



Student Handbook

RTO No. 21604

Workplace Safety Training by Safety Specialists

1300 797 312

www.safetysystems.net.au

admin@safetysystems.net.au

72 Powells Avenue, East Bendigo VIC 3550

Contents Page

About Us	3
Staff Roles	4
Student/Learner Information:	5
Enrolment at Safety Systems	10
Assessments.....	10
Policies and Procedures.....	12
Support Services	16

About Us

Thank you for choosing Safety Systems for your workplace safety training. We help our clients develop their safety culture through training and understanding.

We are safety professionals delivering safety-based training programs. Our trainers have extensive industry experience and an in-depth knowledge of the work practices in various industries. We are continually striving for the highest levels of technical competence, so that we deliver the most appropriate safety solutions through training.

We work to provide you with an exceptional training program and ensure you are completely satisfied with the training provided to you.

Yours sincerely



PAUL FLOOD
Managing Director
Safety Systems Pty Ltd

Disclaimer:

This Student Handbook has been prepared to assist course participants in understanding the obligations of Safety Systems Pty Ltd & the participant. The information contained herein is correct at the time of distribution. Changes to legislation or to Safety Systems may impact the accuracy of the contained information. Safety Systems may change or update the information without notice. Please seek any changed information, updates or newer versions of this handbook by contacting Safety Systems.

All course participants and training managers should read the policies and procedures contained within the handbook.

Staff Roles

What is the role of your trainer/assessor?

At Safety Systems, our trainers provide the highest quality of training for your needs. They will create a safe and engaging learning environment by.

- Assisting learners in developing the skills, and knowledge to understand the course content.
- Provide learners with feedback and guidance.
- Clearly define assessment requirements for each unit of competency.
- Make reasonable adjustments where practicable and requested.
- Be approachable for discussion and queries.
- Maintain a safe and productive learning environment by adhering to workplace policies, procedures and legislative requirements.

Contacting Safety Systems staff members:

If you need to contact Safety Systems staff about your training, please use the information below.

Address	72 Powells Avenue, East Bendigo VIC 3550
Business hours	Monday – Friday: 8:00 am – 5:00pm Saturday & Sunday – Closed
Contact number	(03) 5442 5449
Email address	For general inquiries regarding available courses, the enrolment process or to update your booking please email us at: admin@safetysystems.net.au
Operations Manager	Brittany White Email: brittany@safetysystems.net.au Phone: (03) 5442 5449
Managing Director & Trainer	Paul Flood Email: paul@safetysystems.net.au Phone: (03) 5442 5449
For all online enrolment services & annual training calendar	www.safeworktraining.com.au/

Learner Information:

Learner Policy

We are dedicated to providing you with the opportunity to develop new practical skills within a safe and supportive environment.

The learner can expect:

- That any information obtained will be confidential and won't be disclosed to a third party without written consent (except where legal requirements exist).
- To be formally inducted into each course and made aware of the learning outcomes of each course/
- To be treated with respect and fairly by all our staff and by other learners.
- Access to current and accurate personal training record in a timely manner.
- To be aware of all fees and our policies and procedures.
- Ability to lodge a complaint or grievance and access to our dispute resolution and discrimination processes.
- You will be notified of any changes to the agreed services in a timely manner, by phone, text message or email.
- Access to this Handbook which contains the support services Safety Systems offers.

Learner Responsibilities

- To behave in a way to ensure the health and safety of yourself and others.
- To have a respectful attitude towards other students, staff, and property.
- To only smoke in designated smoking areas.
- To not be under the influence of alcohol or illicit drugs.
- To be responsible for all your personal possessions whilst attending the course.
- To ensure mobile phones are used respectfully.
- To report all injuries and incidents to the RTO manager.
- To advise Safety Systems, prior to starting of the course, of any issues that may affect the successful outcome of this course. Examples include medical conditions, language, literacy and/or numeracy difficulties.
- To provide true and correct information on all documentation.
- To provide a USI Number to us prior to receiving a Statement of Attainment

Punctuality

An email confirmation will be sent to the learner prior to the training date. This email will include details of the course such as, date, duration and start time and location of training. All students should arrive to the training centre before the scheduled start time of their course. Please call our office if you are going to be late.

If students are more than 15 minutes late without notice, the Trainer reserves the right to deny admittance. This may be because the learner may have missed important coursework, or the late admittance will disrupt the class.

