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## **PARTICIPANT HANDBOOK - Summary**

Welcome to Health and Safety Advisory Service. This brochure provides a summary of key information you should know about our organisation, in particular, our training, assessment and support services. Please contact us or ask your trainer if you would like more information or details about our policies and practices.

### **Code of Practice, Rights and Responsibilities**

*We are committed to highest standards of fairness and professionalism. Our code of practice states our commitment to:*

- Offer a quality service to all clients & stakeholders
- Provide accurate and relevant information
- Communicate clearly and effectively
- Encourage feedback without prejudice
- Uphold the integrity and good reputation of the company

*In addition, our clients have a right to:*

- Training and assessment that meets industry standards, regulatory requirements and individual needs
- Information about enrolment and assessment requirements prior to commencement
- Valid assessment of learning and regular feedback on progress
- Be treated fairly and with respect
- Learn in an environment free from any discrimination and harassment
- Secure personal records that remain private and are only available to authorised users
- Learn in a safe and supportive environment
- Appropriately qualified trainers and assessors



*Our clients also have responsibilities as follows:*

- To manage your own learning and assessment requirements
- To complete all assessments within set time periods (as applicable)
- To treat all training staff and other participants with respect and fairness
- To behave in a non-discriminatory manner
- To follow all health and safety procedures in the learning environment
- To arrive 15 minutes prior to class
- Not to enter the learning environment whilst under the influence of alcohol or drugs
- To advise staff of any special needs, assistance required or changes to personal details
- Submit your own work not that of others (plagiarism)

## **Enrolment and Selection**

All enquiries for enrolment are given full and equitable consideration. You will be given all necessary information about the course, conditions of enrolment or pre-requisites to help you decide if the course is suitable for you. You will need to complete an enrolment form and advise any special needs.

*Some of the things we consider when accepting enrolment include:*

- Identified course conditions, prerequisite units or other entry requirements
- Your ability to complete the course at the designated qualification level
- Language, literacy & numeracy levels & reasonable adjustment options
- Previous training and education
- Relevant work/life experience
- Physical or other capacity to participate (fit for task)

## **Fees and Refunds**

Applicable fees and any payment terms and conditions for your proposed course are advised prior to enrolment. Fees (up to a maximum of \$1,500 in advance for individuals) must be paid prior to delivery of services, unless other arrangements have been made with your employer as our client. Receipts will be issued for all fees paid and refunds are available in certain situations. Contact our Consumer Protection Officer on 02 9060 2323 or refer to our website for more information.

## Recognition

Health & Safety Advisory Service provides credit transfer in relation to statements of attainment and qualifications issued by other Registered Training Organisations within Australia however you will need original documents or copies that have been certified by a JP and agree to verification processes as required.

*We also provide recognition of prior learning (RPL) if you consider you are already competent in specific units of your chosen course through formal, non-formal or informal learning and can:*

- Demonstrate your prior learning and experience is relevant to the unit
- Supply proof of completion of subject-relevant formal or non-formal training or informal learning
- Provide authenticated documents or samples of work demonstrating relevance and currency
- Demonstrate current skills and knowledge in an interview or observation process

If you think you may want credit transfer or RPL, contact us for more information.

## Participant Records

You can access your records at any time on written request. There is no cost involved in accessing your records once your course has been completed however a \$30 fee may be charged if you require your qualification, statement of attainment or industry card to be re-issued. Your Enrolment Form or signature of attendance gives authority for us to disclose information to relevant authorities such as Australian Skills Quality Authority (ASQA) or SafeWork NSW. You must also provide us with your Unique Student Identifier (USI) that we must verify, before any qualification or statement of attainment can be issued.

## Flexible Learning

Health & Safety Advisory Service provides flexible learning opportunities so that you have greater control over what, when and how you learn.

