



SAFE RIGHT
Training Academy



PRE-COURSE STUDENT INFORMATION HANDBOOK

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1. CEO'S MESSAGE

"WELCOME TO SAFERIGHT TRAINING".

Congratulations on your decision to undertake your safety and high risk training with SAFERIGHT Training Academy. At SAFERIGHT we will ensure that all students receive the highest quality training and we are committed to equipping you with the skills and knowledge through active learning, and to assist you in complying with all relevant Commonwealth and State Legislative and Regulatory requirements.

Our qualified Trainers and Assessors are practising professionals in the subject areas and our training is developed and delivered in conjunction with both industry and government to facilitate the achievable outcomes in terms of student competencies and employment opportunities.

On the behalf of the staff and of the Company I welcome you and I trust that your time with us will be both a rewarding and a highly professional experience.

This handbook introduces you to a number of the policies and procedures we have in place to ensure that you receive this quality service and are able to make the most of the learning. Please read the information outlined on the following pages prior to signing your course enrolment form. Signing your enrolment form indicates acceptance of the policies outlined.

Yours sincerely



G.N.J. (MACK) MCCORMACK
MANAGING DIRECTOR

2. INTRODUCTION

SAFERIGHT is a Registered Training Organisation (RTO), Provider No 5722, registered with the Australian Skills Quality Authority (ASQA) and is compliant with the Standards for NVR Registered Training Organisations' providing workplace safety related training based on Nationally Recognised Units of Competency.

This Pre-Course Student Information Handbook is designed to provide you, the student, with information about the services provided by Saferight and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by SAFERIGHT. That information is contained in on our [Website](#) or our course brochure supplied separately.

3. COMMITMENT

SAFERIGHT is committed to providing high quality training courses and services by providing:

- Current and best practice information and skills.
- Providing professional, specialist and skilled Trainers/Assessors with relevant qualifications.
- High quality training materials and equipment that is commonly used within Industry.
- Two training premises located in Belmont and one in Tom Price, W.A.
- Flexible and responsive training provided at client's workplaces/sites.
- Continuous improvement processes developed from constant monitoring, reviewing and acting on students and stakeholders feedback to provide best practice and relevant services.

4. OUR EXPECTATION OF YOU

SAFERIGHT expects you:

- To comply with the rules and regulations and all lawful instructions of SAFERIGHT and will act in a safe manner at all times.
- Encourage others to maintain a safe and healthy environment and co-operate with SAFERIGHT staff in regards to work health and safety.
- Report all accidents and injuries immediately to SAFERIGHT staff.
- Reporting of all potential hazards/incidents, near miss/es, injuries, unsafe equipment, etc, to SAFERIGHT staff.

- No consumption of alcohol or smoking within the training and assessment facilities or during the conduct of training and assessment.
- Observe hygiene standards particularly in eating and bathroom areas.
- Know and observe details of emergency response and evacuation plans and assembly area.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with the learning units.
- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To respect other students and SAFERIGHT staff members and their right to privacy and confidentiality.
- To utilise facilities and SAFERIGHT publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- Use and care of equipment including sustainable practices such as recycling of resource material.

5. ASSESSMENT AND ISSUANCE OF QUALIFICATIONS

SAFERIGHT issues a Statement of Attainment to students that have met all requirements for the course they have undertaken. Courses that are Nationally Recognised are consistent with the Australian Skills Quality Authority and any other State Regulatory Authority's i.e. WorkCover W.A.

Students are required to demonstrate "competency" at the completion of each unit/course prior to a Statement of Attainment being issued. Competency may be assessed by observation of practical demonstrations, written and verbal questions or a combination of both. Students will be assessed as either: "S" = Satisfactory or, "NS" = Not Satisfactory in relation to the various components of a unit. Grades will not be given.

Should a student be found "Not Satisfactory" on the completion of the unit every effort will be made to ensure that with additional mentoring that a favourable outcome can be achieved.

SAFERIGHT will issue Statements of Attainment within seven (7) business days from the date of successful completion. SAFERIGHT reserves the right not to issue a Statement of Attainment until all outstanding fees have been received.

