




**PUBLIC SAFETY  
TRAINING &  
RESPONSE GROUP**

# **STUDENT HANDBOOK**

 <b>PUBLIC SAFETY TRAINING &amp; RESPONSE GROUP</b>	<b>Business Manual</b>	
	<b>No: 02.04.</b>	<b>Rev: 1</b>
	<b>Student Handbook</b>	

**ABBREVIATIONS**


<b>Abbreviation</b>	<b>Meaning</b>
RTO	Registered Training Organisation

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## 1. Introduction

Public Safety Training & Response Group Pty Ltd (The Company) is a Registered Training Organisation (RTO), No.45395 delivering Nationally Accredited, specialised industry training for individuals and organisations throughout Australia.

The Company provides Nationally Recognised Training the following qualifications:

- [AVI30419- Certificate III in Aviation \(Remote Pilot\)](#)
- [AVI30519- Certificate III in Aviation \(Rescue Crew Officer\)](#)
- [AVI40119- Certificate IV in Aviation \(Air Crew Officer\)](#)
  
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency care
- HLTAID011 Provide First Aid
- HLTAID013 Provide First Aid in remote or isolated site
- HLTAID014 Provide Advanced First Aid
- HLTAID016 Manage first aid services and resources
  
- [PUAAMS001- Work in an aviation environment](#)
- [PUAAMS002- Search as a member of an air search team](#)
- [PUASAR001- Perform land based swiftwater and floodwater rescue and recovery](#)
- [PUASAR002- Undertake swiftwater and floodwater rescue and recovery](#)

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.


We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that, as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Handbook is to introduce you to the services available to you at Public Safety Training & Response Group.

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## 2. The RTO Standards

You are about to become a student in a learning process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the current RTO Standards. The current standards are the ***Standards for Registered Training Organisations (RTOs) 2015***. Adherence to these and other requirements is done by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be registered for two years, and then re-audited, if successful at audit, it will be registered for another five-year period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

## 3. Student and The Company Rights and Responsibilities


As a student in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are:

1. Both the Student and The Company have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both The Company and you, the student, have an obligation to adhere to ALL legislation applicable in Australia.
2. We have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities and that at no time will the safety and health of any person or property be risked.
3. You have a right to a safe environment; you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.
4. We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to and until you formally tell us that you are withdrawing from the program, we have an expectation that you will work on the process and meet your commitments.
5. We have a responsibility to provide you with the very best support and assistance by guiding you to the completion of the Course. We will maintain a high standard of current documentation, good service, qualified trainer/assessors who are current in their knowledge and experience in the relevant qualifications being undertaken.
6. We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.

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7. You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.
8. You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.
9. You have a right to expect that all course requirements are compliant to the principles defined in the Standards for RTOs, and that the qualification issued by us to you will be received in good standing.
10. You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.
11. We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow students and other people whom you meet and come in contact with at The Company.
12. We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect. We will be morally and socially responsible at all times. We expect the same from our students.
13. You have a right to be provided with the services for which you have paid. If you have paid for a course, you have a right to expect to be delivered in the manner it was advertised. We have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.
14. You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled students.
15. We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by The Company.
16. You have a right to complain and appeal about anything or any decision we make at The Company, be it about you or about how we conduct the business of the RTO.
17. We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
18. You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.
19. We have an obligation to clearly state all fees and charges associated with the course requirements.

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20. We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work with clear and unambiguous feedback on the results and assessment decision.
21. You have an obligation to provide feedback on our assessment and on the Client Services we have provided.
22. We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.
23. We have an obligation to clearly convey to you the policies and procedures that you must be aware of. You have an obligation to understand those policies and procedures concerning your application, any use of The Company facilities and any property or facilities used by The Company to assess your application.
24. The Company has a responsibility to its students and Partners to provide quality training and assessment services, compliant to the Standards for Registered Training Organisations, in a competent manner through the provision of quality resources and staff resulting in the issuance of AQF statement of attainment and certificates.
25. The Company guaranteeing that in the event that The Company cannot deliver a course, a full refund of all monies paid to The Company will be refunded to the purchaser.
26. The Company has a responsibility to its clients and students to keep them informed of any changes in the service delivery including trainers, our ownership, the engagement of third parties or any other aspect of the students training experience.

