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Scope of Qualifications

Safetynet Management Solutions Pty Ltd is a Registered Training Organisation approved by VETAB to provide training delivery and assessment services for a range of nationally accredited courses. Our registration number is 91090 (Refer to www.ntis.gov.au).

Training Package Qualifications

- BSB30707 Certificate III in Occupational Health and Safety
- BSB41407 Certificate IV in Occupational Health and Safety
- BSB51307 Diploma of Occupational Health and Safety
- BSB60607 Advanced Diploma of Occupational Health and Safety
- BSB51407 Diploma of Project Management
- BSB40807 Certificate IV in Business (Frontline Management)
- TAA40104 Certificate IV in Training and Assessment

Accredited Courses

- 90502NSW Course in OHS Consultation

Statement of Attainment:-

- TLID107C Shift Materials Safely Using Manual Handling Methods
- THHGHS01B Follow workplace hygiene procedures

RABQSA International Courses:-

- Lead OHSM Auditor Course (AU/OH/TL)

Safetynet Management Solutions holds mutual recognition to deliver all qualifications, units of competencies and short courses within all states and territories of Australia.

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Code of Practice

Safetynet Management Solutions commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations. To this respect Safetynet Management Solutions has in place a code of practice that makes the following commitments to:

- Uphold the integrity and good reputation of the company
- Demonstrate the Safetynet Management Solutions commitment to all its clients
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

Participants Rights and Responsibilities

Participants in courses have both the rights and responsibilities to:

- Study in a course that meets both the current industry standards and accreditation requirements
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress
- Be treated fairly and respected by fellow participants and training staff
- Taught in an environment free from any form of discrimination and harassment
- Have their personal records kept private and secure, and only made available to authorised users
- Learn in a safe and supportive environment

The responsibilities of participants are as follows:

- To manage their own learning and assessment requirements
- To complete all assessments within set time periods (as applicable)
- To treat all training staff and other participants with respect and fairness
- To behave in a non-discriminatory and non harassing manner
- To follow all health and safety procedures in the learning environment
- Not to enter into the learning environment whilst under the influence of alcohol or drugs
- To advise staff of any changes to their personal details
- To advise staff if they will be withdrawing from the course

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Competence of Training Staff

Safetynet Management Solutions abides by the requirements of the Australian Quality Training Framework (AQTF) in the quality and standard of its training and assessment staff. All Safetynet Management Solutions trainers and assessors have as a minimum the following:

- Certificate IV in Training and Assessment (TAA40104).
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed.
- Have the relevant industry experience in the areas for which they will be training and assessing.

Registration, Recruitment and Selection

All courses offered by Safetynet Management Solutions will be advertised and promoted as widely as possible. These advertisements will clearly state the course name and any type of pre-requisites or selection criterion for registration.

All enquiries for registration will be given full and equitable consideration. Where there are conditions of registration or pre-requisites applied (training package requirements) to a course(s), these shall be clearly stated to the potential participants.

Participants are required to register on-line and accept terms and conditions prior to attending the first day of the course(s).

In certain situations some courses may have more participants wishing to register than there are available places. To ensure that you meet the selection criteria, state on the registration form your relevant skills, experience, interests and career plan.

The selection criterion is based on:

- Your ability to complete the course
- Previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Is the course relevant to your career plans
- Identified program prerequisites/priorities

Participants who have been accepted for a course will be notified as soon as possible about their registration.

Information supplied on the registration form will only be available to the State Department of Education and Training and the National Commission for Vocational Education and Research, Safetynet trainers/assessors and the Program Sponsor if applicable.

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

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Fees

Participants are required to pay course fees prior to the commencement of the course.

All participants will be issued with a receipt for fees paid. All fees paid in advance will be entered into the SafetyNet Management Solutions Financial Management System and marked under a section defined as fees paid in advance.

Should a participant be eligible for a refund it will be paid in accordance to the terms set out in the refund policy.