If a replacement Statement of Attainment and/or wallet card is required, the individual will be required to complete an "Application for Replacement Certificate and/or Wallet Card" located on SAFERIGHT's website <http://www.saferight.com.au/training.html>. The completed form and associated proof of identity is required to be presented to SAFERIGHT's for identity verification. A \$25.00 administration fee will apply for each re-print or \$50.00 for both.

6. COMPLAINTS AND APPEALS

SAFERIGHT has a fair and equitable process for resolving disputes, complaints and appeals. If you wish to appeal an assessment outcome or have any complaints pertaining to your SAFERIGHT training experience, you have a right to do so under our Complaints and Appeals Policy and Procedures.

In the case of an appeal against an assessment result, the student may make application to the Trainer/Assessor concerned, who will attempt in the first instance to resolve the disputed assessment.

Where, as a result of the appeal, the Assessee is not satisfied, a written appeal is to be forwarded within seven (7) days to the General Manager of SAFERIGHT, for consideration. The General Manager may gain assistance from another suitably qualified person in considering the appeal external to SAFERIGHT and to conduct an investigation to substantiate the complaint. Where an appeal is made against an assessment completed by SAFERIGHT, a non-refundable fee of \$75.00 for the independent review may be charged to the applicant.

The General Manager may reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way. The outcome of the Trainer/Assessor and General Manager's considerations will be provided in writing.

At any time during the appeal process, the applicant for assessment may request another Assessor be appointed. The General Manager of SAFERIGHT must approve this request. Additional costs incurred may be charged to the applicant.

Students will not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed or have a complaint. They are permitted to have a support person or advocate accompany them to any interview or meeting. In the majority of cases, minimal costs would be incurred (\$75.00). The costs will be advised during the initial appeals interview, for which there will be no charge. The decision related to fees for appeals or change of Assessor, will be made by the General Manager when applying the principles of fairness and equity and the relative legitimacy of the claim. The process for appeal should be finalised within a three (3) month period

7. DICIPLINARY MATTERS

SAFERIGHT will not tolerate any form of unreasonable behaviour against SAFERIGHT staff, other students or visitors on the premises. This behaviour includes, but is not limited to the following:

- Verbal or physical abuse;
- Refusing to participate in group activities;
- Adversely affected by alcohol and/or drugs;
- Continuous interruptions to the Assessor during delivery of the course content;
- Acting in an unsafe manner that places themselves and others at risk;
- Disrespectful or disruptive behaviour to other students or staff;
- Fatigue;
- Bullying;
- Discrimination;
- Sexual harassment.

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a Trainer/Assessor or other appropriate person if you feel you are being harassed.

Students are to comply at all times with SAFERIGHT's Policy and Procedures. SAFERIGHT reserves the right to suspend a student from a training course if they display any of the above behaviours, or other behaviour not listed that affects staff or other students/visitors in a threatening or intimidating way.

In the event of a student being suspended from a training course, the student's employer will be contacted. Where a student fails to meet the requirements of the course for any reason, counselling may occur with the student having to explain the unwarranted behaviour. Should removal from the course occur the student has the right of appeal through the complaints process (Section 6 above).

8. ACCESS AND EQUITY

SAFERIGHT is committed to ensuring its training and courses are responsive to the diverse needs of all clients. SAFERIGHT will comply with the principles of access and equity and aims to ensure that no students or potential students should be disadvantaged or discriminated against on the basis of race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment or any other barrier that may hinder an individual's opportunity to undertake training.

SAFERIGHT does not offer formal welfare or guidance services, but every effort will be made to assist students to access appropriate support agencies.

Students with particular needs are able to negotiate alternative learning and assessment strategies where this is allowable under the Training Package if they have notified SAFERIGHT of their needs to enable alternative arrangements to be provided. Variations in assessment strategies may include such strategies as:

- Arrangements to undertake assessments verbally where there is difficulty in writing in English.
- Special arrangements that may be required for students with a physical impairment.
- Special arrangements for students with a known learning difficulty.

Other assistance arrangements should be discussed with the training staff directly. Where necessary, SAFERIGHT will refer you to the most appropriate staff member or external support agency to assist individuals.

