STUDENT HANDBOOK

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Introduction

Welcome to your Prosafe Pty Ltd course.

Prosafe Pty Ltd is registered to provide a range of nationally accredited courses. It also offers a variety of non-accredited courses and consultancy on a fee-for-service basis. Prosafe Pty Ltd focuses on three outcomes:

- Outcome for the Student – to achieve your potential
- Outcome for the Student/organisation – to have competent employees with the right attitude
- Outcome for the service recipient – the most important

Mission

To facilitate continuous improvement and learning through collegiate assistance and partnerships.

This handbook is designed to provide some information on issues that may be relevant during your time with Prosafe Pty Ltd. If, at any time, you are experiencing difficulties with your training, we ask that you report your concerns, complaints, or grievances to your Trainer/Assessor. Should you wish to contact us at any time for more information, please phone 0407591765 or email admin@prosafetraining.edu.au

Expectations of Students and Employers/Supervisors

- All training is competency-based, which means Students are assessed on skills they can demonstrate, tasks they can perform, and required skills and knowledge they have gained to effectively carry out their work.
- Where work placement forms a part of the training, it is essential that both the student and the employer/supervisor be thoroughly familiar with the learning materials and the need to demonstrate achievement of the competencies.
- It is essential Prosafe Pty Ltd be notified of any changes in circumstances or problems that affect the ability of student to complete the course.

For work placement, the employer/supervisor is responsible for:

- Providing a safe working environment
- Ensuring the Student can practice their skills on the job.
- Providing 'hands-on' experience, the full range of work, and appropriate facilities for the student to acquire the knowledge and skills needed to complete the course.
- The supervision, practice, and support needed to develop skills
- Coordinating workplace training and assessment to ensure minimum disruption to the normal work routine
- Liaising with the Trainer/Assessor regarding assessment times and methods

The student is obliged to:

- Make all reasonable efforts to acquire the required skills
- Collect and present evidence relating to specific competencies and complete assessment work as discussed with trainer/assessor
- Participate in the assessment process, complete all work/assignments, and notify the trainer/ assessor in advance if they cannot attend scheduled sessions.

Prosafe Pty Ltd will provide:

- The learning and assessment materials
- Advice on assessment and flexible methods to cater to specific needs
- Qualified trainers and assessors and the facilities in which to conduct the training and assessment.
- Monitoring of the progress of the student and providing regular feedback about their progress.
- Identify any support required by you, the student, while helping to meet the requirements of the course.
- Providing information about support services available to you.
- The appropriate certificate upon completion of the course.

Assessments

The assessor will seek evidence to confirm achievement of the competencies. This may include:

- Observation of simulated workplace activity
- Case study
- Project
- Written/oral questions
- Observation in the workplace
- Supervisor/third-party report
- RPL process

Assessors are bound by the Rules of Evidence to ensure that assessments are valid, reliable, flexible,

Legislative Framework

Prosafe operates within a framework that includes all relevant federal and state legislation, particularly the VET Quality Framework. Legislation includes, but is not limited to:

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

- Privacy Act 1988, Copyright Act 1968
- Right to Information Act 2009
- Anti-discrimination Act

Course Information

Learning and Assessment Strategies are available for all the qualifications within our current scope of registration and provide course information, content, and vocational outcomes. Training plans are developed for all Students. Specific course. brochures or flyers are available. Please ask if you require additional information for any of our courses/qualifications.

Course Fees

When prospective clients contact Prosafe concerning courses, they will send out the relevant course information, which will include the details of the relevant fees to be paid.

Where a student does not achieve competence in a unit of competency and further assessment is required, Prosafe will charge an additional fee for the cost of reassessment. This additional fee will be negotiated with the client on an as-needed basis, as circumstances will vary between students.

If a student requires a replacement copy of a qualification or Statement of Attainment, Prosafe will charge a fee of $50 for the replacement of the document.

Course Progression

All students are expected to progress through their course by completing their learning and assessment tasks on time to the best of their abilities. Students enrolled in accredited training programs will have an individual training and assessment plan developed to assist in tracking their progress. Where assessment is completed using the online learning management system, progress tracking is available as each assessment task is completed.

Prosafe understands that there may be instances where a student is unable to progress due to personal or individual circumstances that impact their ability to actively participate in their training program and complete the required assessment. Where you feel you are unable to progress, please discuss this with your trainer/assessor so that your training plan may be adjusted, and assistance provided where required.

Refund and Cancellation

Prosafe will safeguard all fees paid for training and assessment. Prosafe's cancellation policy is as follows:

Full refunds of all monies paid by the payer will be made to the payer if the training provider cancels or discontinues a course or an assessment.

