



Initial Response & Safety Student Handbook



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STUDENT HANDBOOK

1 Information

At all times Initial Response & Safety is committed to our core values:

Integrity – we commit to responsible and ethical behaviours.

Respect – we commit to industry and each other

Safety – we commit to safety in industry, their safety, our safety and the safety of those around us.

Why you should use Initial Response & Safety!

WE guarantee to provide you with Nationally Accredited Training that is designed specifically around your activities and workplace.

We guarantee you and or your team will be trained to perform required tasks competently and safely.

How can we do this? Initial Response & Safety believe that workplace training has to be more realistic than it currently is or has been. To achieve our guarantees we operate using the following principles.

Flexibility

We develop a course that suits your workplace.

Initial Response & Safety recognises the need for flexibility in training due to task activities and different skills focus between similar workplaces. For this reason your training is exclusive to your needs.

We train your staff in the skills they require and the workplace management of those skills. This enables your staff to use the safest method of completing their tasks under changing conditions.

Experience

Our training staff do what they train in.

Many training organisations have what we call “Text Book Trainers”. This type of trainer acquires all their knowledge from reading publications and has not experienced the practical side.

Our training staff have extensive experience across a vast range of industry. All Initial Response & Safety Instructors regularly perform hands on work in the competencies in which they train and instruct others.

This exposes our instructors to the on-going issues associated with applying the class room knowledge in the workplace.

Integrity

We do what we say we will do.

We will train and assist your team to *safely* perform their tasks complying with all site and regulatory requirements. Our trainers are of the highest standard and operate professionally at all times.

Our training is realistic, if it could happen on your site; it will be included in the training.

If after reading our handbook you have further questions concerning training,, please do not hesitate to contact us at 1300 922 026 and we will arrange a time for a personal interview with a member of our training staff.

We look forward to the opportunity of working with you and assisting you in the development of your career path with training and expert support. Our desire is that your experiences at our training course will be constructive, positive and valuable, and our programs and policies are developed with this aim in mind.

2 Our Mission

To encourage organisations, communities and individuals to realise the inherent value of people through education, training and the provision of best practice, industry relevant programs and systems.

3 Our Vision

To be recognised as expert providers of health, safety consultancy and training services to industry.

4 Code of Practice

Initial Response & Safety is committed to integrating Access and Equity principles within all our services that we provide to our students. All staff recognises the rights of students and provides information, advice and support that are consistent with our Core Business Values and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age, our students have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while studying with us.

If, at any time any student feels that we are not abiding by our Code of Practice then they are encouraged to report their complaints to the supervisor/trainer or equity officer, or complete our complaints form.

5 Information, Advice & Support Services

5.1. Student Enrolment Procedures

All of our courses require students to have enrolled prior for course resourcing purposes. To ensure optimum learning environments and financially viable courses we set maximum and minimum course numbers.

For short courses, expressions of interest are received via a phone conversation with the student. Our standard procedure is to provide course details, cost and location verbally with payment made at the course.

For longer courses, enrolment and course detail forms are forwarded to prospective students by mail, fax, or email. Upon receipt of a completed enrolment form, information from the student is recorded in our company training records and enrolment confirmation along with training times, venue and the trainers name is sent to the student. A record of students who enroll but do not complete the course is also kept.

We conduct induction and orientation sessions for both staff and students. Pre-enrolment information sessions are also conducted as required before the commencement of new courses. Student selection is derived from the outcomes of our learning & assessment strategies.

5.2. Course Information (including content & vocational outcomes)

Course brochures and flyers have been developed for our accredited and non-accredited courses. These are available on request from our office staff and can also be found on our web site.

5.3. Fees & Charges (including refund policy & exemptions where applicable)

The aim of Initial Response & Safety is to offer industry best training at competitive and affordable course fees. Regular course fee reviews are conducted and adjustments made where necessary to maintain competitiveness and remain in line with CPI adjustments. Full course payment is required on purchase orders provided before the commencement of training when courses exceed one day's duration and / or the course size is restricted to a set number of participants.

Method of payment is by cash, cheque/bank cheque, direct deposit or company invoice and is paid direct to Initial Response & Safety. Receipts showing student name and/or name of payer, amount paid (written, and in numerals), date of payment, and administrative staff's signature will be issued for all cash payments. Payment by other methods, and cash payments, will be recorded in the company's accounting software package.

Course fees and charges are clearly documented in our course marketing materials. This information can also be obtained by contacting our office.

5.4. Provision for Language, Literacy & Numeracy Assessment

We will endeavor to enhance effective participation by all adults in vocational education and training, through increasing access to quality English language, literacy and numeracy programs and services.

