



# Student Handbook

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Registered Training Organisation: 41466

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## Introduction

This information booklet is designed to provide you with information about the services provided by Sitetrain and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This Handbook does not provide you with specific information about any particular courses offered by Sitetrain. Course information is available in our brochures which is supplied separately.

## About Sitetrain

Proper Preparation OHS & Training Specialists Pty Ltd (trading as Sitetrain) is a Registered Training Organisation (RTO Code: 41466) providing high quality training to students in Australia. Sitetrain has qualified and dedicated Trainers and you can find out more about Sitetrain at the following websites:

[www.sitetrain.com.au](http://www.sitetrain.com.au)

[www.training.gov.au/sitetrain](http://www.training.gov.au/sitetrain)

Sitetrain is responsible (under its registration with the Australian Skills Quality Authority (ASQA)) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any Australian Qualifications Framework (AQF) certificate that may result, based on your achievement of the course requirements.

Sitetrain has effective governance and administration arrangements in place and we hold all current insurances required for our business.

Sitetrain co-operates with the VET Regulator and is legally compliant at all times.

## Our Services

Sitetrain provides training and assessment services in support of the following nationally endorsed training products:

- RII30420 Certificate III in Resource Processing
- RII30115 Certificate III in Surface Extraction Operations
- RII30315 Certificate III in Underground Metalliferous Mining
- CPCWHS1001 Prepare to work safely in the construction industry
- CPPFES2005 Demonstrate first attack firefighting equipment
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- HLTPAT005 Collect specimens for drugs of abuse testing
- MSMPER300 Issue work permits

- MSMWHS201 Conduct hazard analysis
- MSMWHS217 Gas test atmospheres
- RIIBLA201E Support shotfiring operations
- RIIBLA202F Support underground shotfiring operations
- RIIBLA401E Manage blasting operations
- RIIRIS402E Carry out the risk management process
- TLILIC0003 Licence to operate a forklift truck (NSW Only)
- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UETDRMP007 Perform rescue from a live low voltage panel

This explicitly lists training on our scope of registration. Please contact the office of you are after a unit not listed above.

## Our Mission

Sitetrain's mission is to deliver quality training assessment that meets the needs of learners and industry.

## Our Objectives

In recognition of our mission, our objectives are:

**People** – we strive to attract, recruit and retain talented, competent and committed Trainers. We promote excellence in performance through leadership and professional development.

**Safety & Equality** – we are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

**Integrity & Ethics** – we conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

**Quality** – we aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

**Learner Focused** – we thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

**Industry Engagement** – we recognise the value of industry engagement as the driving force in shaping our training and assessing strategies.

We deliver training and assessment services which are founded on industry needs and expectations.

## Finding Us

We are located at 7 Lynette Street, Forbes, NSW, 2871.

## Parking

If you are required to attend our office, please park in the driveway alongside our building or on Lynette Street.

## Our Trainers

Our Trainers and Assessors are qualified, dedicated professionals who have current industry experience and qualifications over a range of industries. Their industry experience is continually up to date by participating in professional development activities and work placements on site, therefore giving our students the best practical industry experience.

At Sitetrain, we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Sitetrain, your Trainer Assessor will always be available to assist you throughout your course. You can either attend a classroom training environment or receive job visits and phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Sitetrain Trainers are all professionally qualified and have personal industry and job role experience. Our Trainers deliver their training in a way that students will enjoy.

## Our Expectations Of You

Sitetrain expects you:

- To contribute to learning in an harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the policies and procedures of Sitetrain.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.

- To utilise facilities and Sitetrain publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and Sitetrain staff members and their rights. Summarise the privacy and confidentiality issues related to how an RTO must treat a Unique Student Identifier (USI) to privacy and confidentiality.

## Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results will be available in your USI account.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheet for USI registration etc are available to download from our website or on the USI website: [www.usi.gov.au](http://www.usi.gov.au). A copy if this fact sheet will also be included in your enrolment email confirmation. It's free and easy to enrol for a USI and will only take a few moments of your time.

Please note that if you do not provide your USI details we cannot process your course or issue any certificates or qualifications. Alternatively, we can create a USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence information. This information is to be included in your enrolment paperwork issued on Day 1 of your course.

