



Registered Training Organisation

#31841

**Student Handbook**

Version 4.1

Issue Date: December 2015

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## Background

Prosafe assessment and training services is a specialised provider of High Risk Work and Work Health and Safety training.

This handbook provides clear guidelines for personal responsibilities of students and refers them to relevant policies that define requirements and provide reasons behind them.

All students are encouraged to discuss any item in this manual with their trainer/assessor and/or the principal Mr Dave Randle.

## Legislative Framework

Prosafe operates within a framework that includes all relevant Federal and State legislation in particular, 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

## Learner dress code and responsibility behaviour

Students are required to present themselves in clean clothing appropriate to the workplace. Safety boots are required and hard hats are available for the use of learners during the formal phases of their training.

## Code of behaviour

The following rules are to be observed by all students during the time with Prosafe. Students failing to comply with this code may expect to incur withdrawal of registration.

- All students must comply with all reasonable requests made by Prosafe staff.
- No student is to attend any class whilst under the influence of alcohol or any non-prescriptive drugs. Students must also obey the instructions relating to prescriptive drugs.
- No form of discrimination (sexual, racial etc) bullying, harassment, or any obscene, offensive or insulting language or behaviour will be tolerated

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- No disruptive behaviour will be tolerated at any time.
- Work in a safe manner and comply with instructions to prevent injury to themselves or others. *Work Health and Safety Act 2011.*

## Smoking

Smoking is not permitted in classrooms or within 4m of classroom access point or windows or around any plant and/or equipment.

## Mobile Phones

Mobile phones must remain switched off during classes. Students may make and receive calls during schedule breaks. However phones may be set on silent or meeting modes to avoid disturbance of staff and other learners during course times. Please respect others

## Medical Attention

A student with an ongoing medical condition is required to notify a staff member of the situation at the time of enrolment. If the condition or medication has a bearing on the safe operation of plant and equipment, the student will be excluded from that particular activity.

If the condition is of a permanent nature, the student will have to inform the Division of Workplace Health and Safety Queensland as to whether they are entitled to the issue of an operator's licence.

## Complaints

In the event that any student believes that they have experienced unfair or inappropriate treatment in any of their dealings with Prosafe, he or she should address the issue in writing to the Director.

Every student has the right to submit their concerns in writing. Should this happen, they will undergo due process. The learner will be invited to represent his or her case formally and be invited to have a friend present at that representation. This review will always be conducted by the Director.

Details are contained in Prosafe's complaints procedure which is available to students on request.

## Academic Appeals

If a student wishes to appeal an assessment decision the student has 20 working days from receipt of the assessment decision in which to submit an appeal. Only in special circumstances will incidents reported outside of this time frame be investigated.

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The appeal should be made in writing to the Director. Should the need arise Prosafe will arrange for an independent panel to review the assessment decision. Details are contained in Prosafe’s appeals procedure which is available to students on request.

On completion of the appeal process the Director will provide the appellant with a written statement of the results of the appeal and the reasons for the decision.

## Literacy and Numeracy

At enrolment all students are required to demonstrate a level of language and literacy that allows the safe operation of plant and equipment at the workplace. Prosafe does not provide any specialised literacy or numeracy assistance in excess of what can be provided in a small group situation.

If problems persist beyond this point and beyond staff capacity to assist, students may be referred to a local specialist provider to undergo additional literacy and numeracy skills.

## Access and Equity

Prosafe’s policy is under continuing review to ensure that it meets the needs of individuals wishing to train with it and conforms to the requirements of the VET Quality Framework and overarching, relevant legislation as shown at the front of this document. Prosafe’s policies and procedure manual is available for reference on request from the Principal.

## Privacy and Confidentiality

Prosafe Policy and Procedures Manual makes it clear the measures taken to protect privacy and confidentiality of student’s private information. All Prosafe’s staff will ensure strict adherence to polices relating to privacy and confidentiality.

Students may have access to their training/assessment records retained by the RTO, by making a written request.

*Privacy Act 1988.*

## Support and Counseling

If a student has a problem with any unit, they should feel free to discuss their concerns with their trainer/assessor who may refer them to the Director. If the need exceeds his capabilities, the student will be referred to local professional services.

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## Language, Literacy and Numeracy

Students requiring assistance with language literacy and/or numeracy issues should identify this on the enrolment form or speak to your trainer prior to the course commencing. 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.

## Fees and charges

When prospective clients contact Prosafe with regards to courses they will be sent 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 needs basis as circumstance will vary between students.

If a student requires a replacement copy of a qualification or Statement of Attainment Prosafe will charge a fee of \$30 for the replacement of the document.

## Refund and Cancellation Policy

Prosafe will safeguard all fees paid for training and assessing. 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, prior to the course commencing, due to ill health or bereavement the payer will receive a full refund of course fees paid, less any administration and material fee that is relevant. A medical or death certificate must be provided.

If a student commences a course but withdraws part way through the course due to ill health or bereavement the person will be permitted to comeback within 60 days and complete the training. If the person is

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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 7 days notice prior to the commencement, payments will not be refunded.