We will provide opportunities to identify different language, literacy and numeracy needs. People with language, literacy and numeracy difficulties will be given assistance to access organisations that can provide appropriate programs. We will make provisions for language, literacy and numeracy assessment when needed.

We also monitor the needs of our student's language, literacy and numeracy skills through our induction process, application & enrolment forms, and interviews if required.

5.5. Student Support

Initially our students will be receiving face-to-face training and therefore very little external support is required. However, the support we offer includes:

- RPL assessment;
- options in learning;
- guidance via our Equity Officer;
- one on one tutoring;
- pre-course interviews;
- training needs analysis; and
- information on our web site and our Training Partner web sites.

In the near future we will be investigating alternative forms of delivery, e.g. distance education and will be able to provide this service to approved clients on request.

5.6. Flexible Learning and Assessment Procedures

Flexible learning and assessment procedures are documented within our assessment program and form part of our learning and assessment strategies. These procedures include both off and on site, hands on learning and assessment strategies.

5.7. Access and Equity

Historically there have often been barriers that prevented certain individuals within the community having access to education and training. Access and Equity implies that everyone has the opportunity to successfully gain skills, knowledge and experience

through education and training.

Initial Response & Safety continually reviews its commitment to access and equity by ensuring that training and education is:

- accessible to everyone
- inclusive
- relevant to student needs
- relevant to industry and community needs
- supportive of students with different and diverse needs

Initial Response & Safety's Access & Equity Policy is disseminated to all staff and students. Access and equity for the vocational education and training system in Queensland is based on the application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome with Queensland's vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system

Policy

Initial Response & Safety (IRS) will meet the needs of individuals through the integration of access and equity guidelines. IRS will ensure that equity principles for all people are implemented through the fair allocation of resources. IRS will increase opportunities for people to participate in the vocational education and training system.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

5.8. Commitment to State and Commonwealth Legislation

Initial Response & Safety's Policies, Programs and Procedures are all designed to satisfy the legislative and regulatory requirements of relevant State and Commonwealth legislation. We comply with:

- Anti-Discrimination Act 1991
- Copyright Act 1968 (Commonwealth)
- Disability Services Act (Qld) 2006
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act 1998 (Commonwealth)
- Racial Discrimination Act 1975
- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

5.9. Welfare and Guidance Services

We will endeavor to provide welfare and guidance to all students. This includes:

- Occupational Health and Safety;
- review of payment schedules when requested
- learning pathways and possible RPL & RCC opportunities;
- provision for special learning needs;
- provision for special cultural and religious needs; and
- provision for special dietary needs.

5.10. Work Health and Safety (face to face instruction)

All training will be conducted in an environment which ensures the WH&S of all participants. Trainees will be provided with the necessary safety information and equipment to guarantee safety.

5.11. Assessment & Issuance of Qualifications Policy

Through partnership agreements with quality Recognised Training Organisation(s), Statement of Attainments are issued to students that have met all requirements for the course they have undertaken.

In order to achieve a statement of attainment students are required to have completed all the necessary assessment and evaluation procedures as prescribed by Initial Response & Safety and partnering RTO for any particular Unit of Competency. By so doing, students can be assured that they comply with the requirements of the course and the assessment and evaluation competencies as prescribed.

The successful participants will be issued with the relevant statement of attainment within 10 to 14 days from the date of completion.

The Complaints and Appeals policies make it possible for any student to appeal a decision on any assessment provided by Initial Response & Safety. All students can be assured of a fair and equitable hearing on the matter.

A Complaints and Appeals Form must be completed and submitted before the formal process of reviewing the assessment can commence.

5.12. Assessment & Evaluation Strategies

Initial Response & Safety in conjunction with their partnered RTO, will employ a variety of assessment instruments to assess your competency. These include, but they are not limited to written assessments, presentations, papers, seminars, practical demonstration, role plays, simulation assessments, group tasks, skill tests, challenge tests, question and answer testing, multiple choice assessments, field review etc.

5.13. Recognition of Prior Learning (RPL) arrangements

The purpose of the Recognition of Prior Learning (RPL) process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

Objectives of RPL:

- To increase access to RPL by individuals
- To ensure that RPL is an integral component of the assessment of an individual's competence.
- To ensure that procedures for RPL incorporate a range of valid and reliable techniques designed to accurately assess competencies held.
- To promote 'non-traditional' (other than classrooms/workshop based) learning processes as valid pathways to competency achievement and recognised training outcomes.