*Some options include:*

- The scheduling of the learning sessions at a variety of times
- The provision of flexible learning and assessments for those with special needs
- Providing self-paced learning experiences, such as distance education
- A variety of assessment methods and tools
- Recognition and workplace-based gap training and assessment

## Assessments

You will be advised of the assessment requirements for your course at the start of your course. The trainer/assessor will seek evidence to confirm your achievement of the stated competencies and more than one competency may be assessed at any given time. You should advise your trainer/assessor of any special needs or reasonable adjustment that may be required. Assessment methods include:

- Presentation/demonstration
- Illustrative program examples
- Exercises & quizzes
- Projects/workplace assignments
- Questioning
- Distance education assessment tasks

Assessments are not stressful examinations. They are conducted in a relaxed and friendly atmosphere to inform your trainer/assessor which competencies you have mastered and which require further practice. Assessment methods are flexible and upon successful completion you will receive your certificate. If you are not satisfied with the result of your assessment, you can be re-assessed or request a review or appeal the decision. Contact us for more information.

## Complaints and Feedback

If you have any complaints or feedback about our service delivery, staff, facilities or courses, please let us know. All complaints are taken seriously, and all feedback is reviewed and actioned as necessary to improve our service to you. Contact our Consumer Protection Officer on 02 9060 2323 or refer to the website for more information.

## Participant Support

*Health & Safety Advisory Service will assist you with matters of concern and can provide the following support services:*

- Guidance with literacy, language and numeracy (LLN) including basic skills, report writing and note-taking
- Referral for more detailed LLN assessments if necessary
- Planning for mentoring, additional one-to-one tuition, LLN support and/or advice where required
- Reasonable adjustment to learning and assessment strategies to accommodate disability, LLN or other needs
- Referral to relevant agencies that offer vocational counselling and advice

Please note that we can only be of assistance if we know about your special needs or concerns. It is important that you tell us on enrolment or when establishing your training and assessment plan so that we can be as flexible and supportive as possible. LLN initial review is undertaken at enrolment as well as additional screening and interview as required. Refer to page 8 for more information about disability. All issues will remain confidential and will be addressed with tact and care.

## Legislation

We comply with all relevant state and Federal legislation and have established policies and processes relating to compliance. *Relevant legislation includes:*

**Work Health and Safety** – we will take all due care of your health and safety and whilst participating in this course you are also responsible for your own health & safety - you must follow our WHS policy and requirements, including reporting hazard and incidents/injuries.

**Anti-discrimination and EEO** – you will learn in an environment that is free from discrimination, workplace harassment, victimisation and bullying, where access and equity is absolute and each client is treated fairly and equally – we will not tolerate inappropriate behaviour from staff of other clients at any time.

**Privacy** - your privacy and your personal information is protected always.

**VET** – we will comply with all relevant Vocational Education and Training legislation.

**Apprenticeships and Traineeships** – all aspects of these courses will meet the government requirements.

**Child Protection** – where applicable staff complete the necessary Working with Children Checks.

**Copyright** – we comply with all copyright provisions and fully acknowledge work of others where required. It is expected that clients or participants also comply with copyright legislation.

## Conduct, Presentation & Behaviour

While on the premises, you are required to conduct yourself in an appropriate manner. It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion. It is against the law.

You are required to work in a team and will endeavour to participate and actively contribute in all group work. You will be considerate of your trainers and other persons with whom you meet and will make an effort to foster co-operative and supportive relationships with your colleagues.

You should present yourself in a suitable manner with a well-groomed appearance and neat clothing appropriate to the workplace. Enclosed shoes must be worn at all times and you may also be required to wear or use certain safety clothing or personal protective (PPE) equipment as advised for practical classes.

### **Attendance**

You should attend this course promptly, return from breaks and be ready to re-commence class as expected. You must not attend training or assessment activities under the influence of alcohol or drugs. Refer to page 6 for more information about the Drugs and Alcohol Policy.

### **Mobile Phones**

Please switch off your mobile phone while in the training venue. If you need to have your phone active, please inform the trainer prior to the commencement of the class and switch it to a silent/vibrate mode.

### **Cleanliness**

You are required to clear up after yourself and wash up your own cups, etc. It is expected that you will ensure the areas are left clean and tidy and any rubbish is placed into the bins provided.

### **Smoking**

Health & Safety Advisory Service is a smoke free learning environment. There may be designated smoking areas which the trainer will advise at the start of training.

### **Disciplinary Process**

We may take disciplinary action if your behaviour is deemed unsatisfactory or unacceptable by an individual or group within the environment set by the RTO. There is an established process based on principles of natural justice. Contact us for more information.

