



PRE-ENROLMENT INFORMATION

This document has been prepared to assist you in making a fully informed decision to enroll in Nationally Recognised Training with ROJO Emergency and Safety Training

ROJO Emergency and Safety Training
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OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the personal services industry.

We offer Nationally Recognised Training in:

RII30715- Cert III emergency and Mine Rescue

The Learners most likely to undertake RII30715 - Certificate III in Mine Emergency Response and Rescue are those working in or seeking a role of response and rescue team members who work in a mine site or a construction site, who perform tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures.

A typical learner will be someone working or with previous work history in Mining and/or Emergency services sectors.

HLTAID001-Provide Cardiopulmonary Resuscitation

The Learners most likely to undertake HLTAID001 - Provide cardiopulmonary resuscitation will be able to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

HLTAID002-Provide Basic Life Support

The Learners most likely to undertake HLTAID002 - Provide basic emergency life support are those required to recognise and respond to life-threatening emergencies in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide an emergency response in a range of situations, including community and workplace settings.

HLTAID003- Provide First Aid

The Learners most likely to undertake HLTAID003 - Provide first aid are those required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

HLTAID005 - Provide First Aid in remote locations

The Learners most likely to undertake HLTAID005 - Provide first aid in remote situations are those required to provide first aid response and emergency life support to a casualty in a remote and/or isolated situation.

The unit applies to workers who may be required to prepare for and provide a first aid response in locations beyond the reach of timely medical assistance.

HLTAID006- Provide Advanced First Aid

The Learners most likely to undertake HLTAID006 - Provide advanced first aid are those required to provide an advanced first aid response, including management of the incident and other first aiders, until the arrival of medical or other assistance.

The unit applies to workers who may be required to provide, coordinate and manage a first aid response across a range of complex situations, including community and workplace settings.

HLTAID008 -Manage First Aid services and resources

The Learners most likely to undertake HLTAID008 – Manage first aid services and resources are those required to establish, maintain and facilitate the provision of appropriate first aid in the workplace.

The unit applies to workers in nominated occupational first aid or management roles.

CPPFES2004A-CPPFES2005A-PUAWER004B - Fire extinguisher and Fire Warden Training

The Learners most likely to undertake PUAWER004B Respond to workplace emergencies are those required to recognise emergencies in the workplace, to report emergencies and to take appropriate action.

For this unit workplace is defined as the area encompassed by an individual's responsibilities.

This unit has been developed to cover the broad range of emergencies and workplaces as considered in Australian Standard 3745—2010.

RIIWHS204D - Work Safely at Heights

The Learners most likely to undertake RIIWHS204D - Work safely at heights are those required to work safety at heights in the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles where they are required to perform work at heights.

UETDRRF06B - Perform rescue from a live low voltage panel

The Learners most likely to undertake UETDRRF06B Perform rescue from a live LV panel are those required to rescue procedures from live Low Voltage (LV) apparatus, not including overhead lines and underground cables in the work place. It specifies the mandatory requirements of rescue from a live LV panel and how they apply in the context of transmission, distribution or rail work functions. It encompasses responsibilities for, health, safety and risk management processes at all operative levels and adherence to safety practices as part of the normal way of doing work.

ENROLMENT REQUIREMENTS

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

When considering enrolling in any training, it is important that you understand your status within each of the available enrolment types.

If you are seeking to enrol you must be either:

1. Australian citizen;
2. Permanent resident;
3. Humanitarian visa holder;
4. New Zealand citizen; or
5. Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your Visa).



Additionally each person must be:

1. Undertake an initial skills assessment.

LICENCING REQUIREMENTS

The units of competency we offer have no licencing requirements attached to the employability outcomes.

Prior to enrolling in a Unit of Competency, you need to consider the requirements of each qualification or unit of competency and the typical achievement required to gain the Certificate or Statement of Attainment and your belief in your ability to complete the training.

ENTRY REQUIREMENTS

For the qualification and Units of Competency listed on our scope of registration, you do not need a pre-requisite Unit of Competency. Prior to deciding to undertake any training, we recommend you visit the websites, www.myskills.gov.au and www.training.gov.au and read the information provided about the training you're considering undertaking.

When you have determined the right training for you, as part of the enrolment process, we will be required to undertake an initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

This will include a short interview as to your knowledge and experience of the industry you are training to gain employment in as well as a Language Literacy and Numeracy test. All of these are designed to assist us in understanding any additional assistance you may need prior to commencing your training.