Refunds

Refund guidelines

Refunds will be made in the following circumstances:

- If SafetyNet Management Solutions cancels the course.
- If a participant advises SafetyNet Management Solutions in writing, fourteen (14) days prior to the commencement of training that they are withdrawing, then SafetyNet Management Solutions will refund the full course fee minus expenses incurred to that time.
- **General Public Courses** - If a participant withdraws, by written notice within seven (7) days, from commencement date of the course then SafetyNet Management Solutions will refund 25% of the course fee paid. If the participant has not paid all fees up to date then no refund is applicable.
- **Distance Delivery Courses** – If a participant withdraws, by written notice within one month, from commencement date of the course then SafetyNet Management Solutions will refund 25% of the course fee paid. If participants are paying by a per unit basis, no refund is applicable.
- If in SafetyNet Management Solutions opinion, the participant would be unreasonably disadvantaged if not granted a refund, for example, a participant meets with a serious misadventure and is unable to continue their enrolment, then SafetyNet Management Solutions will either organise for the participant to book onto a future course or consider a full/part refund.


A refund will not be issued for:

- Non attendance at the course
- Change of mind
- Leaving the course early or not finishing the course.

SafetyNet Management Solutions cannot accept any responsibility for any changes in personal circumstances.

Access to SafetyNet Forms and Documents

SafetyNet provides a participant intranet site for access by participants to the following documentation:-

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- Course Resources (as directed within the course unit workbooks)
- Course Forms ie. Change in Personal Details, Evaluation Forms

The Username and Password will be provided on day one of your course. It is the participant's responsibility to check the student intranet site for changes.

Mutual Recognition

Safetynet Management Solutions will recognise all AQF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia as part of its recognition of prior learning process.

Safetynet Management Solutions will grant the appropriate credit transfer for units of competency awarded under mutual recognition and readjust the participants training program as appropriate.

Access and Equity

Safetynet Management Solutions ensures that all persons seeking registration in our courses are treated fairly and equitably. Safetynet Management Solutions select people based on their skills, aptitude and relevant qualifications including life experience. So that people derive maximum benefit from our programs, we also select them based on their ability to fulfil the program entry requirements. This may include assessment and support for identifying language, literacy and numeracy difficulties.

Safetynet Management Solutions promotes a learning environment that is totally free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

Safetynet Management Solutions is committed to supporting full access to the organisation's range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

Should you require special equipment due to a physical impairment you should discuss this with one of the trainers immediately. Every effort will be made to accommodate your impairment, however, where we are unable to assist you we will endeavour to refer you to an alternative Registered Training Organisation who would be able to provide training to meet your needs.

Privacy

Safetynet Management Solutions operates in compliance with all the current commonwealth privacy legislation. All Safetynet Management Solutions staff are fully aware of the requirements of the privacy act in relation to our operation as a registered training organisation. We will at all times ensure that all required procedures are followed to ensure your rights to privacy.

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All information gathered by Safetynet Management Solutions will only be utilised for the purposes of delivery of training services and documentation compliance requirements as required by the Australian Quality Training Framework (AQTF) and government contractual requirements (where applicable).

Participant Records

All participant records are stored electronically for 30 years. Access to your records is available on written request.

Flexible Learning

Safetynet Management Solutions is committed to providing its participants where possible flexible learning processes. This means that Safetynet Management Solutions focuses on the learning rather than the teaching to provide the best possible outcome of the participants. Through this the participant will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- The scheduling of the learning sessions at a variety of time
- The provision of flexible learning and assessments for those with special needs
- Providing self-paced learning experiences such as distance education.
- A variety of assessment methods and tools
- Regular communication from the Safetynet team. **We also depend on participants keeping in touch.**

Assessments (All delivery modes)

The training you will be undertaking is competency based. The competencies and assessment for your course are clearly stated to you at the beginning of the course (as per training package requirements).