Attendance, Absence & Refunds

It is the responsibility of the learner to notify Safety Systems if they need to cancel or reschedule their training. If the learner is unable to attend a scheduled course, please contact our administration team. The learner may nominate somebody to attend the course in their place.

Our courses are subject to training numbers. This means we may need to reschedule your training if adequate participant numbers are not met. When a course is rescheduled by Safety Systems and the learner is unable to accept or secure a place in another available course date, a full refund will be provided.

Learners not associated with a company are required to pay the full course cost upon booking. The learners place in the scheduled course is not confirmed until full payment has been received by Safety Systems. Safety Systems staff may contact the student as a courtesy to remind them of outstanding fees for their upcoming course; however, this is not a requirement. Where the training is being organised by a company, payment of the full cost fee is required prior to the commencement of the training.

The below table outlines our refund rates. Notice to cancel a course can be provided via email or by calling our office.

Notice given	Refund rate
3 days or more	Full refund
At least 24 hours*	50% refund
Less than 24 hours	No refund

Learners are given a maximum of 1 reschedule at no additional cost. Each reschedule thereafter is charged at \$25 (ex GST)

For further information on our refund policy or to discuss payment plans. Please contact our office on 1300 797 312.

*At least 24 hours but less than 3-days.

USI – Unique Student Identifier

As of the 1st of January 2015, any student undertaking nationally recognised training within Australia is required to have a Unique Student Identifier (USI). Learners must provide their verified USI prior to being awarded a Statement of Attainment.

You can create a USI by visiting the following webpage: www.usi.gov.au. The application process should only take a few minutes and will generate your 10-digit USI number for you. Should you require any assistance either locating your USI or creating one please contact us.

Recognition of Prior Learning (RPL)

RPL is the recognition given to the knowledge, skills, and qualifications a person has acquired through work experience, education, life-experience, and training. To use your prior experience to satisfy part or all of the competency, the assessor must be able to mark you competent based on the industry and enterprise standards.

To grant RPL evidence is required for your application and may include current certificates, professional references or client testimonials. The assessor needs to conduct an assessment to verify the knowledge and skills you possess.

For more information or to make an application, please contact Safety Systems 5442 5449

Accessing your records

All learners have the right to access correct and complete participation records at any time.

Documentation can be viewed by visiting our office and under the supervision of a staff member. We do not allow participation records to be copied, taken off premises or photographed.

If you need to access these documents, contact our office to organise a suitable date and time.

Changing your personal details

If for any reason you require an update of any personal or contact information, please contact our office. All updates need to be verified to ascertain that they are lawful and correct (e.g., driver's license).

Alternatively, upon enrolling in your next Safety Systems training course, you can make the required alterations directly through the enrolment form.

Learner Orientation

All learners will receive a site induction by their Trainer/Assessor at the beginning of their training. Learners will be provided with an enrolment form to be completed and signed declaring their agreement to abide by the RTO's policies and procedures regarding training and occupational health and safety.

Car Parking

Parking within the Safety Systems grounds is limited with spots being in high demand. Powells Avenue does have public on street parking available and students are encouraged to utilise these spots. Please obey all parking and road signs.

As spaces can be limited during peak times, we ask that learner's factor this into their arrival time.

Security

Any personal items and portable devices brought onto site are the responsibility of the owner. Safety systems recommends leaving any expensive or non-essential portable devices at home.

Both trainers and learners must always follow Health & Safety protocol. If any Health & Safety concerns arise, please direct them towards your trainer who will ensure that it is dealt with or escalated appropriately. If you wish to obtain a copy of the Health & Safety documents, please see our administration staff, or call the office on 5442 5449.

It is expected that students wear appropriate safety equipment (PPE) and follow all safety & hygiene regulations as directed.

Sun Smart Procedure

To mitigate risks associated with sun exposure, it is recommended that all staff and students comply with the following guidelines when completing outdoor activities as part of the training program:

- **Suitable Clothing:** It is recommended to wear garments made from, light weight fabric with a SPF 30+ rating. Long sleeve shirts and pants are preferred.
- **Hat:** Broad brimmed or legionnaire style hats should be worn outside.
- **Sunglasses:** A close fitting, wrap-around style of sunglasses with sufficient UV protection should be worn.
- **Sunscreen:** Sunscreen should be applied prior to commencing your training and reapplied according to the packaging instructions. It is recommended to use a broad-spectrum sunscreen with an SPF of 30+be used.

