REGISTERED TRAINING ORGANISATION

GrowSmart Training

Address:

9 William Street
PO Box 2246
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Phone:  (08) 8582 2270
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Contact Details:

Manager  John Chase  
(Mobile: 0419 848 672)

Training Co-ordinator  Ian White  
(Mobile: 0419 832 871)

Admin/Finance Manager  Peter Brown
This is YOUR handbook. It contains the answers to some of the questions you may have. Please read your handbook thoroughly. Should any point need further explanation, don’t be afraid to ask. There are many experienced staff who will be very pleased to help you.

The list below has the names of staff members in certain areas of GrowSmart Training that you may need to speak to.

Manager

John Chase

Training Coordinator

Ian White

Finance & Administration

Peter Brown

Trainers

Steve Gibbs

Ian White

Nina Rayner

Telephone

(08) 8582 2270

Fax

(08) 8582 3503

Email

jchase@rhctraining.com.au
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A WORD FROM THE MANAGER

Congratulations on enrolling in one of GrowSmart Training’s nationally accredited horticultural courses. This is your opportunity to gain the appropriate skills to enable you to develop an exciting career in some aspect of horticulture. There are many opportunities in the Riverland and across Australia. Appropriate training and a passion for the industry are the keys that open the way to those exciting and challenging career opportunities.

I invite you to take up the challenge through our training programmes. Don’t miss any opportunity to learn. Ask our trainers and the growers who you visit from time to time, all the questions you have. Observe everything that is put in front of you. Discuss what you have seen and heard with your employer. Be open to any new ideas.

GrowSmart Training is committed to providing high quality, appropriate and nationally accredited training for people involved in horticulture.

Please do not hesitate to contact any one of our trainers or me if you need any support to assist you in reaching the goals you have set for yourself.

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John Chase
Manager
VISION STATEMENT

GrowSmart Training facilitates the development of industry by providing a range of high quality training, particularly in horticulture and conservation and land management, for both employers and employees.

OPERATING HOURS

GrowSmart Training is open from Monday to Friday every week.

Our operating hours are from 9:00am to 5:00pm daily, or otherwise by appointment.

A REGISTERED TRAINING PROVIDER

GrowSmart Training is registered as an Accredited Training Provider with the Training and Skills Commission.

This means that GrowSmart Training can provide accredited units of competency from:

- Rural Production Training Package (RTE03)
  - Certificate I in Rural Operations
  - Certificate II in Production Horticulture through to Diploma Level
  - Certificate II in Irrigation through to Diploma Level
- Amenity Horticulture (RTF03)
  - Certificate I in Horticulture through to Diploma Level
- Conservation and Land Management (RTD02)
  - Certificate I in Conservation and Land Management through to Diploma Level

and can issue National Qualifications recognised by the Australian Qualifications Framework (AQF).

EMPLOYABILITY SKILLS

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification:

http://employabilityskills.training.com.au
APPRENTICE / TRAINEE FACILITIES

Toilets

Will be provided at each training venue. See trainer for details.

Coffee Facilities

Tea and coffee facilities will be provided at each training venue.

Smoking

GrowSmart Training has a non-smoking policy.

If you wish to smoke you can only do so OUTSIDE of any training venue.

In keeping with our policy to provide a safe working environment, which is free of risks to health, employees and apprentices / trainees are not permitted to smoke within any building occupied by GrowSmart Training.

Rubbish

Please keep your training venues clean and tidy. You are a guest of the property owners and we would appreciate your consideration.

Lunches

When training is being provided on-farm please make arrangements to bring your lunch and soft drinks if desired. Adequate water, tea and coffee will be provided.

Training at most other venues (e.g. at our own Training facilities) will allow purchase of lunches from shops close by.
BE A CREDIT TO YOURSELF

Your Appearance

Your appearance is very important. It has a marked effect on many people.

Employers like to see potential employees who look neat, clean and business-like. In fact they will judge both you and GrowSmart Training by your appearance.

Your fellow apprentices / trainees will want you to pay the same attention to standards of dress and overall appearance which they uphold.