## Your Safety

Sitetrain is committed to providing you with a safe environment in which to participate in training and assessment. Sitetrain are aware under the Work Health & Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.

- Do not undertake activities which may cause injury to yourself or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the Sitetrain staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items (eg: move furniture in a training area).
- Observe hygiene standards particularly in eating and bathroom areas and with any standing State or Federal requirements for COVID-19.

## Lifting

Students, Trainers and Assessors are encouraged not to lift anything related to the training and assessment provided by Sitetrain unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity.

Always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Electrical Equipment

- Electrical equipment that is not working should be reported to Sitetrain staff.
- Electrical work should only be performed by appropriately licenced or trained personnel. Students, Trainers and Assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire Safety

Sitetrain will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.

All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.

It is the User's responsibility to understand fire drill procedures displayed around the premises.

Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## First Aid

Provision for first aid facilities are available where training is delivered.

All accidents MUST be reported to staff.

The accident and any aid administered must be recorded by staff involved in the Injury Register.

## Work & Study Areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that bench spaces are left clean and tidy.

Do not sit or climb on any desks or tables and do not stand on chairs.

## Your Equity

Sitetrain is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Sitetrain staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and/or harassment is found to have occurred, disciplinary action will be taken against any Staff Member who breaches this policy.

Suspected criminal behaviour will be reported to Police authorities immediately.

Students should expect fair and friendly behaviour from Sitetrain Staff and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a Staff Member of Sitetrain that they feel they can trust. This will initiate a complaints handling procedure which will protect your rights as a complainant. Alternatively, if a Student wishes to report an instance of discrimination or harassment to an agency external to Sitetrain, they are advised to contact

the HREOC Complaints Info-line on 1300 369 711.

## Your Privacy

Sitetrain takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Sitetrain will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs and your education background. We will also retain records of your training activity and we are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hardcopy filing system and our computer systems. Your information is collected via the Enrolment Form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously.
- Sitetrain is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome, if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases, Sitetrain will seek the written permission of the student for such disclosure. Sitetrain will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access, otherwise this access will be denied.
- You have the right to access information that Sitetrain is retaining that relates to you. Further instructions are provided on how to

access records within the section titled "Access To Your Records".

- If you have concerns about how Sitetrain is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this Handbook. Under the Privacy Act 1998 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Fees Payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 5 days of receiving an invoice from Sitetrain. Sitetrain may discontinue training if fees are not paid as required.

For a full list of current fees and charges, please request a copy of Sitetrain's Schedule of Fees and Charges or download this from our website: [www.sitetrain.com.au](http://www.sitetrain.com.au).

## Student Cancellation

Students who cancel their enrolment part way through a training program must notify Sitetrain in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and recommencing in another scheduled training program.

## Replacement of Text & Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges, please refer to Sitetrain's Schedule of Fees and Charges.

## Refunds

This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow

the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Courses cancelled by client/student less than 10 days prior to the commencement of the course, 50% of the course cost will be incurred.

Courses cancelled by clients/student less than a week or 7 days prior to the commencement of the course will not be entitled to a refund of fees.

Students/clients who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Students/clients who do not cancel and are a no-show for training will not be entitled to a refund of fees.

To apply for a refund, please contact Sitetrain's head office on (02) 6851 5790 or 0420 540 682 r email [kylie@sitetrain.com.au](mailto:kylie@sitetrain.com.au). A Refund Form can also be found on our website; please fill it out and email to [kylie@sitetrain.com.au](mailto:kylie@sitetrain.com.au) or [damien@sitetrain.com.au](mailto:damien@sitetrain.com.au). Refunds will be processed within 10 working days of supplying the Refund Form to Sitetrain.

Students who fail to provide evidence of NSW residential address or Proof of Identification (POI) and cannot be assessed by High Risk Assessor in NSW will not be entitled to a refund of fees.

Where a Student has purchased a text or training workbooks and subsequently cancels, Sitetrain will not refund monies for the text or workbooks.

## Payment Method

Sitetrain accepts payment for fees using:

- Electronic Funds Transfer (account details are on our invoices or available upon request).
- Cheque (made payable to Sitetrain).

