



# **SDS**

EMERGENCY | MEDICAL | FIRE | SAFETY | TRAINING | PERSONNEL

## **PARTICIPANT HANDBOOK**

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Safety Direct Solutions RTO #: 51632

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## **INTRODUCTION TO SAFETY DIRECT SOLUTIONS**

Safety Direct Solutions Pty Ltd (SDS) is a Registered Training Organisation (RTO #51632) and a leading provider of industrial safety, fire, rescue, medical training and emergency services personnel in the Australasian region. SDS founded in 2004. In 2015 SDS became an ISO 9001 Quality Management System certified organisation and is currently committed to implementing a Safety Management System consistent with AS/NZS 4801 and an Environmental Management System consistent with ISO 14001.

SDS logo in the form of the stag symbolises:

- Wisdom
- Strength
- Leadership
- Integrity and
- Protection

These are some of the key attributes that SDS as a company have built on and integrated into the company culture.

SDS set the benchmark in Australia for excellence in safety training and emergency management. Our people have extensive industry experience and we train them to an even higher standard, where our clients can depend on them to respond to and effectively manage any emergency situation.

## **VISION**

To be a resourceful and responsive High Risk Management and Emergency Response services provider that sets the benchmark for excellence in training, personnel deployment and service delivery in the Australasian Region.

## **MISSION**

Delivering elite level personnel, emergency management resources and safety training to industry.

## **VALUES**

- Attention to Detail
- Professionalism
- Respect
- Integrity
- Collaboration
- Elite Service Provision



## **WELCOME**

The purpose of this handbook is to provide you with all the information that you need to know about studying with SDS.

## **STUDYING WITH SDS**

SDS specialises in Medical and Fire Rescue qualifications and believes in delivering high quality training to future emergency responders.

SDS strives to deliver only the best and highest quality learning material to our participants. Our Facilitators are well experienced and dedicated to the industry. We put our participants' needs first and ensure our participants have a world class learning experience with us.

## **OUR OBLIGATIONS AS AN RTO**

As a Registered Training Organisation (RTO) #51632, registered with Australian Skills Quality Authority (ASQA), SDS has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment also comply to these same standards.

Our responsibility as your chosen RTO is to issue your Australian Qualification Framework (AQF) certification documents in line with our AQF certification policy (issuing of your qualification) as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook.

## **CONTACT DETAILS**

If you need to contact us please use these details.

### *Emergency and Industrial Courses:*

Name: Emma Delavale  
Position: Emergency and Industrial Coordinator  
Phone: 1300 955 097  
Email: [admin@sdsaus.com.au](mailto:admin@sdsaus.com.au)

### *Medical Courses:*

Name: Alice Delavale  
Position: Medical Training Coordinator  
Phone: 1300 955 097  
Email: [reception@sdsaus.com.au](mailto:reception@sdsaus.com.au)

## **1. COURSES PROVIDED BY SDS**

SDS offers the following courses:

### *MEDICAL TRAINING*

- Provide Cardiopulmonary Resuscitation (CPR)
- Provide First Aid
- Emergency First Aid for Carers and Teachers
- Provide Advanced First Aid
- Provide First Aid in Remote Situations
- Manage Injuries at Emergency Incident
- Occupational First Aid
- Certificate II in Medical Service First Response
- Certificate IV in Health Care
- Diploma of Paramedical Science

### *FIRST RESPONSE TRAINING*

- Manual Handling
- Hydrocarbon Spill response
- First Attack Firefighting (Fire Extinguisher)
- Fire Warden
- Chief Warden
- General Occupancy
- Fire Suppression Systems
- Test and Tag First Response Fire Equipment
- Certificate II in Fire Protection Inspection and Testing

### *INDUSTRIAL TRAINING*

- Issue Work Permits
- Enter and Work in Confined Spaced (Confined Space Awareness)
- Gas Testing
- Confined Space Entry (Construction Industry)
- Confined Space Entry (Resource Industry)
- Operate Breathing Apparatus
- Height Safety Equipment Inspector
- Height Safety Supervisor (Level 1 Vertical Rescue)
- Work Safely at Heights
- Work Safely at Heights in the Construction Industry
- White Card

