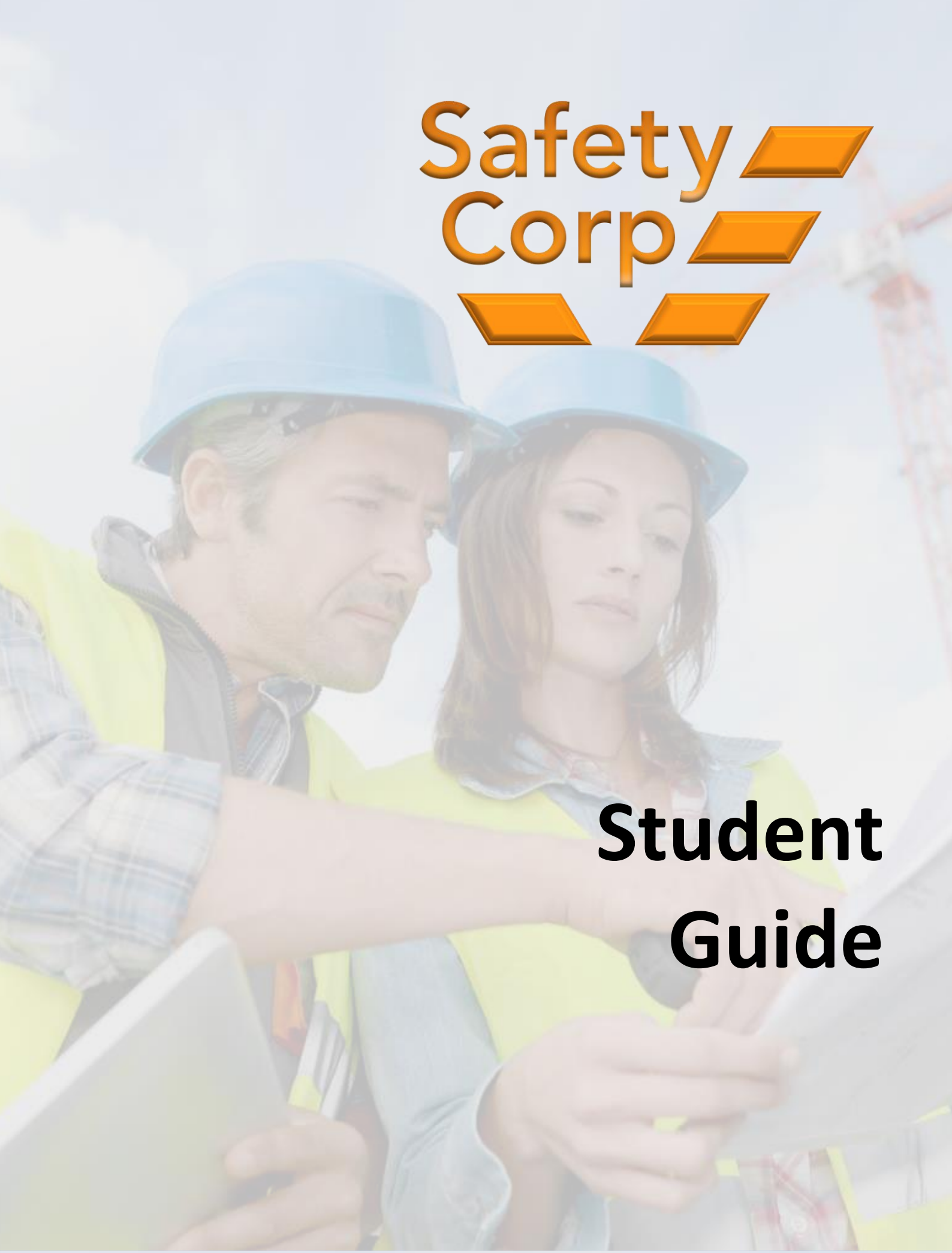

Student Guide

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Registered Training Organisation
Safety Corp Pty Ltd is a Registered Training Organisation, RTO Number 91694, registered to delivery training across Australia.