Note: Prior learning is required to undertake some of our training, however, for all training we offer, the industry requires a good understanding of written and spoken English.

VENUE

You undertake the training at a workplace being the learners workplace or a location contracted to ROJO Emergency Services and Training.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

1. Trainers are accessible at all times during classroom sessions;
2. Director and Administration personnel are only accessible during scheduled classroom breaks or before/after class;
3. Trainers are not accessible during lunchbreaks;
4. No access is granted to non-classroom area's excluding toilets;
5. No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment;
6. Learners have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops

ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each student undertakes the particular unit of study.

The competency standards as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 Certificate IV in Training and Assessment or higher qualification.
2. All of our assessments within our RTO will lead to the issuing of a statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - Fair - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

1. Our assessments and assessment methods will ensure that we:
2. focus on the application of the skill and knowledge as required in the workplace, including:
 - task skills (actually doing the job)
 - task management skills (managing the job)
 - contingency management skills (what happens if something goes wrong)
 - job role environments skills (managing your job and its interaction with others around you)
3. We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
4. Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.
5. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.
6. Re-assessment is available on appeal, see further details in the appeal process section.

ASSESSMENT TASKS

The assessment tasks shall include any combination of the following:

1. Written questions;
2. Oral questions; and
3. Practical demonstration.

APPEALS

Students not achieving competency for the units, will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

ATTENDANCE

You are expected to be punctual when attending training courses, late arrival or non-attendance will affect your progress in achieving the compulsory standards.

Learners, who due to circumstances beyond their control cannot complete all units, may attend future courses to complete their competencies.

As the course is designed for you, we require you to notify us as soon as possible if you are unable to attend any scheduled lesson.

ABSENCE

If absent from a day on the course, you are to provide a written reason in the box for the day they were absent.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid employment.

FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all Learners will be in the room on time after breaks throughout the day.

ATTENDANCE RECORDS

Records will systematically be maintained for learners on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

Attendance requirements

As defined under the Volume of Learning a minimum number of hours must be completed for all learners. To achieve the Volume of Learning:

1. Learners must undertake at least 80% of the supervised hours scheduled for each semester of their course.
2. We allow non-attendance for 20% of contact hours to cover occasional absences and illnesses, including illness supported by a medical certificate. As soon as practicable after we become aware the learner is no longer able to achieve 80% attendance for the term, semester or course, the learner should be notified that they are in breach of the Volume of Learning.

(Note: we are will contact and counsel learners who are absent for two consecutive booked sessions).

Full-time learner

A currently enrolled learner who has enrolled for classes with a supervised study load and is deemed to be full-time by the Director responsible for the learners primary accredited program.

Mandatory attendance requirements

Volume of Learning requirements mean a learner must attend at least 80 per cent of the supervised hours scheduled for each study period of learner's course.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
2. Inappropriate language means: no swearing or abusive language;
3. Mobile phones: no mobile phone use during class times or recording of content;
4. Eating: no eating in the classroom;
5. Playing games on mobile devices during class times;
6. Lateness returning to class from breaks is unacceptable;
7. Disrespectful behaviour to all other Learners, trainers and other individuals;
8. Misuse of our computer system;



9. Littering;
10. Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
11. Jumping, standing on or putting shoes on furniture is not permitted.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered area's and Learners are expected to use the ashtrays provided.

Drugs and Alcohol: Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

We shall notify learners as soon as reasonably practicable and also advise how these changes affect their training.

CHANGE TO COURSE

Should you wish to change the course, the request must be made in writing to the Director.

Any approved changes to downgrade a course after commencement of the course, a \$500.00 administration fee will apply.

No charge will apply should the Learner wish to upgrade to a higher course.

Note: The enrolment fee is not refundable

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes



You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer's explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure is available:

1. In your pre-enrolment package; or
2. By phoning or emailing our office.

COURSE EXTENSION

We are not obligated to extend the period of your enrolment if you have not completed your course on time.

An enrolment can be extended with a payment of an additional fee. Please talk to the director if you expect that you will require longer than the allocated course period.

EARLY WITHDRAWAL

Learners who leave the course prior to completion will receive a statement of attainment for all units completed.

EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by company members.

EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all learners to assist with meeting learner needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Learner Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

FEES

As a Nationally Registered Training Organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;



- Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

PAYMENT

COURSE FEE

RII30715- Cert III emergency and Mine Rescue - \$1800

RIIWHS204D - Work Safely at Heights - \$250

HLTAID001-Provide Cardiopulmonary Resuscitation \$80

HLTAID002-Provide Basic Life Support - \$80

HLTAID003- Provide First Aid - \$150

HLTAID005 - Provide First Aid in remote locations - \$300

HLTAID006- Provide Advanced First Aid - \$300

HLTAID008 -Manage First Aid services and resources - \$500

CPPFES2004A-CPPFES2005A-PUAWER004B - Fire extinguisher and Fire Warden Training - \$82

UETDRRF06B - Perform rescue from a live low voltage panel - \$250

EQUIPMENT FEE

An equipment fee is not applicable to any of our courses.

An application for enrolment must be accompanied by a non - refundable deposit equal to 25% of the total course cost.

After your initial skills assessment has been completed and your application for enrolment is accepted, we will advise you of the options available for the remainder of your course fee to be paid. Where an application for enrolment is not accepted due to a not yet competent being achieved on the initial skills assessment the application fee will be refunded.

The remainder of the course fee is to be paid on the agreed schedule and such schedule shall be as agreed and will be in such a manner as to ensure that the fees are paid in full prior to the completion of your training and will ensure we do not hold more than \$1,500 threshold for each learner.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your training. This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.



CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will be refunded the unused portion of your course fee's.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- You receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

REFUND

All applications for a refund of monies paid to us are to be made to the director on the refund application form.

The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Full refunds are provided for:

1. Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. (This includes the non-refundable deposit amount)

Partial refunds are provided for:

1. A course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)

NO REFUND

There is no refund of fees for:

1. any poor and/or non – attendance;
2. poor behaviour;
3. you simply changed your mind;
4. you in any way contributed to the problem;
5. you asked for a service to be done in a certain way against the advice of the business; or



6. you asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;
or
7. were unclear about what you wanted

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they have to apply in writing to the Director, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and our refund policy will apply for unsuitability of venue or alternative date.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

INDUSTRY ENGAGEMENT

We have engaged with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.



We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training.

Language, Literacy and Numeracy Assessment

The Language, Literacy and Numeracy assessment shall be conducted by directing the learner to the Learner Resources Group's website to undertake the assessment using the LLN Robot.

ISSUANCE OF AWARDS

Statements of Attainment will be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to us have been paid.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or Director, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- Equal Opportunity Act 1984;
- Fair Trading Act 1987;
- National VET Regulator Act 2011;
- Privacy Act 1988;
- Standards for Registered Training Organisations 2015;
- Workplace Health and Safety Act 2012;
- Workers Compensation and Rehabilitation Act 1986;
- Unique Student Identifiers Act; and
- All legislation relevant to the training you are undertaking.

LEARNER SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy.

Assistance will depend on the needs of the learner and may include referral to any of the following, singularly or in combination:

1. Reading and writing hotline;
2. Access to a dictionary or interpreting device; or
3. Foundation Skills program at a Community College or TAFE.

We are able to assist with the determination of suitable non- vocational support services to assist learners including, but not limited to:

- Accommodation assistance;
- Centrelink;
- Counselling;
- Food/Material assistance;
- Legal Aid;
- Personal Support;
- Australian Tax Office;
- Ethnic Communities Council;
- Women's Legal Resource; and
- Interpreting Services.

LEARNER RESPONSIBILITIES

When you elect to participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures,
- Treat others with respect, fairness and courtesy,
- Not plagiarise, collude or cheat in any assessment activity,
- Attend class and arrive on time,
- Notify your trainer if you will be absent or late,
- Participate in the course,
- Submit assessments on time and in the required manner,
- Obey all traffic laws during periods of supervised driving; and
- Provide written notice of any changes to your enrolment status

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Learner resources; and
4. Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors.;
6. Completed assessments – retained for 12 months.

Participant records must be maintained for 30 years, at which time they are transferred to the regulatory body.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the Director either by phoning the office or arranging an appointment through your trainer.

TRAINING DELIVERY

All training and assessment services are delivered and assessed in English.

DELIVERY METHOD

The delivery methods we use involve a holistic approach to training. To meet a students needs, we offer:

FACE TO FACE (One on One or Group Session)

This strategy requires trainers and participants to engage in a mixture of face to face practical demonstration and application of learned knowledge as well as some institutionalised learning completed by the participant or group of participants.