### *EMERGENCY RESPONSE TRAINING*

- Hazmat
- Operate Breathing Apparatus (Emergency Response)
- Confined Space Rescue
- Conduct Fire Team Operations
- Land Search Rescue
- Height Safety Supervisor – Twin Line Lowering (Level 2 Vertical Rescue)
- Vertical Rescue (Level 3 Vertical Rescue)
- Vertical Rescue with Abseil (Level 4 Vertical Rescue)
- Operate Pumps
- Prepare, Maintain and Test Response Equipment
- Urban Fire
- Wildfire
- Road Crash Rescue
- Urban Search and Rescue
- Certificate II in Public Safety (Firefighting and Emergency Operations)
- Certificate III in Public Safety (Firefighting and Emergency Operations)
- Certificate III in Mine Emergency Response and Rescue

#### *INCIDENT COMMAND TRAINING*

- Communicate in the Workplace
- Coordinate Incident Response
- Process Emergency Incident Calls and Enquiries
- Respond to Local Emergencies and Incidents
- Manage Incident Response

#### *GENERAL SAFETY TRAINING*

- Local Risk Management
- Maintain and Monitor Site Quality Standards

## **2. SELECTION AND ENROLMENT**

SDS accepts applications from all participants who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but when a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please email your request to [admin@sdsaus.com.au](mailto:admin@sdsaus.com.au) for Industrial and Emergency Response Training or [reception@sdsaus.com.au](mailto:reception@sdsaus.com.au) for Medical Training. You will be contacted within 24 hours to let you know the status of your application and to confirm your details.

Upon approval of your enrolment you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

SDS reserves the right to cancel a course if participant numbers are below the recommended minimum amount to successfully run the course. In these cases, the participant will be notified as soon as possible.

## **3. UNIQUE STUDENT IDENTIFIER (USI)**

A USI is a Unique Student Identifier that every participant needs to provide in order to obtain a certificate for any nationally accredited training.

The USI is a reference number made up of numbers and letters that create a secure online record of the nationally recognised training completed by an individual. Introduced by Government in 2015, the USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are never lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed in the USI Authority Form. If you would like to create your own USI, please visit: <http://www.usi.gov.au/Participants/Pages/default.aspx>

## **4. CREDITS**

A Credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

SDS can grant you Credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it along with your enrolment form. You can also apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you do not provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there may be less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

## **5. RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

SDS has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to participants wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 14 days into your course.

If you think RPL is a suitable option for you, the first step is to contact our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed and you will then be contacted by our client service coordinator to progress the RPL process.

From here, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the nature of the unit, observation of your work skills in your workplace.

Fees are applicable for RPL and you will be provided with a customised quote based on your eligibility and our rates detailed below:

### Recognition of Prior Learning (RPL)

- Application fee \$300
- Cost of assessment – per unit \$150
- Other units (gap training) – per unit \$180

Where whole course is completed via RPL

Cert II Fire Protection	\$ 1,950.00
Cert III Mine Emergency	\$ 2,400.00
Cert IV Health Care	\$ 2,400.00
Diploma of Paramedicine	\$ 2,550.00

## **6. COURSE LOCATIONS**

Classes will be delivered at our custom built Centre of Excellence training facility in Balcatta.

Address: 143 Balcatta Road, Balcatta, WA

Phone: 1300 955 097

The venue offers a comfortable learning environment as well as the necessary equipment to ensure high quality training; such as: dedicated training rooms equipped with participant desks, chairs, heating, cooling, ventilation, projector screens and white boards.

Other onsite facilities include male, female and disability toilets, participant kitchen and an area for participants to relax during lunch breaks. Free car parking is also available for participants.

## **7. COURSE INDUCTION**

Your course confirmation letter provides you with specific details about your course and important health & safety issues such as guidance to suitable clothing. On the day your course commences, your induction will provide you with specific details about your course requirements and additional health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a participant.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed as stated in the section below.

## **8. PARTICIPANT CODE OF CONDUCT**

### **1. Participants' rights**

All participants have the right to:

- Be treated fairly and with respect by all participants and SDS personnel.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information SDS holds about them.
- Make appeals about procedural and assessment decisions.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to SDS on the client services, training, assessment and support services they receive.



