET Program.

Students undertaking VET programs must be aware of the extra responsibilities that come with participation in these courses.

This booklet provides information about the **MINIMUM STANDARDS EXPECTED** from all students.

## Participation in a VET Program

Please read this handbook carefully and if you have any concerns or questions please ask your school VET Coordinator.

### Enrolment Process

Students enrolling in an INAP VET program will have received the following enrolment paperwork:

- Enrolment form
- Terms and Conditions form
- Structured Workplace Learning Request Form (if applicable to your course)

### Punctuality/Attendance

INAP Programs are delivered at a variety of locations and at different times. It is the student's responsibility to ensure that they arrive on time for commencement of training.

#### **It is very disruptive to the trainer and the class if students arrive late.**

- Parents/students please ensure that arrangements are in place for collection/pick up of student's at the end of the training session. **Note:** trainers are not necessarily able to wait until all the students have been collected at the conclusion of a class.
- Students are expected to attend **ALL** training sessions. **If unable to attend it is the student's responsibility to inform their school, the Trainer of their VET course and INAP, by phone.**
- Note: VET lessons **must** take priority over sporting and social activities and casual employment.
- Missing three sessions **may** result in withdrawal from the course.
- It is the student's responsibility to follow up with the trainer to catch up on any **work** missed.

### Students can prepare by:

- allowing enough time to arrive at the interview on time
- dressing suitably for an interview - full school uniform is appropriate
- taking a resume if one has been prepared. If not, a school portfolio
- thinking about why they have enrolled in the course and what they aim to achieve from the experience
- thinking about what questions the employer might ask and how to answer them. Remember - try not to give yes/no answers, rather elaborate a little so that your personality shows through
- practice answering questions with friends and family
- thinking about how working in the industry is going to assist in your long term goals
- preparing some questions for the employer ie: Who will be supervising me? What type of work will I be doing?
- remembering to have positive body language, good posture, eye contact and a smile
- remembering to thank the employer for the opportunity

Even though the student may be quite nervous about the interview, they need to show as much confidence and enthusiasm as possible, allowing the employer to see their personality.

### Log Book

Students will be issued with a log book prior to commencing their Structured Workplace Learning.

The logbook lists the knowledge and skills that students will be asked to demonstrate consistently before being assessed as competent. Being competent means being able to complete the tasks to the standard required. Achieving competence requires practice.

Both the trainer and the employer may sign off the logbook.

It is the **student's** responsibility to ensure that the employer has the logbook during the placement and that they collect the completed logbook at the end of their Structured Workplace Learning. Students are then asked to return the completed logbook to their **Trainer** as soon as the work placement has been completed - eg: the next lesson.

## Parental/Caregiver Involvement

Parents and caregivers are responsible for:

- ensuring the safe conduct of the work placement student and for any necessary travel arrangements and accommodation, particularly if the placement is away from home (borders)
- providing their consent for the work placement by signing their section of the Workplace Learning Agreement Form

### Parents and caregivers can help by:

- attending information and career evenings with their child and discussing vocational choices which affect their child's career pathways
- supporting their child if they have chosen an industry area that girls or boys do not often choose
- discussing any concerns they may have with the school's contact person
- talking to their child about what has been learnt from the workplace

## Meeting the Employer Prior to the Structured Workplace Learning

All students are required to contact their employer at least two weeks prior to their Structured Workplace Learning (some employers like to be contacted 1 month before, which students will be notified of) and arrange a time for a brief interview. This visit will give students an opportunity to show their interest, commitment and will allow them to complete the following:

- meet and become familiar with the workplace
- confirm placement dates
- discuss start and finish times
- find out where and who to report to on the first day
- discuss dress requirements and expectations
- ensure the employers signs the Workplace Learning Agreement form
- give the logbook to the employer (if applicable)

Employers are keen to meet students prior to the Structured Workplace Learning to ensure that they are suitable for their business. It is extremely important that students prepare well for the interview, as first impressions count.

- If a student does not attend when a test is scheduled, they will need to make another time with the trainer to sit the test.

## Dress Standard

Students are required to wear school uniform to training unless otherwise stipulated (eg: Automotive, Construction to name a couple).

Students' ties are to be done up and shirts tucked in (as would be expected in the workplace).