If a student withdraws from a course or assessment before the course commences, due to ill health or bereavement, the payer will receive a full refund of course fees

paid, less any administration and material fee of $150.00. A medical or death certificate must be provided.

If a student commences a course but withdraws partway through the course due to ill health or bereavement, the person will be permitted to come back within 60 days and complete the training. If the person is unable to return to complete the training, then a refund based on the percentage of the course not completed will be given.

If a student withdraws from a course or assessment for reasons other than ill health or bereavement, with less than 3 days' notice before the commencement, payments will not be refunded.

Individual transfers will be accepted up to 7 days before the course or assessment commencement. Transfers within courses or assessments will only be accommodated within 60 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

Should an employer wish to transfer the enrolment of one employee to another, a written request on a company letterhead, with details of both employees and the relevant course, will be required. If this written request is not received, enrolments will not be transferred

Attendance

If you are enrolled in a class-based course, it is expected that you attend every class so as not to fall behind. Please notify your trainer at least 30 minutes before class if you are unable to attend for some reason.

All students are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainer Assessors reserve the right to restrict students from entering the class until an appropriate break in the session, e.g., morning tea and lunch. Please allow for traffic during training days.

Prosafe expects that students will attend a minimum of 100% of class time to enable the required learning to be delivered. Students are asked to call 0407591765 to advise of absence. Absences due to illness require a medical certificate to be provided (certificate courses only).

There will also be an expectation that you complete a certain amount of homework for each course to finish the learning and assessment tasks required for completion of the course. Your trainer will guide you on what to do during this time and how much is expected.

Student Dress

Students attending training sessions are expected to wear neat, clean work clothing and safety footwear at all times whilst training. In addition, students may be required to wear specific items to ensure compliance with Work Health and Safety legislation. Students who are not prepared for training by wearing the appropriate clothing, uniform, footwear, and PPE will be excluded from the training area until they comply with the dress code.

Code of Behaviour

Prosafe views student misconduct very seriously. Prosafe expects that all students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of Prosafe.

Examples of student misconduct may include, but are not limited to:

- Academic misconduct, including plagiarism and cheating
- Harassment, bullying, and/or discrimination
- Falsifying information
- Any behaviour that is against the law
- Any behaviour that endangers the health, safety, and well-being of oneself and others
- Intentionally damaging or tampering with equipment and/or materials belonging to Prosafe and/or other students, partner organisations, or when on work placements.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the training program
- Removal from the training room
- Reimbursement by the student for the costs incurred for any damage caused
- Expulsion from the training program without refund and/or credit
- Referral of the matter to the relevant authorities.

Students found guilty of misconduct have a right to appeal by following the Prosafe Complaints and Appeals process.

Privacy and Confidentiality

Prosafe Pty Ltd is committed to protecting the privacy of your personal information. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery. Prosafe Pty Ltd will exercise strict control over consent, clarity, and confidentiality of information. If a third party requires Student information, we will obtain written consent from the relevant staff member or Student prior to the release of any information.

Access to Personal Records

Students are provided with the opportunity to access personal information we hold on them by request. Where relevant, they may be able to correct that information if they determine that it is incorrect.

Students are informed of assessment outcomes at the time assessment takes place; however, they may request information regarding their participation and progress at any time.

Students may also request a replacement certificate or statement of attainment when required, with proof of identity (a processing fee of $50 applies).

Training and Assessment

What is accredited training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from a Training Package that is recognised nationally. Prosafe Pty Ltd is a Registered Training Organisation with all training undertaken per the Standards for RTOs 2025. Before your course. commences, you may want to find out whether it is nationally recognised.

Assessment

The training you are undertaking is competency-based. The competencies and assessment requirements for your course are clearly stated in the course material (they may be referred to as learning outcomes). Assessors are bound by regulations to ensure assessments are valid, reliable, fair, and flexible. The assessor will seek evidence to confirm achievement of the competencies, and more than one competency may be assessed at a given time. For an on-the-job workplace assessment, the assessor may work in partnership with the employer/supervisor.

To demonstrate competency, evidence must be provided that the student has demonstrated the knowledge and skills to meet the performance criteria for each unit of competency. In addition, they must also demonstrate an understanding and operational knowledge of:

- Policies and procedures
- Operating manuals
- Legislation and statutory requirements
- Industry codes of practice
- Organisational structure
- Literacy and numeracy skills relevant to the level of the qualification

Examples of provision of evidence may include:

- Observation of simulated workplace activity
- Case study
- Project
- Written/oral questions
- Observation in the workplace
- Supervisor/third-party report
- RPL process

Assessments are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your assessor needs to know which competencies from your course you have mastered, and any competencies that require further practice will be assessed later.