Prior to enrolment or after having commenced the course, any student who considers they are able to satisfy the requirements of a particular Unit of Competency and consider they have grounds to substantiate their competency, will be given a challenge assessment to prove their level of skills are consistent with the required standards. Where competency can be substantiated, the student may be granted exemption from, or credit towards, a Unit of Competency.

Initial Response & Safety ensures that reliability and validity across applications for an RPL is maintained through its benchmarking procedures. The student has the right of appeal under the Initial Response & Safety Complaints and Appeals Policy.

5.14. Appeals and Complaints procedures

Initial Response & Safety has a fair and equitable process for resolving disputes, complaints and appeals. Should a satisfactory resolution not be reached internally, Initial

Response & Safety staff will advise students of the appropriate legal body where they might seek further assistance and advice.

Further, Initial Response & Safety will honor all guarantees outlined in the Code of Practice. We understand that should we not meet the obligations of this Code or the supporting regulatory requirements, we may have our RTO partnership agreement as a training provider withdrawn.

Policy

Any student who feels they have a genuine complaint or concern about any aspect of Initial Response & Safety, its structures, staff, courses or Units of Competency, has the right to have their concerns heard fairly and impartially.

Student Procedure

In the first instance all complaints or concerns should be discussed with the trainer(s) or personnel most closely associated with the complaint.

Should the complaint still remain unresolved seven (7) days from the discussion with the person(s) above, the student is urged to discuss the matter in a non-threatening environment with Initial Response & Safety's Training Manager. Should resolution still not be achieved, then an appropriate outside professional will be consulted.

If the complaint is in relation to assessment then students are referred to the procedures applicable for such matters under the Appeals Policy below.

Note: The decision provided does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of appropriate referral agencies and Government Departments can be obtained from the Training Manager.

5.15. Assessment Appeals

Policy Statement

Students who do not agree with the results of their assessment or evaluations have the right of appeal.

Procedure

Before lodging any appeal, the student should approach the trainer to discuss their concerns. That staff member, if requested to do so, must then review the decision clearly identifying the candidate's reason for the appeal, and clarifying why particular decisions were made regarding the assessment and how they were arrived at.

Should there still be substantive areas in dispute; the lecturer should guide the candidate in completing the Complaints and Appeals Form.

The Complaints and Appeals Form (available from the Training Manager) must be completed and lodged no later than two weeks from the date the assessment was originally received by the student. All evidence from both sides of the dispute must then be included and an independent assessor will be consulted. The Training Manager will be notified.

The independent assessor's decision will be forwarded to a panel of professionals from inside and from outside of Initial Response & Safety's training department and will include a representative from the partnered RTO. Their decision is final.

NB. This decision does not limit the complainant's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of these can be obtained from Initial Response & Safety.

5.16. Disciplinary Action

Initial Response & Safety has established a Student Code of Conduct that applies to all people that attend any of our training sessions. This is to ensure all course participants receive an equal opportunity to gain the best result from their time with us. The Student Code of Conduct requires all students to be considerate of others by showing respect for Initial Response & Safety's training and support staff, other students and the training facility they are attending. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the entire course.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to staff and other participants
- harassment by using offensive language

- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities and
- continued absence at required times

When an event occurs that Initial Response & Safety staff believe warrants the student being disciplined, the process will be as for a complaint, except that in the first instant the student and staff member will seek a meeting with the Training Manager. If the matter is not resolved the staff member will initiate the next step of the complaint procedure.

5.17. Commitment to Quality

The Quality Assurance programs embedded in our policies ensures that regular reviews of all of our procedures and policies take place. By this process we will endeavour to maintain quality systems and training courses that provide our students with every opportunity to gain a successful result. Students will be asked to complete a course evaluation form at the end of each course.

5.18 Student Feedback

You, the student, can assist Initial Response & Safety in the process of continuous improvement. We ask you to give positive or negative feedback to our staff about any aspect of your relationship with us. We would appreciate you doing this in writing. You are important to our future and we hope we are an important part of your future.

6 Privacy Policy

We will not disclose any information that we gather about our staff or students to any third party except for the RTO that is providing the certificates. We use the information collected only for the services we provide. No staff or student information is shared with another organisation. If a third party requires staff or student information we will obtain written consent from the relevant staff or student prior to release of any information. Should a staff member or student seek access to their information, we have a documented procedure requiring authorisation before this can occur.

7 Mutual Recognition Policy

Initial Response & Safety will recognise ATQF Qualifications and Statements of Attainment issued by RTO's. Students wishing to gain credits for courses are required to provide the Training Manager with certified copies of Qualifications or Statements of Attainment. Credit will only be viewed once you have enrolled.