### **Emergencies**

A copy of the Emergency Procedures in case of fire and evacuation will be on display and will be explained to you by your trainer/assessor. If there is a need to evacuate please follow the instructions of designated staff.

## Participant Induction

*You will receive an induction at commencement of training. It will include a detailed explanation of the following:*

1. Venue facilities, site safety, emergency procedures, PPE & housekeeping
2. Name and contact details of Health & Safety Advisory Service
3. Course content and time table
4. Assessment and recognition process
5. Acceptable participant behaviour
6. Fee details & invoicing (if appropriate)
7. Record keeping and access to files
8. Assessment procedures & evidence collection
9. Assessment appeals process
10. Qualification/s to be issued
11. Complaints/Feedback process
12. Session/Course/Unit Overview

***The full Participant Handbook can be downloaded from our website.***

## Advice & Support

The following contacts are provided for your support however you should always seek advice from your employer first.

Australian Tax Office	13 28 65
Welfare Rights Centre NSW	9211 5300
Ethnic Communities Council	9319 0288
Women's Legal Services	1800 801 501
Translating & Interpreting Services	13 14 50
Reading Writing Hotline	1300 655 506
SafeWork NSW	13 10 50
ASQA	1300 701 801
NSW Fair Trading	13 32 20
Smart & Skilled NSW	1300 772 104

***This training is for you – please help to make it a success.***



## DISABILITY SUPPLEMENT – ENROLMENT FORM INFORMATION

### Introduction

The purpose of this Disability Supplement is to provide additional information to assist with answering the disability question. Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses. If you indicated the presence of a disability, impairment or long-term condition, please select the areas in the following list:

### Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

### Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

### Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

### Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

## **Mental illness**

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

## **Acquired brain impairment**

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

## **Vision**

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

## **Medical condition**

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

## **Other**

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

## ALCOHOL & DRUGS POLICY

### Introduction

Under the WHS Act we have an obligation to provide a safe workplace and working environment. While it is recognised that individuals have the right to take alcohol and drugs socially, it must not interfere with safety at work or an individual's work performance or judgment. This includes while attending training courses or completing assessments.

Workers (including employees, sub-contractors and course participants) must be alcohol and drug free whilst at work, at all locations, sites and/or projects undertaken by our company and during working hours. They must carry out their duties and responsibilities in a safe manner always. Other persons who may access our sites must also adhere to this policy.

Workers are also not permitted to have or sell alcohol or prohibited drugs or be in possession of any item of equipment for the use or the administration of a prohibited drug on our sites.

We are committed to providing the necessary resources for education, information and support to ensure this policy is implemented effectively. Responsibilities include:

### Workers & Others

- Comply with this policy and general safety obligations
- Must not take alcohol or drugs in any form while at work or during work hours
- Ensure that they are alcohol and drug free at work (except where the drug is legally prescribed by a medical practitioner and does not interfere with work performance)
- Notify their supervisor/manager or trainer/assessor of any prescribed or over the counter drugs that may affect performance and take leave if necessary
- Report any concerns or unsafe behaviours to their supervisor/manager or trainer/assessor
- Participate in any random or targeted testing regimes as established by clients, projects or sites

## Trainers/Assessors

*In addition to the above responsibilities, trainers/assessors must also:*

- Comply with any additional client, project or site-specific drugs & alcohol policy requirements
- Implement and enforce this policy in their area of control
- Conduct risk assessments of work tasks or projects as necessary
- Ensure all workers and others are aware of this policy
- Observe behaviour of workers and others to ensure policy is followed
- Address any concerns or issues quickly, proactively and confidentially
- Provide or arrange for support for workers and others as appropriate
- Maintain records of education, information, support and discipline regarding this policy
- Seek advice from the CEO as required

### Procedure for Course Participants

- If a person is identified as being under the influence of alcohol or drugs the relevant supervisor/manager or trainer/assessor in control) must be notified immediately.
- The relevant supervisor/manager or trainer/assessor must assess the behaviour of the person and discuss the situation with them.
- If it is established that the person is, or is reasonably believed to be, under the influence of alcohol or drugs they will be asked to leave the site, with arrangements being made in conjunction with the person and their employer for safe transport.
- The RTO will notify the person's employer if this occurs for the purposes of support and/or disciplinary action that may be taken.