



Student Handbook

Frontline Safety and Training Services
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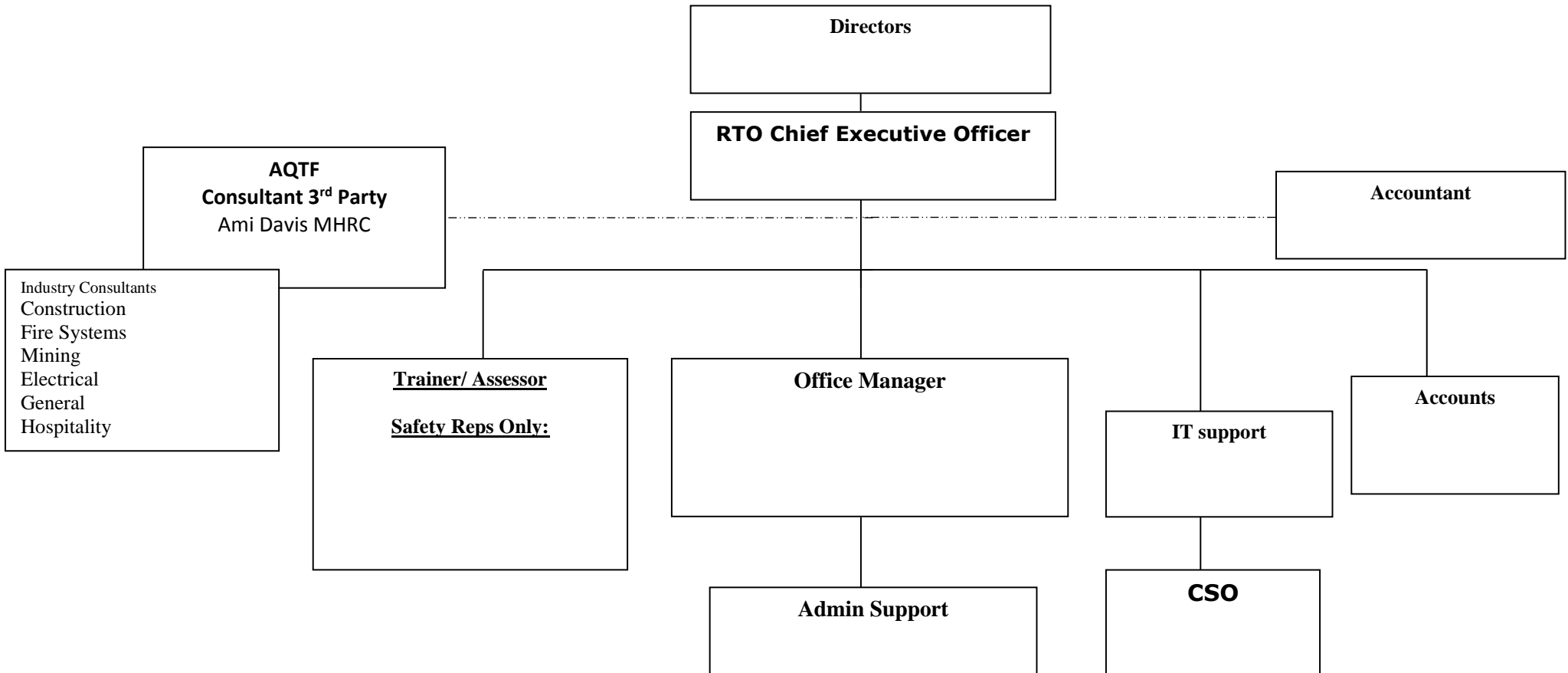
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ORGANISATIONAL CHART



Introduction

Welcome to Frontline Safety and Training Services.

Frontline Safety and Training Services is an innovative Registered Training Organisation and Safety Consultancy specialising in Occupational Safety and Health.

Frontline's CEO and trainers have a long history in the industry and are committed to providing quality, innovative training and assessment services.

Frontline Safety and Training Services provides "fee for service" courses in the following Industry areas:

- Mining
- Construction
- Health and Community
- Hospitality
- Education

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

The Australian Quality Training Framework (AQTF Standards)

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

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

To be a RTO we need to meet the requirements of the Australian Quality Training Framework (AQTF). This is assessed in Western Australia, by Training Accreditation Council (TAC).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five year registration period.