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Welcome to Safety Corp

1. Introduction

Safety Corp Pty Ltd is a Registered Training Organisation (RTO Provider No. 91694), registered with the Australian Skills Quality Authority (ASQA) to deliver training across Australia.

Our team look forward to assisting you through your course by providing excellence in Training and Assessment services. Please take the time to familiarise yourself with the information in this Student Guide.

All policies and other related documentation can be found on the ***Resources*** page on our website: www.safetycorp.com.au. If you have any questions or concerns, please do not hesitate to ask your trainer or contact the office on 1300 799 190. Our staff are always happy to support your training course.

2. Courses We Offer

Safety Corp's management and personnel pride themselves on our professionalism, approachability and friendliness. Our organisation is totally focused on our trainers, personnel and clients. ***You drive our success***.

We are here to support our students through our training programs and to ensure they have an enjoyable learning experience. Safety Corp provides the following training programs:

- Work Health and Safety
- Chemicals handling
- First Aid
- Enter Confined Spaces
- Working at Heights
- White Card
- Anaphylaxis and Asthma
- Overhead Powerlines safety
- Horticulture
- Marina Operations
- Community Services

** Please note this is a summary list only and is subject to change*

Refer to the list of available training on our website www.safetycorp.com.au for all current course codes and names that relates to Safety Corp scope of registration:
https://training.gov.au/Organisation/Details/91694

3. Funded Training Programs

In addition to corporate and fee for service training, we also currently offer funded training in NSW and QLD.

Each funded training program has specific eligibility requirements.

Contact Safety Corp on 1300 799 190 to discuss your eligibility, skills, knowledge and experience and recommend the funded training program most suitable for you.

NSW – Smart and Skilled

- Entitlement Full Qualifications
- Entitlement Apprenticeships and Traineeships Qualifications
- Targeted Priorities Full Qualifications
- Targeted Priorities Prevocational and Part Qualifications

For further information about NSW funded training programs please refer to Smart and Skilled NSW website: https://smartandskilled.nsw.gov.au/

QLD

- Certificate 3 Guarantee
- User Choice (Apprenticeship and Traineeship)
- Higher Level Skills
- Skilling Queenslanders for Work

For further information about QLD funded training programs please refer to Queensland Government's website:
https://training.qld.gov.au/providers/funded

4. Training Provider Partnerships with Safety Corp Pty Ltd

A number of training organisations have formed partnerships with Safety Corp to deliver accredited training and assessment on behalf of and under the auspices of Safety Corp Pty Ltd. If you have enrolled in a course with one of our partnered training providers, they will manage directly with you:

- the enrolment process
- collection of course fees
- preparation for the course
- delivery and assessment of training

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Once the training is completed, assessments are submitted to Safety Corp Pty Ltd for review and checking before issuing Statements of Attainment and/or Qualifications.

Please refer to our Licensed Partner organisation and/or their website for information on their specific policies and processes.

Safety Corp Policies

5. Policies and Processes

This document contains the majority of information in relation to Safety Corp policies, processes and procedures. For your reference, we also have the below available on the ***Resources*** page of our website www.safetycorp.com.au

Resources include:

- Student Guide
- Complaints and Appeals Policy
- Complaints Appeals CI form
- Fees Refunds and Cancellation policy
- Online Enrolment and Training Terms and Conditions
- Privacy Policy
- Smart and Skilled Enrolment Process
- Support Services list

If you are training through one of our Licensed Partner organisations, please refer to them and/or their website for all student/course specific information you require.

6. Access and Equity

Safety Corp is committed to ensuring that we offer training opportunities to all people on an equal fair basis and free from bias. We will provide flexible learning and assessment options to help you in completing your training.

Safety Corp will ensure all:

- training and assessment policies and procedures incorporate access and equity principles
- enrolments will be conducted in an ethical and responsible manner at all times, ensuring fairness and compliance with Equal Opportunity legislation
- students have access to the benefits of training and assessment irrespective of their age, background, culture, disability, ethnicity, geographic location, gender, race, religion, sexual preference, socio-economic background, marital status or family responsibility
- students have access to our student support services, student portal, training resources, assessments, trainers, and facilities

7. Complaints and Appeals

Safety Corp treats complaints and appeals very seriously, and we will deal with these in an effective and timely manner.

