



Training Code of Practice

Student Handbook

Course Directory

Safe T Solutions' Course Directory is your connection to a wealth of knowledge and information networks. Our courses leverage off Safe T Solutions' experience, resources, learning strategies and delivery methodologies to ensure your individual or organisational success. To view a copy of our course directory visit our website at www.safetsolutions.com.au or telephone (07) 3277 4639, 0411 685 805 or 0409 443 229 who will be more than happy to send you a copy.

Courses Offered

Enter and work in a Confined Space
Work Safely at Heights
Operate Breathing Apparatus
Gas Test Atmospheres
Rescue – Confined Space & Heights
Risk Assessment
Equipment / Customer specific courses

Structure of Courses Offered

Depending on your requirements you may elect to enroll in an individual unit of competence or multiple units of competence.

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling (07) 3277 4639 to enroll, or hop on the web (www.safetsolutions.com.au).

Our friendly staff is waiting for your call and can help you with any queries you may have regarding course programs, qualifications available and cost. For individual units of competence, RPL or assessment, enrolment is required.

SafeTSolutions guarantee that participants, once training has commenced, will be given every opportunity to complete training they have enrolled in and paid for.

Course Registration and Fees

- Depending on the course you wish to attend the course costs will vary for individual units of competence.
- For up to date course fees hop on the web (www.safetsolutions.com.au), or please contact Safe T Solutions (07) 3277 4639.
- All course fees are either payable in advance or on the day prior to commencement (EFT facilities are available on site), for corporate group bookings, contact Safe T Solutions to arrange account.
- Bookings are not confirmed until payments or authorised purchase orders are received.
- All bookings received are firm bookings (tentative bookings are not accepted).
- Your enrolment will be acknowledged and all enrolments confirmed in writing.
- All cheques should be made payable to Safe T Solutions.

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course participants prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing participants to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Additional Services/Fees

Replacement of Statement of Attainment/ training cards can be arranged by contacting SafeTSolutions for a fee of \$25 per replacement.

Where a participant is deemed not yet competent, or a student failed or was unable to complete the assessment process, the participant will be given the opportunity to re-attempt the assessment process during a future course.

Where a student is not yet competent after a second attempt, a third and final attempt as described above, may attract additional charges. These charges will not exceed 20% of the full course fee. SafeTSolutions reserves the right to waive this re-assessment fee.

Course Materials

Course materials are available and each participant will receive a set of course materials, including handouts and reference materials.

Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and the participant.

Appeals

Participants have the right of appeal to the Training Manager against decisions of Safe T Solutions staff. If you wish to lodge an appeal, please contact Safe T Solutions. Participants must lodge any appeals against their assessment decision within 14 days of results being advised using the Grievance and Appeals Statement.

Assessment

In accordance with the Australian Quality Training Framework, Safe T Solutions assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Participants will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by Safe T Solutions as meeting the national standards for assessment and delivery (Australian Quality Training Framework). A Trainer/Assessor is able to conduct assessment only in areas of work in which they have relevant vocational competencies. They must also be competent in the training and assessment competencies to the national standards required.

Assessment

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Participant is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.
- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor or another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant
- Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

RCC/RPL

Definition:

- Recognition of Prior Learning/Recognition of Current Competency is an evidentiary process that matches the outcomes Participants have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies
- Assessment is the process of collecting evidence and making judgments on a Participant's achievement of the performance requirements set out in a competency standard

- Recognised learning includes achievement of nationally endorsed competency standards or accredited course evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (e.g. Statement of Attendance, workplace mentor program etc.)

Benefits of RCC/RPL:

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL/RCC for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

The Assessment Process:

- The Trainer/Assessor is responsible for determining the extent of RPL/RCC and applying the process
- Participants should apply directly to a Safe T Solutions Trainer/Assessor for RPL/RCC, and discuss with the Trainer/Assessor the best or most appropriate means of demonstrating competence

RPL/RCC Enrolment

For RPL/RCC a normal enrolment is required when you will receive the Safe T Solutions Participant Information Booklet and detailed information relating to the process of RPL/RCC including the RPL/RCC Application Form.

Mutual Recognition

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by Safe T Solutions.

Language, Literacy and Numeracy

Participants will be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a Participant has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to the Participant to ensure success. This may simply be asking verbal questions rather than using a written test.

