Health & Safety ADVISORY SERVICE P/L

Participant Handbook

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CODE OF PRACTICE

Health & Safety Advisory Service (The RTO) is committed to providing the highest standards of professional practice as we deliver training and assessment services and fulfil obligations outlined in our contracts**. The RTO** code of practice makes the following commitments 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

Participant Rights and Responsibilities

Participants in courses have the rights to:

- Training & assessment that meets industry standards, regulatory requirements & 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 or harassment
- Secure personal records that remain private and are only available to authorised users
- Learn in a safe environment with all necessary support and reasonable adjustment
- Appropriately qualified trainers and assessors

The responsibilities of participants are to:

- Manage your own learning and assessment requirements
- Complete all assessments within set time periods (as applicable)
- Treat all training staff and colleagues with respect and fairness
- Behave in an inclusive, non-discriminatory and non-harassing manner
- Follow all health and safety procedures in the learning environment
- Always be fit for work & not attend whilst under the influence of alcohol or drugs
- Advise staff of any special needs, assistance required or changes to personal details
- Submit your own work, not that of others (no plagiarism or use of AI tools)

Competence of Training Staff

The RTO complies with the requirements of the Vocational Education & Training (VET) Quality Framework in the quality and standard of its training and assessment staff.

All **RTO** trainers and assessors have at a minimum the following:

- Certificate IV in Training and Assessment (as stated in current legislation)
- Vocational competencies to at least the level at which they are training and assessing
- Current industry experience in the areas for which they will be training and assessing
- Currency in VET

ENROLMENT AND SELECTION

All courses offered by **The RTO** are clearly and accurately advertised. You will be provided all relevant and necessary information about the course, conditions of enrolment, student support, pre-requisites or other course entry requirements to inform your decision about its suitability to meet your needs.

All enquiries for enrolment are given full and equitable consideration. To ensure that you meet the course entry requirements, you must complete the enrolment form accurately and contact us if you have any queries or concerns.

Considerations include:

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

Information supplied on the enrolment form will be shared with Australian Skills Quality Authority (ASQA), the National Centre for Vocational Education Research (NCVER), the relevant state funding body (if applicable) and the course Sponsor/Employer (if applicable). This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy and privacy legislation.

You will need to obtain your Unique Student Identifier (USI) from usi.gov.au and provide to us at enrolment. This is a mandatory requirement of the Commonwealth government unless they provide an exemption.

FEES AND REFUNDS

Health & Safety Advisory Service will provide you with clear information on the enrolment fee, terms and conditions for your selected course. Enrolment fees are generally all inclusive except where additional costs are specified prior to enrolment or acceptance of the proposal, for example, catering, licensing application fees, hire-in of plant and equipment, specified personal protective equipment (PPE) etc.

Where you are required to pay an individual course fee, this must be paid prior to course commencement, unless other arrangements have been made with your employer as our client.

At any given time, the RTO will only accept individual payment of course fees in advance prior to delivery of services of up to $1,500. This is a legal requirement to protect you as a consumer of our services. Where an individual's overall course fee exceeds this amount, remaining payment/s will be required progressively after course commencement.

All participants/employers will be issued with a receipt for fees paid. These fees will be held during the course delivery period and be made available should a refund be required in accordance with our refund policy.

Some industry courses require participants to wear or use PPE to access the site and/or to participate safely in training and assessment activities. Standard PPE must be provided by the participant and/or their employer and must be worn or used as specified, for example, hard hat, protective clothing & boots. Course confirmation and welcome letters will provide details about required PPE relevant to your course, and you can contact us at any time for more information about this.

Other specified PPE deemed necessary for training and assessment will be provided by the RTO and/or the employer and will usually be included in the course fees, for example, disposable masks, ear plugs. This information and any additional costs that may be incurred, is provided to participants and/or the employer prior to enrolment and on confirmation of attendance as necessary.