## 2. Participants' responsibilities

All participants, throughout their training and involvement with SDS, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by SDS personnel.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.+
- Provide relevant and accurate information to SDS in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify SDS if any difficulties arise as part of their involvement in the program.
- Be punctual and professional at all times while on participant work placement, including making arrangements in advance for appropriate placement hours and sticking to any arrangements made.
- Notify SDS if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

## 9. COURSE EXPECTATIONS AND REQUIREMENTS

### 9.1. *Classes*

Classes at SDS (Centre of Excellence, Balcatta) generally start at 07:00 and finish at 17:00. This will include a 15 minute morning tea break, half an hour lunch break and a 15 minute afternoon tea break. The classes are compulsory and participant attendance is vital to ensure they are taking part in all classroom discussions and activities.

### 9.2. *Home work*

For any full qualification course, participants will be required to dedicate 10 hours per week to home study where they will need to complete their own research, read through the relevant chapters of their textbook and work on necessary assessments for the cluster.

### 9.3. *Attendance requirements*

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your training coordinator at least 30 minutes prior to class if you are unable to attend for any reason.

## 10. ASSESSMENT ARRANGEMENTS

The training and assessment offered by SDS focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, for example, classroom based training.

At the beginning of each unit or cluster, your assessor will go through the arrangements for your assessment.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

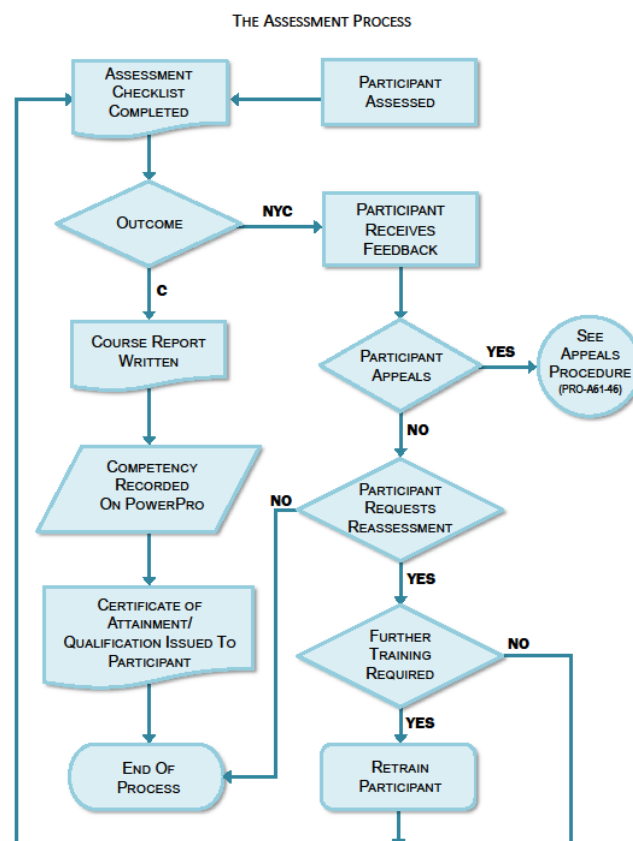
Your assessor will go through all of the arrangements with you and you can ask them any questions you may have.

### 10.1. Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task.



### 10.2. *Submission, feedback and re-assessment*

Participants must submit each task within timelines specified.

Written and theoretical tasks will be assessed within 30 days of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module can only be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.

Participants will receive detailed feedback for each task either in written or verbal form from their assessor.

Participants have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the participant will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.

Where a participant exhausts their attempts at re-assessment, the participant will be withdrawn from all relevant units of competency and notified in writing.

Participants may apply to re-enrol in the unit or cluster either immediately or at a later date as they see fit. Re-enrolment is charged at \$200 per unit (for training and assessment). Re-assessment (where training is not required) is charged at \$100 per unit.

Participant can only re-enrol once into each unit of competency per calendar year.

### 10.3. *Assessment appeals*

Participants have the right to make an appeal against an assessment decision by following the Complaints and Appeals Policy and Procedure, which is provided to all participants in the Participant Handbook.