All Safetynet Management Solutions trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

All units within your course have set assessment activities which have undergone assessment and validation processes. All assessments have been designed to meet the training package requirements (validity and sufficiency of information).

After successful completion of the course you will receive a certificate or statement of attainment for the appropriate units for the course.

It is the trainer/assessor's responsibility to ensure all participants receive the full scope of information, knowledge and tests required to complete their course

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successfully. The following types of assessment methods maybe utilized by Safetynet Management Solutions during the course:

- Presentation / demonstration
- Illustrative program examples
- Specially developed example programs
- Exercises
- Project assignments
- Questioning

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice.

Participants on all delivery modes have a maximum period of 12 months to course complete, unless there are exceptional circumstances why you can not complete within the timeframes. Please contact Safetynet Management Solutions, if you feel you have extenuating circumstances.

Distance Education Assessments

At the end of each unit of competency, you will be required to submit to Safetynet Management Solutions your unit assessment task(s). This will typically usually consist of a series of written assessments and unit exercises. These assessment tasks will be marked by your assigned trainer/assessor and returned to you with result and written feedback on your current progress.

In a situation where you have been deemed 'Not Yet Competent' your trainer/assessor will further supply you with feedback and guidance on your direction in relation to reaching competency in the unit. You will have a maximum of 4 weeks to resubmit the assessment task(s) for re-assessment. We do not provide reminders or extensions on re-submits.

If you are unsatisfied with the result of either the initial assessment or re-assessment you should refer to the assessment appeals process for the steps to take.

Participants will be contacted once a month by email to provide any updates or advice. Participants will be provided with a contact number and email details of their assessor at course commencement.

Preparing Materials for Assessment (All delivery modes)

Unlike examinations and tests, which require a participant to revise and study prior to the examination everything that they can remember (hopefully if nerves don't get the better of you), assessment activities based on your workplace situation provide an

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opportunity for participants to demonstrate their depth of knowledge in a defined area – much better method of competency than exams.

Requirements for Assessment Activities

This section deals with the specification of the style and the physical production of the assessment activities. Please make sure you read the assessment criteria thoroughly, for each unit prior to starting your work. Refer to [Report Writing Guidelines Handout](#), which provides further guidance on how to present and format a report (found on the SafetyNet Intranet Site).

Assessment Formatting Guidelines

1. Word or Page Limits – Some trainers may set page or word limits. Any participant could provide all the information they consider necessary if they could have more space, but in the safety, health and environment area, it is important to communicate efficiently. Therefore, the participant has to work out what is critical, and provide succinct text in an efficient manner; and what is not critical should be left out.
2. Paper size (assessments sent by post) – The size of the paper should be A4 except for illustrative material such as drawings, maps and printouts, which can be larger.
3. Single or double sided (assessments sent by post) – Materials in essays or assignments can be presented either double sided or single sided.
4. Orientation: Pages containing text should be presented in portrait orientation. It is permissible to use landscape orientation for other material, such as tables, figures and so on.
5. Margins – the margins on each sheet should be 2.5cm for all pages in either portrait or landscape orientation.
6. Page Numbers - All pages shall be numbered consecutively. The location of the page number is a matter for personal preference, although it is preferred that page numbers be centred in the page footer.

Text Formatting

7. Presentation – the assessment activity should be typed.
8. Font style – it would be preferable, if the font could be
 - Headings Arial, Arial - size 14
 - Sub headings, Arial - size 12
 - Main body text, Arial - size 11
9. Paragraph justification – for presentation purposes, it is preferable to have text in paragraphs justified.
10. Spacing – assessment activities should be typed using 1.5 space settings.
11. Spelling and grammar – spelling errors and poor grammar will detract from the overall quality of the report. Therefore the participant should take particular care with the correct spelling in the Report. Many word processing packages have their spell check systems, and these are very useful. However, they will not correct an incorrectly used word if the miss-spelt word is an existing word already.