In this delivery model, simulated work environments shall be provided in circumstances, whereby real time situations are not available due to circumstances beyond our and the student's control.

A range of teaching and learning activities, as identified in the Trainer and Learner Guides will be used to deliver the competencies. These include but are not limited to:

- practical tasks
- group work
- activities in simulated work environments (as per Training Package requirements)

- work placements.

PRACTICAL TASKS

Were directed in the Training Package, practical training is to be completed either in:

1. An actual work place willing, able and prepared to assist in you in gaining experience and training in a real situation, or
2. A simulated environment, which closely resembles an actual workplace.

TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of person who:

1. Holds the Unit of Competency you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

Note: We don't engage any person or training organization to deliver our training and assessment services on our behalf

VOLUME OF LEARNING

We are required to meet the requirements of the Volume of Learning for all learners, as described in the Australian Qualifications Framework (AQF) for each unit of competency on scope.

RII30715- Cert III emergency and Mine Rescue

This qualification is to be delivered as follows:

15 Months of structured and non-structured training in an actual workplace with the minimum hours for all learning to be completed is 500 hours plus 400 hours of work placement.

The total time commitment is 700 hours. This is achieved through a calendar, which includes 1 day (8 Hours) a week of face to face training and 2 hours a week of home study.

HLTAID001-Provide Cardiopulmonary Resuscitation

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face of which they will have a bigger assessment on the day of the course(one day course approximately 4 hrs)

It will be delivered as re-accreditation training over 1 hour of structured training with 2 hours of pre-reading.

HLTAID002-Provide Basic Life Support

This Unit of competency is to be delivered as follows:

Blended e-learning, students do the online course prior to coming to do a one day face to face (7hrs) and then come to the class and do face to face for a day course (7hrs).

Blended workbook, students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (one day course approximately 4.5 hrs).

It will be delivered as re-accreditation training over 7 hours of structured training.



HLTAID003- Provide First Aid

This Unit of competency is to be delivered as follows:

Blended e-learning, students will need to complete an online course prior to attendance for the face to face one day course (7hrs).

Blended workbook, students will be sent the textbook for them to study prior to coming for the face to face of which they will have a bigger assessment on the day of the course (one day course approximately 7 hrs)

The recommended industry standard to maintain current competency is for this course to be refreshed every 3 years with the CPR component refreshed every 12 months

HLTAID005 - Provide First Aid in remote locations

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (two day course approximately 8 hrs each day)

It will be delivered as re-accreditation training over 8 hours of structured training with 2 hours of pre-reading.

HLTAID006- Provide Advanced First Aid

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (two day course approximately 8 hrs each day)

It will be delivered as re-accreditation training over 14 hours of structured training with 2 hours of pre-reading.

HLTAID008 -Manage First Aid services and resources

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (one day course approximately 8 hrs)

It will be delivered as re-accreditation training over 6 hours of structured training with 2 hours of pre-reading.

CPPFES2004A-CPPFES2005A-PUAWER004B - Fire extinguisher and Fire Warden Training

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (one day course approximately 8 hrs)

RIIWH5204D - Work Safely at Heights

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (one day course approximately 8 hrs)

It will be delivered as re-accreditation training over 6 hours of structured training with 2 hours of pre-reading.



UETTDRRF06B - Perform rescue from a live low voltage panel

This Unit of competency is to be delivered as follows:

Students will be sent the textbook for them to study prior to coming for the face to face class of which they will have a bigger assessment on the day of the course (one day course approximately 8 hrs)

STUDY PERIOD

Each course will be delivered to meet the specific requirements for each student or group of students. A training calendar has been prepared for each course for each calendar year.

WHS

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

WORKING WITH CHILDREN

We will comply with all Federal and State working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website <http://www.afp.gov.au/nch/policechecks.html>

WORK PLACEMENT

To further enhance your training and meet the requirements of the Training package for each unit of competency, we will arrange for a period of work placement to be completed in an actual workplace.

You will be required to attend this period of work placement, whereby you will be given an opportunity to practice and demonstrate the skills and knowledge you have acquired as part of your training.

It is a part of your course that you undertake work placement. Where a proposed location for work placement is not suitable to you, you are able to recommend or source a more suitable business in a location suitable to you.

Where a suitable business is not able to be sourced for you, a simulated work environment will be created at our training venue, which will include you being able to practice on paying customers.