Payment by cash is discouraged.

## Substitution

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the training commencement date.

## Transfers

Requests for transfers to alternate programs can be arranged if Sitetrain is advised in writing more than 10 working days prior to the program

commencement date and there is availability on the newly selected program.

One transfer will be accepted without charge where Sitetrain has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

## Statutory Cooling Off Period

The Standards for Registered Training Organisations require Sitetrain to inform persons considering enrolment of their right to a statutory cooling off period (10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows consumers to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Sitetrain do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program either individually or by employer. For refund options in other circumstances, students must refer to the above Refund Policy.

## Our Guarantee To Clients

If Sitetrain cancels or ceases to provide training, Sitetrain must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the Trainer falling ill and the student at that time had completed 4 of the 10 units. The student's enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

## Changes To Terms & Conditions

Sitetrain reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's

enrolment, the student will be informed 7 days prior to the changes taking effect.

## Access To Your Records

You are entitled to have access to your records. These records include your:

- Student file.
- Learning and assessment record.
- Administrative records.
- AQF certificates including a re-issuance of a Statement of Attainment or Qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Sitetrain, you are welcome to have access anytime – just ask your Trainer and it will be organised immediately.

You can access hard copy records and reports from our Student Management System, but only relating to your personally. You can request this access using the Student Records Request Form which can be found on our website.

Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Sitetrain reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a re-issuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your original AQF Certificate you may obtain a re-issued certificate from Sitetrain. To obtain this you must complete the Student Records Request Form (available on our website) and return this to our head office to either [kylie@sitetrain.com.au](mailto:kylie@sitetrain.com.au) or [damien@sitetrain.com.au](mailto:damien@sitetrain.com.au). The cost of \$55.00 will apply for each issued AQF Certificate. These monies must be paid in advance. Re-issued AQF Certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as re-issued. AQF Certificates may only be collected in person or can be posted via Registered Post. A student may also nominate another person to collect the certificate, however, these persons must be notified to Sitetrain beforehand and the person must provide photo ID to validate their identity.

## Continuous Improvement

Sitetrain is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student.

The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Sitetrain so we can improve our services in the future.

### Learner Satisfaction Survey

At the completion of your training program, you will be emailed a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Sitetrain for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in completing this survey data is greatly appreciated.

## Assessment

At Sitetrain, assessments are conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

**Written Knowledge Assessment** – the student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple choice.



**Research Tasks** – the student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

**Work Procedures** – plant specific units, plant procedures.

Work Log Sheets will be completed for each plant specific unit. To train these units effectively, Sitetrain uses the specific site plant procedures that show, step-by-step, how a plant section is to be operated.

These procedures will be used as part of the practical instructions to students. There will be three main steps in the use of site procedures:

1. **Procedural Instruction** – the student will be shown how to perform each of the procedures that make up a plant section step-by-step. The instruction evidence will be recorded on the Work Log Sheet.
2. **Procedural Practice** – the student will practice the procedure. The student will perform the procedure steps under the guidance of the Trainer.
3. **Procedural Execution** – once the student has practiced all the required procedures within the specific plant section, the student will then be required to perform each individual procedure under observation by the Trainer and with no reference to the procedure documentation. Once each procedure has been executed by the student, the Trainer will record this on the Work Log Sheet.

**Individual Workplace Training** - individual workplace training will occur in the workplace where the student and Trainer will focus on the unit's specific learning criteria, performance and evidence requirements while implementing the learning and skills into the workplace.

**Practical Assessment** – the student will be required to demonstrate their practical skills integrated with their knowledge during practical assessment activities. The practical assessment is conducted during the observation of actual work and observation using some work simulated tasks. The assessment will focus on the unit of

competency elements along with the performance criteria for each unit.

### High Risk Work Assessment

Sitetrain engages an Independent Assessor who will undertake the assessment process all our High Risk Work Licence courses.

**Case Study Response** – the student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

**Workplace Log Book** – the student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are pre-designed for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the Assessor to observe.

**Supervisor Feedback** – the Assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face-to-face. Feedback from a supervisor is recorded into the Assessment Record.