The above is restrictive the clients do not need to know who the trainers are unless it has been specifically promised

Students who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

#### 4. Vocational Outcomes

While the training offered by The Company will aid Students in acquiring new skills and knowledge, The Company makes no guarantees or offers any assurances on the vocational benefits that this training may bring.


The Company does not guarantee or offer any advice on what roles or positions may become available to a student through completion of this training.

#### 5. Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

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This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.qld.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

#### **Commonwealth Legislation:**


- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

#### **State Based Legislation**

- Anti-Discrimination Act 1991, and its amendments
- Workers Compensation and Rehabilitation Act 2003 and attendant regulation
- Child Protection Act 1999
- Work Health and Safety Act 2011
- Civil Liability (Good Samaritan) Amendment Bill 2007\*

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## 6. Policies and Procedures

### 35.1 CODE OF CONDUCT

Public Safety Training & Response Group's, Code\_of Conduct describes the ways in which students participate and grow within the Public Safety Training & Response Group's community.

This community\_includes all students, trainers and staff, visitors and volunteers, and industry partners who may offer our students opportunities for vocational practical placement. All students should ensure they are familiar with this Code and apply these principles during their studies at Public Safety Training & Response Group.

### 6.2 OTHER POLICIES AND PROCEDURES

The following policies and procedures underpin Public Safety Training & Response Group's operations:

- Access, Equity and Diversity Policy
- Student Integrity and Misconduct Policy
- Student Wellbeing Policy
- Bullying and Harassment Policy
- Anti-Discrimination Policy
- Disability Policy
- Student Grievance Resolution Policy
- Student Code of Conduct
- Admission and Enrolment Policy and Procedure
- Assessments Policy and Procedure
- Complaints and Appeals Process
- Critical Incident Policy
- Fees and Payments
- Marketing Policy
- Privacy Policy
- Recognition of Prior Learning
- Refund Policy and Procedure
- Workplace Health and Safety Policy


## 7. Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes The Company duty of care to provide a safe and healthy working environment for all employees and students, and the employee and students have a duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- A workplace that is safe to work in, with appropriate procedures that are aligned with current standards
- Adequate staff training including topics such as safe work procedures,

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- Properly maintained facilities and equipment,
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

## 8. Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.


We will ensure that all our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

**Bullying** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**Confidentiality** - refers to information kept in trust and divulged only to those who need to know.

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**Discrimination** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**Harassment** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**Personnel** - refers to all employees and students of The Company.


### Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

## 9. Privacy

The Company takes the privacy of our students very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014).

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

The thirteen Privacy Principles are defined below:

**Principle 1 – Open and transparent management of personal information.** The object of this principle is to ensure that The Company entities manage personal information in an open and transparent way.

**Principle 2 – Anonymity and pseudonymity.** Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with The Company in relation to a particular matter.

**Principle 3 – Collection of solicited Personal Information.** The Company must not collect personal information unless the information is reasonably necessary for the Company business purposes.

**Principle 4 – Dealing with unsolicited personal information.** If the Company receives personal information, the Company must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

**Principle 5 – Notification of the collection of personal information.** Requires the Company to notify our clients, staff and students of any additional information that we collect about them and further advise them of how we will deal with and manage this information.

**Principle 6 – Use or disclosure of personal information.** The information that The Company holds on to an individual that was collected for a particular purpose, the Company must not use or disclose the information for another purpose unless the individual has consented.

**Principle 7 – Direct marketing.** As The Company holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.


**Principle 8 – Cross Border disclosure of personal information.** Where The Company discloses personal information about an individual to an overseas recipient, THE COMPANY must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

**Principle 9 – Adoption, use or disclosure of government related identifiers.** The Company must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes issued by either the State based regulators, or the department of Innovation with regard to the Unique Student Identifier.

**Principle 10 – Quality of personal information.** The Company must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that THE COMPANY collects is accurate, up to date and complete.

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**Principle 11 – Security of personal information.** If The Company entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

**Principle 12 – Access to personal information.** As The Company holds personal information about an individuals, the Company must, on request by the individual, give the individual access to the information.

**Principle 13 – Correction of personal information.** As The Company holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; The Company must take such steps as are reasonable in the circumstances to correct that information.