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

### 10.4. *Reasonable adjustment in assessment*

Some participants may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

#### 10.5. *Reasonable adjustment can involve:*

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## 11. PARTICIPANT PLAGIARISM, CHEATING AND COLLUSION

SDS has a no tolerance policy for plagiarism, cheating and collusion. Participants are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## 12. COURSE EXTENSION

SDS recognises that on occasion, participants may require additional time to complete their study and related assessments. This could occur for a variety of circumstances. In order to meet the varying needs of participants, a range of extension options are available. These options may vary depending on the particular course of study and the participant's circumstances.

The purpose of this policy is to provide fair and reasonable guidelines for granting extensions of study and assessment to participants undertaking nationally accredited vocational educating and training (VET) courses with SDS.

The policy applies to all SDS participants, and personnel involved in the provision of education and training products and services for learners and clients.

### 12.1. Notification requirements

Participants must apply for extension in writing by emailing [reception@sdsaus.com.au](mailto:reception@sdsaus.com.au)

Prior to contacting SDS, participants should:

- Refer to their course outline to familiarise themselves with enrolment timeframe and assessment requirements.
- Familiarise themselves with the Extension Schedule and the Extension Type details in this procedure.

### 12.2. Awarding an extension

- Only one Extension type can be applied at any time.
- When an Extension type is applied, the extension time period will always commence from the most recent end date of the relevant course.
- Participants are notified in writing once an extension has been applied.
- For formal Extension requests, the extension fee is required to be paid prior to the extension being applied.

### 12.3. Extension schedule

Program type	Time allowed	Extension period	Cost
Cert II	6 months	4 weeks	\$150.00
Cert III	1 year	8 weeks	\$250.00
Cert IV	1 year	8 weeks	\$250.00
Diploma	1 year	8 weeks	\$250.00

#### 12.4. *Extension type*

##### 1. Assignment resubmission or exam resit period

If a participant reaches the end of their initial enrolment period and has been deemed not yet competent in one or more assessment tasks, then an additional 4 weeks is granted provided all assessment tasks were attempted during the initial enrolment period. This is referred to as the assignment resubmission and/or exam resit period.

This additional 4 week time period starts from the end of the initial enrolment period.

Participants are not required to contact SDS for this additional timeframe to be applied.

If one or more assessment tasks were not attempted within the initial enrolment period, the participant is not eligible for an additional 4 weeks at no charge. A formal extension must be requested and purchased.

##### 2. Formal extension

A formal extension is available to be purchased if additional time beyond the initial enrolment period is required. Participants can choose to pay for either a 4 week or an 8 week extension.

The maximum extension allowed per qualification enrolment is 8 weeks.

A request for a formal extension must be made no later than 1 week before the initial completion period or the assignment resubmission or exam resit period. If the request is received after 1 week, an additional re-enrolment fee of \$50.00 will apply.

##### 3. Informal extension

An informal extension is characterised by the participant seeking the minimum extension time period of 1 week, at no additional cost. Only one informal extension per qualification enrolment is allowed.

An informal extension is allowable at any time and must be applied prior to the end date of the following:

- Initial enrolment period
- Assignment resubmission/ exam resit period
- Formal extension period

### **13. SUPPORT SERVICES**

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills.

SDS provides the following additional support, as relevant for participants where a need has been identified:

- Additional one-on-one support from the facilitator/assessor.
- Linking with additional resources in the community.

## **14. EXTERNAL SUPPORT SERVICES**

For participants requiring additional support with their studies, work or life, SDS provides the following referrals to community organisations that may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### *Reading and Writing Hotline*

Telephone: 1300 655 506      Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### *Centrelink*

Telephone: 131021      Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

### *Australian Apprenticeship Centres (AAC)*

Telephone: 1800 639 629      Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

### *Lifeline*

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### *Fair Work Australia*

Telephone: 1300 799 675      Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

## **15. YOUR FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from participants and employers to contribute to our continuous improvement processes so we are always striving to do better.

You will be asked to complete surveys at the end of your course.

All participants will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your facilitator/assessor.

We also welcome feedback from you at any time by email and phone.

## **16. ACCESS TO YOUR RECORDS**

You may access or obtain a copy of the records that SDS holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the training coordinator.

Access to records may be provided by:

- Making copies of the records held in a file.
- Providing a time for you to review your file.