Support Services Information

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide.

Confidentiality Policy

Participants can be assured that personal information provided to Safe T Solutions will be given maximum protection and made available only to authorised users such as employers where a contract

(e.g. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes.

Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, Participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

Discrimination and Harassment

Safe T Solutions aims to provide an environment free from discrimination and harassment for both Participants and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Manager who can provide confidential support and information about options to deal with such situations.

Discipline/Participant Conduct

Participants are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by Safe T Solutions. The following are examples of unacceptable behaviour or actions:

- Any misuse, legal or illegal, of any vehicles or property of Safe T Solutions;
- Any unsafe or illegal practice;
 - ▶ The possession of alcohol or prohibited drugs;
 - ▶ The conduct of business for private gain;
 - ▶ Dishonesty in training and assessment activities;
 - ▶ Damage of equipment;
 - ▶ Obstructive behaviour;
- Disorderly, disruptive or harassing behaviour;
- Non-payment of fee requirements
- Discrimination towards any other person
- Non-declaration of a pre-existing medical, mental or physical condition which may be accelerated or increased due to training or assessment

Gross misconduct may result in suspensions or expulsion from Safe T Solutions training and assessment programs.

Entry Requirements

Safe T Solutions provides a range of training programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites, health and fitness and/or prior or concurrent work experience. Specific details are detailed in the relevant course brochures.

Flexible Delivery

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with an aim of enhancing accessibility to education/training.

Complaints

When a person wishes to lodge a formal complaint because of:

- A decision which affects them/or their interest;
- unacceptable behaviour (e.g. harassment, discrimination, victimisation)

A Complaints and Appeals Statement should be completed and forwarded to the Training Manager of Safe T Solutions. All complaints are addressed and feedback provided to the Participant in writing on the outcomes or actions of the complaint.

Occupational Health & Safety

The Workplace Health & Safety Act 1995 applies to all staff and Participants of Safe T Solutions. All employees, including Participants, have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/Participants and others in the workplace or public.

Refunds

Refunds of course fees are available and only to be initiated in line with Safe T Solutions Policy and Procedures.

Refund Policy:

- Safe T Solutions will make a full refund of all fees paid should a course be discontinued. Should the Participant desire to take an alternative course in the Safe T Solutions, fees will be fully transferable to that course. In the event of a course for which the Participant was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.
- Should a Participant cancel an enrolment with Safe T Solutions, the following conditions will apply regarding a refund of fees:
 - The enrolment fee is non-refundable (\$100).
 - Cancellation up to two weeks prior to the commencement of the course, a full refund (less the enrolment fee of \$100) will be given.
 - Cancellation between course commencement date and two weeks prior to the commencement of the course, 80% of fees will be refunded, less the enrolment fee.
 - No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail*.
 - All requests for cancellation or refunds must be made in writing and be accompanied with supporting documentation where necessary.

- Normal processing time for a refund request is up to four weeks.
- Confidentiality of Participant information will be ensured.
- Refunds will be paid within one (1) week of the claim being agreed.

* Extenuating circumstances: Should a Participant have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

Access and Equity

The Management and staff of Safe T Solutions are responsible for ensuring access and equity for all Participants. This ensures all Participants are treated equally and fairly and have equal access to participation in training. Selection of Participants into courses is based on Participants meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential Participant will be discriminated against for any other reason.

GENERAL INFORMATION

Location:

Safe T Solutions' Administration office is located in Salisbury with permanent training rooms and a training simulator located in Brisbane at 460-492 Beaudesert Road, Salisbury Qld 4107.

Courses are also facilitated on site at customer locations.

Opening Hours:

Safe T Solutions' main office is open from 8:00 am to 4:00 pm, Monday to Friday.

Contact Details:

CTC Precinct, (Enter via the service road from Beaudesert Road into John Gaskin Drive on the Construction Training Centre precinct.

Training rooms

The Construction Training Centre
Enter glass door next to Roller door A, John Gaskin Drive

Address

460 - 492 Beaudesert Road
P O Box 124, Salisbury. QLD. 4107

Phone: 07 3277 4639
0411 685 805
0409 443 229

Fax: 07 3036 4639

Email: training@safetsolutions.com.au
www.safetsolutions.com.au

Visit www.safetsolutions.com.au for course details or to register online.