Refund Policy

A full refund will be made in the following circumstances:

- If **The RTO** cancels the course
- If a participant's enrolment is refused
- If a participant withdraws and advises **The RTO** more than 14 calendar days prior to the scheduled delivery commencement date

A partial refund of course fees will be made in the following circumstances:

- 50% if the RTO is advised less than 14 days prior to delivery
- 25% if the RTO is advised less than 7 days prior to delivery
- Nil payable if the RTO is advised less than 24 hours prior to delivery or is not notified at all

The RTO CEO may provide a full or partial refund, or substitute or reschedule attendance, if they believe the student may be unreasonably disadvantaged or if there is other reasonable justification.

Appropriate circumstances may include:

- extended illness
- death of family member
- childbirth

Inappropriate circumstances may include:

- job change
- change in work hours
- inconvenience of travel to class
- retrenchment

The RTO Consumer Protection Officer or CEO can assist with any concerns or queries in relation to fees and refunds or NSW government funding such as Smart and Skilled or other funding subsidies that may be available from time to time.

CREDIT TRANSFER

Health & Safety Advisory Service is legally required to recognise all Australian Qualifications Framework (AQF) Statements of Attainment and Qualifications issued by other RTOs within Australia as part of its credit transfer or recognition of prior learning (RPL) process. This involves verification of authenticity by way of:

- authenticated transcripts issued by the USI Registrar
- sighting original certificates & verifying with issuing body
- sighting copies of verified as original by a Justice of the Peace (JP) & verifying with issuing body

Copies of these documents are taken for our records and, prior to issuing credit transfer, we will contact the issuing body as an additional measure to ensure authenticity.

The RTO will grant the appropriate credit transfer for units of competency awarded and readjust the participant's training and assessment plan as appropriate. Refer also to Recognition of Prior Learning (RPL) section.

PARTICIPANT RECORDS & ISSUANCE

Participant assessment records are stored for a minimum of 2 years from completion of the course or issuance. Electronic copies of enrolment, qualification/statement of attainment and transcripts are kept for 30 years as required by law. Access to your records is available at any time on written request.

Records may also be accessed by other parties for purposes of auditing or reporting, for example to SafeWork NSW, or funding bodies. Your enrolment form or signature of attendance form gives authority for **The RTO** to disclose information in such circumstances.

There is no cost involved in accessing your records once your course has been completed however a charge of $30 may be applied if you require your qualification, statement of attainment or industry card to be reissued.

Certificates will be issued within 30 calendar days of successful completion of all requirements of the course and when all fees owed to **The RTO** in relation to that course have been paid in full.

FLEXIBLE LEARNING

Health & Safety Advisory Service is committed to providing participants with flexible learning processes. This means that we focus on learning rather than teaching to provide the best possible outcome for each participant. Through this you will have greater control over what, when and how you learn. Some of the flexible learning options available include:

- Scheduling of learning sessions at various times subject to availability & employer release
- Provision of flexible learning and assessments for those who require support or reasonable adjustment for disability
- Providing self-paced, self-directed or workplace learning experiences
- A variety of assessment methods and tools suitable to the training product
- Recognition and workplace-based gap training and assessment
- Online learning through our CANVAS platform

ASSESSMENTS

The training you will be undertaking is competency based. The competency requirements for your course are clearly stated to you at the beginning of the course.

All **RTO** trainers/assessors are bound by legislation to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course, and more than one competency may be assessed at any given time.

You should complete planned assessment tasks during the agreed scheduled days of training and/or by the agreed due date/s. Please contact the trainer/assessor if you need support to complete your assessments within time frame. On successful completion of the course, you will receive your qualification or Statement of Attainment.

The trainer/assessor will ensure you receive necessary information, practical application and assessment opportunities to complete the course successfully. The following types of assessment methods may be used by **The RTO** during the program:

- Presentation/demonstration/practical tasks
- Exercises & quizzes
- Projects/workplace assignments
- Questioning & discussion
- Distance/online/self-paced/workplace activities

Assessments are conducted in a relaxed, informal atmosphere. Please don't regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies you have mastered, and which require further practice or additional training and support.

