



**Admire Workplace Safety** Pty Ltd  
WHS Training and Consultancy

# **Participant Information Handbook**

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## **Welcome to Admire Workplace Safety**

Thank you for taking the time to learn more about the opportunities for participants at Admire Workplace Safety (AWS). It is a pleasure to have the opportunity to work with you.

### ***Our Aim***

We endeavour to provide excellence in service for businesses that wish to ensure the health, safety and welfare of people in their work place. In doing so, we aim to deliver quality training and consultancy services for businesses to achieve practical solutions in occupational health and safety compliance.

### ***About us***

Admire Workplace Safety is a training and consultancy business that specialises in Work Health and Safety (WHS) issues for all types of organisations throughout NSW.

Our wide range of services ensures that we are able to offer many of the WHS legislative requirements for our clients in a practical, easy to understand and cost effective manner.

Skills can be assessed for existing competencies before undertaking any training. Trainees can obtain training and qualifications that meet their individual needs with provision for learning in a variety of situations that best suits them and their employer.

In addition to delivering accredited training, AWS provides customised ‘on the job’ training for specific requirements or integrated into existing programs.

Apart from providing workplace assessment and training, AWS can also provide consultancy services for analysis, design, evaluation, and validation of all WHS needs.

### ***This Handbook***

It is important that you read this handbook carefully at the start of your course and your trainers will deal with any matters requiring further explanation.

As a participant there are rules and regulations, including those detailed in this handbook, which must be observed to ensure a safe and supportive environment for everyone. It is your responsibility to ensure that you are familiar with these provisions and comply with them.

I trust that you will find training through AWS enjoyable and fulfilling and that you will be successful in the course you have chosen.

**Daniel Collins**

**Chief Executive Officer, Admire Workplace Safety Pty Ltd**

## Code of Practice

- As an RTO, AWS aims to provide professional, high quality training services to its participants. AWS guarantees to complete training and/or assessment once the participant has commenced training in their chosen national unit of competency or course.
- AWS staff are committed to providing high quality training and assessment that meets the needs of each individual by regularly meeting with clients/participants and reviewing their training requirements, special needs and training progress.
- AWS operates within the requirements of relevant legislation. It pursues policies and management practices directed at enhancing the quality of training delivery and focuses on the needs and expectations of its participants. AWS aims to provide a learning environment which will be conducive to the successful achievement of expected outcomes for the participant.
- Information provided to participants ensures that all our critical RTO policies, course content/information, enrolment processes, training & assessment practices and the process for award of vocational outcomes are clearly outlined.
- AWS conducts its training activities in accordance with the NVR standards for registered training organisations and it's approved scope of registration. It has agreed to participate in external monitoring and audit processes as required from time to time by the Australian Skills Quality Authority (ASQA). This includes random audits, audits following participant complaints and/or audit for the purposes of re-registration or extension of scope. AWS's trainers/assessors pursue professional development activities to ensure they remain at the forefront of vocational training and assessment practices in their field of expertise.
- Our management policy and practice is underpinned by a sound financial and administrative base; individual participant records are securely and confidentially retained and made accessible as and when requested by the participant in accordance with national privacy principles.
- AWS management practices includes provision for policies on harassment, access and equity, complaints & academic appeals, RPL/RCC and participant support.

Admire Workplace Safety is committed to the principles embodied in this Code of Practice. Further, Admire Workplace Safety understands and accepts that should it fail to meet its obligations in this regard, its status as a Registered Training Organisation (RTO) may be withdrawn or cancelled.

.....  
Daniel Collins

.....  
Date

**Chief Executive Officer, Admire Workplace Safety Pty Ltd**

## Qualifications Available

Admire Workplace Safety offers courses leading to a Statement of Attainment for individual competencies or a National Qualification in the following areas:

No	Unit of Competency	Unit of Competency Name
1	CPCCCM2010B	Work safely at heights
2	CPCCOHS1001A	Work safely in the construction industry
3	CPPFES2005A	Demonstrate first attack firefighting equipment
4	FPICOT2236	Fall trees manually (basic)
5	FPICOT2239A	Trim and cut felled trees
6	HLTAID001	Provide cardiopulmonary resuscitation
7	HLTAID003	Provide first aid
8	PUAWER005B	Operate as part of an emergency control organisation
9	RIICOM201D	Communicate in the workplace
10	RIICWD503D	Prepare work zone traffic management plan
11	RIIGOV401D	Apply, monitor and report on compliance systems
12	RIIRIS301D	Apply risk management processes
13	RIIWHS201D	Work safely and follow WHS policies and procedures
14	RIIWHS202D	Enter and work in confined spaces
15	RIIWHS204D	Work safely at heights
16	RIIWHS205D	Control traffic with stop-slow bat
17	RIIWHS302D	Implement traffic management plan
18	TLID1001A	Shift materials safely using manual handling methods
19	TLID2003A	Handle dangerous goods/hazardous substances
20	UETTDREL14A	Working safely near live electrical apparatus as a non-electrical worker
21	UETTDRRF02B	Perform pole top rescue
22	UETTDRRF03B	Perform EWP rescue
23	UETTDRRF06B	Perform rescue from a live LV panel
24	UETTDRRF08B	Perform EWP controlled descent
25	UETTDFFR10B	Provide first aid in an ESI environment