## 10. Working with Children

We do NOT accept people under the age of 18 in our training and assessment programs.

We will comply with all Federal and State working with Children legislation such as the Queensland Child Protection Act 1999

A list of all relevant requirements: [Pre-employment and volunteer screening checks | Australian Institute of Family Studies](#)

## 11. Student Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our student’s privacy.

Individual hardcopy student records will be stored in a lockable secure office area.

Our electronic records are stored in our computer system which is protected by password and backed up to the cloud.

The CEO is responsible to conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain Student results for a period of not less than 30 years.

Issued qualifications will be generated in MS Word and stored in our system as PDF versions stored by the name of the student and cross referenced against identifying metrics such as date of birth or USI should these need to be reproduced.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.


All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our students to the AVETMISS standard, we will use our Axcelerate software package to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Student training records will be limited to those required by the Standards for RTOs

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such as:

- Trainers and assessors, to access and update the records of the students whom they are working with,
- Management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the standards for registered training organisations.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. Subpoena / search warrants / social service benefits / evidence act).

Or

- Students authorising releases of specific information to third parties in writing,
- The students themselves, after making application in writing. For example, students seeking a replacement copy of their certificate.

We are required to ensure that we issue our statements of attainment to a student within thirty days (30 days) where the student has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

## 12. Recognition of other Qualifications

The Company will accept and provide credit to learners for units of competency.

Students can make such an application at any time during the training programme.

Such an application may reduce the amount to training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or the Company's CEO.

Where an application is to proceed, the Student will need to provide:

Either:


- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or

An authenticated VET transcripts issued by the Registrar, such as ASQA

## 13. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency of a RPL Applicant by reviewing the acquired knowledge and skill of the applicant. This acquired skill and knowledge may have

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been acquired through formal, non-formal and informal learning to such an extent that the individual has attained skills and knowledge to meet the requirements specified in the training package or a VET accredited course.

To assist in the process of Recognition of Prior Learning, the following definitions apply (as extracted from page 95 of the Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015).

- a. Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- b. Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- c. Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Thus, students who feel that they have already attained the required skills and knowledge covered in our courses are able to make an application for Recognition of Prior Learning.

Students seeking RPL will be able to undertake the course assessments without the training component as a "Challenge Assessment", i.e. an assessment without the prior revision or training.

Students can apply for RPL at any time.

The course information flyer details the costs associated with an RPL.

Students who fail to demonstrate their skills and knowledge in the RPL process will be able to re-enter the course.

Enquires on the RPL process can be made to the Trainer or to the Company's CEO.

## 14. Credit Transfer Policy

Credit Transfer is available to all students enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.


## 15. Fees and Refund Policy

Our training and assessment programs do attract fees. These fees are paid as per the terms on the course flyer.

Please see the course flyer for details of our fee policy.

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In cases of extreme hardship, an appeal can be made to our CEO who can amend our policies.

The Company charges for replacement statement of attainments, should a replacement certificate be required, the Employer/School or the Student will be charged \$22 including GST for a replacement statement of attainment.

## 16. Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to the Company's CEO.

## 17. Unique Student Identifier

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.


As an RTO, Public Safety Training & Response Group cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit [Get your USI | Unique Student Identifier](#) for more information, and instructions on how to apply. To obtain your USI, you will need to:

1. Obtain it yourself from [www.usi.gov.au](http://www.usi.gov.au) by providing information about yourself similar in content to that on your driver's licence, or
2. Authorise a third party such as Public Safety Training & Response Group to obtain it on your behalf. To enable us to generate your USI, you will need to:
  1. Accurately complete the enrolment form, ensuring that the details you provide match your ID.
  2. Provide us with one of the following forms of unique identification:
    - Driver's Licence
    - Medicare Card
    - Australian Passport
    - Visa (with Non-Australian Passport) please note: We cannot enrol applicants on Student Visas see note below
    - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
    - Certificate of Registration by Descent
    - Citizenship Certificate

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- ImmiCard

3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.


Once your USI has been generated, you should:

- Write down your USI somewhere safe or enter it into your phone for safe keeping.
- Activate your USI account at some stage in the near future.
- If you do not activate your account, your USI still works.
- When you do activate your account, you will be required to add some security questions and choose a password.