Your trainer / supervisor will also expect you to uphold the established dress and appearance standards – and will remind you of this if necessary.

Apart from other people – YOU will feel good when you look good.
YOUR ATTITUDE - IT COUNTS

Be Positive, Polite, Friendly and Considerate

Your attitude to all you do must be positive – say “I can do it”. Any task approached in this manner is already well on the way to being accomplished.

Your attitude towards others should be polite and friendly. You should develop this until it happens without having to think about it.

Your attitude towards your fellow apprentices / trainees and trainers should be friendly and considerate. We are all in the same team, so let’s all put together.

Keep in mind also that you will benefit from this experience to the degree that you contribute.

Become involved and you will soon realise that horticulture is an interesting and challenging career that will serve you well.

LOOK GOOD, FEEL GOOD AND SMILE !!!!!
YOU MUST BE RELIABLE

Attendance and Punctuality

GrowSmart Training will expect you to keep up a good attendance record. Should you have to be absent for any reason you must ensure that the Training Coordinator and your employer are informed as soon as possible of the reason and anticipated length of absence.

You must start and finish your training sessions on time and return from your meal breaks at the correct times. Other apprentices / trainees and the trainers rely on your punctuality – don’t let them down.

Your trainer will keep an attendance roll.

Field Trips

In many courses, field trips are part of the curriculum. When on a field trip you are in fact representing GrowSmart Training. The staff and management of GrowSmart Training will expect you to act in a very professional manner. The people who run the places we visit are extremely supportive and are freely offering their extremely valuable time during a busy period of production. It is therefore very important that you listen carefully to what is being explained to you and act responsibly on all occasions.

If you have any difficulties, please contact your lecturer or another senior staff member. If your behaviour in this situation is not acceptable, GrowSmart Training will review your continued participation in the apprenticeship / traineeship.

Change of Address

Should you change your address or telephone number, please inform your trainer / supervisor and employer so that we can keep our records up to date.
**Personal Problems**

Should you ever feel that you need to discuss a personal problem which may impact on your successful completion of the apprenticeship / traineeship, the Training Coordinator will be glad to listen and will treat the matter as confidential.

All reasonable assistance will be given both by the Coordinator and GrowSmart Training to help you to overcome any problems which are bothering you.

**Use of Mobile Phones**

Mobile phones are to remain off during training unless permission granted by trainer. Phones should then be set in silent/vibrate mode.
YOUR SAFETY - YOUR RESPONSIBILITY

Here is a short list of the main safety rules for GrowSmart Training:

- Don’t take any chances
- Use correct lifting methods – ALWAYS
- Use correct sitting methods and ergonomic rules as you have been taught
- Use all machinery and equipment correctly, using the methods in which you have been trained
- Use all protective clothing and equipment supplied
- Protect your feet – wear sensible footwear. If you need advice – ask your trainer
- Keep your work area clean & tidy. Good housekeeping means fewer accidents
- Report all hazards or potential hazards to your trainer or the Manager
- When outdoors wear work boots, hat and use sunscreen

First Aid Kits

First Aid Kits will be available at each training session.

Accident/Emergency Situations

GrowSmart Training staff are not permitted to transport injured or unwell students to hospital. An ambulance will be called in an emergency situation. It is recommended that students arrange Ambulance Insurance as costs will not be covered by GrowSmart Training.
GrowSmart Training provides adequate protection for the health, safety and welfare of trainees including appropriate support services in terms of academic and personal counselling.

The GrowSmart Training Support Team is available at all times:

Manager                John Chase
Training Coordinator    Ian White
Trainers                Steve Gibbs
                         Ian White
                         Nina Rayner
Finance and Admin.      Peter Brown

Help is available with:

♦ Learning difficulties where possible
♦ Flexible timetable to suit crop seasonally
♦ Employer/Trainee Grievance resolution/arbitration
APPRENTICE / TRAINEE RIGHTS AND RESPONSIBILITIES

You are issued with a Training Timetable at the commencement of training, and are required to attend every session. If for some reason you are unable to attend you must notify Ian White on 0419 832 871 or John Chase on 0419 848 672 if Ian is not contactable.