Note: A hat and sunscreen can be provided for anyone undertaking outdoor training

Flexible Learning Programs/Courses

Our courses employ multiple tools including manuals, group discussions and practical exercises to support learners and maximise their learning outcomes.

Onsite Training

When training occurs at the learner's workplace, our trainers will adhere to the Safety Systems and workplaces policies and procedures. Our trainers are covered by professional and public insurance.

Enrolment at Safety Systems

Selection Criteria – Pre-requisite

To be accepted into a course, you must complete an enrolment form and fulfil any course prerequisites (if applicable). Your induction/orientation will occur during the first session of training.

Fees and Charges

Individual course fees are listed on the Safety Systems website and may be subject to change.

Booking can be made by:

- Online at www.safeworktraining.com.au
- Call our office on 5442 5449.
- Email our team at admin@safetysystems.net.au

A booking confirmation will be sent to your nominated email address along with any pre-requisite reading if applicable.

All public students are required to pay for their course in full either in advance or on the day of training. Other arrangements can be made for workplaces by contacting our office. Should you need to discuss payment plans or alternative arrangements, please call our office. Our invoices detail the payment methods we accept.

Assessments

What is Assessment?

Safety Systems defines assessment as being the process of collating and analysing evidence so the trainer can make a systematic evaluation of your competency in a unit of study.

How will I be assessed?

Each course code covered within a course has a written assessment. It may also include a practical assessment. Assessment methods include:

- Observation of practical activities or demonstration.
- Written assessment
- Paper based activities (e.g., Filling out worksheet)
- Re-assessment if required.

Assessment Feedback

Feedback will be provided to each learner following the completion of the assessment.

Individual assessment tasks will be marked as either:

Competency Achieved (C) – this is used when a learner has demonstrated the required level of competency within this area/task.

Competency Not Yet Achieved (NYC) – This will be used when a learner has not yet demonstrated the required level of competency within their assessment.

If the Trainer deems that you are not yet competent, you will be given the opportunity to re-sit the assessment. The Trainer will provide you with feedback and/or further guidance to prepare you for your second attempt.

Learners can re-sit their assessment under supervision of their trainer or another staff member, however this is based on the availability of the staff. There may be a short waiting period to re-sit the assessment. If you are unable to complete your assessment on the day, please see your trainer.

Learner Feedback

We appreciate all honest feedback and constructive criticism from our learners, and we use this as part of our continuous improvement activities. For us to monitor the quality of our training service, we ask that all learners complete a Learner Survey at the completion of their course.

All information recorded will be collated by the administration staff and submitted to the NCVET, in accordance with our requirements as an RTO. Please be aware that this information does not contain the Learners name and your privacy will be maintained throughout this process.

Statements of Attainment & Certificates

Once you have successfully completed your training, you will be issued with a Statement of Attainment. This certificate can only be issued once we have a copy of your USI number and you have successfully completed the units in your course.

You will receive a hard copy of your certificate (via mail or face-to-face) and a digital copy (via email).

We will also send your certificate to your employer if you have checked the permission box on your enrolment form.

Policies and Procedures

Equal Opportunity Policy

This policy applies to all staff and learners including contractors and covers activities including external and internal training courses delivered by Safety Systems.

The objective of Safety Systems' Equal Opportunity Policy is to improve business success by:

- Delivering our services in a safe, respectful, and reasonably flexible way

Discrimination, Sexual Harassment and Bullying

Safety Systems is committed to providing a workplace free from discrimination, sexual harassment, and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken.

For the purposes of this policy, the following definitions apply:

- **Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.
- **Indirect Discrimination** occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate based on sex, as women tend to be shorter than men.
- **Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated, or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated, or intimidated.
- **Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g., physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Safety Systems provides equal opportunity to learners without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Any learner found to have contravened this policy will be subject to disciplinary action, which may include dismissal from the training course as outlined in the complaint procedure below.

Employees and Learners must report any behaviour that constitutes sexual harassment, bullying or discrimination.

Learners will not be victimised or treated unfairly for raising an issue or making a complaint.

Complaints or Appeals

What is a complaint?

A complaint can be filed when the learner is dissatisfied with the procedures, outcomes or the quality of service provided by employees of Safety Systems. A complaint is deemed to be formal when it is made in writing.

Prior to initiating a formal appeal process, Safety systems encourages all Learners to discuss any concerns with their Trainer to resolve any issues informally and promptly.