Distance/Online/Self-paced/Workplace Assessments

Each unit of competency requires submission of your completed assessment task(s). This typically consists of a series of knowledge based and practical tasks. Assessment tasks will be marked by your trainer/assessor and returned to you with results and written or oral feedback on your progress.

In a situation where you have been deemed 'Not Competent' (NC) your trainer/assessor will provide you with feedback and guidance on the direction to take in reaching competence in the unit and advise you on when/how to resubmit/re-present for re-assessment.

If you are not satisfied with the result of either the initial assessment or re-assessment refer to the assessment appeals process for the steps to take.

Plagiarism & Use of Artificial Intelligence (AI)

Participants should always submit evidence of competency that is their own work. Plagiarism is not accepted and where identified, **The RTO** will assess the evidence as NC and re-assessment will be required. Continued plagiarism may result in withdrawal from the course and/or notification to your employer. You should also ensure you do not breach copyright legislation in any of your submitted work.

All learners must submit original work that reflects their own understanding and effort. The use of AI tools, such as ChatGPT to produce or re-word answers or other assessments is prohibited. If you are found to have used AI-generated content you will be asked to resubmit the work and may be interviewed to confirm your understanding of key course concepts and information.

We strongly encourage participants to seek support from trainers/assessors, or **The RTO** Compliance Manager if you are struggling with coursework. Maintaining academic honesty protects the value of your qualifications and supports a fair and supportive learning environment.

Access and Equity in Assessment

All reasonable steps will be taken to ensure you are given equal opportunity to undertake the assessment. You will be treated equitably regardless of your race, gender, marital status, age, sexual orientation or any other differences.

If you require a reasonable adjustment or other support in training and/or assessment due to impairment, disability or other special need, you should advise **The RTO** as soon as possible upon enrolment and/or at any time during the training, you should discuss options with the trainer/assessor.

If there are any aspects of the assessment that are unclear, and you are not certain about, you should speak to the trainer/assessor. **The RTO** will provide as much support as possible to facilitate your optimal learning journey. Student support may include:

- Oral, digital or visual instead of written assessment
- Use of special equipment, scribe or interpreter
- Practicable extension of timelines
- Different ways of presenting information
- Additional training or one-on-one tutoring/support
- Variations to attendance at training
- Increased contextualisation if possible
- Reasonable adjustment (additional support) on basis of temporary, ongoing or permanent disability

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that recognises current skills and knowledge that you may have obtained through formal or informal training, learning at work, and through your life experiences. Recognition is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in units from your chosen course, you may be eligible for RPL and therefore be exempted from training if:

- Your formal or informal learning and experience is relevant to the course
- You can supply proof of subject-relevant training (conducted by industry, employer, educational institutions or others in Australia)
- You can demonstrate informal learning through relevant work and life experiences
- You can provide authenticated, relevant and current documents or samples of work
- You are willing to participate in an interview, gap assessment or skills observation/challenge test to confirm current skills and knowledge

Cost of RPL

- The initial consultation about RPL is free
- Enrolment in the course, payment of course fees & an application for RPL must be submitted before RPL assessment occurs
- The applicable course fee where RPL is granted will not exceed the full course cost
- Reassessment and gap training will be provided as required

If you make a claim for RPL, several things could happen:

- You may not be granted any RPL and therefore no exemption from training
- You may be granted RPL and therefore exemption for some or all units of competency
- You may be granted partial RPL for one or more units and be asked to submit additional evidence, complete gap assessment tasks or undertake reassessment

Assessment Appeals

The RTO has an impartial appeals process available for all course participants. If you are not satisfied with your assessment result, you must first discuss the result with your trainer/assessor. If you are not satisfied with those discussions and would like to proceed further or if you do not wish to approach the trainer/assessor in the first instance, make a formal request in writing, outlining your concerns.