Attendance

On-the–job Training

Regular attendance is required throughout the study to successfully achieve the competencies of the course. The student's attendance record at training may affect the achievement of competencies.

Off-the-job (face-to-face) Training

Participant attendance is required at each session organised for off-the-job training. The student roll is recorded at the commencement of each training session. It is the responsibility of the participant to notify Prosafe Pty Ltd or their Trainer/Facilitator if they are unable to attend a set training session for any reason, and alternative arrangements will be made.

Flexible Learning Strategies and Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. Where possible, we customise our training/assessments to meet the specific needs of our students, which ensures flexible assessment processes. If you are having difficulty achieving competency in any unit, please discuss the matter with your assessor/trainer, and where possible, alternate learning/assessment strategies will be used. Student Support is available for all units upon request or recognised need.

Recognition (RPL, RCC, Credit Transfer)

All Students are offered the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer on an individual basis before the course commencement. The recognition process allows Students to apply for credit for previous study, work, life, and educational experience that match the learning outcomes of specific units within their course.

Prosafe Pty Ltd recognises the qualifications issued by other Registered Training Organisations (RTOs).

Credit transfer will be applied when applicants provide either the original or a verified AQF qualification or statement of attainment issued by another Registered Training Organisation in the relevant qualification or units of competency.

All students complete an Enrolment Form before commencement of training, where they are asked if they wish to apply for RPL or Credit Transfer. Applicants who indicate they wish to apply for RPL are provided with a Kit including information about the recognition process and an Application for Recognition form.

All recognition applicants are asked to provide evidence to support their claim. Examples of evidence might include documentation such as certificates issued by other training organisations, support letters from employers, and course outlines of

previously studied courses. All assessments for RPL applications are reviewed by staff who are qualified to conduct the assessment. All applicants receive written notification stating whether their application was successful.

Students may request a review of the RPL decision through our Complaints and Appeals Procedure (outlined in detail later in this handbook).

Issuing of Certificates

Assessment determines whether a student is competent or not yet competent in each unit of their course.

On successful completion of their course, Students are issued with a Statement of Attainment which identifies the units where competency has been achieved.

Re-Issuing of Certificates

We understand that mistakes happen, and certificates can be mislaid just when you need them.

Prosafe Pty Ltd can re-issue a Certificate or Statement of Attainment, should you need to replace a mislaid document for a nominal fee of just $50 per Certificate or Statement of Attainment

Language, Literacy, and Numeracy

All students must demonstrate a level of language, literacy, and numeracy that is sufficient for the workplace before the training event by undertaking an LLND pre-assessment. Prosafe does not provide specialised language, literacy, or numeracy assistance beyond what can be offered in a small group setting. If difficulties persist beyond this point, students may be referred to a local specialist provider for additional skills training.

Students requiring assistance with language literacy and/or numeracy issues should identify this on the enrolment form or speak to your trainer before the course commences. Support could be provided in the following ways:

- Oral assessments
- Variation in training delivery
- Additional training (tutorials)
- Referral to a learning support organization
- IT support.

Assistance and Support Service

We are committed to providing you with the support needed to complete your training. If you feel in any way that you cannot complete the training, please speak to your trainer as soon as possible, and we will do everything we can to help you complete your course.

We monitor the needs of our students' language, literacy, and numeracy skills through our induction process, application and enrolment forms, and training. We

make provisions for special needs and/or support on request or when needs are identified.

Student Support

We offer Student support services to all Students, including:

- Recognition of Prior Learning (RPL)
- Flexible learning options
- One-on-one tutoring
- Website information
- Alternative assessment strategies
- Training premises accessible for people with disabilities

People with special needs, such as a disability, will be accepted as students following an interview to determine that their special needs and/or disability do not prevent them from meeting the requirements of their chosen course. Our training premises are accessible to people with disabilities.

Welfare and Guidance Services

We endeavour to provide welfare and guidance to all Students as required. This may include:

- Occupational Health and Safety
- Review of payment schedules when requested
- Learning pathways and RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

Drug and Alcohol Assistance

Prosafe Pty Ltd, in line with our corporate values, we have a zero tolerance for drugs and alcohol. The use and abuse of alcohol and other drugs can impact health, workplaces, resources, families, and communities. If Students or their families are experiencing problems associated with drug and alcohol abuse, information, counselling, and other assistance are available through the *Alcohol and Other Drugs Council of Australia* help lines: Lifeline 13 11 44.