### *16.1. Amendment to records*

If a participant considers the information that SDS holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a participant requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

## **17. NOTIFYING YOU IF THINGS CHANGE**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Depending on the type of change, we may send a letter to your home address or send you an email. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by contacting the training coordinator via email.

## **18. LEGISLATION AND YOU**

As a participant, you have both rights and responsibilities under applicable legislation.

### *18.1. Workplace Health and Safety*

Under the Workplace Health and Safety Act 2011, SDS must provide a safe environment for SDS personnel and participants, as well as providing information to SDS personnel and participants in relation to health and safety and welfare. SDS has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a participant you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your facilitator/assessor.
- Seek assistance from a member of SDS personnel if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with SDS emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.

- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Smoking on the premises is only allowed within designated areas and within designated break times. Drinking alcohol is not permitted anywhere on the SDS premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

#### 18.2. *Harassment, victimisation or bullying*

SDS is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. SDS will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by SDS personnel or participant. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by SDS personnel or fellow participant, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per SDS Complaints and Appeals procedure and detailed in this Handbook.

#### 18.3. *Equal opportunity*

The principles and practices adopted by SDS aim to ensure, that current and prospective participants, clients and other stakeholders are treated fairly and equitably in their dealings with SDS.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SDS provides equity in access to the level of training and support required by each participant. All participants are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All participants are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

#### 18.4. *National VET Regulator Act 2011*

As a participant in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.



## 19. PRIVACY POLICY

### 19.1. Purpose

This policy ensures that SDS meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals.

This policy and procedure contributes to compliance with Clause 8.5 of the Standards.

### 19.2. Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- Whether the information or opinion is true or not; and
- Whether the information or opinion is recorded in a material form or not.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at [www.asqa.gov.au](http://www.asqa.gov.au)

### 19.3. Policy

#### 1. Privacy Principles

Personal information is collected from individuals in order that SDS can carry out its business functions. SDS only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, SDS complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means SDS ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about SDS if you consider that your personal information has been mishandled.

#### 2. Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- Personal details
- Contact details
- Employment information where relevant
- Academic history
- Statistical information about your prior education, schooling, reasons for enrolling,

- Training, participation and assessment information
- Fee and payment information

SDS does not keep the credit card details of any participants.

### 3. Storage and use of information

SDS will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored electronically in a secure environment to which only authorised SDS personnel have access.

The personal information held by individuals will only be used to enable efficient participant administration, provide information about training opportunities, and to maintain accurate and detailed participant records of course participation, progress and outcomes.

SDS may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

### 4. Disclosure of information

The personal information about participants enrolled in a Course with SDS may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

SDS will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- SDS believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

### 5. Access to records

Individuals have the right to access or obtain a copy of the information that SDS holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting the client service training coordinator by email. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that SDS holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## **20. FEES, CHARGES AND REFUNDS POLICY**

### *20.1. Purpose*

The purpose of this policy and procedure is to outline SDS's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by SDS.

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

### *20.2. Definitions*

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

### *Policy*

#### **1. Protection of fees paid in advance**

SDS protects the fees that are paid in advance by participants.

SDS does not require a participant to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

#### **2. Fees and refund information**

Prospective and current participants are advised of the fees associated with a course on the relevant Course Outline and on the Participant Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information including fees that must be paid and payment terms.
- Deposits and refund information and conditions relating to these.
- The learner's rights as a consumer including any cooling off period (if applicable).

Refund information is outlined on the Participant Agreement and in the Participant Handbook.

#### **3. Inclusions in course fees**

Unless otherwise specified, course fees include all the training and assessment required for participants to achieve the qualification or course in which they are enrolling.

No GST applies to nationally recognised training.

Course fees include one copy of the required manual and learning materials for each participant. Any optional manuals and materials that may be recommended but not required for a course are not included in course fees and will be an additional cost should the participant wish to purchase such materials. If manuals are lost and need to be replaced, the participant will be required to cover the cost of the replacement materials. Replacement manuals cost \$100 each.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$60 per request.

Re-enrolment is charged at \$200 per unit (for training and assessment). Re-assessment (where training is not required) is charged at \$100 per unit. An additional fee of \$100 is also charged where additional workplace visits are required.