## Training Room Housekeeping

- no eating during formal tuition
- only water allowed in the training room
- mobile phones are to be switched off or left at the front of the room with the trainer
- training rooms to be left neat and tidy
- language used in the training room to be appropriate with the workplace
- it is recommended that students participating in a 3 hour course have a recommended 15 minute break
- it is recommended that students participating in a 6 hour training day have a recommended ½ - 1 hour lunch break
- no smoking, drugs or alcohol permitted
- students are not to leave the training premises during break time or prior to the course finish time (unless written permission is given by parent/guardian). This must be signed, dated and include an explanation as to why the student is leaving early or arriving late to class. A copy to go to INAP, the school and the trainer
- Students MUST have written parental consent to travel in another students vehicle to and from the lessons
- if deemed necessary due to safety, students should go to toilets in pairs
- No ipods or ear phones etc to be used during class

## Due Dates for Written Work

Any due dates set for return of forms, assignments are firm. It is the student's responsibility to ensure that work and forms are handed in on time. Any extensions must be negotiated well in advance. It is the student's responsibility to catch up on any work, assignments,

assessments or tests that have been missed – students to see their trainer at the next lesson for work .

### **Behavioural Qualities**

Please remember whether it is in the training room or the workplace, there are certain behaviours which contribute to a positive, enjoyable and productive learning/working environment.

#### **It is expected that students:**

- are committed and motivated (that is why they have enrolled)
- demonstrate a positive attitude to their learning
- will contribute positively in group discussions
- will ask questions if unsure
- will be respectful of others
- will be punctual to training and from breaks

In cases where students are misbehaving and disrupting the learning environment, the following action will be taken:

- The trainer will address the issue with the student

*If the situation is not resolved:*

- the School VET Coordinator will be notified and they will follow-up with the student
- where necessary, the Manager from INAP will attend the training session and speak to the student/group
- if inappropriate behaviour continues, students & parents will be advised in writing, and students may be withdrawn from the program

### **Equal Opportunity/Sexual Harassment Issues**

It is expected that the training room is no different to the work or school environment, where harassment/discrimination in any form, is not acceptable.

The Human Rights and Equal Opportunity Commission Act 1986 prohibits discrimination against a person on the grounds of:

### **Workplace Learning Agreement Form**

**ALL students** who participate in Structured Workplace Learning must obtain a Workplace Learning Agreement form from their school VET coordinator.

It is the student's responsibility to make sure the form is completed before they go to their work placement.

Note, the original is kept by the School, the student keeps a copy and a copy is given to the employer for their records. INAP **does not** require a copy of this form.

This document informs all parties that the student is covered by their **school's insurance** and that the employer has current public liability or protection and indemnity insurance.

**Students who fail to have this form completed prior to their Structured Workplace Learning are NOT eligible to attend their Structured Workplace Learning.**

### **Duty of Care during Structured Workplace Learning**

INAP and each school have a 'duty of care' towards every student participating in a VET program. Their duty is to take reasonable care to protect the student from foreseeable risk of injury. Schools and INAP take reasonable steps to ensure that students are not placed in a work situation which may pose a risk due to factors which include the student's age, gender, capacity, maturity or the working conditions.

A teacher or school member will visit the student personally or make direct telephone contact with the student at least once during their Structured Workplace Learning. INAP staff **may** also visit the students whilst on Structured Workplace Learning

The onus for ensuring that the workplace is safe lies with the workplace provider under the OHS&W and Equal Opportunity Act. The workplace provider has the responsibility for workplace learning students, just as they do for their employees and any visitors to a worksite. Employers are required to take all reasonable steps to protect students from inappropriate behaviour.

## Parental/Caregiver Involvement

We welcome the input of parents in ensuring the best educational outcomes for students.

We encourage parents to make contact with INAP and their schools VET Coordinator, to discuss any queries or concerns.

## Participation in Structured Workplace Learning - What is Structured Workplace Learning?

Structured Workplace Learning is the “on the job” component of a students VET Program. Students are given the opportunity to experience a real workplace. It allows them to put into practice the theoretical knowledge gained during the “off the job” training. Students are placed with an employer for a block of time which might be one or two days, or one, two or four weeks. This will vary depending on the requirements of the program. Students receive no payment for their time in the work place.

Students attend Structured Workplace Learning to develop their skills and to complete logbook activities, which are signed off by an Assessor.

Structured Workplace Learning is different to Work Experience. Instead of just observing what goes on, students are given the opportunity to do tasks related to their vocational course.