Other support services available include

Australian Dyslexia Association	0410 850 185
Disability Services Australia	(02) 9649 2238
Life Without Barriers	1800 935 483
Mission Australia	QLD – Homeless Hotline 1800 474 753
Multicultural Services Australia	07 3337 5400
Read Write Now	1800 018 802
Association for the Blind	1300 847 466
Deaf Society Inc.	https://deafaustralia.org.au/contacts/
Mates in Construction	1300 642 111

Rights and Responsibilities of Students

Individual Students have the right to be treated fairly and equitably and have the responsibility to respect the rights of one another and of Prosafe Pty Ltd staff. Students will not be placed in a position that compromises their dignity or safety. Clear educational reasons will form the basis of all activities that Students are required to undertake.

Students will receive a copy of this Student Handbook, which includes details of the obligations of both Prosafe Pty Ltd and the student. We ask that Students be aware of discrimination issues, including sexual and cultural harassment, which are unacceptable as they create an offensive, intimidating or hostile environment, and are contrary to the educational and employment policies of Prosafe Pty Ltd.

In the event of dissatisfaction, Students have access to our Complaints and Appeals Procedure as outlined later in this handbook.

Work Health and Safety

Prosafe Pty Ltd is committed to providing a safe and healthy workplace for all Students, employees, contractors, and visitors, and adheres to relevant government legislation. Individuals have a duty of care to ensure the health and safety of themselves and others and to comply with the company's Work Health and Safety policy and risk management procedures. All accidents or unsafe working practices or conditions must be immediately reported to your supervisor.

Discrimination

We recognise the right of all students and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language. Discrimination or harassment of staff or students by any member of the training and

learning environment is unacceptable and contrary to the core educational and employment values that we uphold. All members of the Prosafe are expected to maintain an environment where cultural differences are accepted and respected, and individuals can participate fully in academic life, free from any discrimination and harassment. Humour based on discrimination and harassment may, in certain circumstances, constitute harassment. Prosafe will treat claims of discrimination and/or harassment seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

Cultural Relevance

Any individual is welcome to participate in Prosafe Pty Ltd training programs, irrespective of cultural background. Students who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance.

Access, Equity, Equal Opportunity, Discrimination, and Harassment

Prosafe Pty Ltd provides equal opportunity and affirmative action in employment and education. Each of our staff members has responsibility for access and equity issues for all students. All staff are expected to act per our Policies and Procedures, and all students are made aware of their rights and responsibilities through this Student Handbook. We recognise the principles of Access and Equity and the rights of all people to be treated fairly and equitably.

Prosafe Pty Ltd will undertake to ensure all Students and employees are treated equitably and are not subject to discrimination or harassment. They will also ensure people who make complaints or those who are witnesses to complaints are not victimised in any way.

Disciplinary Procedure

To ensure all employees, contractors, and course participants receive equal opportunities and gain the maximum benefit from their time with Prosafe Pty Ltd, we have disciplinary rules that may be applied. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session, course, or premises.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other students
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times

- Being under the influence of alcohol or illegal drugs

The outcome of the behaviour will depend on the nature of the behaviour itself and the impact it has on others, and the learning experience. Any person who has disciplinary action taken against them has the right of appeal through the grievance process.

Plagiarism

All work that students submit must be their own. Students will have signed a declaration or completed this online at the start of each assessment that this is the case. Plagiarism is taking someone else's work and/or ideas and submitting them without acknowledging the source. It is a form of cheating and is taken very seriously at Prosafe.

Plagiarism is an offense, and where found, work will be returned and marked 'Not Satisfactory' and may lead to the student being withdrawn from their training program.

Feedback/Evaluation

Prosafe Pty Ltd actively seeks staff and Student feedback and regularly undertakes evaluations of all courses and activities to ensure continuous improvement. We monitor compliance with Standards for RTOs 2025, our policies and procedures, and general satisfaction of our students using feedback at the commencement and/or completion of courses/ qualifications/ Australian Apprenticeships. Students are encouraged not only to complete the formal evaluation forms but also to provide any verbal or written feedback at any time. Any grievances or deficiencies are documented to ensure appropriate follow-up action is taken.

Complaints Procedure

It is recognised that instances could arise where students, employees, or contractors may raise a complaint or wish to appeal against assessment results. In assessment activities Prosafe Pty Ltd seeks to minimise subjectivity, as a protection against unfairness and to maximise the objectivity and validity of the process and learning outcomes. We recognise that Students may have problems that do not directly concern Prosafe Pty Ltd but may impact on the student's ability to achieve competency. In this instance, we will offer advice in referring the student to appropriate external support groups for assistance.