If you are unhappy or dissatisfied with your training or an aspect of our service delivery, speak with your trainer in attempt to resolve the matter. If the issue is with your trainer and you prefer to not to approach the trainer, then contact the RTO Manager of Safety Corp to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the Student is requested to formally lodge a complaint or appeal by completing the Complaints Appeals CI form available from the Trainer, Safety Corp or Student Centre > ***Resources*** on our website: www.safetycorp.com.au . The full policy is also available on our website.

Typically, all complaints are resolved within three weeks. Should the official 60 day timeframe be required all parties will be kept informed.

Safety Corp customers can seek assistance from the RTO Manager of Safety Corp on 1300 799 190 or email rto@safetycorp.com.au

8. Fees Refund and Cancellation Policy

Upon booking confirmation, you will be issued a tax invoice outlining course fees (where applicable) and payment methods. Please talk to our Safety Corp representative for your payment plan options.

Safety Corp does not accept payment of more than $1,500.00 from each individual student prior to the commencement of their course (no matter how these fees are collected). For individual students, fees can be paid in full prior to the commencement of training in the case where the total amount invoiced does not exceed $1,500. If the total fees exceed $1,500, a deposit is required prior to commencement of training, and the remainder of fees are paid according to the agreed payment plan and prior to issuing a certificate.
For employers, the $1,500 limit does not apply and payment of invoice/s can be made as per agreed payment terms as specified in tax invoice.

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Certificates cannot be issued until all payment has been made.

There are a number of circumstances where a refund of fees will be available. For our full Fees Refunds and Cancellation policy please see the ***Resources*** page on our website.

Note: If you are organising training through a Licensed Partner organisation, please refer to them and/or their website for student/course specific information.

On the completion of the training program, certificates will be issued within 30 calendar days of the student being assessed as meeting the requirements and providing all agreed fees the student owes to the RTO or Licensed Partner have been paid.

9. Recognition of Prior Learning Policy (RPL)

Safety Corp recognises that students might acquire vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

If you believe you have skills and knowledge that would be covered in the training programs offered by Safety Corp, you are advised to apply at time of enrolment to have your skills and knowledge assessed and where appropriate have the training program reduced. You can make an application for Recognition of Prior Learning at any time during the training program. An RPL application pack is available from the RTO Manager.

Safety Corp will recognise nationally accredited training delivered by other training organisations. These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

You will be required to produce a certified copy or the original certificate to the RTO Manager or in some cases the trainer, who will make note of the qualification in our record system. This is typically applicable where students produce a pre-requisite qualification for a course they are currently wishing to undertake.

10. Credit for Prior Studies

Credit for prior studies is available to all students enrolling in any of the training programs on our scope of registration.

Safety Corp will provide credit to students for units of competency and/or qualification on the basis of outcomes gained through participation in courses of nationally accredited training packages and/or qualifications with another Registered Training Organisation (unless licensing or regulatory requirements prevent this). Copies of documents must be certified (e.g. by a JP) or authorisation provided to Safety Corp to seek confirmation from the issuing RTO. Once authentication is confirmed Safety Corp will grant the Credit.

Support for Safety Corp Students

11. Student Support and Welfare

Safety Corp will determine your support needs at enrolment and make every effort to provide access to the educational and support services necessary for you to meet the requirements of the course as specified in training packages or VET accredited courses. Additional resources may be required to offer this support. If so, these costs must be covered by you.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or Safety Corp's Student Support Officer. We will make every effort to support you in your studies; this could be through additional coaching, mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the RTO

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Manager who will assist you to the full extent of our capacity.

Support services may include but not limited to the following:

- At enrolment, you are requested to advise if you have any disability, physical or other impairments which may affect your ability to successfully complete the course. We encourage you to discuss your special needs with Safety Corp's trainers and/or our Student Support Officer
- Traineeship and student induction
- identify your Language, Literacy and Numeracy (LLN) skills
- reasonable adjustments to training and assessment methods to cater for students with special needs
- study support and study skills program
- LLN programs or referrals to these programs
- providing equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity principles
- use of trained support staff including specialist trainers, note-takes and interpreters
- the provision of learning materials in alternative formats

Please contact your trainer or Safety Corp on 1300 799 190 for a confidential discussion regarding support services you require to assist with completing your course.