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

Client Complaints

We will deal with any participant complaints in an effective and timely manner, typically resolving all complaints within three weeks.

- Each complaint and its outcomes will be recorded in writing.
- We will act upon any substantiated complaint.

The CEO is responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint.

All complaints are reviewed and, if appropriate, will result in a continuous improvements activity.

Students are able to provide any complaint verbally or via our Appeals & Complaints Form

If the Participant is still not satisfied with the resolution of the complaint, the “National Complaints Code” directs them to seek further assistance from the Regulator.

A copy of the National Complaints Code is available from Frontline.

Client Appeals

We will deal with any participant appeals against our decisions including, assessment decisions, in an effective and timely manner, typically resolving all appeals within three weeks.

- Each appeal and its outcomes will be recorded in writing utilising the Appeals & Complaints Form
- Each appeal is heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeals outcomes, including reasons for the decision.

If an appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

The CEO is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeals process.

All appeals are reviewed and if appropriate result in a continuous improvements process.

If the participant is still not satisfied with the resolution of the appeal, the “National Complaints Code” directs them to seek further assistance from the Regulator.

Legislative Requirements

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

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

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at www.austlii.edu.au and www.slp.gov.wa.au

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

- Tertiary Accreditation and Registration Act (2003)
- Vocational Education and Training Bill (2003)
- Discrimination Act 1991
- Sex Discrimination Act (1984)
- Racial Discrimination Act (1975)
- Racial Hatred Act (1995)
- Disability Discrimination Act (1992)
- Disability Services Act (1991)
- Privacy Act and National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- Student Identifier Act 2014

Occupational Health and Safety Policy

The Occupational Health and Safety Act describes Frontline Safety and Training Services' duty of care is to provide a safe and healthy working environment for all course students and employees, and the students & employee's duty of care to take reasonable care for the health and safety of themselves and others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use
- adequate staff training including topics such as safe work procedures
- properly maintained facilities and equipment
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

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

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure Participant safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Display safety procedures for all staff and participants to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Also refer to WorkSafe WA, <https://www.commerce.wa.gov.au/worksafe>, for further information and support

Harassment and Discrimination Policy

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

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

Staff and participants should be aware of the following definitions:

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

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know or are permitted to know.

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

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

'Personnel' - refers to all employees of Frontline Safety and Training Services.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific Principles

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

Plagiarism

Plagiarism is the presentation, without any form of acknowledgment, the ideas or words of another writer as if they were your own. This is more than just another form of cheating. It is literary theft. It is stealing someone else's work.

For academics, plagiarism is one of the worst possible forms of dishonesty because it strikes at the heart of their work as scholars. Academic and intellectual reputations are built on the development and circulation of ideas which, in turn, depend on the intellectual honesty of its practitioners. Without an active commitment to intellectual honesty, scholarship becomes meaningless.

Your responsibilities as an author

As a student you will be expected to pay scrupulous attention to acknowledging where your ideas for your essay came from.

This means more than just documenting the relevant sources. It means acknowledging:

- Key ideas (including methods, maps, diagrams, graphs, tables and so on)
- Direct quotations
- Paraphrased material
- Any information that you did not think of for yourself.

Some tips to avoid plagiarism:

- Cite your source
- Ensure that direct quotes use quotation marks or are in block format so that your reader knows where a quote begins and where it ends
- When incorporating brief quotes into your own sentences begin with your words then weave your source's words into your sentence
- Ensure that you have presented the words exactly as they appear in your source
- For paraphrased material, provide acknowledgment as early as possible in your paragraph. It is unwise to draw on someone's work but only give the reference at the end of the paragraph, or when you have finished making your point
- Be extra careful with material taken from the internet.

Note: plagiarism is not about submitting the same essay (or assignment) for assessment in two different (but related) subjects.

That is certainly a form of cheating but it is not stealing the work of another; you cannot steal from yourself.

There is really only one rule to observe if you want to avoid being accused of plagiarism:

If in doubt, provide a reference

Privacy

Frontline Safety and Training Services takes the privacy of our participants very seriously and we will comply with all legislative requirements.

We will ask participants to give permission for us to discuss the participants progress with their employer were appropriate.