You will need to have reasonable grounds for the appeal, for example:

- Unclear or inaccurate instructions by the assessor
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment, and this can be substantiated

Email your written request to the Compliance Manager who will implement the formal Appeals Process. Your appeal will be registered, and we will notify you in writing of receipt of the appeal.

You must lodge your appeal within seven calendar days of the initial assessment. Every effort is made to settle the appeal to the satisfaction of both you and **The RTO**. If the appeal is unsuccessful and a reassessment is required, we will organise a mutually agreeable date and time for the reassessment with an alternate assessor. The results of the reassessment will be provided to you in writing.

You may request that the appeal be heard by an independent person. You have an opportunity at any stage to formally present your case. You will be provided with written outcomes, including reasons for the decision.

FEEDBACK AND COMPLAINTS

If you have any feedback or complaints about our service delivery, our staff, our facilities or any aspect of your training and assessment with us, please let us know. We are striving for continuous improvement, therefore all feedback and complaints are taken seriously and actioned as necessary.

Feedback includes any positive or constructive comments, suggestions, or recommendations that may assist us to improve our service delivery or address your needs in learning. Participants are encouraged to complete course evaluations honestly to contribute to our quality processes.

A complaint relates to any type of concern, issue or problem pertaining to **The RTO** and may be raised by a member of staff, client, course participant or other related parties.

We strive to maintain an atmosphere of trust and openness with course participants, clients and students. All feedback and complaints are dealt with in a timely, constructive and effective manner adopting principles of natural justice and procedural fairness.

Informal resolution is encouraged, however all persons have the right to formally present their complaint by email or by using the RTO Complaints Form. Complaints are acknowledged in writing and are usually investigated and finalised within 14 days of receipt. Longer time frames of up to 60 days for detailed investigations and corrective actions may be required. If this is the case, **The RTO** will contact you, advising reasons for the delay and will regularly update you on progress.

All outcomes will be communicated in writing, explaining the reason for the decision and outcome. Any person making any complaint has the right to request an independent review if internal processes fail to resolve the matter. The steps in the complaints process are:

A) Local Level Resolution

Any person with a complaint is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested to raise the matter and seek resolution. In other words, talk directly to the person you have a problem with and try to sort the problem out between you.

B) Resolution by the Trainer/Assessor

If the matter remains unresolved or local resolution is inappropriate, contact your trainer/assessor, who will help to sort out a solution. This may be a mediated discussion with the parties or individual discussion with each person involved in the matter.

C) Resolution by the Compliance Manager/Consumer Protection Officer and/or CEO

If the matter remains unresolved or resolution with the trainer/assessor is inappropriate, contact the Compliance Manager/Consumer Protection Officer or to reach an objective solution to the matter in dispute. If the Compliance Manager/Consumer Protection Officer or cannot resolve the matter, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk directly with the CEO about your concerns.

If you have not done so already, the CEO will require you to put your concerns in writing (email or Complaints Form), will investigate the matter and resolve your concerns. You will receive a written response to your complaint explaining the outcome including the reason for the decision.

D) Independent Resolution

If the matter remains unresolved, the CEO may organise an independent party to review the matter and suggest an agreeable solution.

E) Resolution by External Authority

If you are still not satisfied with the outcome, you may contact one or more of the following:

- National Training Complaints Hotline - they will register your complaint and refer it to the appropriate authority for consideration but will NOT investigate the matter
- Smart & Skilled Support Centre - if your training is funded by the NSW Government they may provide information, support, referrals or mediation. A copy of the Smart & Skilled Consumer Protection Strategy is available on request.
- Skilling South Australia – provide support if your training is funded by the SA Government
- SafeWork NSW – if the unresolved complaint is about work health and safety
- NSW Fair Trading – if the complaint is about financial matters, such as fees and refunds