(As of 20/5/2015)

## OTHER TRAINING – EXTERNAL TRAINING BODIES

No	Accredited	Unit of Competency Name
1	WorkCover	WHS consultation for committee members
2		Asbestos awareness
3		Manual handling awareness

*(As of 1/7/2015)*

### Training Programs

AWS provides for the needs of its clients/participants by providing flexible delivery of training off the job, at your workplace or at one of our hired training venues. Documentation detailing your previous industry experience may be submitted for consideration as part of our recognition of prior learning (RPL). Should your application be successful it can advance you through the programs.

Each participant's progress will be monitored, recorded and evaluated throughout the courses to assist in achieving your qualifications. When you have successfully completed all the training and assessments within the course or provided appropriate evidence of prior learning, you will be issued with a nationally recognised statement of attainment.

Participants who are deemed not yet competent on the completion of training and assessment have the option to be reassessed. See reassessment policy on page 8. In addition, clients/participants may incur fees and charges for additional services including reissuing qualifications and reassessment. Fees and procedures associated with reissuing qualifications can be located on the website under terms and conditions.

## Australian Qualifications Framework (Information only – not applicable to AWS)

The Australian Qualification Framework (AQF) is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training. There are four levels of certificate courses ranging from Certificate I to Certificate IV. The level determines the breadth, depth and complexity of skills and knowledge that will be developed during the course of study. The table below sets out the qualifications under the Australian Qualifications Framework (AQF).

<b>Schools Sector</b>	<b>VET Sector</b>	<b>Higher Education Sector</b>
		Doctoral Degree
		Masters Degree
		Graduate Diploma
		Graduate Certificate
		Bachelor Degree
	Advanced diploma	Adv dip / Assoc degree
	Diploma	Diploma
	Certificate IV	
	Certificate III	
Certificate II	Certificate II	
Senior Secondary Certificate of Education	Certificate I	



## VET

VET stands for Vocational Education and Training. Its aim is to produce a workforce with the skills and knowledge needed by industry. Our training is registered to provide units of competency from VET qualifications. VET qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other registered training organisations (eg. TAFE colleges, private providers).

### Competency Based Training and Assessment

Competency Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can actually do in the workplace and as a result of completing a course of study or training program. CBT is a flexible form of education/training which aims to produce a workforce with the skills and knowledge in which an industry requires.

Most assessment in schools and universities is criteria based. This type of assessment judges how well you can do something and awards a grade (eg. A – E, 1 - 5). However for your VET units of competency you will not receive a grade. You are assessed as either *competent* or *not yet competent* in the learning outcomes that make up each module. This means you will be given more than one opportunity to achieve competency.

AWS aims to provide a flexible and comfortable environment in which to assess your competencies which can take place in the workplace, a simulated workplace environment or as negotiated with your assessor.

### Accreditation

Most courses delivered by AWS are nationally accredited. The awards given for completion of an accredited module or an accredited course are recognised throughout Australia and can be used for employment purposes. AWS will issue AQF Statements of Attainment that are within AWS's scope of registration and which certify the achievement of competency with respect to the relevant nationally endorsed training packages or accredited courses.

Non-accredited courses eg workshops and short courses, may be delivered to meet the needs of a specific business. For these courses, participants will receive a Statement of Attendance.

### Study Methods

You should keep a diary to remind you of any important deadlines you must keep such as training dates and times and also dates of examinations and assessments.

Make sure that you study regularly. Through sitting assessments, you will be able to monitor your own progress and see whether you need to spend more time studying.

Make notes that are clear and easy to understand. Remember our courses are for individual units of competency and are generally conducted in 1-4 days so you need to make the most of your time with us.

## **Learning Materials**

Enrolment in units of competency without learning materials will only occur under the following circumstances:

- you are applying for Recognition of Prior Learning and do not require materials.
- you are enrolling into a unit that does not require learning materials eg workshops and/or practical classes.
- you are re-enrolling in the same unit where materials are still current.

In all other cases, learning materials will be provided by us prior to the start of your course.

## **Assessments**

Assessment is an integral part of any training program and is a vital part of your learning experience. You may participate in assessments as a part of your training program or as a separate event. Assessments are conducted by accredited assessors from AWS and occur throughout your learning experience in consultation with each participant.

Assessment may involve written/verbal assessments, demonstration of skills or practical sessions. Prior to workplace assessments being conducted you will be questioned to ascertain if you are ready for assessment and then you will be provided information about the assessment process to assist you in your preparation.

## **Re-assessment**

Candidates who have not reached competence in a unit may request re-assessment of competency following a period of practice and further learning.

This may incur an additional fee.

## **Accelerated Progression**

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit of competency and must be negotiated with the trainer. No special applications or processes are required and normal enrolment fees apply.