9. LANGUAGE, LITERACY AND NUMERACY

Language, literacy and numeracy (LLN) skills are critical to almost all areas of work. This is particularly true in most workplaces where language, literacy and numeracy skills influence the performance of workplace tasks such as comprehending written work instructions or completing Job Hazard Analysis Forms.

To support this approach SAFERIGHT will:

- Provide a LLN self-assessment to highlight areas of difficulties with language, comprehension or numeracy which will help you to identify potential issues and provide a basis to discuss how best we may assist you with your learning.
- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Provide additional assessment tasks to provide an indicator of your ability to be able to successfully complete the course.
- In cases where the LLN issues are such that it impinges on the individual or group's safety or the safe and efficient use of training equipment, the student will be required to complete one of SAFERIGHT's LLN assessment tasks prior to continuing with the course.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of the LLN assistance available such as the Reading Writing Hotline, telephone number 1300 6555 06 or the web address being <http://www.readingwritinghotline.edu.au/>, and other support services if deemed necessary.
- Negotiate an extension of time to complete training programs if necessary.

10. ENROLMENT

SAFERIGHT will enrol students who apply to SAFERIGHT and who meet the enrolment criteria. Some of SAFERIGHT's training courses have pre-requisites which must be met prior to enrolment and co-requisites that may be completed as part of a course. Information on any pre-requisites for a particular course, visit SAFERIGHT's website at <http://www.saferight.com.au/training.html>.

Prospective students may be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. This assessment could take the form of examining the student's previous academic record or by completing a LLN assessment. Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy. To ensure high quality training SAFERIGHT sets a maximum number of students for each course, having due consideration to the venue and type of course.

In the event of a student requiring special assistance with practical aspects of the course, the student will be referred to the Training Manager to discuss options available for assistance such as interpreters or the attendance of a support person.

11. PERSONAL PROTECTIVE EQUIPMENT

SAFERIGHT's training courses may be conducted at our purpose built premises or at our client's location/site. All training includes "practical, hands-on" scenarios that represent real work situations as well as classroom activities and discussions.

For courses conducted at SAFERIGHT's Belmont Training Facilities students are required to wear enclosed footwear and casual clothing (no singlets or tank tops). All other PPE and safety equipment necessary will be supplied for courses.

On-site training students are required to adhere to the site specific PPE requirements which may include the wearing of safety boots, work shirt, trousers/overalls hard hats that comply with AS/NZS 1801 together with safety glasses (AS/NZS 1337) and task appropriate gloves.

SAFERIGHT recommends students supply the following when attending a training course:

- Enclosed footwear or steel capped safety boots as required for High Risk License courses;
- Australian Standards approved hard hat with a chin strap;
- Safety glasses; and
- Gloves.

12. FEES AND CANCELLATION CHARGES

SAFERIGHT strives to keep fees at an affordable level. The full cost of each course is stated on www.saferight.com.au. Students who pay fees for courses covered by SAFERIGHT's scope of registration will be issued with receipts. SAFERIGHT does not accept payment of more than \$1,000.00 from any individual student prior to the commencement of the course. Following course commencement, SAFERIGHT may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.00.

SAFERIGHT's Trainer/Assessors' time will be allocated to you as per the course/s ordered. Should a client or student for any reason find it necessary to cancel their course the following cancellation fees and charges will apply:

- Cancellation less than 48 hours (2 business days) prior to course commencement, 50% of the total course cost will be charged.
- Cancellation less than 24 hours (1 business day) prior to course commencement, 100% of the total course cost will be charged.
- Attendees arriving later than 8.45 am will not be permitted into the course and 100% of the total course cost will be charged.
- An alternate person may be substituted prior to the commencement of the course at no additional cost.
- No refunds will be given if a student is deemed "Not Yet Competent" after the final assessment.
- In the event of a student being turned away from training as a result of breaching SAFERIGHT's Disciplinary Procedures, there shall be no refund.
- SAFERIGHT reserves the right to cancel courses at short notice should the need arise. Should this situation occur, all payments will be returned to the client or the course can be rescheduled at no extra charge.