8 Cancellation and Refund Policy

- Upon receipt of the returned and completed student enrolment form by the student or their representative the student is thereby deemed to be enrolled in the course.
- A cancellation of enrolment must be done in writing and sent to our office either via mail, fax or email.
- The cancellation takes effect from when we receive the course enrolment cancellation.
- Should a cancellation of enrolment be advised more than 10 business days (Monday to Friday) prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a full refund.
- Should a cancellation of enrolment be advised within 5–10 business days prior to the course, no refund is applicable. The full fee will be credited towards other Initial Response & Safety training and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited. Should the student wish to have the fees paid credited to another course offered by Initial Response & Safety, a non-transferable fee of 30% of the full course fee is charged to cover incurred administration costs. The remaining 70% will be credited towards other Initial Response & Safety training and must be used within 12 months or it will be forfeited.
- Should a cancellation of enrolment be advised less than 5 business days prior to the course no refund is applicable.
- When a non-attendance occurs (i.e. the course has started and no notice was given) NO REFUND or transfer is applicable and the entire cost of the course will be due and payable in full.

- Enrolment is accepted on the basis that Initial Response & Safety will not be held liable for costs incurred due to course cancellation or rescheduling. Initial Response & Safety will use all means to give as early advice as possible of any course changes.
- Cancellation policies for specific course may apply to override this general policy
- Course dates and fees are subject to change without prior notice.
- Students who have a complaint with the application of this policy may take action in accordance with the Complaints and Appeals Procedure.

Withdrawal due to illness or hardship

In the case of a paid student who withdraws from a course or program due to illness, extended hospitalisation, pregnancy/childbirth or extreme hardship, Initial Response & Safety will, at its discretion, may allow a refund of the fees. The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
- The person will forfeit a \$50 administration fee and 30% of the course fee plus any materials, consumables and any catering expenses charged by venue.
- Withdrawal must take place prior to the expiration of the course.

Withdrawal due to other circumstances

Initial Response & Safety will not give a refund for the following reasons:

- Change in students work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course/module

Students Receiving Government Assistance

Initial Response & Safety will issue a refund if a paid student receives Youth Allowance/Austudy/ Abstudy to cover the cost of the course and the course costs are met by a government agency.

Recognition of Prior Learning / Recognition of Course Credits

Initial Response & Safety may give a refund if an RPL/RCC review indicates that a paid student does not have to complete some or the entire course. Initial Response & Safety may offer a partial refund, less a \$50 administration fee, in such instances depending upon a review of the costs associated with conducting a RPL.

9 Staffing Policy

It is the policy of Initial Response & Safety to ensure that all trainers and assessors have a proven track record and excellent reputation in their industry prior to being engaged as Trainer/Assessors. All trainers and assessors hold a minimum Certificate IV in Assessment and Workplace Training and hold the qualification for the subject being taught. In addition, many of our trainers must also undergo stringent review by various Government and Industry Bodies to be approved to teach certain topics.

We also require all staff to undertake a program of continuous professional development to ensure their skills and training techniques are of the highest standard, and their presentation to students is of the highest quality.

10 Advertising

Initial Response & Safety will follow the Training Recognition Council's Advertising Policy for the Vocational Education and Training System in Queensland. Our advertisements will be clear, accurate and not misleading. The names/titles of qualifications and or accredited courses will be advertised accurately. The registered number of the partnered RTO and or name of the partnered RTO, will be clearly advertised on all marketing and training material. The following terminology will be the only terminology to be used to acknowledge national/state recognition: Nationally Recognised Training. At no time will the words "Government Accredited" or "Government Registered" be used in advertising.

11 Replacement Cards /Certificates

Initial Response & Safety will replace a student's lost qualifications and cards without the student having to repeat the course providing sufficient required evidence can be produced by the student. To receive a replacement card, confirmation of the student having completed the course must be made from Initial Response & Safety's student database. Sufficient adequate warning must be provided of at least 7 business days for the qualification to be prepared. Fees will vary according to the type of qualification to be produced. Replacement card and certificates \$50.

12 Renewal of Qualifications

Safety induction cards must be renewed at intervals specified by Government Authorities, Controlling Organisations or Legislation. The following are the known set intervals for our courses.

- Qld. safety inductions, construction: Determined by the respective governments.
- Licenses for High Risk Work: Renewed every 5 years, required by legislation.
- Mining license and safety courses: Renewed every 5 years, required by legislation.

13 Contact Details

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