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12. Abbreviations – it is acceptable to use abbreviations throughout the text. Some abbreviations are well known, and do not need explanation (such as USA, NSW). However, others should be expressed in full text followed by the abbreviation in brackets the first time they are mentioned in the text, for example Environmental Protection Agency (EPA). It is no longer necessary to use full stops between letters in an abbreviation (NIOSH not N.I.O.S.H).

Preparing Assessment Activities

13. General – Participants should demonstrate that they have good written skills in their assignments through clear writing, logical flow of ideas.
14. Copied materials – Assessment activities will not be marked if the material contained within has been copied from other sources, as this merely demonstrates an ability to find original information and reproduce it uncritically. Technically, this is plagiarism.
15. Plagiarism – The unacknowledged copying of the work of other people and presentation as your own is called plagiarism. This is absolutely prohibited
16. References – The use of cited references (mainly to statutory and non statutory legislation) in assessment activities is strongly recommended, and indicates that the participant has been reading beyond the course materials.
17. Citing references (Harvard (author-date) System) – include the name of the author/s or source and the year of publication in your in-text citation and put them in parentheses before the final punctuation of the sentence:-
This is supported by recent research undertaken (Bell and Boehringer 1990)

The authors name may be part of the sentence followed by the year of publication in parenthesis.

Mathews (1991) discovered that....

19. Reference List – provide details of works cited in your assessment activity in a reference list. Present details of all publications (books, articles, on-line quotes etc) in the same list. Arrange the list alphabetically by author (or source) and place it at the end of your document. Examples of the setting out are detailed below:-

Book

Arrowsmith, P. 1992, The problems of exceptional children, Angus and Robertson, Sydney.


Journal Article

Hammond, S.B. and Cox, F. N. 1990, 'Some antecedents of educational attainments', Australian Journal of Psychology, vol. 19, no. 1, pp. 35-39

Newspaper Article

Carleton, R. 1993, 'The future of public health', Courier Mail, 18 Feb., p.15

Paper presented at a conference

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Browning, F.B 1999, Enrolment trends in mathematics and science units in Queensland secondary schools, Paper presented to the 8th Distance Learning Conference, Brisbane, 19 – 23 June.

Government Publications

Australian Electoral Commission 1993, Electoral boundaries, Report no. 82, AGPS, Canberra.

20. Appendices – Where your assessment activity includes attachments, please ensure that you number and title them within the appendices list (provided within the contents page of your report – where applicable). Appendices should be provided at the end of the report.
21. Confidentiality – Please ensure that where assessment activities make reference to specific workplace information, please disguise names and company information. Please ensure that you make your organisation aware that you will be undertaking workplace activities for your qualification that will be marked by an assessor from SafetyNet Management Solutions.
22. Photographs – where you provide photographic evidence in relation to an assessment activity, please ensure that you gain permission from the organisation or people being photographed.

Submission of Assessment Activities

Assignments should be sent to SafetyNet Management Solutions bound and with the accompanying Student Front Cover Sheet.

PLEASE ensure you go through each point on the Cover Sheet and check you have completed everything prior to submission. (Please download Assessment Cover Sheet from SafetyNet Intranet Site). When submitting more than one assignment at a time, please bind each assignment separately with its own Cover Sheet. Binding can consist of something as simple as a clear folder from the newsagent.


Assessments will not be accepted without the accompanying cover sheet.

Assessment activities can be submitted by:-

- Post (SafetyNet, 4/282 High Street, Penrith, NSW, 2750)
- Electronically – Upload assignments through SafetyNet “Log-in”. The files should be named ie. ***BSBOHS601B Joe Participant JB (unit name, participant name, trainer initials)*** Please do not put all file name in capitals.

DO NOT SEND ASSIGNMENTS DIRECTLY TO TRAINERS

If your assignment has more than two attachments, please send via post NOT electronically – thank you.