PARTICIPANT SUPPORT

Health & Safety Advisory Service will endeavour to assist you with any matters of concern. We are committed to providing all course participants with lifelong learning that will enhance their existing skill set. To this end **The RTO** will provide the following support services:

- Guidance with LLND capability, including basic skills, report writing and note-taking
- Referral for more detailed LLND capability assessments if necessary
- Mentoring, additional one-to-one tuition, LLND support and/or advice where required
- Reasonable adjustment to accommodate disability and support for LLND or other needs
- Access to workplace &/or RTO interpreters, individual support workers & Indigenous mentor/s
- Referral to relevant agencies that offer employee assistance, counselling and advice
- RTO Student Support & Resources Hub located at each campus

The RTO Indigenous Student Support Mentor can provide advice about studies, fee exemptions, study help, cultural commitments affecting study, agreeing on reasonable accommodations, ensure a culturally safe space & refer to employer/community Indigenous programs.

Please note that we can only be of assistance if we know about your 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. All issues will remain confidential and will be addressed with tact and care. Refer also to the Disability Information section.

Language, Literacy, Numeracy & Digital (LLND) Skills

Health & Safety Advisory Service will carry out an initial review of your LLND skills at enrolment. This provides us with an indication of your possible needs. We may also need to speak with you and your employer (if they are funding the training), if we believe there may be support options or reasonable adjustments required.

This is for the benefit of both parties. **The RTO** will ask you to identify if you are aware that you may require special assistance or support. When LLND skills issues that may affect learning are identified, action can be taken to assist you. All issues are treated with understanding, discretion and confidentiality.

Additional screening and/or interview may be undertaken by **The RTO** in agreement with yourself and your employer. There are also several options for more formal assessment of reading, writing and speaking skills which may be organised external to **The RTO**. For high-risk training areas, (e.g. SafeWork NSW licenses and plant operation) the Regulator specifies that assessment must be conducted in English and using mandated assessment instruments.

LLN or digital skills assessments may be arranged and completed by **the RTO** in conjunction with your employer. Additional costs may be incurred depending on the actions required, for example, the use of an accredited interpreter.

LEGISLATION

We comply with all relevant state and Commonwealth legislation and have established policies and processes to ensure compliance. Relevant legislation includes:

Work Health and Safety (WHS) – 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 hazards and incidents/injuries.

Anti-discrimination and EEO – You will learn in an environment that is inclusive, free from discrimination, workplace harassment, vilification, victimisation and bullying.

VET – We will comply with all relevant VET legislation.

Apprenticeships and traineeships – All aspects of your apprenticeship or traineeship will meet the requirements of the Commonwealth and state government.

Child protection – All staff have completed necessary Working with Children Checks & we are committed to the National Principles for Child Safe Organisations.

Modern Slavery – We will identify and address modern slavery risks in our supply chain and operations consistent with legislation and contractual obligations.

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

Privacy – Your privacy and personal information is always protected under our RTO Privacy Policy.

It is necessary for **The RTO** to collect personal information about you through our enrolment form. Relevant government agencies and **The RTO** will use the information gathered for statistical and reporting purposes. It may also be used to claim government funding for your training. We will not disclose, sell or pass on your personal details other than for the purposes stated, without your consent.

If at any stage your personal details change, please inform our administration staff, your trainer/assessor or the Compliance Manager so that your details can be amended. This can be done verbally or via email. You have the right to access the personal information recorded at any time and provide any necessary corrections.

