



PRE-COURSE STUDENT INFORMATION HANDBOOK

COURSE INFORMATION

COURSE:			
DATE:	TIMES:	DURATION:	
LOCATION:	42 Belmont Avenue, Belmont, 6104 <input type="checkbox"/>	OR	107 Radium Street, Welshpool, 6106 <input type="checkbox"/>
PARKING:	Parking is available along the side and at the rear of the buildings at both sites. Do not park in front of the building or in nearby offices or café car parks or your car will be towed away or wheel clamped by the Council. Car parking is limited. Please car pool or use taxis wherever possible.		
# ATTENDEES:	person/s	COST PER PERSON:	TOTAL COST:

COMPANY INFORMATION

COMPANY/INDIVIDUAL NAME:			
COMPANY/INDIVIDUAL ADDRESS:			
CONTACT NAME:			CONTACT PHONE #:
EMAIL:			

ATTENDEE INFORMATION

1.	2.
3.	4.
5.	6.
7.	8.
9.	10.
11.	12.

IMPORTANT INFORMATION

Photo ID: Photo ID must be presented when signing into the course.

Arrivals: Late arrivals that arrive 15 minutes after the commencement of the training course, i.e. 45 minutes after registration will incur full cancellation fees.

Dress Requirements: Enclosed footwear and casual clothing (no singlets or tank tops). All other PPE will be supplied for courses conducted at our Belmont premises. For on-site courses, students will be required to attend with the site specific PPE including hard hats that comply with AS/NZS 1801, together with safety glasses (AS/NAX 1337) and task appropriate gloves.

Morning tea/refreshments will be provided free of charge.

Terms & conditions

<https://www.saferight.com.au/terms-conditions/>

I state that I or my staff has no pre-existing or current medical, physical and mental condition/s or literacy problems that would prevent me/them from participating fully or put myself/themselves or other participants at increased risk of injury or harm.

If you are booking the course/s for yourself or on behalf of another person by accepting this form, I will be bound by the terms and conditions and are liable for all course fees as if you were the course participant. I have read and agree that I understand and are bound by the terms and conditions and I understand that I can obtain and have access to SAFERIGHT's Pre-Course Student Information Handbook from www.saferight.com.au/training or at our Reception for further detailed information.

The RTO, SAFERIGHT Training Academy is committed to delivering fair, ethical, reasonable, and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- WHS / OHS

Enrolment into a qualification or course with SAFERIGHT is subject to the terms, conditions and policies outlined in our Pre-Course Student Information Handbook and as detailed below.

ABOUT SAFERIGHT TRAINING ACADEMY

SAFERIGHT Training Academy is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an NVR RTO under the Australian Skills Quality Authority (ASQA). SAFERIGHT's policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses and qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All SAFERIGHT staff members are expected to promote and embrace SAFERIGHT's standards, policies and procedures

NATURE OF GUARANTEE

SAFERIGHT is dedicated to ensure that once students have started studying their chosen course or qualification, they will be committed to providing the highest quality of training and assessment as outlined to the student.

CONDITIONS OF ENROLMENT

SAFERIGHT agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of Saferight's policy.

SAFERIGHT may seek to terminate the enrolment of a student if they:

- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with Saferight, including relevant matters relating to health, work history, skills and experience, etc.
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.
- Fail or refuse to undertake assessment activities as required by SAFERIGHT'S delivery requirements.
- Fail to attend training sessions to a minimum level set for competence.
- Are abusive, aggressive, or insulting towards SAFERIGHT staff members or other students.
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of SAFERIGHT, other students or persons, or themselves.
- Have provided false or misleading information.

ACCESS AND EQUITY

All students in SAFERIGHT's courses and programs have a right to:

- Receive a copy of and have access to our complaints process.
- The opportunity for feedback on services provided.
- Have access to their own records on request.
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices.
- A safe learning environment free from danger, abuse or harassment.
- Be treated with respect and dignity.

LEGISLATIVE REQUIREMENTS

SAFERIGHT and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration and other training legislation and Australian, state and territory laws governing:
 - Workplace health and safety
 - Workplace harassment, victimisation and bullying
 - Anti-discrimination, including equal opportunity and racial vilification
 - Disability discrimination
 - Vocational Education and Training

PRE-DELIVERY ASSESSMENT

Prior to enrolment you should advise SAFERIGHT of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process

SUPPORT AND ASSISTANCE

In circumstances where SAFERIGHT is unable to assist learners with specific needs, SAFERIGHT will do its best to provide students with the details of agencies or organisations that may be of assistance. This might include such things as referral to counsellors, or government agencies that can assist with specific needs.