*Note: Accelerated progression is NOT an RPL or credit transfer process.*

## **Special Consideration**

Candidates who suffer disability, health problems, grief or trauma need to discuss their needs with their trainer or management. There are a range of actions AWS can take to assist candidates manage the impact upon their training.

## **Language, Literacy and Numeracy Support**

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for 'reasonable adjustment' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

The types of support we can offer include:

### **Literacy**

- option given for trainer to read questions out aloud
- consideration given to use group exercises for assessments
- examples and models of completed tasks ie videos and skills sheets
- ensure that documents and forms are written and formatted in plain English
- use of clear headings, highlighting certain key words and phrases
- provide explanation of all technical terms used ie glossary in course manuals

### **Language**

- Present information in small chunks and speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give practical examples and use visual aids
- Encourage participants to ask questions
- Participants are questioned to make sure they have a good understanding of subject matter

### **Numeracy**

- Use of calculator

## **Recognition of Prior Learning (RPL) and Current Competence (RCC)**

RPL is the acknowledgment of your current skills and knowledge obtained through:

- life experiences
- work experience
- education and/or
- previous training

If you believe that you already have the required competencies and you wish to apply for RPL, please request and complete an application form for assessment by an RPL trainer/assessor. You may need to attend an interview to demonstrate your skills. If

successful, you will be issued with the same credentials as if you had undertaken the full unit as an enrolled candidate.

## **What RPL is Not!**

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amount of experience but the specific and relevant learning, assessed according to the set competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation. This often requires a significant effort.

## **Currency**

Currency of competency held is an essential criterion in the determination of whether a credit transfer is undertaken. The assessor, based on his/her knowledge of current industry practices, will determine currency.

## **Overseas Qualifications**

Your documents and qualifications will need to be certified, and must be in English or translated into English. If you are seeking RPL and you cannot provide sufficient documentation, you may be required to demonstrate competency by other means.

## **Recognition of qualifications issued by other RTO's**

AWS recognises AQF qualifications issued by other registered training organisations throughout Australia. Credit transfer will be based on documented evidence of achievement such as certificates and statements of attainment. The previous study must be equivalent to the outcomes of the courses requested. For recognition, please contact AWS for advice as a RPL/RCC application form must be completed.

## **Applying for RPL/PCC**

If an applicant applies for RPL they must:

- a. complete an RPL/RCC application form
- b. produce the required evidence (results, certificates, demonstration etc) to back up their application

The application and necessary evidence should be forwarded to AWS where assessment of the application will take place. Contact details for AWS are located at the end of this manual.

## **Assessment Appeals Process**

If you are not satisfied with an academic decision or a procedural matter, you have the right to appeal in the following manner.

- Informal approach made to the trainer concerned
- If you are dissatisfied with a decision you can appeal in writing to AWS
- If still dissatisfied, you can request a meeting in person with AWS management within 7 days of this decision
- If after the meeting, you are still dissatisfied with your result, you may appeal to ASQA. Contact details for ASQA can be found at the end of this manual

## **Attendance**

It is possible that absences could jeopardise a candidate's performance in a particular course. Unfortunately poor attendance, even through genuine reasons, may mean that performance criteria for a qualification is ultimately not met by a candidate, leading to non completion of a course.

## **Evacuation Procedure**

Evacuation procedures for the training venue you are attending will be covered by your trainer at the course induction session. In the event of an evacuation, follow any instructions issued by the fire warden or trainer and close any doors on the way out. Be prepared to assist people with a disability, people who are injured or elderly people. When outside, go to the nearest nominated assembly area and remain there until the all clear signal is given. Do not leave the grounds or move vehicles until the all clear is given.

Please observe area signs with details of fire wardens and evacuation points. After evacuation you must stay with your group until notified.

## **Access and Equity**

Access & equity at AWS means studying in a learning environment free of discrimination and harassment. It means you have rights related to how you are treated and responsibilities related to how you treat others. It also means you can access extra help when you need it to support you with studying difficulties, dealing with personal issues, resolving complaints and accessing disability support.

"*Access and Equity*" is aimed at preventing discrimination on the basis of race, culture, religion, political affiliation, language, age, gender, disability or health status, financial disadvantage, marital status, pregnancy, parent/career status or lawful sexual orientation.

In 1991, the Commonwealth of Australia passed the Anti Discrimination Act. This Act makes it unlawful to discriminate against an individual, either directly or indirectly based on that person's individual characteristics or through the provision of goods, services and facilities. To compliment this piece of legislation, the Commonwealth also passed the Disability Discrimination Act of 1992.

Organisations and communities across Australia have worked together over the years since the legislation was first introduced to raise public awareness and understanding about discrimination and the rights of every individual, towards establishing policies and action plans that fulfil the spirit of the legislation.

Other relevant legislation includes:

- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Work Health & Safety Act, 2012 (NSW)
- Affirmative Action (Equal Employment Opportunity for Women) Act, 1986 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)

## **What is Access & Equity at Admire Workplace Safety?**

Whether you are a candidate here for a day or a few hours you have the right to a fair go while you are with us. This means that regardless of your cultural background, gender, sexuality or age, whether you are pregnant, have a disability or whether you are married or not you have the right to study in an environment free from discrimination and harassment. This is the law.