13. RECOGNITION OF UNITS OF COMPETENCY

In accordance with the requirements of the Standards for NVR Registered Training Organisations, SAFERIGHT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled. Students are encouraged to apply for RPL prior to commencing the training program and will only be awarded for whole units of competence.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an Assessor or Assessment Team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a student's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the student will start to provide a strong case for competence. SAFERIGHT reserves the right to require students to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a student's current competence.

14. VERIFICATION OF COMPETENCIES

SAFERIGHT has Assessors who have an extensive knowledge base in a wide range of industrial/mining areas, specialising in Working Safely at Heights and Confined Spaces Entry. These Assessors are available to perform Verification of Competencies (VOC's) for employees and contractors ensuring that the employees have maintained their competency levels and up to date skills and current industry "best practice" knowledge. All assessments of VOCs are reviewed by SAFERIGHT as part of its continuous improvement process.

15. RECOGNITION OF UNITS OF COMPETENCY

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs such as SAFERIGHT. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications

Credit Transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer you are required to present your Statement of Attainment or qualification for examination by SAFERIGHT. These documents will provide the detail of what units of competence the student has been previously issued. You must provide satisfactory evidence that the Statement of Attainment or qualification is yours and that it has been issued by an Australian RTO. Certificates and testamurs supplied to support an application are required to be certified as true copies prior to additional verification processes.

16. MARKETING AND ADVERTISING

SAFERIGHT will:

- Ensure advertisements are clear, accurate and not misleading.
- Only advertise training for those qualifications/units it is registered to deliver and will only use the Nationally Recognised Training Logo as it is required to be used.
- The codes and titles of qualifications and units are advertised accurately.
- Nationally recognised qualifications are identified separately to other non-accredited courses.
- Will always request written permission from all students in relation to any images used for advertising and marketing purposes.

17. STUDENT AND CLIENT FEEDBACK

SAFERIGHT appreciates feedback both positive and negative from all students to assist in ongoing improvement of SAFERIGHT's services. SAFERIGHT requests feedback at the completion of every training program so that we can analyse and utilise feedback to continually improve our services.

After all SAFERIGHT courses students will receive a Learner Satisfaction Survey emailed within seven (7) days of the course completion. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to SAFERIGHT for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

18. PRIVACY AND CONFIDENTIALITY

SAFERIGHT considers the privacy of its students, staff and clients to be extremely important. Our privacy policy ensures that we meet our obligations under the National Privacy Principles. SAFERIGHT will only use the personal information you have chosen to provide at enrolment. Your personal Information may be used to:

- Provide the educational and training services you require from SAFERIGHT.
- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures.
- Enquire from you ways in which training courses could be improved.
- Used for moderation and validation purposes as required by regulatory requirements.
- Provision of certificates or copies to other parties that may be purchasing the course on your behalf is consented to upon signing the enrolment form.

When required by law, SAFERIGHT may disclose the personal information of students, staff and clients to organisations outside SAFERIGHT. These include:

- Your authorised representatives if requested in writing (e.g. your bank, legal counsel).
- Government and Regulatory Authorities and to comply with legal process i.e. court orders.
- Where an employer has paid the course fee on behalf of you the student, then we will report your progress to the employer on a regular basis.

SAFERIGHT takes all reasonable precautions to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- Keep us up-to-date with changes to personal information such as your name and address.

You have a right to access and view your personal information, subject to some exceptions allowed by law. This request may be required to be in writing for security reasons together with proof of identity and the assessment material/tools may be viewed but will not be permitted to leave SAFERIGHT's control. SAFERIGHT will not sell or disclose your information to unauthorised third parties.

19. PLAGIARISM

Plagiarism is considered one of the most serious breaches of academic honesty and could result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference.

Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed.
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment.
- Quoting or paraphrasing material from a source without acknowledgment.
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome.

Please discuss any concerns with your Trainer/Assessor or the Training Manager.

20. INTELLECTUAL PROPERTY OF SAFERIGHT

Please note that all information given to you is **Commercial in Confidence**. You may only use the information for the purpose for which it is intended and you may not give copies of any of the materials to any other person. This includes online learning materials. Any infringement of this obligation will be pursued under Intellectual Property laws.