If your needs exceed Safety Corp's support capacity, we will refer you onto an appropriate external agency. A list of external agencies is available on the ***Resources*** page on our website. There are range of free services however if there is a cost, these costs will be covered by you.

12. Language, Literacy and Numeracy (LLN) Assistance

Prior or at enrolment, we will provide you with a LLN test to check your readiness to undertake the course level you wish to enrol in.

Our course standard material contains written documentation and limited numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with LLN.

In the event that your needs exceed our skill to assist you with enhancing your LLN skills, we will refer you to an external support provider such as an appropriate LLN professional to further assist you. If so, these costs will be covered by you.

13. Privacy Policy

Safety Corp takes the privacy of our Students very seriously and we will comply with all legislative requirements.

This policy is to ensure compliance of Safety Corp with the Information on Privacy Principles set out in the Commonwealth Privacy Act 1988 (Amendment) and Privacy Principles, and with the VET Quality Framework. The policy is also intended to ensure that everyone dealing with Safety Corp is treated respectfully and professionally.

The scope of this policy deals with the collection, use, disclosure, storage, security and access to personal information being held at Safety Corp. It applies to all training and assessing and non-training staff and to all current and prospective students who have provided personal information to Safety Corp.

These include the Privacy Act and Australian Privacy Principles January 2014:
http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles

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In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the Student.

For the full Safety Corp Privacy Policy please refer to the ***Resources*** page on our website.

14. Flexible Delivery and Assessment Procedures

Safety Corp recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment", students who may not learn best with traditional learning and assessment methods will still achieve good results.

Safety Corp will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

Safety Corp undertakes to assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a student, we will refer them, where possible, to an agency that can assist. Any further questions can be referred to your trainer or to the RTO Manager.

Commencement of Training

15. Enrolment

Whether you are participating through your employer or as an individual, Safety Corp will provide you with an email detailing how to complete your enrolment online, which includes the following steps:

- Accessing Google Chrome internet browser via a desktop computer, laptop, tablet or smart phone. The student's USI is captured in the enrolment process and is then verified in our student management data base (see next section for more details).
- Completing "*Safety Corp Online Enrolment*" form where you provide your personal details. You will receive an email confirming your enrolment and providing your login details to our student portal after you complete the enrolment form.
- As part of the enrolment process there is a declaration that must be read and agreed to which also includes the National VET Privacy Policy and Student Declaration. For more information on this policy

NSW - Smart and Skilled enrolment process

For more information on the Smart & Skilled enrolment process, please refer to the ***Resources*** page on our website.

16. Unique Student Identifier (USI)

From 1 January 2018 it became mandatory for ALL students to provide a valid USI number upon enrolment. Your USI links to an online account which contains all your accredited training records which you have completed from 1 January 2015 onwards.

You can apply for your USI through the Department of Industry:

https://www.usi.gov.au/students/create-your-usi

Alternatively, you can authorise one of our staff to apply for the USI on your behalf. In this case you are required to provide at least one form of identification (ID); i.e. driver's licence, passport or Medicare card.

It is important for you to provide an accurate USI number as we need to successfully validate your USI prior to issuing your certificate.

17. Student Induction

Your trainer will provide you with all the guidelines for your course. Your trainer is responsible for the delivery of training and undertaking assessments. Trainers are the subject matter experts in their respective fields. Trainers and assessors continuously review programs to ensure the changing regulatory and legislative requirements are implemented. Your trainer will inform you of the following 'housekeeping' requirements whilst you are undertaking training:

- Emergency evacuation procedures
- Exit(s) and exit routes

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- Student amenities including tea and coffee facilities
- Designated training areas
- Requirements for leaving the site
- All signs and warnings including designated smoking areas.