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**** Please note where assignments have more than one event – please do not submit separately. Please submit all assessment events for the one unit together.**

Assignments that must be submitted hardcopy (bound):-

Certificate IV in OHS

- BSBOHS401B/402B, BSBWRT401A, BSBRES401A & BSBCM401A

Diploma of OHS

- BSBOHS501B/503B
- BSBOHS508B

Advanced Diploma of OHS

- BSBOHS601B/602B, PSPPROC602B & BSBOHS606B
- BSBOHS608B & 609B

All other qualifications ie. Certificate IV in TAA

- Hardcopy of all assessments only

Please ensure you put the correct postage on the envelope that you send to us. We will not accept posted assignments where extra funds are required to be paid by Safetynet Management Solutions due to insufficient postage funds – Please do not put us in a position of sending your assignments back “return to sender”.

Assignments will be marked within 4 weeks of submission (if we receive it by the set due date) and feedback sent back via email. The hardcopy of the assignment will not be sent back to the participant, unless requested and you provide postage for the return of the assignment.

All emails sent out by Safetynet Management Solutions are scanned by Norton Anti-virus software to ensure that we do not inadvertently send viruses to your computer system.


Assessment Due Dates

Participants should be aware that all assessments have set due dates for completion, this has been put into place to assist you in keeping on track with your studies. Assignments must be submitted by the set due dates.

Extensions

We provide a reasonable amount of time after the course to complete assignments, taking into account the participant’s busy work and personal lifestyle. Assignments will not be marked after the due date unless an extension has been granted.

Extensions must be requested via email ONLY to student@safnet.com.au NO LATER THAN TWO WEEKS PRIOR TO THE ASSIGNMENT DUE DATE. Do not apply for an

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assignment extension directly to the trainer. Assignment extensions **will not** be granted on or after the assignment due date.

If you are requesting an assignment extension, please provide in the email:-

- Course ie. Advanced Diploma of OHS
- Venue ie. Penrith
- Date of Course
- Assignment/Units you are requesting an extension for
- New due date for submission of assessment. Please note only one extension will be granted.
- Reason for extension

Extensions will not be granted for:-

- Change in job/position/relocation
- Increased workload within your position at work
- Lost/corrupt computer files
- Lost folder with assessment activity
- Personal holidays

We are always willing to assist participants who have queries on assignments – don't leave it too late to contact us if you need assistance.

Queries on Assignments Prior to Submission

For most units within all our courses we provide electronic templates or samples of completed work to refer to (refer to Safetynet website for templates or samples). If you have queries regarding assignments, please email your trainer directly with questions only. Please note, we do not look at full assignment documents prior to submission.

Re-submission of Assessments


If your assessor requests a re-submission of an assignment you will be provided with a maximum of 4 weeks to re-submit. Only one re-submission will be allowed. We do not provide reminders or extensions on re-submits.

If after the re-submission you are still found not to be competent, we would suggest the following:-

- The participant to attend the training again for the unit. A per unit fee will be charged for re-attendance. OR
- Individual 1:1 tutoring with the participant. A tutorial fee will be charged.

Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, marital status, age or sexual preference.
- **If there are any aspects of the assessment that are unclear and you are not certain, you should speak to the trainer/assessor as soon as possible – don't feel embarrassed.**

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- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- use of special equipment,
- practicable extension of timelines

Assessment appeals

An appeals and reassessment process is a major part of the process involved leading to a either nationally recognised qualification or Statement of Attainment. Safetynet Management Solutions has an impartial appeals process available for all participants. If a participant wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the participant is not pleased with the results of those discussions and would like to proceed further or if the participant does not wish to approach the trainer/assessor then a formal request will need to be made in writing outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment and this can be substantiated

This is to be forwarded onto the Director who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the appeals register and notify the participant in writing of receipt of the appeal.

Safetynet Management Solutions acceptance of re-assessment appeals is five days after the participant has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the participant's and Safetynet Management Solutions satisfaction.