**PLEASE NOTE:** The USI System checks for duplicate entries and will report any suspected duplicates

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## 18. Client Selection

There are pre-requisites to enrolling in our training programs.

Specific details of these pre-requisites are contained in individual course flyers.

If you have any questions, please do not hesitate to discuss the course with your trainer or the RTO Manager.

## 19. Enrolment Processing Procedure

### 18.1 Enrolment Process

The enrolment process may vary depending on the type of course you intend to study and any applicable subsidies or loans that may be available to you. During the enrolment process, information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

An application form must be submitted, together with any required identity documents. A Public Safety Training & Response Group's Admissions Officer will then step you through the enrolment process including Recognition of Prior Learning or credits that you may use towards your course and other special training needs.

Once all admission processes have been completed, you will be issued with a Letter of Offer. Enrolment is not confirmed until fees have been paid as agreed. Once the Enrolment Process is finalised, you will receive information regarding your course commencement.

### 19.2 Student Engagement Prior to Enrolment

It is vitally important that our mandatory pre course information is provided to the applicant so that they can make an informed decision about studying with the Company.

Our Mandatory Information consists of:

1. Relevant the Company Course Brochure
2. Student Handbook
3. Relevant Enrolment Agreement


These documents can be emailed, mailed, or handed to the applicant prior to enrolment. They contain vital information for the applicant.

### 19.3 Entry Requirements

- Must be 18 years if age or over
- Completed Year 12 (HSC or equivalent) or satisfactorily complete the LLN Assessment,
- IELTS 5.5 or higher

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#### 19.4 Proof of Identity

The Applicant will need to provide as Proof of Identify:

1. Provide a minimum of 100 points of identification see: [Births Deaths & Marriages](#)
2. Copies of this identification is to be taken and recorded in the student file which will be secured on the Student Management System. This is especially important for correct spelling of legal names.
3. Provide documentary evidence that they are over the age of 18 years.

A copy of this evidence is also to be retained in the student file in our Student Management System.

4. Satisfactorily complete the LLN Assessment (or be recognised as exempt as indicated below in our LLN Policy). This LLN Assessment must be completed in “Exam Conditions” in front of the Company Staff member but must be marked by a First Aid Trainer/Assessor, before the applicant can be accepted into the course.

A copy of this is also to be retained in the Applicant’s file.

5. If undertaking a “Refresher Course”, provide evidence of relevant prerequisite Course.

A copy of this is to be retained in the student file.

6. Appear to be physically able to complete the course (where requiring CPR) if applicable

## 20. LLN Policy

All applicants must have met the Company’s Language Literacy and Numeracy policy, this policy requires that all students have attained an ACSF Level 2 competency in English or equivalent.

Suitable methods of determination are

1. Completion of our LLN assessment, or
2. Demonstration of having attained
  - i. An Australian HSC qualification
  - ii. An Australian Certificate IV level qualification delivered in English or higher
  - iii. An Australian Higher Education qualification delivered in English
  - iv. A recognised English language testing result of IELTS 5.5 or higher

## 21. Language, Literacy and Numeracy (LLN) Assistance


Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a student’s needs exceed our skill we will refer the student to complete a TAFE LLN course prior to commencing the training.

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**PLEASE ALSO NOTE:** Any USI provided to use by a student will need to be verified as being accurate. To achieve this, our staff will visit the USI website [www.usi.gov.au](http://www.usi.gov.au)

If the USI is; not provided, is identified as not being correct, or “rejected” we are not permitted to issue a Statement of Attainment or a Certificate.