## **How can you help to create a positive environment?**

As a candidate you have the right to be treated fairly and you have the responsibility to treat others fairly. It is expected that you will treat others with dignity and respect, just as you would wish to be treated with respect from others.

At AWS we are a diverse group of people - both staff and participants. This means that we all have to work with people who are different from us. This is a great opportunity to learn about different cultures, value systems, ways of doing things etc. Staff are responsible for making sure no-one is harassed or discriminated against. You as candidates have a lot of influence over how other candidates feel about training with AWS.

Some of the things that you can choose to do to make the environment positive for all are:

- be welcoming to new candidates
- stand up for others if you see or hear them being harassed
- learn about other cultures
- take responsibility to understand more about how disabilities can affect people and how you can be of assistance if needed

- do not use discriminatory language
- do not harass or bully others
- make sure you are respectful in your dealings with others and do not put them down if they do not look or talk or behave the same as you
- make the most of the opportunities that working with others who are different to you offers – it is an opportunity to learn
- be aware that people will have values and beliefs that may sometimes clash with yours - this does not make them wrong, just different
- do not be worried by difference – you will be surprised how easy it is to talk to people when you approach them with a positive attitude

AWS's management can provide you with more information and options on dealing with harassment and discrimination. If an individual and the organisation cannot resolve the situation between themselves they can go through the formal channels of the Anti-Discrimination Commission in NSW.

## **Religious Accommodation**

Sometimes individuals hold religious beliefs or conduct religious practices that conflict with their work schedules or assigned responsibilities. AWS will attempt to provide a reasonable accommodation for religious beliefs and practices of such individuals if to do so does not impose an undue hardship, or interfere with the employee's ability to perform the essential functions of the course requirements safely.

If you would like to request reasonable accommodation based on your religious beliefs, you should discuss this with your trainer or management. You may be asked to provide appropriate documentation to support your request.

## **Harassment**

Everyone within the training courses must respect the rights and dignities of others, which includes refraining from unwanted physical, verbal and non-verbal conduct, bullying and any other conduct which denigrates, ridicules, intimidates or is physically abusive of an individual or group.

**Sexual harassment** is against the law. It is any form of unwelcome sexual attention that is intimidating, humiliating or offensive. What constitutes sexual harassment to one person may be acceptable to another. It is every participant's right to a sexual harassment-free environment.

Where a participant believes she/he is the victim of harassment, they should approach and confide with any member of staff. Normally the candidate's trainer/assessor should be approached, although if the allegation relates to that trainer/assessor then any appropriate member of staff, with whom the candidate is comfortable, should be approached.

## **Your Rights and Responsibilities**

An emphasis is placed during training on participants exercising rules of common sense and common courtesy.

As a participant it is your responsibility to:

- treat all people and their property with respect and consideration
- attend all training sessions punctually
- observe normal safety practices, including no smoking in buildings
- participate in scheduled assessment events and submit written assessment items on time
- participate fully in all curriculum activities and allow others to do the same
- not engage in plagiarism or cheating in any assessment or test and provide authentic original assessment evidence
- behave in a responsible manner ie no littering, harassing or offending fellow participants or staff, or damaging property

These are adult responsibilities that must be met. If they are not then a participant may be required to explain why his/her place should remain open.

As a participant you are entitled to:

- be treated fairly, with consideration and respect
- be informed of assessment procedures, including your right to have existing skills recognised
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- be given help and support to cope with the training courses
- services such as referral to counselling and language support

Participants are not regarded as being enrolled in a course until fees for that particular course are paid. If you intend to enrol please do so as early as possible as classes may be filled or may be cancelled due to lack of numbers.

## **Suggestions and Problems**

Feedback is welcomed, both positive and negative – staff are instructed to encourage suggestions from participants. If you have a problem or suggestion that you feel we should know about please indicate it on the Participant Feedback Form which your trainer will give you to complete at the end of your course.

## **Complaints and Appeals**

Differences and complaints can arise from time to time and there is a fair and equitable process for dealing with participant complaints.



The quick settlement of any complaints that may occur is in the best interest of all parties concerned. An informal approach should be made to the trainer concerned as the first action to see if your concerns can be resolved. If not, the following steps are implemented to ensure attention:

1. complaints/appeals need to be submitted to AWS Management in writing using the AWS complaint form
2. the complaint form will be reviewed by senior AWS management
3. each appellant will have the opportunity to formally present his/her case
4. all stages will be documented and file notes provided to all parties involved and are accessible by those concerned only by contacting Management
5. each appellant will be given a written statement of the outcome, including reasons for the decision
6. all parties must observe privacy requirements involved in discussions
7. if a staff member's and/or trainer's superior is party to the complaint, they will not take part in any discussions or decisions made by Management
8. if a solution has not been reached to the benefit of all parties, the complainant has the right to appeal to an external body, such as NSW WorkCover, ASQA or legal representation

A complaint may arise if you believe that an incorrect decision or inappropriate behaviour has adversely affected your rights.