**Workplace Observation** – the student will be observed performing specific tasks in their day-to-day work activities. The Assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activity events and is required to make arrangements to undertake these activities when the Assessor is in attendance at the workplace.

### Re-Assessment

Students who are assessed as "Not Yet Competent" are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Sitetrain to provide an opportunity for additional training and re-assessment (excluding High Risk Licence Assessments). Students who require additional training and re-assessment will be required to pay a fee for this additional training and assessment. Please refer to the current Schedule of Fees and Charges to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Sitetrain Management so the progress of the student can be monitored closely and additional support services can be applied. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

## Issuing Qualifications & Statements Of Attainment

Sitetrain will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as competent as meeting the requirements of the training product if the training program in which the student is enrolled is complete, providing all agreed fees the student owes to Sitetrain have been paid.

## Language, Literacy & Numeracy Skills

Language, literacy and numeracy skills (LLN) are critical to almost all areas of work. This is particularly true in many vocations where LLN skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Please contact the office if you need help, there are several organisations that specialise in helping adults with LLN, we are more than happy to help you make contact.

To support this approach, Sitetrain will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the details of the LLN assistance available. Sitetrain generally recommend the LLN

training courses provided by TAFE. These institutes have specialist teachers to support the student's development.

- Refer students to external LLN support services that are beyond the support available within Sitetrain and where this level of support is assessed as necessary.
- Negotiate an extension of time to complete training programs, if necessary.

## Making Complaints & Appeals

Sitetrain is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body, if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website.

Once you have completed the required form, you are requested to submit this to the Office Manager either in hard copy or electronically via the following details"

- 7 Lynette Street, Forbes, NSW, 2871
- [kylie@sitetrain.com.au](mailto:kylie@sitetrain.com.au)

If you are having any difficulty accessing the required form or submitting it to us, please contact us at (02) 6851 5790 or 0428 540 682.

### What is a Complaint?

A complaint is a negative feedback about services or staff which has not been resolved locally. A complaint may be received by Sitetrain in any form and does not need to be formally documented by the complainant in order to be acted upon. Complaints may be made by any person but are generally made by students and/or employers.

### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Sitetrain within **28 days** of the student being informed of the assessment decision or finding.

### Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as

they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint & Appeals Handling

Sitetrain applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written or verbal) although persons seeking to make a complaint are recommended to complete the Complaint Form or Request For Appeal Of A Decision Form which are available on the Sitetrain website.
- A person who makes a complaint or an appeal will be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or appeal is received by Sitetrain. This acknowledgement is intended to provide the person assurance that Sitetrain has received the complaint or appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal, however, must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints or appeals are to be kept by Sitetrain, including all details of lodgement, response and resolution. Sitetrain will maintain complaints and appeals registers to be used to record the details of the complaint or appeal and to maintain a chronological journal of events during the handling process. Records relating to complaints or appeals handling are stored securely to prevent access by unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Sitetrain is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Sitetrain will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint or appeal is to commence within **seven (7) working days** of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint or appeal, including details of the reasons of the outcome. A written response must be provided to the person within **fourteen (14) working days** of the lodgement of the complaint or appeal.
- Complaints and appeals must be resolved to a final outcome **within sixty (60) calendar days** of the complaint or appeal being initially received. Where Sitetrain's Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the CEO must inform the person making the complaint or appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Sitetrain will attempt to resolve complaints or appeals as soon as possible. A timeframe to resolve a complaint or appeal within thirty (30) calendar days is considered acceptable and in the best interest of Sitetrain and the person making the complaint or appeal. A person making a complaint or appeal should also be provided with regular updates to inform them of the progress of the handling of the complaint or appeal. Updates should be provided to the person making the complaint or appeal at a minimum of two (2) weekly intervals.
- Sitetrain shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint or appeal handling process that find in the favour of the person making the complaint or appeal shall be implemented immediately.
- Complaints or appeals are to be handled in the strictest confidence. No Sitetrain representative will disclose information to any person without the permission of Sitetrain's CEO. A decision to release information to third parties can only be made after the person making the complaint or appeal has given permission for this to occur. This permission

should be given using the Information Release Form.