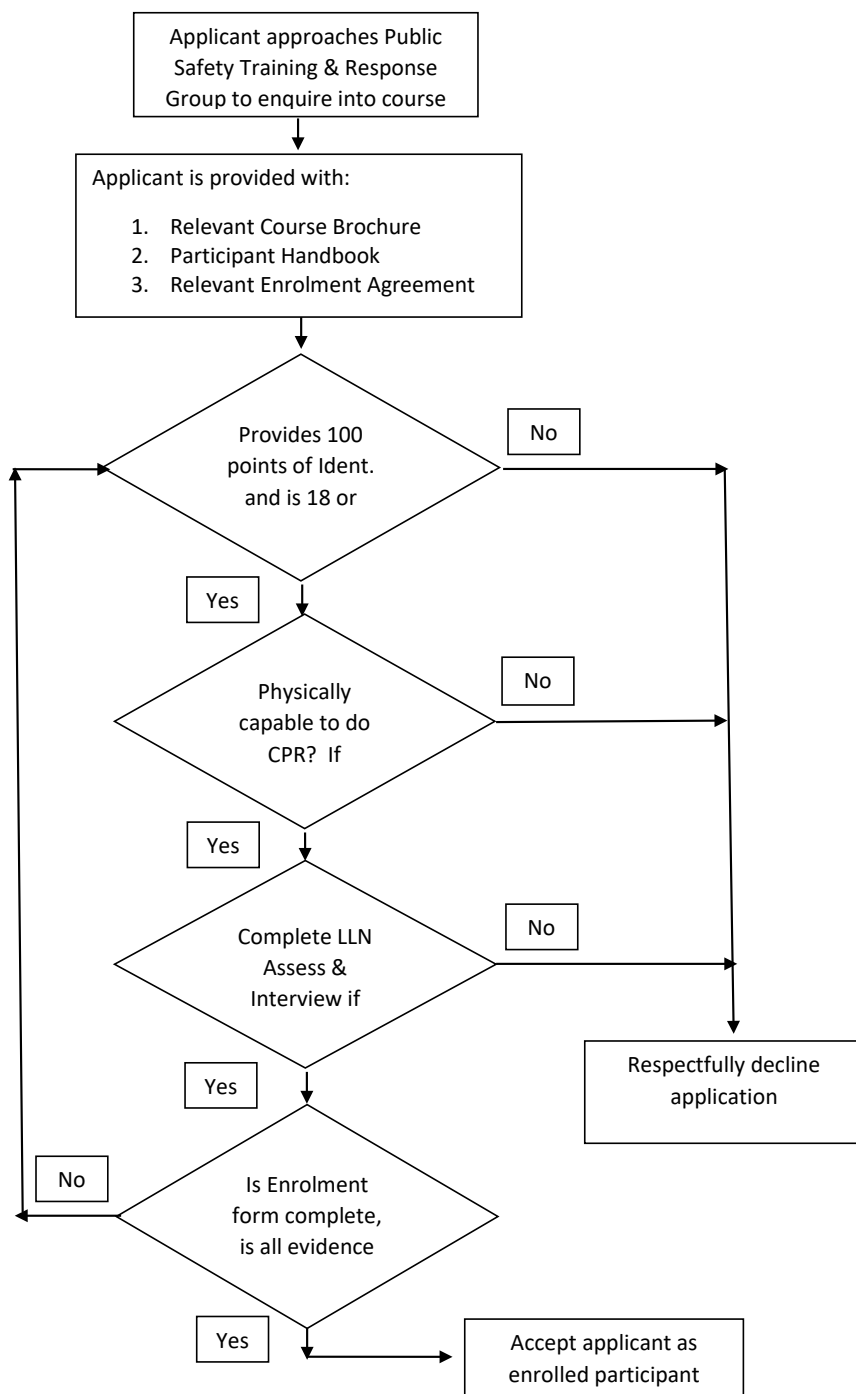
Please also be aware that any copies of student personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

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## 22. Enrolment Process Flow Chart



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## 23. Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer or another member of the Company's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the Company CEO who will assist you as best as they can and if your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

### **Interpreting Services:**

TIS 13 14 50

**Lifeline:** 131 114

### **Literacy and Numeracy Support:**

#### **National:**

Australian Council of Adult Literacy phone 03 9469 2950 email [acal@pacific.net.au](mailto:acal@pacific.net.au)

## 24. Student Support Procedure

The Company has an obligation to support our students in the completion of their courses.

This support commences before acceptance into the course.

The Company cannot accept students into our courses if they do not have the ability to satisfactorily complete the course.


Thus, the Company "screens" its applicants in an effort to identify those who appear not to be able to complete the course.