Examples include:

- non-compliance with an AWS policy such as access and equity, health and safety, fees and charges, skills recognition
- inappropriate application of government legislation
- being unfairly assessed
- being required to meet unreasonable requirements for a qualification that extend the normal requirements
- being the subject of retaliation for exercising your rights under this policy
- being the subject of misconduct by a staff member.

If you experience a difficulty at AWS you may choose to attempt to resolve the matter first through informal discussion with the relevant person, whether it is another participant or a member of staff. If this is not possible you should take the matter to Management.

If you are still dissatisfied, you can submit a formal written statement of complaint and will be provided with a written response.

You have the further right of appeal to ASQA where issues remain unresolved. Contact details for ASQA are provided at the end of this manual.

## **Support Services**

If you have any special needs you may discuss these with your trainer who will assist or refer you appropriately. This includes:

- problems with language, literacy or numeracy
- any other special needs in order to complete your course of study
- the need to talk about personal issues
- study effectiveness
- finance
- course and career issues
- policies and procedures
- people with disabilities who are concerned about their course
- any of the issues listed in this handbook

Participants may speak to their trainer or AWS management if they have any queries or problems about an academic matter.

All participants are assessed on their literacy and numeracy skills during the introductory session for their course. Where literacy and numeracy deficiencies are identified, AWS will work with the participant to develop a plan to address the learning gaps. Interventions may include, but will not be limited to, additional training assistance, referral to other agencies, verbal assessment and other activities deemed appropriate. A review of the program to address needs will be conducted regularly and adjusted as required.

## **Health & Safety**

Safety is an essential part of all activities and AWS aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors. We encourage a culture that accepts good safety practice as a normal workplace function. Participants should always conduct themselves in a safe manner.

AWS has a legal responsibility to provide a safe environment for participants. You also have a responsibility to look after your own safety and that of others. This means that you must:

- acquaint yourself with health & safety rules and requirements
- work within all safe systems of work and cooperate with AWS staff
- not interfere with equipment provided for your safety
- report any hazards or anything that might cause an accident

The following advice represents good safe practice and should be followed by all:

- make sure you are familiar with the emergency evacuation procedures in the buildings you use
- always switch off electrical appliances at the main socket after use, not simply on the appliance
- electrical circuits should not be overloaded, if in doubt ask for advice
- you may be held responsible for any harm that may occur to anyone as a result of equipment you bring into training
- report any faulty or malfunctioning equipment immediately and ensure that no one else can use it until a repair has been carried out
- all accidents should be reported immediately to a responsible person
- make sure you know the positions of the nearest telephones for use in emergencies

## **Your Health**

If you become ill and need medical attention or advice the trainer can assist you with making arrangements to visit a medical practitioner's surgery as soon as possible.

## **Smoking**

Because of the dangers to health caused by smoking and the duty of AWS to provide, as far as is reasonably practicable, a working environment that is healthy, all premises used for training are 'no-smoking' areas. This rule applies equally to participants, employees, contractors and other visitors to the training area.

## **Conduct**

Good conduct is expected from all participants. Breaches of conduct occur in the cases of:

- action which adversely affects health and safety
- harassment of other candidates or members of staff
- disregard of AWS rules and regulations

## **Misconduct**

The following actions are examples of misconduct for which participants would receive a warning:

- persistent lateness for classes
- long periods of unexplained absence where there is an attendance requirement
- breach of rules and regulations
- failure to show proper standards of politeness and courtesy to other participants and staff

## **Gross Misconduct**

These cases could lead to a participant being excluded from training, either for a set period or permanently. The following is an indication (though not exhaustive) of where gross misconduct could lead to exclusion.

- willful or reckless disregard of safety regulations
- failure to follow instructions from a member of staff to carry out actions which are lawful and reasonable
- attending training while under the influence of alcohol or drugs.
- any assault or bullying of another participant or member of staff
- theft or willful damage to property belonging to a participant, member of staff or AWS

## **Bullying**

Any participant who is worried or concerned about bullying should speak to a member of staff. Participants who are involved in bullying will be disciplined.

## **Damage to Property**

Participants will be required to make good to the satisfaction of AWS any damage or loss they may have caused to any property.

## **Drugs and Alcohol**

The use of drugs and alcohol during AWS training courses is prohibited.

Where a participant is affected by alcohol or drugs, staff will take appropriate action to:

- prohibit him/her from taking part in any learning activity (particularly practical exercises); and/ or
- direct him/her to leave the class.

## **Gambling**

Gambling is prohibited on any AWS training courses.

## **Academic Misconduct**

### ***Cheating***

Cheating in tests or examinations includes, but is not limited to:

- dishonest or attempted dishonest conduct such as speaking to other participants or communicating with them under any circumstances whatsoever;
- bringing into the examination room any textbook, notebook, memorandum, other written material or mechanical or electronic device not authorised by the examination;
- writing an examination or part of it, or consulting any person or materials outside the confines of the examination room without permission to do so; and
- leaving answer papers exposed to view, or persistent attempts to read other participants' examination papers.