Individual transfers will be accepted up to 7 days prior to the course or assessment commencement. Transfers within courses or assessments will only be accommodated within 90 days from the commencement of the original enrollment, after which all fees paid will be forfeited.

Should an employer wish to transfer the enrollment 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.

## Assessment

Prosafe offers training in units of competency related to High Risk Work. The Division of Workplace Health and Safety provides the mandated assessments for these units of competency. There is no latitude in these requirements and all summative assessment is by challenge test against these criteria.

Training course fees are built around one attempt at the challenge test. Further attempts are available, but due to costs involved the amount will be determined by the circumstances of the particular case.

## Recognition of Prior Learning

Prosafe has a comprehensive set of policies and procedures relating to assessment, recognition of prior learning, recognition of previous learning and credit transfer.

However, the specific requirements for Workplace Health and Safety's High Risk Work courses are that all RPL applicants must undertake the mandatory challenge test provided by WHSQ.

An assessment provides the evidence for the judgment that a student is or is not competent in all respects of the competency. Prosafe ensures that an adequate quantum of appropriate high quality evidence is collated upon which to base an accurate and effective judgment.

Prosafe will recognize the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation.

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## Our guarantees

Prosafe will guarantee that it will complete training and/or assessment services for any clients because Prosafe will not accept a request for service should any circumstance 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 training and assessment to be completed through another RTO. (Fees may differ between RTOs and therefore may be incurred by the student.) Prior to 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. **Emergency Procedures**

### Fire

Fire fighting must always be secondary to life safety!

Circumstances will dictate if fire fighting should be attempted. While small fires can be dealt with quickly, the safe evacuation of all people is of primary concern. All outbreaks of fire, however small, or and suspected fire should be reported immediately to the fire service, by the quickest possible means available. The trainer/assessor will take control of the situation.

### **EVACUATION IS THE NUMBER ONE PRIORITY**

Once the evacuation is underway, the trainer/assessor will call the fire service without delay. The trainer assessor may delegate this task to a responsible person they must then use the format shown below.

### **IN CASE OF FIRE CALL THE FIRE SERVICE ON 000**

**ASK THE OPERATOR FOR THE FIRE SERVICE** when the fire service answers give precise details clearly

**FIRE** at (location of training or assessing)

Students will gather at the pre-nominated location and the trainer/assessor will ensure that all students are present using a group roll, where applicable. No learner is to leave this area without specific permission from their trainer/assessor.

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## Enrolment

You can complete the enrolment form once you have read this student information and acknowledge having done so by signing the enrolment form. If there is anything in this information package or on the enrolment form that you don't understand, please ask our staff.

## Proof of identity

All participants must meet the eligibility criteria of the CSQ funding criteria (*must be a resident of Queensland and be an Australian or New Zealand citizen*) in order to be participate in the training. (*Proof of identity is required in the way of birth certificate and/or passport please provide copies of these*)

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 applicants signature and preferably his or her current address.

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## Proof of Identity documents

List 1	List 2
<b>Birth Certificate</b>	<b>Current Medicare Card</b>
<b>Current Australian Passport issued by the Australian Passport Office or an Australian Passport that expired within the last two years</b>	<b>Pension Department of Veteran Affairs entitlement card, Senior Health Card or any other current entitlement card issued by the Commonwealth or State Government</b>
<b>Current overseas passport or overseas passport that expired within the last two years</b>	<b>Current Credit Card or account card from a bank, building society or credit union</b>
<b>Australian naturalization or citizenship document or immigration papers issued by the Commonwealth Department of Immigration and Multicultural Indigenous Affairs</b>	<b>Passport from a bank, building society or credit union</b>
	<b>Telephone, gas or electricity bill up to one year old, where name and address match those on application</b>

## Unique Student Identifier

As of 1<sup>st</sup> January 2015 it is a requirement for all students, including apprentices/trainees undertaking nationally recognised VET courses to obtain a Unique Student Identifier (USI), in order to receive a Certificate or Statement of Attainment.

Students are able to create a USI at [www.usi.gov.au](http://www.usi.gov.au) or alternatively 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](http://www.usi.gov.au).

Once the USI is created you will be able to access your training history at no cost. Please note you will not be able to view results achieved in 2015, until 2016.

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You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating authenticated VET transcripts
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies
  - VET regulators to enable them to perform their VET regulatory functions
  - VET Admission Bodies for the purpose of administering VET and VET programs
  - current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
  - schools for the purpose of delivering VET courses to the individual and reporting of these courses
  - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collect, preparation and auditing of national VET statistics
  - researchers for education and training related research purposes
  - any other person or agency that may be authorised or requested by law to access the information
  - any entity contractually engaged by the SIR to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar via email at [usi@industry.gov.au](mailto:usi@industry.gov.au) or

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telephone the Skilling Australia Information line on 13 38 73. The Registrar’s Privacy Policy contains information about you, how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI’s
- failure by Prosafe to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), Prosafe will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

From 1 January 2015, Prosafe is unable to issue the relevant certification to a student who has completed a course if we have not been provided with that student’s USI. For further information regarding the USI please visit [www.usi.gov.au](http://www.usi.gov.au).

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