This screening is often undertaken by the Company's Administration staff, but can be undertaken by any RTO staff member, this screening involves:

- Reviewing the Enrolment application for stated learning difficulties, evidence of low LLN capabilities in English or other indicators of learning issues.
- Reviewing 100 points of ID
- A face to face interview where the applicants cognitive ability, understanding of the course and physical ability to compete the course is rudimentarily assessed
- Completion of a LLN assessment, if required by the Company's LLN Assessment Policy, which determines if the candidate is exempt from the assessment or is required to undertake it.
- Physical assessment, i.e. during the interview the student is asked if they are physically able to compete the course

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If any of the applicants appear to be unable to meet the entry requirements, then the applicants are referred to the CEO who will make further enquiries into the applicant's abilities, and potentially determine if:

- Is extra support is required, or
- There are permissible avenues of "reasonable adjustment", or
- The applicant is not suited for the course

If Extra Support or Reasonable Adjustment are determined, the nature and extent of this should be determined, discussed with the trainer/assessor, and ultimately set in place BEFORE the commencement of the class.

Examples of extra support may include:

- Additional training time in a one-on-one basis,
- Print that is provided in larger fonts,
- Print that has been converted to audio

Examples of Reasonable Adjustment may include:

- Providing a verbal assessment
- Providing additional time for assessment

If the applicant is determined to not be suitable for the course, they should be patiently and sympathetically explained the reasons they are not suitable at the moment, and the changes that may need to be undertaken before they are deemed suitable.

Thus, the intention of the screening process is to accept students into the course who are expected to be fully capable of completing the course, or, how have been assessed as needing support and that support has been identified, arranged and implemented before the course commencement.

It is however, possible that unidentified issues may arise that were not identified prior to enrolment.

Accordingly, the trainer/assessor is required to look for signs of student difficulty by:

- Monitoring the students behaviour
- Assessing comprehension
- Assessing rate of learning engagement
- Assessing commitment to the course
- Assessing participation

If any are identified, the trainer assessor is to intervene and identify the issue.


And while many reasons are possible, the trainer/assessor may decide to implement:

- Extra support
- Reasonable Adjustment

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- Reenrol the student in another course

At all times student welfare and support takes precedence on all other matters.

## 25. Flexible Delivery and Assessment Procedures

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

The Company will make any necessary adjustment to meet the needs of a variety of students, the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students or they may include having someone record the student’s spoken responses to assessment questions.

The Company undertakes to assist students achieve the required competency standards where it is within our ability.

Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or the Company’s CEO

## 26. Complaints and Appeals

The Company treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and we will deal with these in an effective and timely manner. Complaints can be made about the Company, its staff, other learners or third parties and are typically aiming to resolve all complaints within three weeks.

The Company will act upon any substantiated complaint or appeals, these will be recorded into our RTO Management System and will lead where appropriate to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the CEO.


Students should contact their trainer. The trainer should be the first point of contact for students, the aim of this first contact is to resolve the issue quickly.

If the students complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO.

If the complaint is about the CEO, then the alternative contact is the Operations Manager.

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Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the CEO and CEO.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, the Company will, with the permission of the student, seek assistance from other authorities such the Police, Legal Representative or other parties as appropriate.

Student confidentiality will be maintained at all times as is consistent with Queensland and Australian Law.

At all times the principles of Natural Justice be upheld, the complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

The Company will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the student, the trainer, the CEO and the CEO if appropriate. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the CEO.

The suitable independent person or panel will need to be agreed upon by the student and the Company, this could include another external Trainer Assessor, or it could include an independent commercial mediator such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Suite 602, Level 6

Tower B, Zenith Centre,

821-843 Pacific Hwy,

Chatswood NSW 2067

Phone: +61 2 9251 3366


Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the CEO.

Public Safety Training & Response Group is prepared to undertake escalation to independent mediation if

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the Company is not able to resolve a dispute with a student.

Once the need for Independent Mediation is agreed upon with the student, the Company will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the student.

For the process to proceed, both the student and the Company will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our students informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will ascertain the course of the of the delay and keep the student informed of these reasons through written correspondence.

Students are also able to lodge a complaint about the Company with ASQA. However please be aware that ASQA is not an advocacy institute for Students.

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <https://www.dese.gov.au/national-training-complaints-hotline>

## 27. Assessment Appeals

In rare circumstances, the student may object to decisions made by the Company, including assessment outcomes, and wish to appeal these decisions.


Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the student was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the CEO who will:

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- a. Provide written receipt of your case within one business day,
  - b. Review your case and if desired, you will be able to present your case to the CEO. The CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the student is to be kept updated as to the progress and resolution of the matter.