RECOGNITION OF PRIOR LEARNING (RPL)

In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. SAFERIGHT will offer RPL for all units where there is evidence to support the RPL application.

The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant legislation and Training Package Guidelines and shall be consistent with The RPL National Principles as defined by the AQF.

COMPLAINTS AND APPEALS

SAFERIGHT takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using Saferight's appeals process.

Any student that is dissatisfied with any assessment conducted by SAFERIGHT, in which they believe they have been unfairly treated or assessed, has the opportunity to make an application to have a re-assessment. Applications must be received in writing within seven (7) days of the assessment, stating the grounds for appeal. Applications will be reviewed by management. In the event that the appeal cannot be resolved internally, the client will be advised of external resources available to pursue the appeal further. Please note this will usually incur a cost to the complainant.

STORING OF RECORDS

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority. All assessment evidence will be kept in line with ASQA guidelines

ACCESS TO PERSONAL RECORDS

SAFERIGHT students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training. Information may be provided to statutory authorities where there is a legal obligation to provide it.

Additional information regarding SAFERIGHT's policies and procedures outlined above can be found in the Pre-Course Student Information Handbook located at www.saferight.com.au or at SAFERIGHT's training locations.

Enrolment Form



The information requested below ensures consistent and accurate reporting of student information in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). Please complete all fields using **BLOCK** lettering.

MANDATORY FIELDS: PLEASE ENSURE THE FIELDS HIGHLIGHTED IN RED ARE COMPLETED SO THAT USI'S CAN BE VERIFIED

PERSONAL DETAILS

Course Name: _____ Course Date: _____

Surname Name: _____ Title: Mr Mrs Ms Miss Other _____

First Name: _____ Middle Name: _____

Flat/Unit #: _____ Street #: _____ Street Name: _____

Suburb: _____ Post Code: _____ State: _____

Company Name: _____ Position: _____

Department: _____ Location: _____ Occupation: _____

Date of Birth: DD/MM/YYYY _____ Gender: Male Female Prefer not to disclose Other _____

Home Telephone: _____ Work: _____ Mobile: _____

Email: _____

Postal Address: As above Flat/Unit #: _____ Street #: _____ Street Name: _____

POBOX: _____ Suburb: _____ Post Code: _____ State: _____

EMERGENCY CONTACT

Contact Name: _____ Relationship: _____ Phone: _____

AVETMISS DATA

Country of Birth: Australia Other please specify: _____

Language other than English spoken at home: No Yes, please specify: _____

How well do you speak English: Very well Well Not well Not at all

Are you of Aboriginal or Torres Strait Islander origin: No Aboriginal Torres Strait Islander Both

Do you consider yourself to have a disability, impairment or long-term condition? No Yes (please tick below)

Hearing/Deaf Physical Intellectual

Learning Mental illness Acquired brain impairment

Vision Medical condition Other _____

Highest Completed School Level: Year 8 Year 9 Year 10 Year 11 Year 12 Never went to School

Year you completed School: _____ Are you still attending Secondary School: No Yes

Have you completed any of the following: No Yes (Please tick below)

Bachelor Degree or higher _____ Advanced Diploma or Associated Degree _____

Diploma or Associated Diploma _____ Certificate IV (or Advanced Certificate/Technician) _____

Certificate III or Trade Certificate _____ Certificate II _____

Certificate I _____ Certificates other than those listed _____

EMPLOYMENT INFORMATION

Full time: Employed (unpaid in a family business): Employer: _____ Unemployed (seeking part time work):

Part time: Self-employed (not employing others): Unemployed (seeking full time work): Not-employed (not seeking employment):

STUDY REASON

To get a job To develop my existing business To start my own business

To try for a different career To get a better job or promotion It was a requirement of my job

I wanted extra skills for my job To get into another course of study For personal interest or self-development