Anti-Discrimination, Bullying, Vilification, Victimisation & Harassment

We are committed to providing an environment for work and training that is inclusive, free from discrimination, bullying, vilification, victimisation and/or harassment of any kind. Such behaviour will not be tolerated in any form and will result in immediate disciplinary action that may include course withdrawal. Our Anti-Discrimination, Bullying and Harassment Policy is established in accordance with relevant state or territory anti-discrimination legislation. It addresses unreasonable, unfavourable and unwelcome treatment, directly or indirectly, of another person that causes that person to be distressed, intimidated, offended or humiliated or any ill intent based on their:

- Race
- Religion (including antisemitism)
- Physical appearance or peculiarities
- Cultural background
- Gender & sexual orientation
- Age
- Disability
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance

Vilification is a public act that could incite hatred, serious contempt or severe ridicule towards a person or group on grounds of a particular personal characteristic. If you witness any incident of discrimination, bullying, vilification, victimisation or harassment you are expected to report it to your trainer/assessor or **The RTO** management**.**

If you feel you have been discriminated against, bullied, vilified, victimised or harassed you should:

- Discuss the issue with your trainer/assessor or **The RTO** management
- Complete an Incident Report Form

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to similar treatment. All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times. If you are not satisfied with the way in which your complaint was handled, you may take it to an outside agency such as the Human Rights Commission or the NSW Anti-Discrimination Board.

Reasonable Adjustment (Additional Support) for Disability

Reasonable adjustment can assist to eliminate barriers and ensure you are not disadvantaged by your disability. Examples include changes to assessment processes, plant & equipment in use, different training methods or modified arrangements providing they do not affect the integrity of the assessment or cause unjustifiable hardship to **The RTO.** Please note that we can only be of assistance if we know about your needs or concerns. Refer to the Disability Information section for more information about temporary, ongoing or permanent disability.

Access and Equity Policy

We are committed to the principles and practices of equity in education and training. We will treat every course participant fairly and without discrimination in the training environment and/or in the workplace. Staff and participants are bound by the anti-discrimination and equal employment opportunity legislation. Professional development of RTO staff is reviewed annually, aimed at addressing this and other discriminatory behaviours.

WHS

Whilst participating in this course you must take responsibility for your own health & safety, that of the equipment provided to you, and also that of your fellow trainees. You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

As part of your course, you will be provided a WHS site induction. This is mandatory for all courses. Your trainer will inform you of our WHS policy and requirements, including the hazard and incident/injury reporting. Additional safety training and equipment may be necessary based on risk assessment. The WHS legislation covers all workplaces, persons conducting a business (PCBUs), self-employed people, workers and visitors. PCBUs must ensure the health, safety and welfare including:

- providing or maintaining safe equipment and systems of work
- ensuring the safe use, handling, storage and transport of equipment and substances
- providing information, instruction, training and supervision necessary to ensure safety
- maintaining workplaces in a safe condition, including safe entrances and exits
- providing adequate information about substances used at the place of work
- not requiring workers to pay for PPE or other actions required to meet WHS legislation
- ensuring that workers cooperate and take reasonable care of themselves & others

You must not interfere with, or misuse things provided for WHS or obstruct attempts to give aid or refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

PARTICIPANT CONDUCT

Whilst on the premises, you are required to conduct yourself in an appropriate manner.

Attendance

You are required to attend courses promptly, return from breaks and be ready to re-commence class as expected.

You must not attend training or assessment activities if you are not fit for work, fatigued or under the influence of alcohol or drugs. For your own safety and that of others, the trainer/assessor will not allow you to commence training/assessment and/or will cease the activity as soon as they are aware of the issue and take necessary actions.

Most work sites carry out random alcohol and drugs testing of workers and others on site and as such we are subject to the same testing regimes. Refer to our Alcohol & Drugs Policy for more information.

Presentation & Behaviour

You are entering a professional area, as such you must present yourself in a suitable manner. A well-groomed appearance and neatly presented clothing appropriate to the workplace is expected. You may also be required to wear or use certain safety clothing or PPE as advised.

You must always behave in an acceptable manner. You must not discriminate against any person because of their race, gender, sexual preference, background or religion. It is against the law.

You will often be required to work in a team and are expected to participate in, and actively contribute to, all group work. You will be considerate of others and will be co-operative and supportive.

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 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/recycling is placed into the bins provided.