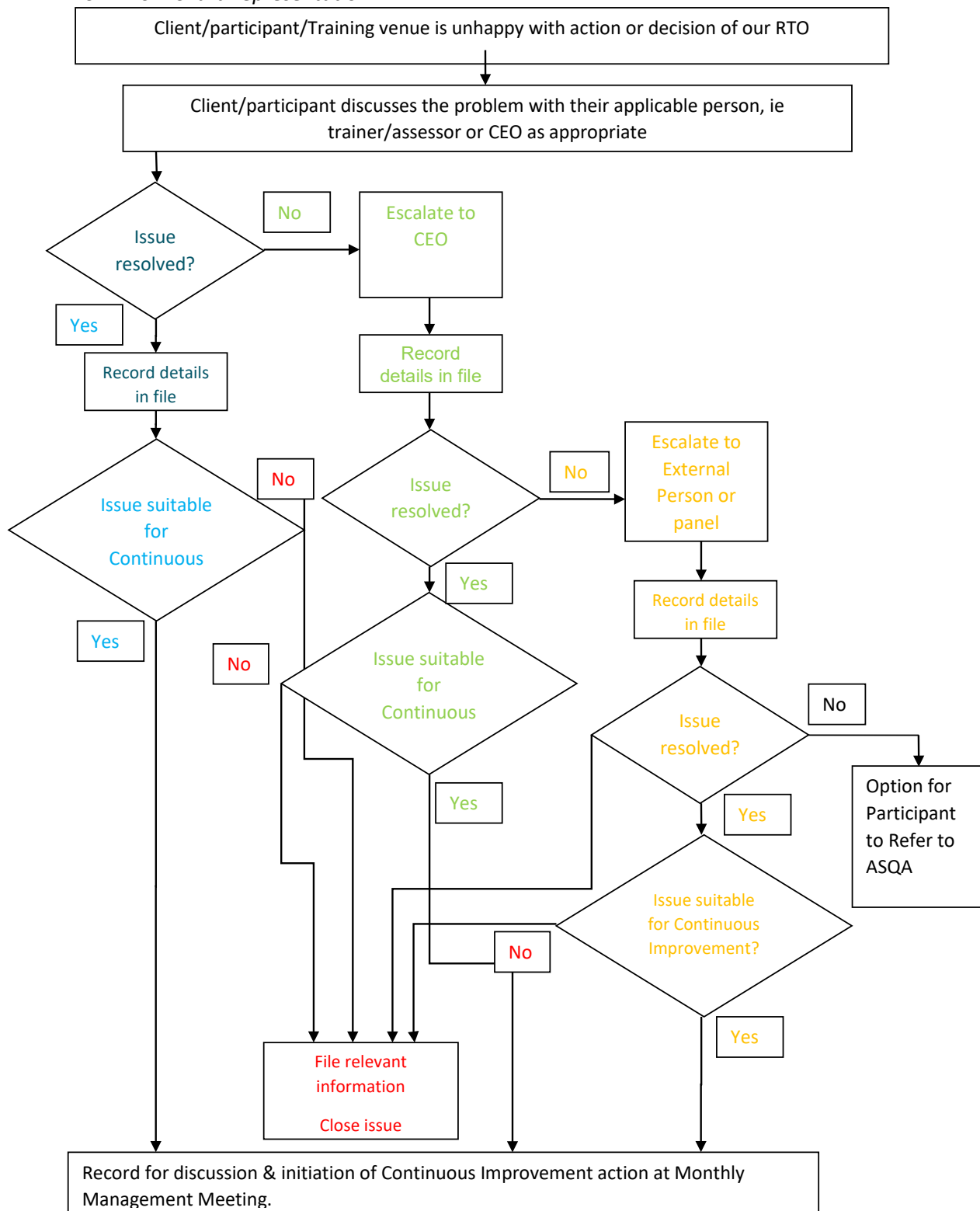
Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times will we keep our students informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the student informed of these reasons through written correspondence.

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25.1 Flow Chart Representation:



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## 28. Discipline

The Company attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of an applicant the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the training venue, without refund or acceptance into another course, or
- Immediately cancel the course.