Apprentices / Trainees must maintain acceptable standards of behaviour in compliance with GrowSmart Training requirements.

Apprentices / Trainees are required to make themselves aware of the OH&S policy which can be found in the Policy Manual section at the back of this Handbook.

An apprentice / trainee shall take reasonable care:

a) To protect his or her own health and safety during on and off the job training

b) To avoid adversely affecting the health or safety of any other person through any act or omission at work

And, in particular, shall so far as is reasonable

c) Use equipment provided for health or safety purposes

d) Obey any reasonable instruction that may be given in relation to health or safety at work

Should you need to access your training records / assessments at any stage prior to receiving them at completion of your Apprenticeship / Traineeship please contact the Training Coordinator.

Your training is provided by a partnership between GrowSmart Training and your employer. The above requirements apply equally for your on-job training and off-job training.
GROWSMART TRAINING’S RIGHTS AND RESPONSIBILITIES

GrowSmart Training is required to:

a) Maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of apprentices / trainees and/or clients.

b) Maintain a learning environment that is conducive to the success of apprentices / trainees.

c) Maintain the capacity to deliver and assess the vocational qualifications for which it has been registered; provide adequate facilities and methods and materials appropriate to the learning and assessment needs of apprentices / trainees.

d) Monitor and assess the performance and progress of its apprentices / trainees.

e) Ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of apprentices / trainees, and it provides training for our staff as required.

f) Ensure that assessments are conducted in a manner which meets the endorsed components of the relevant Training Packages(s) and/or accredited courses.

g) Is committed to access and equity principles and processes in the delivery of its services.
ENTRY REQUIREMENTS

Apprentices / Trainees can be any age between 15 and 64 years and should be able to demonstrate competency in fundamental literacy and numeracy skills equivalent to Level 1 of the key competencies. If Job Network agencies are involved in selection, their own processes are used to determine level in these areas. Often growers use their own criteria to select an appropriate apprentice / trainee. Any potential students who come through GrowSmart Training will have an interview with the Training Coordinator or Manager, and if thought appropriate will be asked to arrange an on property interview with interested employers.

Once an apprentice / trainee whose training is being funded by the Department of Further Education, Employment, Science and Technology has been selected, a contract between the employer and apprentice / trainee is signed. This is done through an Australian Apprenticeship Centre. For those students paying a fee for service, GrowSmart Training has its own enrolment procedures based on similar information to the Government contract.

Induction procedures include a meeting of employers and apprentices / trainees in the early part of the apprenticeship / traineeship, follow up discussion at the first and some subsequent training days and early on visits to properties where apprentices are employed.

Students who need extra support in the language, numeracy and literacy areas will be assisted by our staff to gain the skills necessary to succeed in the apprenticeship / traineeship.

GrowSmart Training has been recognised as a Registered Training Organisation (RTO) that strongly supports students who have difficulty succeeding in mainstream education. Our commitment to off job training automatically builds supportive networks around each student. When necessary we arrange additional tuition or additional support in particular areas in order to assist apprentices / trainees to succeed in the course. The trainers we employ are exceptional in the way they assist the apprentices / trainees in their care during training and are freely available outside the training days. Employers are also encouraged to teach in supportive and encouraging ways.

An important component of the apprenticeship / traineeship is the direct application of skills learnt in training to the workplace, and it is therefore an essential entry requirement for apprentices to gain employment in the rural industry or have access to a farm/property.
WITHDRAWAL ARRANGEMENTS

A probationary period of 30 calendar days weeks from commencement of apprenticeship / traineeship applies during which the employer or apprentice / trainee can withdraw from the contract by completing a "withdrawal during probation" form.

OR

Both parties have a right to withdraw at any other stage by completing a "Mutual Cancellation of Contract".

If at any time these procedures need to be followed, the parties involved need to contact the Australian Apprenticeship Centre representative who arranged the Contract of Training.

The Manager can assist in contacting the appropriate person if required.