Student Requirements

18. Student's Rights

While undertaking training and assessment at Safety Corp you have the right to:

- Confidentiality
- Be safe and comfortable
- High quality training and assessment
- Appeal assessment decisions
- Fair assessment
- Be treated with respect by fellow Students and staff
- A harassment free environment
- A discrimination free environment

19. Student's Responsibilities

It is your responsibility to:

- Self – disclose disabilities and/or special needs at enrolment. This will allow Safety Corp to make reasonable adjustments for any required special needs
- Attend scheduled training
- Complete tasks or assessments by the required date
- Ensure you comply with Safety Corp's terms and conditions
- Discuss with your trainer if you are having trouble with the course work or you feel you need extra help or support to complete your training
- Maintaining the competency record book or work evidence guide if one has been issued

It is important for you to inform your Safety Corp trainer *by email* where any of the following changes occur:

- Contact details (name, address, telephone number etc.)
- If you unable to attend a scheduled training or submit an assessment
- If you are unable to continue and complete the course
- If you are withdrawing from the course

20. Dress Code and Fitness for Work

All students are reminded of the need to arrive at Safety Corp classes '*fit for work*' and ready to commence the training program. This encompasses meeting the following requirements including any specifications as advised and directed prior to course commencement:

- Wear clean and neat casual clothing and/or appropriate safety clothing if requested or applicable;
- Appropriate and relevant footwear to be worn at all times during classes and assessments. (Students wearing sandals and thongs will be excluded from participation); and
- Being adequately rested and alert, with a demonstrated ability to actively focus on and participate in all aspects of the training program.

Not Acceptable aspects of *'fit for work'*

- Being under the apparent influence of any drugs and/or alcohol, even from the night before; lacking or insufficient sleep resulting in tiredness and general malaise from 'the night before' or 'non-work life' activities.

Where students present for their training program in a state that is deemed not '*fit for work*', action may be taken including being sent home. This will be at the trainer's discretion and the students will be advised accordingly.

Safety Corp Code of Conduct

The promotion of a safe and effective learning environment depends on appropriate mutual behaviours and conduct. A failure to comply may result in disciplinary action begin taken and possible exclusion from training. It is essential that all Students observe the following requirements as they are fundamental to the safe and successful delivery of training and assessment activities.

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Legitimate Directions
Students shall follow all legitimate directions given by their trainer.

Respect and due consideration for others
All staff, students and any other persons or their possessions shall be treated with respect and due consideration harassment in any form will not be tolerated.

Attendance
Students must attend the training course each day on time and are expected to participate fully and actively in all activities.

Absences
Students must, at all times, notify the trainer should they need to leave the premises outside specified breaks.

Maintenance of Site Facilities
Students are requested to leave facilities and premises in the same condition as they are found.

Work Health and Safety
Students have a responsibility to carry out tasks without risk of injury to themselves or others. Appropriate personal protective clothing and equipment must be worn at all times when performing practical tasks. Safety Corp ensures that all safety related matters are in line with the *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2017.*

Smoking
All students are reminded that Safety Corp does not allow smoking on our premises and as such, smoking is banned in any and all workplaces as per requirements. Students who wish to smoke may only do so in the designated area.

Safety Corp has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises. Any person found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs, will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the trainer and the RTO Manager and the appropriate action will be taken.

If you wish to express a complaint in relation to the disciplinary action taken, you have the opportunity to follow our complaints procedure. This can be found on the ***Resources*** page which is located on the website: www.safetycorp.com.au

Assessments

21. Assessment Methods

Our assessments and assessment methods will ensure that we 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); and
- Job Role environments skills (managing your job and its interaction with others around you).

To validate your assessment, we require the demonstration of skills and knowledge across a range of environments and contexts relevant to the unit or module. Depending on the course each unit of competency contains reading, research and written assignments, some of which must be submitted for marking. In addition, you will be expected to complete practical assessments for some areas of the nominated course.

If you have difficulty understanding any of the set work or would like to substitute work based evidence for a set assignment, please discuss this with your trainer or assessor. This will allow you to apply your skills in your job role and using your employer's protocols and processes.