Other reasons _____

Enrolment Form



FITNESS TO PARTICIPATE ON A TRAINING COURSE

Conditions	Yes	No	N/A
Claustrophobia (fear of tight or enclosed spaces).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acrophobia (fear of heights).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inability to wear a harness or lifeline.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor general fitness, i.e. chest pain, palpitations, faintness, dizziness or undue shortness of breath on exertion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any medical condition which might lead to sudden loss of consciousness or an inability to respond, e.g. obesity, epilepsy, diabetes, fainting/ blackouts/panic attacks, lack of co ordination and/or certain medications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any muscle, joint and/or spinal issues/problems which will impede you wearing Self-Contained Breathing Apparatus (SCBA) equipment, entering/ exiting manholes, pipes and tight enclosed spaces and climbing ladders, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inability to wear Self-Contained Breathing Apparatus (SCBA) full face mask & obtain an adequate seal, e.g. clean shaven.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Inadequate
communication capabilities (speech, hearing and vision) for a standby or rescue role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Under
the effects of alcohol and/or drugs (either illegal or prescribed medication), or suffering from fatigue.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Any
other issues/special needs that may impair your participation on a course. (Please list below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- I have read the above conditions and consider myself fit and not affected by any of the above-mentioned conditions and am able to complete the training requirements including the practical exercises for any of the training courses that I will be attending.
- OR
- I have read the above statements and wish to discuss my condition with my employer and/or medical practitioner prior to undertaking the training course.
- I wish to receive offers, promotions and updates from Saferight.

Privacy Notice

Under the Data Provision Requirements 2012, Saferight is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Saferight for statistical, administrative, regulatory and research purposes. Saferight may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

STUDENT HANDBOOK DECLARATION

- I have read the student handbook and understand my rights and obligations as a student

STUDENT DECLARATION AND CONSENT

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Name: _____ Signature: _____

Company Name: _____ Date: _____

Parent/Guardian consent (if participant is under 18 years of age): _____

Trainers Comments: _____

Trainers Confirmation Signature: _____

**PRE-TRAINING LANGUAGE, LITERACY AND
 NUMERACY REVIEW**
EXPLAIN TO THE PARTICIPANT THE FOLLOWING:

1. There is NO time limit.
2. The purpose of the assessment is to identify how best the Trainer can assist the participant to meet all assessment requirements for the course and to identify any problem areas for assistance.
3. If the participant does not understand a question they can ask for assistance.

PARTICIPANT NAME: _____

QUESTION ONE:

MENU	Chicken Roll	\$6.40 each
	Iced Coffee	\$3.60 each
	Pretzel	\$3.50 each
	Extras	\$0.60 each

For lunch today I ordered:

- One (1) iced coffee: \$ _____
- Two (2) pretzels: \$ _____
- One (1) chicken roll with two (2) extras: \$ _____
- (A) What was the total cost of lunch? \$ _____
- (B) How much change did I get from a \$50 note? \$ _____

QUESTION TWO:

You are travelling from home to work. You walk 100 metres to the bus station. You catch the bus and travel 500 metres to the train station. You then catch the train and travel 1050 metres. You exit the train and walk 30 metres to your office. How far have you travelled?

QUESTION THREE:

If a recipe says to use 250 ml of milk in a vanilla milkshake, how much milk will you need if you have to make eight (8) milkshakes?

QUESTION FOUR:

Write down what your goals are in this industry.

QUESTION FIVE:

What skills and/or knowledge would you like to learn at your place of work?

Assessor Use Only

 Review deems proposed assessment instruments, learning material and strategies as appropriate: YES NO
LL&N CHECKED BY: _____ **SIGNATURE:** _____ **DATE:** _____

Appeals Policy

1. Purpose

Saferight is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, Saferight is required to have a policy and processes in place to manage requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of Saferight.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved. The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

The object of this policy is to ensure that Saferight staff and third party partners, act in a professional manner at all times. This policy provides clients with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

Saferight acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.

Saferight has provision for clients to appeal against assessment decisions, including those made by a third party partner.