#### 4. Credit and Recognition of Prior Learning (RPL)

There are no costs for applying for or achieving a Credit outcome against units of competency. Course fees may be reduced where participant requires less training services to achieve the remaining units of competency due to achieving credit for one or more units.

Recognition of Prior Learning applications incurs a \$300 application fee. Participants will be provided with a quote based on units to be assessed via RPL, at a cost of \$150 per unit. Where gap training needs are identified to complete the qualification, course fees will be charged on a pro-rata per unit basis (\$180 per unit completed via training and assessment).

#### 5. Late payments

Participants who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. SDS reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Participants with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

#### 6. Refunds

All course fees include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where SDS is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, participants will receive a full refund of their deposit.

Participants, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to SDS in writing, outlining the details and reason for their request.

Eligibility for a refund will be assessed based on the services provided to the participant and the costs incurred by SDS in order to provide those services to the participant.

The outcome of the refund assessment will be provided in writing to the participant's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

## 21. COURSE FEES <sup>1</sup>

COURSE	FACE-TO-FACE DURATION	TIME TO COMPLETE COURSE	PRICE
<u><b>Certificate II in Fire Protection Inspection and Testing</b></u> CPP20511 Certificate II in Fire Protection Inspection and Testing (Formally Asset Maintenance)	3 days	6 months	\$1875
<u><b>Test and tag first response fire equipment</b></u> CPPFES2010A Inspect and test fire hose reels CPPFES2020A Conduct routine inspection & testing of fire extinguishers & fire blankets	1 day	1 day	\$695
<u><b>Fire Warden</b></u> PUAWER005B Operate as part of an emergency control organisation	4 hours (afternoon)	4 hours	\$155
<u><b>Combined First attack firefighting (Fire Extinguisher) and Fire Warden</b></u> CPPFES2005A Demonstrate first attack firefighting equipment PUAWER005B Operate as part of an emergency control organisation	1 day	1 day	\$275
<u><b>Certificate IV in Health Care</b></u> HLT41115 Certificate IV in Health Care	5 days	1 year	\$3000
<u><b>Certificate IV in Health Care Refresher</b></u> Pre-req Cert IV in Health Care Certificate of completion Issued	2 days	2 days	\$800
<u><b>Diploma of Paramedical Science</b></u> HLT51015 Diploma of Paramedical Science	12 days	1 year	\$7800

## 22. ADDITIONAL FEES AND CHARGES<sup>1</sup>

These fees are charged only if required.

- Re-enrolment for training and assessment – per unit \$200
- Re-assessment (where training is not required) \$100
- Re-issuing of testamur and statements of results \$60

All course fees include the cost for issuing one copy of the course certificate (statement of attainment or qualification) and record of results.

- Replacement manual (e.g. if lost or stolen) \$100 per book

<sup>1</sup> (fees subject to change, correct as of August 2018)

## **23. COMPLAINTS AND APPEALS POLICY**

### *23.1. Purpose*

The purpose of this policy and procedure is to outline SDS's approach to managing dissatisfaction, formal complaints and appeals of participants, clients, personnel and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

### *23.2. Definitions*

Appeal means a request for a decision made by SDS to be reviewed

Complaint means a person's formal expression of dissatisfaction with any product or service provided by SDS.

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as participant counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

### *23.3. Policy*

1. SDS responds to all allegations involving the conduct of:
  - The RTO, its facilitators and assessors and other personnel.
  - Any third party providing Services on behalf of SDS.
  - Any participant or client of SDS.
2. Complaints may be made in relation to any of SDS's services and activities such as:
  - The application and enrolment process
  - Marketing information
  - The quality of training and assessment provided
  - Training and assessment matters, including participant progress, participant support and assessment requirements
  - The way someone has been treated
  - The actions of another participant
3. Appeals should be made to request that a decision made by SDS is reviewed. Decisions may have been about:
  - Course admissions
  - Refund assessments
  - Response to a complaint
  - Assessment outcomes / results
  - Other general decisions made by SDS
4. SDS is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, SDS ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.

- Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
5. SDS will inform all persons or parties involved in any allegations made of the nature of the complaint or appeal as well as providing them with an opportunity to present their side of the matter.
  6. SDS will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.
  7. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
  8. SDS will keep all records in relation to complaints and appeals and their outcomes according to the Privacy Policy and Procedures.
  9. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
  10. Complaints and appeals should be made in writing using the Complaints and Appeals Form and emailed to the client services training coordinator.

When making a complaint or appeal, provide as much information as possible to enable SDS to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
  - Your complaint or appeal will be acknowledged in writing.
11. The CEO of SDS will be involved in resolving complaints and appeals as outlined in the procedures.
  12. Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
  13. Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
  14. Where a participant chooses to access this policy and procedure, SDS will maintain the participant's enrolment while the complaints/appeals handling process is ongoing.
  15. Complaints can also be made via the following avenues:

*National Complaints Hotline*

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to

the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

#### *Australian Skills Quality Authority (ASQA)*

Complainants may also complain to SDS's RTO's registering body: Australian Skills Quality Authority (ASQA). However, ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.

- Please refer to the following webpage prior to contacting ASQA:  
<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-participants/make-a-complaint---domestic-participants1.html>
- To make a complaint to ASQA please refer to information here:  
<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-participants/submit-a-complaint-to-asqa.html>
- To complain you can call ASQA's info line on 1300 701 80.

## **24. AQF CERTIFICATION POLICY (ISSUING OF YOUR QUALIFICATION)**

### *24.1. Purpose*

The purpose of this policy and procedure is to outline SDS's approach to ensuring it only issues qualifications, statements of attainment and records of results to participants who have completed all requirements of the program they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after participants have fully demonstrated competence against the required units or modules.

This complies with many of the components of Standard 3 of the Standards.

### *24.2. Definitions*

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at [http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF\\_Issuance\\_Jan2013.pdf](http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Issuance_Jan2013.pdf)

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

Certification document means a Testamur, Statement of Attainment or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a participant is enrolled with the RTO.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Participants who complete part of the requirements of an AQF qualification are entitled to receive a record of results.



Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.

Participant Identifier means a unique number assigned to an individual by the Registrar, in accordance with the Participant Identifiers Act 2014.

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.

### 24.3. Policy

1. In accordance with the Standards, SDS issues AQF certification documentation to participants who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.
2. All AQF certification documents issued by SDS will meet the requirements of Schedule 5 of the Standards as well as the requirements of the AQF Qualifications Issuance Policy.
3. Certification documents will be issued within 30 days of the participant being assessed as meeting the requirements of the Course, providing that all fees the participant owes for the Course have been paid.
4. To prevent fraudulent reproductions of its certification documents SDS:
  - Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in its participant management system, VetTrak. This register also contains award numbers which can be used to verify the document.
  - Retains records of AQF certification documentation issued for a period of 30 years, on its participant management system, VetTrak.
  - Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.
  - Will not issue AQF certification documentation to an individual without being in receipt of a verified Participant Identifier for that individual, unless an exemption applies under the Participant Identifiers Act 2014.
  - Publishes this policy in its participant handbook and on its website.
5. Participant identifiers will not be included on a Statement of Attainment or a Testamur.
6. Current and past participants can request a copy of their certification documents at any time. There is an additional cost of \$60 per document for re-issuance.

## 25. PARTICIPANT FORMS

These forms are not attached to this handbook; however you can request any of these forms from our office as needed.

### *Marketing Permissions Form*

- If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.

### *Complaints and Appeals Form*

- If you wish to complain about our training services, or appeal an assessment decision made

### *Enrolment Form*

- If you wish to apply to study with us

### *RPL Application Form & Candidate Kit*

- If you wish to apply for Recognition of Prior Learning.

### *Suggestion for Improvement Form*

- If you would like to supply us with a suggestion to improve our services

### *Workplace Hazard Report*

- To notify us of a hazard in a workplace (where your training is taking place)

It is a great pleasure in welcoming you in your learning pathway to successfully complete and obtain a new qualification and skill set. We believe this will be extremely rewarding and exciting experience for you.

Safety Direct Solutions provide comprehensive training to ensure you are trained to the highest level and to provide you with the confidence and skills you need to start or enhance your career.

We ensure we will assist you in every way possibly to help you achieve your goals.