To initiate the complaints process in the first instance, the person should discuss the matter with their immediate supervisor/trainer/assessor. The role of the supervisor/assessor in handling matters raised is to advise, counsel, and/or resolve the matter, if this is possible. If the person lodging the concern feels that the complaint is with their supervisor/assessor and is not comfortable discussing the matter with them, then they are at liberty to approach Senior Management. The complaint or appeal may be reported verbally or in writing to initiate the grievance process. The issue will then be addressed using the feedback process.

If the complaint is still not resolved, it is referred to the <Position CEO> and if necessary, to an independent arbiter. The aim of all parties involved in the

grievance matter is to resolve the matter by addressing it promptly and in an effective manner.

The appellant may make a representation either orally or in writing before reaching a decision, at any stage during the grievance procedure. The appellant will be notified of the outcome of an assessment appeal, grievance, or complaint. All assessment appeal decisions will be provided to the appellant in writing, with the inclusion of the reason for the decision.

Should the process take longer than 60 days? Prosafe Pty Ltd will advise the complainant in writing of the reasons for the delay and the expected date of the outcome.

Appeals

All Students have the right to appeal assessment outcomes. Appeals should be lodged with the assessor within 7 days of notification of the assessment outcome. In the first instance, the assessor discusses the appeal grievance and allows for re-assessment (if appropriate). The appeal is recorded in writing and reported to the <Position CEO>.

The student may be reassessed by a second assessor, and this reassessment outcome is recorded in writing. If the Student feels the appeals process was unsatisfactory, then the complaints process outlined above will be instigated. The appellant is given the opportunity at each step of the appeals/complaints process to formally make a representation either orally or in writing before reaching a decision. All assessment appeal decisions will be provided to the appellant in writing, with the inclusion of the reason for the decision.

Our Guarantees

Prosafe will guarantee that it will complete training and/or assessment services for any clients because Prosafe will not accept a service request should any circumstances present, where training and assessment cannot be completed.

In the event of Prosafe being unable to complete the training and assessment services, Prosafe will arrange for agreed-upon training and assessment to be completed through another RTO. (Fees may differ between RTOs and, therefore, may be incurred by the student.) Before transfer, affected students will be notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Prosafe will provide a refund of any unused portion of the fees paid.

If, at any time, any student/client feels that we are not abiding by our guarantees, then they are encouraged to report their complaint/s to their trainer assessor or the Director, in writing.

Proof of Identity

All participants must meet the eligibility criteria of the CSQ funding criteria to participate in the training. *(Proof of identity is required in the form of a birth certificate and/or passport. Please provide copies of these.*

To meet the CSQ funding criteria, participants must be all of the following.

- Right to work in Australia – *(Australian or New Zealand citizen or Permanent Resident, or visa holder with relevant permission to work and study)*
- Eligible worker or unemployed eligible worker *(employed in the Queensland Building & Construction Industry)*

All persons applying for a licence for high-risk work must be 18 years of age and over.

One of the documents sighted must show the applicant's signature and preferably his or her current address.

Evidence of identity documents must be made up of three (3) matching original documents. The three documents can be made up of:

One (1) **Category A** document plus Two (2) **Category B** documents or Two (2) **Category A** documents and One (1) **Category B** document. At least one **Category A** document must be photographic and show the full name and date of birth.

Category A	Category B
Australian Birth Certificate	Australian Medicare Card
Australian Citizenship Certificate	Australian Firearm Licence
Australian Drivers Licence	Australian Defence Force photo
Queensland High Risk Work Licence	Bank Debit Card
Foreign Passport	Utilities bill
Temporary Visa	Concession Card

Unique Student Identifier

Students, including apprentices/trainees undertaking nationally recognised VET courses, are to obtain a Unique Student Identifier (USI) to receive a Certificate or Statement of Attainment.

Students can create a USI at www.usi.gov.au, or Prosafe can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID, please visit www.usi.gov.au

Support Networks

LLND Providers	
TAFE Queensland	1300 308 233
English Unlimited	1300 830 272
Adult Learning Australia	03 96898623
Council of Aging	0733162999
Reading Writing Hotline	1300655506
Adult Community Education	(07) 3103 2699
Mental Health Services	
Mates in Construction	1300 642 111
Lifeline	13 11 14
Beyond Blue	1300 22 4636
Kids Helpline	1800 55 1800
Mens Line	1300 78 99 78
Open Arms	1800 011 046
Suicide Call Back Service	1300 659 467
Family Drug Support	1300 368 186