### ***Other Academic Misconduct***

Other academic misconduct includes, but is not limited to:

- tampering or attempts to tamper with examination scripts, class work, results or records
- failure to abide by directions of an instructor regarding the individuality of work handed in;
- acquisition, attempted acquisition, possession, or distribution of examination materials or information without the authorisation of the instructor

- impersonation of another in an examination or other class assignment
- non-authorized tape recording of classes

## **Complicity**

Any participant who voluntarily and consciously aids another participant in the commission of one or more of these offences is also guilty of the offence of academic misconduct.

## **Copyright**

Under the copyright laws of Australia, a person who owns copyright in a 'work', has the exclusive right to make copies of that work. The copyright owner may permit others to make copies of the work. 'Copying' includes photocopying, scanning, faxing, and digitising.

If you reproduce material protected by copyright without the permission of the copyright owner, you may infringe copyright. Reproducing part of a work may also infringe copyright, even if the part is important. A copyright owner is entitled to take legal action against a person who infringes his or her copyright.

If you copy material for your research or study, you may not infringe copyright provided your copying is fair. In deciding whether your use is fair, you should take into account:

- the purpose and character of the dealing
- the nature of the work or adaptation;
- the possibility of obtaining the work within a reasonable time at an ordinary commercial price
- the effect of the use upon the potential market for, or value of, the work
- where only part of the work or adaptation is copied - the amount and substantiality of the part copied taken in relation to the whole work or adaptation

Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work.

It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purpose of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in sub-section 40(2) of the Copyright Act 1968.

AWS does not authorise you to make infringing reproductions of copyright material. It is your responsibility to make sure that any reproductions you make do not infringe copyright.

## **Bookings**

A confirmation will be sent to the company and/or individual outlining details of training including start time and course location.

Companies and/or individuals are then required to complete a booking form. This form outlines the fees including course fees, administration fees, material fees and any other charges. In addition, payment terms are outlined including the timing and amount of fees to be paid and any non refundable deposit /administration fee.

## **Enrolment**

For company courses, enrolment forms will be given to the participants by the trainer and are to be completed before the commencement of the course. For public courses, participants will be sent an enrolment form to be completed and given to the trainer at the commencement of the first day of training.

Participants are not confirmed in classes until they complete an enrolment form.

The enrolment form must be completed accurately so that all participants can be programmed into the appropriate course of training and assessment.

## **Fees and Charges**

AWS provides training and assessment for short courses.

Costing for all courses will be based on the following factors:

- duration of course delivery and assessment
- number of participants
- course preparation time
- type of facilities provided- training rooms, workshops, simulated facilities, skills centre or TAFE
- number of trainers/assessors
- materials and tools required for practical exercises and assessments
- learner guides, text books, standards and assessment materials
- support services for language & literacy (where a cost will be involved)
- transport and travel where/when required
- external training providers for short courses such vehicle and plant operation
- licenses, competency statements and/or certificates
- course and student administration
- intellectual property

Upon application for a course or an assessment event, a detailed quote will be issued based on the above criteria for your customised requirements.

## **Financial Responsibility of Company Courses**

(onsite/chosen location by company)

### ***Payment***

Unless prior arrangements have been made, invoices will be forwarded to the company contact as soon as practical after training has been completed.

While AWS charges course rates (regardless of the number of participants), as an RTO we are only able to accept up to \$1000/participant of the total course rate prior to the commencement of the course. Any outstanding amount is required for payment on completion of the course.

Payments made in advance will be indicated on the course booking form and issued with a receipted invoice.

All payments should be made by cheque, direct deposit or purchase order. All moneys are immediately deposited into the account. Payments made in advance of courses will be held and guaranteed in a separate holding account and will not be spent until the course is complete and will be made available should a refund be required. If a refund is requested, it will be considered according to the terms and conditions of the refund policy.

All bookings require a purchase order and a completed booking form signed by a company representative. Once completed, this confirms that the company adheres to the booking, payment and refund policies.

The quote provided on the booking form is for group numbers. If additional participants attend, the company will be invoiced for the quoted price plus each additional participant at the standard per person rate for that course.

### ***Bookings***

The company is responsible for providing appropriate training venues for both practical and theory components of the course. The company is responsible for providing additional resources/equipment and materials if outlined in correspondence.

The company must ensure a representative greets the trainer on arrival.

If training is delayed for up to 45 minutes a fee may be charged if participants are late and/or require assistance that prolongs the length of training delivery for the specified course.

The company will be charged for the number of participants booked into training. Quotes do not include catering – catering is the responsibility of the company.

Participants must arrive 15 minutes prior to the starting time of the course. Participants who are more than 15 minutes late may not be permitted into the course.

Participants who do not provide correct identification/qualifications for course prerequisites, or complete workbooks as a pre requisite, will not be permitted to attend training and/or will not be issued with a certificate

It is the responsibility of the company to ensure participants are aware of the training details eg start time/location, and have the necessary pre requisites for the course booked to deliver.