Smoking

The RTO is a smoke free learning environment. There may be designated smoking areas which the trainer will advise at the start of training.

Disciplinary Process

Disciplinary actions may occur when your behaviour is deemed unsatisfactory by **The RTO**. During a disciplinary process, counselling may occur, including:

- identification/clarification of problem behaviour
- how the behaviour does not meet the guidelines
- what is expected in the way of correct behaviour

The disciplinary process has three steps as follows:

1. Informal discussion/counselling by trainer/assessor.
2. Formal counselling by RTO management - **The RTO** may contact the employer/sponsor.
3. Removal from the course if behaviour continues.

EMERGENCIES

A copy of the Emergency Procedures is on display at the training venue and will be explained to you by your trainer/assessor. If there is a need to evacuate, you must follow the instructions of designated staff. If there is a fire on the premises, general procedures are:

Tell staff about the fire so that staff can call 000 and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

Evacuation Procedures - Upon direction of staff:

- Ensure no-one enters the fire area
- Evacuate all walking people first, wheel-chaired people, then staff
- Check all toilets, rooms, if it is safe to do so
- Everyone meets at a location/assembly area designated by the workplace
- Take a roll call
- Meet the fire brigade when they arrive on site

PARTICIPANT INDUCTION

Induction is undertaken at the start of training and includes 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. Overall course/qualification content and timetable
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

ADVICE & SUPPORT

The RTO will provide resources and services necessary to support and assist participants to satisfactorily complete their course. It also includes support that may be provided in respect of other activities including marketing, enrolment, induction or the collection of fees.

The RTO Student Support & Resources Hub at each campus provides a range of information, brochures and other materials free of charge. The CEO and Compliance Manager and any other RTO staff member with whom you feel comfortable, can assist or provide referrals as required.

The following contacts are provided for your support:

- Australian Tax Office 13 28 61
- Welfare Rights Centre NSW 9211 5300
- Ethnic Communities Council NSW 9319 0288
- Women's Legal Services 8745 6988
- Translating & Interpreting Services 13 14 50
- Reading Writing Hotline 1300 655 506
- National Training Complaints Hotline 13 38 73
- SafeWork NSW 13 10 50
- NSW Fair Trading 13 32 20
- Smart & Skilled NSW 1300 772 104 or by email smartandskilled.enquiries@det.nsw.edu.au
- Skilling South Australia skills.sa.gov.au
- South Australia Success & Wellbeing Services 1800 673 097

Note: Always seek the advice of **The RTO** or your employer/supervisor first. You can talk to the RTO Compliance Manager/Consumer Protection Officer on 02 9060 2323. Your employer may also have a confidential Employee Assistance Program in place that you can access.

This training is for you - please help to make it a success!

DISABILITY INFORMATION

The following information may assist in establishing eligibility for reasonable adjustment (additional support).

Hearing impaired/deaf

Hearing Impairment refers to a person who has mild, moderate, severe or profound hearing loss who communicates orally and maximises residual hearing with amplification. A person who is deaf has a severe or profound hearing loss 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

Generally 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 group of disorders showing difficulties in listening, speaking, reading, writing, reasoning, or mathematical abilities. Self-regulatory behaviours, social perception, and social interaction issues may co-exist with learning disabilities but are not, on their own, a learning disability.

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

Injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. It can occur because 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 because 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

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

Workers 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.

Please note that most projects have random and targeted alcohol and drug testing policies which can extend to workers attending the RTO premises for training or other sites where training is conducted. Such testing where it is implemented, will apply to all course participants as well as RTO staff.

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

Workers & Others

Workers and others must:

- Comply with this policy and general safety obligations, including random or targeted testing
- 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 legally prescribed and does not interfere with work performance)

- Notify their supervisor/manager or trainer/assessor of any drugs that may affect performance before starting class or being made aware that testing is going to occur
- Report any concerns or unsafe behaviours to their supervisor/manager or trainer/assessor

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.