In some cases we will be required by law or required by the AQTF standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. **Collection** - We will collect only the information necessary for our functions. The individual will be told the purposes for which the information is collected.
2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. **Data quality** - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. **Data Security** - We will take all reasonable steps to protect the personal information we hold from misuse / loss and from unauthorised access, modification or disclosure.
5. **Openness** - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up-date information errors described by the individual.
7. **Unique Identifiers** - Commonwealth Government identifiers (Medicare number , tax file number, USI) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. **Anonymity** - Wherever possible, Frontline Safety and Training Services will provide the opportunity for the individual to interact with them without identifying themselves.
9. **Trans-border Data Flows** - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. **Sensitive Information** - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the Tertiary Accreditation and Registration Act (2003) and Vocational Education and Training Bill (2003), but these acts basically confirm the right of ARC to audit the RTO, apply penalties for non-compliance, and define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Employability Skills

Frontline believes that students need to know the employability of the course that they are enquiring about. This can be best achieved by informing all students that enquire about qualifications that Employability Skills Summaries for Training Package qualifications can be downloaded from <http://employabilityskills.training.com.au>

All training packages have been reviewed to ensure that the Employability Skills features in the units of competency and all new training packages must now include Employability Skills.

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key

competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organizing, self-management, learning, and technology.

Australian Apprenticeships and Traineeships

Frontline Safety and Training Services delivers training eligible for "Traineeships" (also known as Australian Apprenticeships) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Australian Apprenticeship/Traineeships Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

Working with Children

We do not accept people under the age of 16 in our training programs unless written approval is obtained by their guardian.

We comply with all Federal and State working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/cfca/publications/pre-employment>

Further information on the Working with Children's Check is available from Frontline Safety and Training Services' CEO.

Participant Training Records Policy

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

Individual participant records will be stored in a locked secure office area. Our electronic records are stored and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO will undertake a validation of the training records of approximately 5% of registered trainees.

The CEO is responsible to conduct a backup of our computer systems to an external drive. This backup is taken offsite by the CEO.

Participant results are retained for a period of not less than 30 years.

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

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

Should we be required to submit statistical data on our participants in the future, we will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant training records will be limited to those required by the AQTF 2007 such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ARC or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

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

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Frontline Safety and Training Services.

These qualifications will be recognised, verified and where appropriate could be used to reduce any training program being offered by us.

Access and Equity

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

Including, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

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

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

Any issues or questions regarding access and equity can be directed to Frontline Safety and Training Services CEO.

Client Selection

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

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

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

Enrolment

To enrol in one of Frontline Safety and Training Services' courses you may need to obtain the permission of your employer or parent to allow Frontline Safety and Training Services to enrol you in the training program.

Enrolment will consist of you contacting Frontline Safety and Training Services. We will despatch to you by suitable means, an Enrolment form, literature on the courses being considered and any other relevant documentation.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to Frontline Safety and Training Services' training staff,
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Language, Literacy and Numeracy (LLN) Assistance

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

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

With your enrolment package you will receive information relating to where your course sits in the LLN level. This will provide you with clear information relating to your ability to successfully complete the course.

It is highly recommended that you verify your LLN level before you attempt any training, not just courses with Frontline. A very good site is <https://quiz.llnrobot.com.au/>

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Participant Support, Welfare and Guidance

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

In the event that you are experiencing any difficulties with your studies we recommend that you see your trainer, or another member of Frontline Safety and Training Services' staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Frontline Safety and Training Services' CEO who will assist you to the full extent of our capacity.

If your needs exceed Frontline Safety and Training Services' support capacity we will refer you onto an appropriate external agency.

Educational and Support Services

Frontline is committed to providing our students with every opportunity to achieve the best possible outcome. With this in mind we have a range of Educational and Support Services available to you.

Educational and support services may include, but are not limited to:

- a) additional pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that we consider necessary to support learners to achieve competency.

If you anticipate that you may need additional support at any stage for the successful completion of the course please advise your trainer or a staff member. We will provide you with the support you need or direct you to an organisation that will be able to assist to achieve your learning outcome.

Flexible Learning and Assessment Procedures

Frontline Safety and Training Services recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Frontline Safety and Training Services will make any necessary adjustment to meet the needs of a variety of participants, the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can demonstrate competency in another way.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Frontline Safety and Training Services undertakes to assist participants achieve the required competency standards where it is within our ability.