The Company has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

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

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary Standards will be discussed with the trainer and The Company CEO and the appropriate action will be taken.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

## 29. TRAINING AND ASSESSMENT STRATEGIES


Public Safety Training & Response Group staff are appropriately qualified and have relevant industry experience to train and assess the courses delivered by Public Safety Training & Response Group.

On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT).

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### 30. FLEXIBLE LEARNING AND ASSESSMENT

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

### 31. THIRD-PARTY ARRANGEMENTS

When Public Safety Training & Response Group enters into a third-party arrangement whereby the third party provides training and assessment on behalf of Public Safety Training & Response Group, you will be informed of:

- Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the Public Safety Training & Response Group's behalf; and
- Learner's rights, including if the Public Safety Training & Response Group, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in; and

Public Safety Training & Response Group remains responsible for the quality of the training and assessment in and for the issuance of the AQF certification documentation


### 32. Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
    - Be equitable, culturally and linguistically appropriate,
    - Involve procedures in which criteria for judging performance are made clear to all

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students,

- Employ a participatory approach,
  - Provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- Careful design of the assessments,
- Validation and moderation of the assessment materials conducted in our annual review,
- An understanding of the definition and practical application of the above definitions.

### 33. Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

### 34. Assessment Methods

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.


Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

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

### 35. SUBMITTING ASSESSMENTS

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You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive 16 full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### 36. RESUBMISSIONS

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re- doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, after three resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. Talk to your trainer/assessor for more information. All of the staff at Public Safety Training & Response Group will take every reasonable effort to help you succeed in your course.

### 37. ASSESSMENT FEEDBACK

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

### 38. PLAGIARISM

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Public Safety Training & Response Group

The following are examples that constitute plagiarism:


- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

In the event that plagiarism is discovered then the offending assessment involved will be deemed as being "not yet competent" You will be instructed to resubmit a completed and compliant assessment and may be provided with formal counselling, a verbal and written warning and cancellation of your enrolment if required.

### 39. REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Public Safety Training & Response Group expects that you use the Returning to Learning guide. In this guide, referencing requirements for student work using the APA referencing style is preferred. [APA Style Referencing](#)

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## 40. ISSUING CERTIFICATES

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Public Safety Training & Response Group and other RTOs in the Standards for RTOs 2015. If for some reason Public Safety Training & Response Group ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## 41. STUDENT FEEDBACK

Public Safety Training & Response Group is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes.

This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

## 42. Student Information

### 42.1 STUDENT SUPPORT

Public Safety Training & Response Group offers academic and non-academic student support services to all students.

### 42.2 STUDENT CONDUCT

Just as Public Safety Training & Response Group has a responsibility to meet expectations of students, legislation, and regulations, so too, do the students have obligations they are expected to meet.

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Public Safety Training & Response Group views student misconduct seriously. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:


- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and well-being of others
- Intentionally damaging equipment and/or materials belonging to Public Safety training & Response Group and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused

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- Cancellation of the course without refund and/or credit
- Matter referred to the police Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals Policy and Procedure.

#### **42.3 WORKPLACE HEALTH AND SAFETY**

Workplace health and safety legislation applies to everyone at Public Safety Training & Response Group.

All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard to a Public Safety Training & Response Group staff member immediately.

#### **42.4 SMOKING, DRUGS AND ALCOHOL**

Public Safety Training & Response Group is a smoke-free environment. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Public Safety Training & Response Group premises, to use Public Safety Training & Response Group facilities or equipment, or to engage in any Public Safety Training & Response Group activity.


People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

DRESS CODE Learning at Public Safety Training & Response Group campus prepares students for employment and further education. As such students are expected to dress in a manner that is neat, clean, in offensive and safe at all times and in a manner that would be expected in the workplace.

Therefore, while representing the College on campus or in the workplace, students must wear appropriate clothing and practice good personal hygiene. In general, clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others is not acceptable.

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### 43. Acknowledgement Declaration

#### Acknowledgement Declaration

I acknowledge that I ..... have read and fully understand the contents of this Student Handbook, which outlines the conditions and my rights and responsibilities as a student of Public Safety Training & Response Group Pty. Ltd.

<b>Signature:</b>		<b>Date:</b>	
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<b>Name of Witness:</b>	
<b>Signature of Witness:</b>	
<b>Date:</b>	

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