Safety Corp will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency. Staff is available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

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All assessment tasks must consider any language, literacy and numeracy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details on the ***Resources*** page which is located on the website: www.safetycorp.com.au

22. Completing Your Assessments

Assessments can be completed in two forms:

- **Book form** - where you complete the work in hard copy and where this document is then scanned into the student database.
- **Online** - Our new approach is to use a system called Cloud Assess where you will be able to complete assessments online from any device (computer, phone, tablet) and from anywhere. Your trainer can assess your work and give feedback to whether you are competent or not yet competent. This easy and fast approach will allow you to complete your assessment work with ease. The trainer will instruct you as to how to log onto the system, allowing you to commence your course as soon as possible.

23. Dictation or Copying of Assessment Answers

On NO occasion is it acceptable for assessors or instructors to conduct assessments that allow students to copy the 'Sample Answers' or dictated answers into their assessment.

Answers to questions should be in the student's own wording.

- Where answers reflect requirements of each respective Australian State/Territory, legislative and/or regulatory research to be completed by the student and/or show specific requirements such as plant equipment, direct legislative quotes etc., the assessor may use personal reference tools in class to build the requirements of an answer but not as the sole basis of the answer.
- If students work within a 'group' in the classroom, this should be written on the top of each assessment "This work was completed as a group exercise with the following participants..."
- Safety Corp will audit all assessments within courses that are delivered. This will be a random audit to ensure that the guidelines are met for compliance.
- Where evidence suggests answers were dictated or the student copied material, a full investigation will be undertaken by Safety Corp that if found to be in breach of Safety Corp's policy, students will be re-examined. This may or may not involve additional cost, depending on the circumstances.

24. Assessment Feedback

Safety Corp ensure that all students are given adequate feedback following assessment for them to be satisfied of:

- Validation of the level of their current competencies and knowledge.
- Offering positive reinforcement and commendation of good study and work habits.
- The reasons why a particular assessment was awarded NYC, and assistance in the preparation and resubmission/rescheduling of assessments.
- Covering the student information requirements in anticipation of an appeal that must be internally or externally moderated.

This feedback shall be in writing and evidenced on all assessment evidence and assessor report forms. Where the feedback was given verbally, a file note summarising the assessment feedback given shall be initialled by both student and assessor and placed on file.

Copies of the assessment evidence, including all feedback, shall be placed on the Student File and must be stored for 6 months after graduation.

It is permissible for this evidence to be stored electronically: scanned in to .pdf and stored on the server, burned to CD-ROM or saved to a storage device.

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Completion of Training

25. Issuing of Certificates

All certificates will be issued within 30 days, provided all fees and charges have been paid. In the case of certain special funded courses, certificates will be issued within 21 days from completion of the course. Certificates are issued free of charge. Printed replacement certificates are provided at a cost of $30.00. Please note this cost may vary and must be checked at the time of request.

For partial completion of non-accredited courses:

- **A *Certificate of Attendance*** can be provided for candidates who attend any practical workshop or seminar which forms a component of the requirement for a Unit of Competency, but who do not satisfactorily complete the assessments (if conducted at that workshop or seminar)
- **A *Statement of Completion*** can be provided for non-accredited modules

It is important to note either document might be considered acceptable as part of the evidence required for Recognition of Prior Learning (RPL).

For partial or completion of an Australian Qualifications Framework (AQF) course and where you have been deemed competent, you will receive the following:

- A ***Statement of Attainment qualification*** is able to be issued when a candidate completes all the requirements for a specified Unit of Competency in accordance with AQF
- A full ***Certificate*** *or* ***Diploma Qualification*** all the aggregate components of a qualification are attained

Continuous Improvement

26. Student and Employer Feedback

Evaluations are conducted for every course run by Safety Corp. Every student's and/or employer evaluations and course report is reviewed for feedback as part of our continuous improvement process. Individual issues or negative feedback that falls below the rating of "Good" within the feedback form is dealt with on a case by case basis. All issues are dealt with according to a defined process which is ultimately authorised off by the RTO Manager.
All evaluation summary results will be used by management in the Management Review process.

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