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

Any further questions can be referred to your trainer or Frontline Safety and Training Services' CEO.

Discipline

Frontline Safety and Training Services attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

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

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

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

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Frontline Safety and Training Services' CEO, and the appropriate action will be taken.

Recognition of Prior Learning Policy (RPL)

Frontline Safety and Training Services recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Frontline Safety and Training Services should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced. On a very small number of courses RPL does not apply as there are legislative conditions

Contact the office or speak to the Trainer to gain further information.

Credit Transfer Policy

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

Credit Transfer – It is important to distinguish between RPL and Credit transfer. RPL is a process of assessing a persons competencies that can lead to the issuing of a Statement of Attainment or a Qualification. In contrast credit transfer is a process of assessing the equivalence of the content of a course

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 qualification or equivalent qualifications.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

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

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

Assessment

Our assessments will ensure that we:

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

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

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

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

Re-assessment is available on appeal; see further details within our re-assessment policy.

How to enrol

Staff are happy to discuss the criteria and selection procedures for each training program. Prior to you enrolling in a course they can assist you to identify what type of training is suitable for your needs and what, if any, prerequisites are required. Once you are ready to enroll, contact us and we will send you a link to our, if required, LLN validation, an enrolment form and student handbook.

You can either fax, post, or scan and email the enrolment form back to us. We accept cheque, credit card, purchase orders or direct deposit payments. Alternatively we can email you a form to complete.

For all certificate courses we will assign you a Learning Consultant who will support your learning and assess your work. Your Learning Consultant will assist you with any questions or queries you may have.

Fees and Charges

Government Funded Training

When training is funded the guidelines attached to the funding will be followed. Traineeships and other Western Australian Government funded programs are subject to the VET Fees and Charges Policy for the year in which the training is delivered.

Construction Training Fund



Established in 1990, this fund (formerly BCITF) provides subsidies for training to eligible people in the building and construction industry. To find out if you are eligible go to www.bcitf.org

Most of our training attracts Construction Training Fund subsidies. Call us for more information.

Fee for Service Training

Frontline Safety will provide all students with a breakdown of all fees and charges associated with courses and qualifications/units of competence prior to commencement. Current fees and charges for public courses/enrolments are provided in our Courses Guide. Please note that fees and charges are subject to change.

Fees paid in Advance

We accept payment of no more than \$1400 from an individual student prior to the commencement of a course/enrolment. Following commencement we may require payment of additional fees in advance but only such that at any given time, the total amount required to be paid for tuition or other services yet to be delivered to the

individual does not exceed \$1400. Text books must always be paid for prior to collection unless written approval has been obtained from the CEO.

Course fees and refund policy

Should we cancel any course, participants are entitled to a full refund or transfer of funds to a future course. We will refund in full any deposits received for any course that is cancelled. We will not be liable for any claims arising from course cancellation.

If in the circumstances of after commencement we cancel a course or are unable to continue for any reason we will place the student with another RTO at our expense.

A full refund applies if Frontline Safety and Training Services are advised 5 working days prior to course commencement date. Notification of a cancellation less than 5 working days prior to the course commencement date will incur a 25% fee by the registered person or the organisation. Registrants who fail to attend the course without notifying Frontline Safety and Training Services will be charged the full fee.

If you are enrolled in a course which has been specifically scheduled for you or your organisation, the conditions for refund may differ to the above, please refer to your quote or other correspondence from us.

Certificates, Statements of Attainment and wallet cards will not be issued until all accounts are paid in full unless other arrangements have been agreed to prior to completion of course. Students should verify fees for all courses at enrolment as fees are subject to change without notice.

Training and Assessment

Training can be delivered in a variety of ways depending on your needs, including on the job, flexible delivery, online, classroom based and Recognition of Current Competencies. Most qualifications can be enrolled in at any time. Further information on learning and assessment options can be obtained from our courses guide and on our website at www.frontline.edu.au

Should you have any specific requirements in regards to completing training and/or assessment please speak with or see your trainer/assessor.

Text Books for Sale & Customised Manuals

We keep a stock of learning guides and text books. We also specialise in the development of customised training resource materials to suit your workplace and individual requirements.

These resources are developed in consultation with the learner and industry and include resources for the Community Services, Business Services and Resource and Infrastructure Industry training packages.