Attendee replacements can be made any time prior to course commencement providing substitution is acceptable by the trainer and the replacement participant meets all course prerequisites.

If the company cancels training 5 days or more prior to the course commencement date, a charge of 20% of the course fee applies. If the company cancels training within 5 days of the course commencement date, a charge of 70% of the course fee applies.

AWS has the right to make changes to confirmed bookings at short notice, due to emergency for example. If this is to arise, the company will be advised as soon as possible.

All cancellations are to be in writing.

### ***Refunds***

First aid resources sent to the company prior to the training date are non refundable and cannot be returned. The company will be invoiced once ordered and required to pay the full amount.

The company will not be eligible for a refund if participants do not attend on the day or attend the course and leave without completion.

If the company cancels training within 48 hours of the course commencement date, the fee is non refundable.

If AWS is to reschedule a booked course to another date, then the company will advise as soon as possible regarding the new proposed date. The company has the right to apply for a full refund if the course does not proceed.

**Extenuating circumstances**, in all cases, will be considered for a full refund of fees paid. Companies must apply for a refund in writing and state the extenuating circumstances. A doctor's certificate due to illness and/or hospitalisation is required to be attached to the application if applicable.

AWS has no other liability due to changes to courses and the date other than those set out above. No other claim for compensation or expenses will be considered or offered.



## **Financial Responsibility for Public Courses**

### ***Payment***

Where participants are required to pay for their own training and/or assessment, full payment or deposit (up to \$1000) may be required at time of booking. If course cost is more than \$1000, the remainder of the payment is required on completion of the course. Qualifications will not be provided until payment is made in full.

For participants who book into short courses, prior approval can be given for those who wish to make payment on the day of training. Participants who pay in advance and/or on the day of training will be issued with a receipt.

Payments made in advance, will be held until the course is completed and guaranteed in a separate holding account. Payment will not be spent until the course is complete and be available should a refund be required.

### ***Bookings***

Participants must arrive 15 minutes prior to the starting time of the course. Participants who are more than 15 minutes late will not be permitted into the course. Participants who do not provide correct identification for course prerequisites or complete workbooks as a pre requisite will not be permitted to attend training.

A reschedule fee applies to participants who are refused entry into the course due to being late, not providing appropriate identification or not completing their workbooks. The fee will be the total cost of the course less 40%.

Participants who cancel their placement more than 48 hours prior to delivery will be charged a cancellation fee of \$40

Participants who wish to reschedule their placement more than 48 hours prior to delivery will be charged a rescheduling fee of \$15.

Resources sent to participants prior to training date are non refundable and cannot be returned (e.g. first aid workbooks and manuals).

If a refund is requested, it will be considered according to the terms and conditions of the refund policy. Requests for refunds must be in writing with supportive evidence of non attendance if applicable.

### ***Refunds***

Participants who cancel within 48 hours or do not attend on the day or attend the course and leave without completion will not be eligible for a refund.

**Extenuating circumstances**, in all cases, will be considered for a full refund of fees paid. Participants must apply for a refund in writing and state the extenuating circumstances. A

doctor's certificate due to illness and/or hospitalisation is required to be attached to the application, if applicable.

## **Inclement Weather**

The company must advise by 9am **prior** to date of delivery that practical and/or theory training is to be rescheduled due to inclement weather deeming training unsafe. New course date to be negotiated with the trainer.

Notice of rescheduling can be via phone but must be followed up with written confirmation via email immediately after verbal correspondence.

## **Course Cancellations**

Whilst every endeavor will be made to conduct all advertised courses, AWS reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to advise participants of any changes and will automatically receive a refund in this instance.

## **Product Refunds**

If the product that you buy from us is unsatisfactory upon receipt, contact us immediately to arrange for the product to be returned and we will provide a full refund. Please note we may not provide a refund if you simply change your mind.

## **Induction**

All participants must undergo induction and orientation, where applicable, before commencing training or assessment.

Information provided to participants ensures that all AWS critical RTO policies, course content/information, training & assessment practices and the process for award of vocational outcomes are clearly communicated.

Details of WHS and AWS policies and procedures will be conveyed during this process.

Training program induction/orientation includes the following but not limited to:

- duration of course
- break times
- toilet location
- evacuation which includes alarms, points of exits and assembly points
- emergency equipment which includes fire extinguishers and first aid cabinet

- Code of Practice policy discussed
- Participants Information Pack discussed with appropriate students
- attendance requirements
- assessment methods
- course outcomes

## **Your Privacy & Records**

### ***Access to Records***

Information about you is collected only for the purpose of providing training and assessment services and as required by laws and regulations. Information from your records, except as required by law or under the standards for NVR registered training organisations, will not be disclosed to anyone outside AWS without your written consent (and that of your parent or guardian if you are under 18).