- Complaints or appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed by entering the following in an internet search: Principles of Natural Justice and Procedural Fairness

## Informing Persons & Responding To Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Sitetrain to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Sitetrain as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- Put forward arguments in their favour.
- Show cause why a proposed action should not be taken.
- Deny allegations.
- Call for evidence to disprove allegations and claims.
- Explain allegations or present an innocent explanation.
- Provide mitigating circumstances (information aimed at reducing the severity or seriousness of the allegation).

Sitetrain also has an obligation to fully consider the substance of allegations and the response provided by all parties before making a decision. Decisions must be communicated to the complainant and the person/s the subject of the allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by Sitetrain.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Sitetrain to investigate the matter, then in these circumstances Sitetrain reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

## Review By An Independent Person

Sitetrain provides the opportunity for the person making a complaint or appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To request a third party review, please email Sitetrain directly, either to [kylie@sitetrain.com.au](mailto:kylie@sitetrain.com.au) or [damien@sitetrain.com.au](mailto:damien@sitetrain.com.au). In these circumstances the Sitetrain CEO will advise of an appropriate party independent of Sitetrain to review the complaint (and its subsequent handling) and provide advice to Sitetrain in regard to the recommended outcomes.

Where Sitetrain appoints or engages an appropriate independent person to review a complaint or appeal, Sitetrain will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Sitetrain may seek the person making the complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice from the independent person is to be accepted by Sitetrain as final, advised to the person making a complaint or appeal in writing and implemented without prejudice.

Where a complaint is received by Sitetrain and the CEO feels that they themselves may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third party for consideration and response as outlined above.

## Unresolved Complaints & Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Sitetrain, they have the opportunity for a body that is external to Sitetrain to review his/her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Sitetrain may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

## Recognition Of Your Existing Skills & Knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, Sitetrain provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Sitetrain's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for

recognition in that program at no additional charge.

- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

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

Forms of evidence toward recognition may include:

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

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

### What Is National Recognition?

National Recognition is the recognition of learning achieved through formal education and training. Under the Standards for RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition / credit transfer allows a

student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

## Evidence Requirements

If you are seeking national recognition, you are required to present your statement of attainment or qualification for examination to Sitetrain. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit colour copies only which are certified as a true copy of the original by a Justice of the Peace.

## National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Sitetrain scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised.

## Legislative & Regulatory Responsibilities

Sitetrain is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Sitetrain has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Sitetrain.

During your day-to-day work and when participating in training, you will need to be aware

of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the internet under (your State) Legislation and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal). The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### Work Health & Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing nationally uniform work, health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also co-operate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this Handbook that relates to privacy protection. It provides you with information about:

- The kinds of personal information that Sitetrain collects and holds personal information.
- How Sitetrain collects and holds personal information.

- The purposes for which Sitetrain collects, holds, uses and discloses personal information.
- How an individual may access personal information about the individual that is held by Sitetrain and seeks the correction of such information.
- How an individual may complain about a breach of the Australian Privacy Principles and how Sitetrain will deal with such a complaint.
- Whether Sitetrain is likely to disclose personal information to overseas recipients.

## Disability Discrimination Act 1992

### Section 5 – Disability Discrimination

- (1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## Sex Discrimination Act 1984

The objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women.
- To eliminate, so far as possible. Discrimination against persons on the grounds of sex, marital status, pregnancy or potential pregnancy on the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and to eliminate, so far as possible, discrimination involving dismissal of employees on the grounds of family responsibilities.
- To eliminate, so far as possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity.
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

## Age Discrimination Act 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the grounds of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information.
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community.
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances.
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights.
- To respond to demographic change by:
  - Removing barriers to older people participating in society, particularly in the workforce.
  - Changing negative stereotypes about older people.

## Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin.
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skills and labour. It is designed to prevent the unauthorised use by others of a work, that is the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (eg: broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is

whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for co-operative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations.
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wages orders.
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

## Standards for Registered Training Organisations (RTO's) 2015

This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which includes:

- Compliance with the VET Quality Framework.
- Satisfying Fit and Proper Person requirements.
- Satisfying the Financial Viability Risk Assessment requirements.
- Notifying National VET Regulator of important changes.
- Co-operating with National VET Regulator.
- Compliance with directions given by the National VET Regulator.

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