If the appeal is proven and a reassessment is required, Safetynet Management Solutions will organise with the participant a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Director who will supply this information to the participant in writing. The results of the reassessment will be final.

Throughout the entire appeal process the participant can request that their appeal heard by an independent person. The participant has an opportunity at any stage to formally present their case.

The participant will be provided with a written statement of the appeal outcomes, including reasons for the decision.

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Should the outcome of the appeal not be acceptable to the participant, they will be informed, in writing, of the opportunity to lodge a complaint with the applicable State Training Authority.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an acknowledgement of your current skills and knowledge that you have obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in specific units of competency from your chosen course you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course?
- You are able to supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience.
- Submission of authenticated documents or samples of work demonstrating relevance and currency
- Participation in an interview to ascertain current skills and knowledge.

Refer to Recognition of Prior Learning Information Sheet for further details.

Cost of RPL

- The initial consultation with the Assessor is free.
- An administration fee will be charged for assessing your portfolio.
- The administration fee will vary according to the qualification being sought through RPL.
- The administration fee shall not exceed the full course cost.

If you make a claim for RPL a number of things could happen:


- you may not be granted any exemptions
- you may be granted exemptions for some Units of Competency
- you may be granted exemptions for all Units of Competency

Complaints and Grievances

A complaint or grievance relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a participant.

Safetynet Management Solutions will strive to establish a consistent atmosphere of trust and openness with participants so that any type of complaint or grievance is dealt with in a timely, constructive and effective manner.

All complaints and grievances are considered serious and are dealt within forty eight working hours of receiving the said complaint or grievance in writing.

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All participants making any form of complaint or grievance have the right to have an independent person or panel to act on their behalf or hear their complaint or grievance at any time or even to support them whilst the complaint or grievance is being resolved.

All participants have the right to formally present their complaint or grievance.

All complaints or grievances will be recorded in writing onto the Grievance Reporting and Action Form. All complaints or grievance outcomes will be communicated back in writing explaining the reason of decision and outcome.

The steps in the complaints and grievances process are:

a. Local Level Resolution

Any participant with a complaint or grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the participant, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

b. Resolution by Trainer/Assessor

Should the matter remain unresolved following (a) or should (a) be considered inappropriate, the participant is encouraged to contact their trainer/assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

c. Resolution by the Director

Should the matter remain unresolved following (b), or should (b) be considered inappropriate, the participant is encouraged to contact the Director for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

If the trainer/assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the Director about your concerns.

The Director will ask you to put your concerns in writing (using a Grievance Reporting and Action Form), will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

d. Resolution by Arbitration

Should the matter remain unresolved following (c), the Director may appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

e. Resolution by External Authority

Should the matter remain unresolved following (d), the participant may seek the advice of an independent authority that is skilled in the dispute resolution processes. SafetyNet Management Solutions will advise on the different authorities available.

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RABQSA International

In the event that a participant has a complaint or issue about training and assessment services received whilst undertaking a RABQSA International Course (RABQSA International Lead OHSM Auditor Course) which is not resolved at a local level ie directly with Safetynet Management Solutions, they can contact the RABQSA International Australian Head Office in Penrith – refer to www.rabqsa.com for contact details.

Client Support

Safetynet Management Solutions will endeavour to assist you with matters of concern. Safetynet Management Solutions is committed to providing all its participants lifelong learning that will enhance their existing skill set. To this end Safetynet Management Solutions will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking.
- Referral to relevant agencies which offer vocational counselling and advice
- Making arrangements for additional one-to-one tuition and/or advice where possible between participant and trainer/assessor.

If you would like more information about any additional support services please contact the Safetynet Management Solutions office.

Language, Literacy and Numeracy


Safetynet Management Solutions will carry out an initial assessment of a participant's language, literacy and numeracy (LLN) skills by means of the completion of their registration form. This will provide Safetynet Management Solutions with an understanding of a participant's possible LLN needs if required.