Learners can file a complaint in relation to.

- Enrolment
- Training and delivery
- Training/competency assessment, including recognition of prior learning.
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services.
- Other issues such as discrimination, sexual harassment, student amenities, etc.

To file a complaint please provide a detailed, dated and signed complaint in writing to the administration team. To send to the Director, please use the details below.

Attention: Managing Director
Safety Systems Pty Ltd
72 Powells Avenue, East Bendigo VIC 3550

What is a grievance?

If a satisfactory outcome is not reached, you can elevate the complaint to a formal grievance. A letter should be written to the Director who will investigate the grievance. Your privacy will be maintained during this process and we will adhere to the principles of natural justice. We will notify you in writing on the process and outcome of your grievance.

You have the right to engage a third-party mediator at your own cost. If you believe that further action should be taken and no more internal processes can be accessed, you may explore your external options.

Complaints and grievances will be dealt with in a timely manner unless they are exceptionally complex or involves allegations of misconduct or serious misconduct. Usually, we will resolve issues within 4-weeks of the complaint being lodged to the manager. We will advise you if your complaint or grievance may take longer than this.

What is an appeal?

An appeal occurs when a learner is unsatisfied with a decision made by Safety Systems. An appeal can be in relation to an assessment result, belief that you have been treated unfairly or can relate to another decision E.g., Trainer deciding to exclude the student from an activity. An appeal is deemed to be a formal when it is made in writing.

Prior to initiating a formal appeal process, Safety Systems encourages all learners to discuss any concerns with their Trainer to resolve any issues immediately.

Upon receipt of the appeal, the Safety Systems will assess the appeal and the situation in detail. For more information on the appeals policy and procedure, please contact our team.

<i>A complaint or appeal against an RTO decision</i>	<p>can be filed when the learner is dissatisfied with the procedures, outcomes or the quality of service provided by employees of Safety Systems in relation to the following processes:</p> <ul style="list-style-type: none"> ○ enrolment ○ training delivery ○ a training/competency assessment, including recognition of prior learning. ○ issuing of results, certificates and/or statements of attainment ○ any other activities associated with the delivery of training and assessment services. ○ other issues such as discrimination, sexual harassment, student amenities, etc.
<i>Informal Complaint</i>	is a complaint or appeal communicated to a staff member of Safety Systems P/L other than the Managing Director, which is resolved between the two parties.
<i>Formal Complaint</i>	A complaint or appeal communicated directly to the Managing Director or Manager in writing.
<i>Independent Hearing</i>	the consideration of a formal complaint or appeal by party(ies) outside the RTO who are equipped with the knowledge and skills to bring about a resolution. While the resolution may not be “agreed” - the outcome must be based on processes of natural justice.

Learner Discipline Procedure

Learners are expected to act in an appropriate manner whilst attending training sessions. Incidents of serious misconduct will result in exclusion from training and will be dealt with in accordance with relevant State or Commonwealth law. Serious misconduct means theft, assault, being under the influence of alcohol or illicit drugs, causing risk of injury or a dangerous event occurring.

Academic Misconduct Procedure

Academic misconduct is that which “gives unfair advantage or disadvantage to a learner(s) in their training or assessment”.

Cheating	Plagiarism
<p>Copying other students work.</p> <p>Asking another student to complete your tasks or completing tasks for other students.</p> <p>Taking materials into an assessment which have not be authorised.</p> <p>Falsifying information to gain a competitive advantage in an assessment. This may include saying a family emergency prevented your attendance, when this was not true.</p>	<p>Copying or downloading directly from a source without crediting them. E.g., copying from a book or webpage.</p> <p>Using or paraphrasing other people work or ideas without crediting them.</p> <p>Using photographs, graphics or images without crediting the source.</p>

If we find learners have plagiarised or cheated during their training, we may:

- Provide verbal and written warnings.
- Require the student to complete the task again.
- Mark the student’s assessment as NYC.
- In serious cases of academic misconduct, we may cease, cancel or suspend the students training.

Support Services

Additional Support

Safety Systems is committed to delivering the best learning outcome possible whilst supporting learners to be successful within their chosen course. If you require additional support services, please contact the administration team who will assist you.

Course information

Course information including content and vocational outcomes can be viewed on our website (<https://www.safeworktraining.com.au/>) or by calling our office on (03) 5442 5449 and asking for course information to be sent to you.