Saferight ensures that clients have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, Saferight:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

4. Policy Principles

4.1 Underpinning Principles

- a) Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- b) The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- c) The appeals policy is publicly available, via Saferight website.
- d) The appellant can provide detail of their appeal either verbally and/or in writing.
- e) All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- f) If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- g) Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- h) All appeals are acknowledged in writing and finalised as soon as practicable.
- i) Saferight may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- j) If the appeal will take in excess of 60 calendar days to finalise Saferight will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- k) Saferight strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- l) All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

4.2 Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b) The judgement was not made in accordance with the Assessment Plan;
- c) Alleged bias of the assessor;
- d) Alleged lack of competence of the assessor;
- e) Alleged wrong information from the assessor regarding the assessment process;
- f) Alleged inappropriate assessment process for the particular competency;
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.

4.3 Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Saferight assessment policy the client will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment.

5. Saferight Responsibilities

The Director of Saferight and/or the RTO Manager is the Appeals Resolution Officer. The Director of Saferight and/or the RTO Manager may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Client Handbook and Saferight website.

6. Appeals

6.1 Appeals Process

All appeals shall follow the below process:

- a) Appeal to be made in writing within 7 calendar days of notification of the assessment decision using the Appeals form.
- b) A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- c) The Director of Saferight and/or the RTO Manager shall be informed of receipt of any appeal.
- d) The Director of Saferight and/or the RTO Manager may delegate responsibility for the resolution of the appeal, as appropriate.
- e) Appeals will be processed in accordance with the Appeals flowchart – Annex A.
- f) Appeals, where possible, are to be resolved within 28 days of the initial application.
- g) In all cases the final conclusion will be endorsed by the Director of Saferight and/or the RTO Manager.
- h) The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- i) If the outcome is not to the satisfactory of the appellant, they may seek an appointment with the Director of Saferight and/or the RTO Manager.
- j) If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

7. Access & Equity

The Saferight Access & Equity Policy applies. (See Access & Equity Policy)

8. Records Management

Records of all appeals and their outcomes are maintained securely.

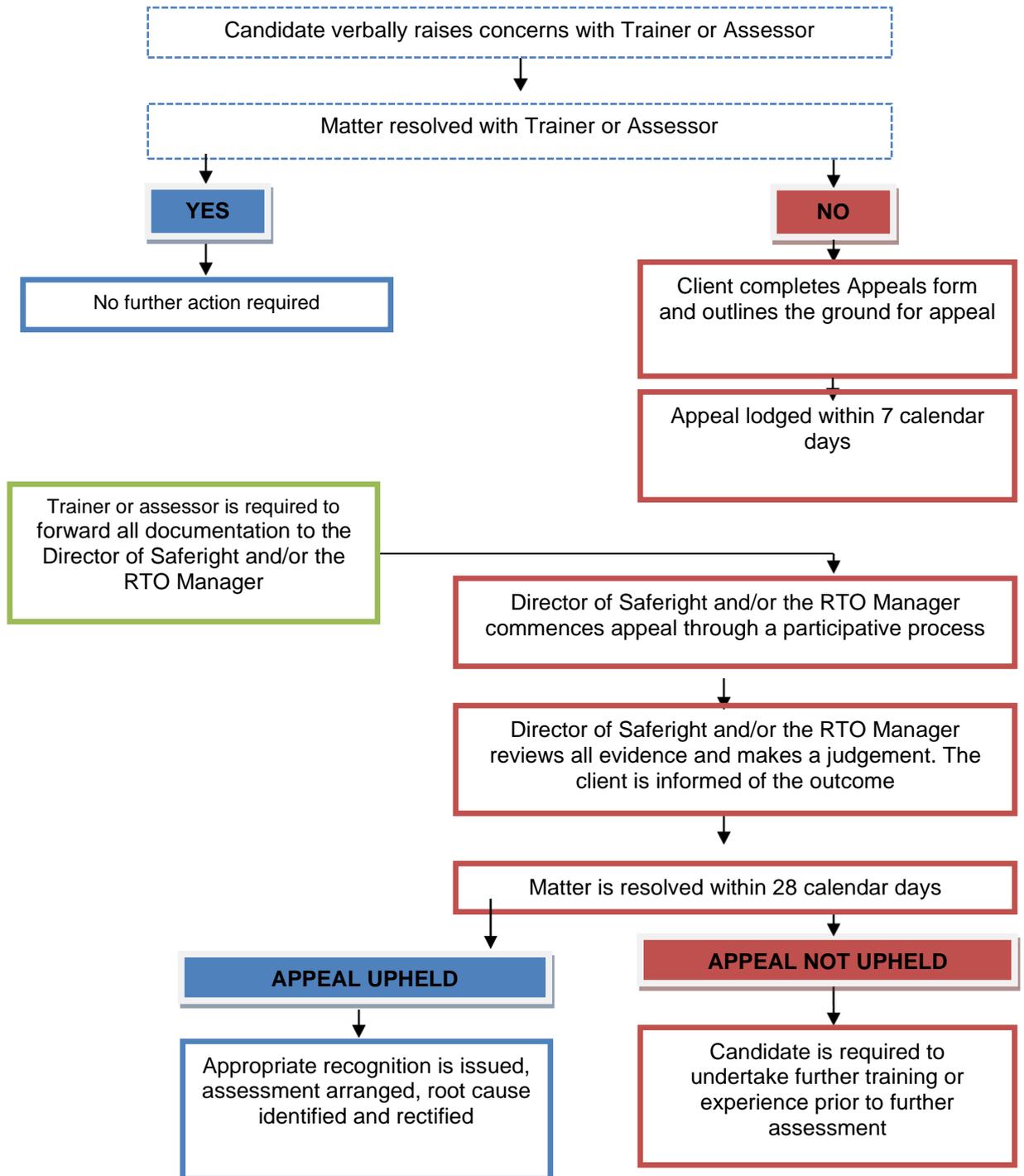
Records of appeals will include:

- a) How the appeal was dealt with;
- b) The outcome of the appeal;
- c) The timeframes for resolution of the appeal;
- d) The potential causes of the appeal; and
- e) The steps taken to resolve the appeal.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

9. Monitoring and Improvement

All appeals practices are monitored by the Director of Saferight and/or the RTO Manager and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

ANNEX A: Appeals Process


Complaints Policy

1. Purpose

Saferight is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Saferight is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of Saferight.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that Saferight staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

Saferight acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by Saferight.

Saferight will ensure that clients have access to a fair and equitable process for expressing complaints, and that Saferight will manage the complaint with fairness and equity.

In doing so, Saferight:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- b) ensures that these procedures are communicated to all staff, third party partners and clients;
- c) ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) ensures that each complaint and its outcome is recorded in writing; and
- e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

4. Policy Principles

4.1 Principles

In managing complaints, Saferight will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
- h) The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the Director of Saferight, RTO Manager or an independent party to the complaint.
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- n) If the complaint will take in excess of 60 calendar days to finalise Saferight will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- p) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

4.2 Types of Complaints

A complaint may include allegations involving the conduct of:

- a) Saferight, its trainers, assessors or other staff; or
- b) A third party providing services on behalf of Saferight, its trainers, assessors or other staff; or
- c) A learner of Saferight.

5. Saferight Responsibilities

The Director of Saferight and/or the RTO Manager is the Complaints Resolution Officer. The Director of Saferight and/or the RTO Manager may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Client Handbook and Saferight website.

6. Process

6.1 Complaints

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form, to lodge a formal complaint. Saferight will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director of Saferight and/or the RTO Manager, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

6.2 Complaints Process

All complaints shall follow the below process:

- a) Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.
- b) A submitted complaint form will constitute a formal complaint from the client. Further detail of the complaint can be provided by the client verbally.
- c) The Director of Saferight and/or the RTO Manager must be informed of receipt of all complaints immediately.
- d) The Director of Saferight and/or the RTO Manager may delegate responsibility for the resolution of the complaint.
- e) In the case of a complaint, the Director of Saferight and/or the RTO Manager will initiate a transparent, participative investigation to identify the issues.
- f) Complaints will be processed in accordance with the Complaints flowchart - Annex A.
- g) Complaints, where possible, are to be resolved within 14 calendar days of the initial application.

- h) In all cases the final conclusion will be assessed by the Director of Saferight and/or the RTO Manager.
- i) The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- j) If the outcome is not to the satisfaction of the Client, they may seek an appointment with the Director of Saferight and/or the RTO Manager.
- k) If the client is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

7. Access & Equity

The Saferight Access & Equity Policy applies. (See Access & Equity Policy)

8. Records Management

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

- a) How the complaint was dealt with;
- b) The outcome of the complaint;
- c) The timeframes for resolution of the complaint;
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

9. Monitoring and Improvement

All complaints practices are monitored by the Director of Saferight and/or the RTO Manager and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

ANNEX A: Complaints Process