Participant records are established in hard copy and electronic format. Individual hard copy and electronic files are established for each new participant. The information collected includes:

- records of attainment of units of competency and qualifications are kept by AWS for a minimum of 30 years and can be provided to participants by request in writing to the AWS Business Manager. All requests will be reviewed and once approved, records provided within 5 working days
- personal details - recorded and entered at the time of enrolment and confirmed at induction
- course or qualification details - recorded and entered at the time of enrolment and confirmed at induction
- units of competency or modules - recorded at the time of enrolment and confirmed at induction
- fees paid - recorded and receipted at the time of payment
- progress/results - recorded on hard copy by assessors and transferred to electronic data files
- attendance - recorded on the training attendance form by trainers/assessors and transferred to electronic data files

### **Accessing your records**

You can access your current accurate records which includes courses attended and results by contacting AWS and making a request in writing via email or post to the Business Manager.

All requests will be reviewed and once approved, records provided within 5 working days.

## **Information collected from e-mail**

E-mails from you will be treated as a public record and will be retained. We will not add any details from your e-mail to a mailing list, nor will we disclose these details to third parties without your consent, or unless permitted or required by law. Our server may monitor e-mail traffic for system troubleshooting and maintenance purposes only.

As an alternative, you may wish to use the telephone or send your request to our postal address.

## **Keeping Admire Workplace Safety Informed**

It is essential that you keep AWS informed of information relating to you, especially contact details.

You should therefore notify management of changes to the following data.

- your e-mail address
- your name
- your addresses - local, home or postal

You must remember that failing to provide full and accurate information about you and your program could have an adverse effect, for example in terms of timetabling training and assessment or ensuring that important correspondence reaches you.

Remember that if you are in doubt about what information is being held about you on the AWS information system you can approach management who will confirm the information so that you can make sure it is correct.

## **Quality Management Focus**

AWS has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from clients, including participants, staff and employers for incorporation into our operations and future programs.

## Further Information

For further information on any of our services please contact AWS on (02) 4869 5663.

<p><b>Admire Workplace Safety</b>          PO Box 568          MOSS VALE NSW 2577</p> <p>tel 02 4869 5663          fax 02 4869 5664          email  <a href="mailto:admin@admireworkplacesafety.com.au">admin@admireworkplacesafety.com.au</a>  <a href="http://www.admireworkplacesafety.com.au">www.admireworkplacesafety.com.au</a></p>	<p><b>ASQA</b>          Australian Skills Quality Authority          PO Box 9928          MELBOURNE VIC 3001          tel 1300 701 801          email <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a>  <a href="http://www.asqa.gov.au">www.asqa.gov.au</a></p>
<p><b>Australian Council for Adult Literacy</b>          PO Box 2283          CANBERRA ACT 2601          tel 03 94692950          fax 03 94021143          email <a href="mailto:acal@pacific.net.au">acal@pacific.net.au</a>  <a href="http://www.acal.edu.au">www.acal.edu.au</a></p>	<p><b>NSW Adult Literacy and Numeracy Council</b>          PO Box 450,          HAYMARKET NSW 1240  <a href="http://www.nswalnc.uts.edu.au">www.nswalnc.uts.edu.au</a></p>
<p><b>Web sites where further information on OH&amp;S, Industrial Relations, Equal Opportunities, Training Bodies and the Privacy Act</b></p>	
<p>Workcover- New South Wales</p>	<p><a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a></p>
<p>Australian Industrial Relations Commission</p>	<p><a href="http://www.airc.gov.au">www.airc.gov.au</a></p>
<p>NSW Office of Industrial Relations</p>	<p><a href="http://www.dir.nsw.gov.au">www.dir.nsw.gov.au</a></p>
<p>NSW Department of Education and Training (DET)</p>	<p><a href="http://www.det.nsw.gov.au">www.det.nsw.gov.au</a></p>
<p>Australian Human Rights and EEO Commission</p>	<p><a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a></p>
<p>NSW Anti Discrimination Board</p>	<p><a href="http://www.lawlink.nsw.gov.au/adb">www.lawlink.nsw.gov.au/adb</a></p>
<p>Federal Privacy Law</p>	<p><a href="http://www.privacy.gov.au">www.privacy.gov.au</a></p>

## Health Contacts

If you need information about HIV / AIDS, hepatitis, sexual health, alcohol or other drug issues, you can ask for advice and referral from the following organisations:

### **AIDS/HIV Information & Referral**

Provides advocacy and support 1800 063 060

### **ADIS (Alcohol and Drug Information Service)**

24-hour service providing information and counselling 1800 422 599

### **Hepatitis Helpline**

Provides information and support 1800 803 990

### **SMOKING QUIT.LINE TELEPHONE COUNSELLING**

State wide number 131 848

### **NSW SEXUAL HEALTH CENTRE**

Provide sexual health checks, counselling and advice 1800 451 624  
9.00am – 5.30pm Monday – Friday  
[www.stipu.nsw.gov.au/shil](http://www.stipu.nsw.gov.au/shil)

## Other Important Contacts

### **ASQA COMPLAINTS HOTLINE**

Email - [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) 1300 701 801

### **WorkCover NSW**

13 10 50