We can also provide you with a list of text books and retail outlets should you be required to purchase text books and or other resources.

Recognition of Prior Learning Cost Full Qualification

An initial non-refundable enrolment fee of \$150 (GST free) is charged for our skills recognition service for a full or partial qualification. This fee covers enrolment, initial contact and administration and issue of Statements of Attainment or certificate on successful completion.

Once enrolled a per unit cost is charged (GST free) for assessment. These costs do not include travel, travel time or accommodation if this is required. A time frame of 3 months applies to all RPL enrolments.

Should the candidate be deemed not competent in enrolled RPL units, (i.e. gaps are identified) and further learning and assessment is required the enrolment will convert to a non RPL enrolment.

The full learning and assessment fee per unit rate will then apply minus any RPL unit fee already paid. Learning material if required will be charged on a cost recovery basis.

Work is not returned to students unless prior arrangements are made. If you would like your work returned please advise us in writing when you submit your work. A postage and handling fee will be charged if you do not personally collect work.

Traineeships

We can provide training for your trainees in the following traineeship:

Occupational Health and Safety Officer - Certificate IV in Work Health and Safety

You'll discover there are lots of business advantages in developing your own skilled workforce. Traineeships combine practical experience at work with structured training. Taking on a trainee is an easy and simple process, and incentives for employers have increased and a variety of flexible training arrangements is available. A trainee does not necessarily have to be a new inexperienced worker; some existing employees may also be eligible for a funded traineeship.

To find out more about traineeships contact your local ApprentiCentre to discuss how you can get started now.

Ph: 13 19 54

Web: www.apprenticentre.wa.gov.au

Email: apprenticentre@det.wa.edu.au

Fax: 9264 8952

If you have an employer willing to give you a traineeship and are ready to sign into a West Australian Traineeship Training Contract, you may wish to call:

Apprenticeship Support

Ph: (08) 9791 5399

Fax: (09) 9791 9534

Email: apprenticeships@cciwa.com

The Apprentice and Traineeship Company

Ph: (08) 9791 4075

Fax: (08) 9721 7199 or

Assessing submissions outside of your approved enrolment term

You must complete and submit your work within the timeframe as agreed with your Learning Consultant. If you have not applied for and received a formal extension (see REQUEST FOR EXTENSION FOR SUBMISSION OF ASSIGNMENT WORK) and decide to continue your studies at a later date you may be charged at \$135.00 per hour to assess any outstanding submissions outside of your enrolment term.

Concession fees

A concession fee for Government funded courses is available to individuals who fall into the following categories:

- Person holding a Pensioner Concession Card
- Person holding a Repatriation Health Benefits Card issued by the Department of Veteran's Affairs
- Person holding a Health Care Card
- Persons and dependents of persons in receipt of the Youth Allowance
- Persons who are inmates of a custodial institution

Please present your evidence of Concession at time of enrolment.

Reprint of certificate/statement of attainment

Should you require a reprint of your Qualification or Statement of Attainment, a fee of \$40.00 (GST Inc.) will be raised to cover postage and handling, printing and administration.

Return of work submitted for assessment

Generally work is not returned. Please do not send in original documents, certificates etc. Once your work is assessed, hard copy student work achieved. Should you wish to have your work returned after assessment you must notify us in writing at the time of submission. We will then keep your work for collection from our office at 13 b Mummery Crescent, Bunbury. If you require us to return your work via post a minimum postage and handling fee of \$16.50 (GST Inc.) will be incurred, payable before work is returned. We will advise you before posting if the cost will be greater than this. To comply with RTO rules we will need to maintain a copy of all your work for a minimum of six months therefore if you require your work return during this period we will charge you 20 cents per page

Issuance of qualifications

Frontline Safety issue Qualifications and Statement of Attainment which meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Australian Standards (RTO) 2015, Certificates and Statements of Attainment will not be issued until all fees have been paid and Unique Student Identifiers verified.

Confidentiality

Client information and results will be treated in confidence. Information will not be released to a third party without the written permission of the client. Clients will be asked to sign the consent form for the disclosure of information. Students may access their personal records by lodging a request in writing using the form (Student Request to Access Personal Information) available by request from our website. No fee is applicable for student access.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my rights and responsibilities as a participant of Frontline Safety and Training Services' Training.

.....
Participant Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date