## Who organises Structured Workplace Learning?

Structured Workplace Learning generally occur during the school holidays and is organised in a number of ways depending on the VET course.

The various ways are as follows:

- students are encouraged to find their own Structured Workplace Learning
- or placement is provided with support from INAP, the trainer and teachers - Retail and Hospitality courses
- the training provider coordinates the Structured Work Placements for students - Children's Services

- |                           |                           |
|---------------------------|---------------------------|
| ➤ Race                    | ➤ Gender                  |
| ➤ Colour                  | ➤ Religion                |
| ➤ National Extraction     | ➤ Social Origin           |
| ➤ Age                     | ➤ Criminal Record         |
| ➤ Impairment              | ➤ Intellectual disability |
| ➤ Nationality             | ➤ Sexual preference       |
| ➤ Trade Union affiliation | ➤ Medical Record          |
| ➤ Marital Status          |                           |

**Sexual Harassment** is unwelcome sexual behaviour where the victim feels offended, intimidated or humiliated, and it is reasonable in the circumstances to feel that way.

It is unacceptable for any trainer/student to make any unwelcome sexual advances, request sexual favours, engage in verbal or physical conduct of a sexual nature and/or demonstrate any kind of harassing conduct that creates an intimidating work/training environment for any person.

In the event of circumstances giving rise to a complaint of harassment, a student/trainer is entitled to lodge a personal grievance. INAP is obligated to enquire into the facts of the complaint and take whatever steps are practicable to prevent the situation reoccurring. INAP will ensure the well being of the student/trainer is being considered and reassure the student/trainer that they will be supported through the situation.

## Complaint Procedure

Students/trainers who believe they are being harassed are asked to take the following steps:

- politely confront the harasser and ask them to stop. State how the actions make you feel. If possible, have a witness present. Be specific about the exact behaviour you want stopped
- document any discussion, date and time, what was said and what the reply/outcome was

- if it is too uncomfortable to meet the harasser face to face, you may write your complaint in a letter or memo to the person. One copy should be kept by the trainer/student
- if the harassment does not stop, notify INAP immediately and fill in an **Incident Report form**. (See trainer for a copy)
- the School VET Coordinator will be informed immediately
- all complaints will be handled in a timely and confidential manner

## Occupational Health, Safety and Welfare

INAP, in conjunction with Registered Training Organisations (RTO's) and schools, will ensure that the training environment is a safe one. Both the students and trainers are expected to adhere to OH&S legislation.

In the training room you will find an emergency evacuation plan and a first aid kit. If any accidents occur during training, the trainer will:

- administer first aid as required
- notify the student's emergency contact (parent/guardian)
- notify the venue emergency person
- notify INAP, who in turn will contact the School VET Coordinator

An **Accident Report Form** (see trainer for copy) needs to be completed and forwarded to INAP as soon as possible and within 24 hours.

If you identify a hazard or if there is a near miss, an **Incident Report Form** (see trainer for copy) must be completed so that the near miss/incident can be rectified.

## Student Feedback

Students have an opportunity to provide feedback regarding the course. After 4 weeks, students will be asked to complete a **Student Evaluation Sheet**.

At the conclusion of the course, students will be asked to complete a **Student Feedback Questionnaire**.

Be honest and open with your comments - your name is not required.

**Please note:** if at any time you have concerns, please speak to your school VET Coordinator or the INAP staff.

## Graduation

INAP hosts two Graduation Ceremonies a year, one at the conclusion of Semester 1, the other is at the conclusion of Semester 2 (which includes full year students). Details will be given to the students at school and via their trainer.

This is a **compulsory** component of your INAP VET course and students are expected to attend and are required to wear their **full** school uniform. Only genuine excuses with a written/signed note from a parent/guardian will be accepted, otherwise students **will not** receive their certificate

Students will be issued with either a Certificate or a Statement of Attainment, depending on the course they have enrolled in and the standard they have achieved.

At the Graduation an Award is given to one student from each class. The trainer selects the recipient based on:

- punctuality
- attendance
- class participation
- handing work in on time
- positive attitude and effort

## Course Fees

INAP aims to keep the costs of VET programs as affordable as possible. The cost will vary from course to course depending on the length of the course, materials involved and which training provider delivers the program.

Payment is required prior to course commencement unless otherwise negotiated. A **late withdrawal** fee will apply after the due date for payment. **There is no refund after the courses commence.**