This is for the benefit of both parties. Safetynet Management Solutions will also ask participants to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the participant, this being:

- Discussions between the participant and their trainer/assessor about the participant's particular needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by their trainer/assessor, to ensure successful learning outcomes.

If the participant requires further additional or specialist assistance, Safetynet Management Solutions will refer them onto a specialised LLN service provider such as Adult Multicultural Education Service.

All LLN issues are treated with understanding, discretion and confidentiality.

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Participant Conduct in Courses – Applicable to Face to Face Training

Whilst on the premises, participants are required to conduct themselves in an appropriate manner.

Attendance

On training courses which are designed as 'Fast Track' methods with weekly workshops, it is recommended that participants attend all sessions scheduled.

Absenteeism

Participants will be required to attend all training sessions scheduled. Trainers will not go through work covered from missed sessions. Participants will need to complete work through flexible delivery methods.

Please email/phone through to Safetynet if you can not make the session.

Behavior

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers and other persons with whom you come in contact with and will make an effort to foster co-operative and supportive relationships with your colleagues.

Mobile Phones

Please switch off your mobile phone while in a Safetynet Management Solutions training venue. If you need to have your phone active please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

Discrimination, Bullying, Victimisation and Harassment

Safetynet Management Solutions is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both participants and Safetynet Management Solutions staff members.

Safetynet Management Solutions Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation. Discrimination, bullying, victimisation and harassment is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Racial authenticity

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- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or Management of Safetynet Management Solutions.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the Management of Safetynet Management Solutions.
- Fill out the Incident Report Form.
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.
- All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

Occupational Health and Safety

Whilst participating in this course you are required to take responsibility for your own health and safety and that of the equipment provided to you and also that of your fellow participants.

You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you maybe required to use.

Your trainer will inform you of the Safetynet Management Solutions occupational health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

Occupational Health and Safety Act

The provisions of the relevant state Occupational Health and Safety Act cover every place of work in the relevant state. These provisions cover both self employed people as well as employees and employers.

(Extract of) the general duties set out in the Act are summarised below:

Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

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- providing or maintaining equipment and systems of work that are safe and without risks to health
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits
- making available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.
- Employees must take reasonable care of the health and safety of others. Employees must Co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must

- Interfere with or misuse things provided for the health, safety or welfare of persons at work
- obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- You will find a copy of the relevant Occupational Health and Safety Act displayed in the workplace.
- WorkCover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee's representative during an inspection, if requested.


Safety Rules – Applicable to Face to Face Training

Sign-in

When you attend face-to-face training, please ensure you sign-in on the register (where applicable)

First Aid

- If you are injured during training, please inform a Safetynet member of staff
- We will assist you in completing the injury register
- First Aid Kit is located in the Penrith Office (kitchen area)

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Behaviour

- Do not push other participants or employees
- Do not lift anything that is too heavy for you
- Observe legislation and policies
- Follow instructions set by the trainer/assessor

Housekeeping

Correct or report any unsafe condition to a Safetynet member of staff

Smoking

Safetynet Management Solutions is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the building.

Emergencies

A copy of the Emergency Procedures in case of Fire and Evacuation is on display.

If there is a fire on the premises you must follow the procedures below:

SIGNAL: Tell the staff there is a fire

The staff will call 000 if it is safe to do so and provide details:


- Name and address
- Location of fire
- What is burning
- Staff person's name

Evacuation Procedures

UPON THE DIRECTION OF STAFF:

- Ensure no-one enters the fire area
- Evacuate all walking people first, wheel-chaired people, then staff
- Check all toilets, rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

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Contact Details

Safetynet Management Solutions Pty Ltd
4/282 High Street
Penrith NSW 2750

Postal Address:-

As above

Telephone: 1300 728 715

Email: student@safnet.com.au