



PARTICIPANTS HANDBOOK

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Welcome!

Welcome to PeopleSafe Australia training.

Congratulations on continuing your education and choosing our successful training courses, seminars and workshops. We are committed to providing you with a quality learning experience and helping you to successfully complete your occupational health and safety studies.

This handbook is designed to help you understand the policies that PeopleSafe Australia follows in ensuring that you receive quality training.

Additional information about our ever expanding range of OH&S courses and services can also be found at our web site at www.peoplesafe.com.au.

Of course if you have any queries, you can also contact us on:

Phone: 02 9501 1516

Fax: 02 8580 6330

Email: training@peoplesafe.com.au

About PeopleSafe Australia

PeopleSafe Australia is a Registered Training Organisation (RTO Provider Number 91596) that delivers nationally recognised Vocational Education and Training (VET). We comply with NSW Legislative and Regulatory requirements and with the Australian Quality Training Framework (AQTF).

PeopleSafe Australia employs experienced OH&S professionals and is committed to providing quality Occupational Health and Safety training and assessment services. Our services include:

Accredited courses:

- Cert IV in Occupational Health and Safety (BSB41407A).
- Course in OHS Consultation (90502NSW).
- Work Safely in the Construction Industry (CPCCOHS1001A) – also known as white card
- Shift Materials Safely using Manual Handling Methods (TLID107C)
- Handle Dangerous Goods and Hazardous Substances (TLID307E)
- OHS Risk Management - Monitor a Safe Workplace (BSBOHS407A)

Industry Training and workshops (On-site and customised):

- Risk Management for Supervisors and Managers.
- Understanding Safety Management Systems.
- Managing Contractor Safety.
- OHS Incident Management.
- How to Write Safe Work Method Statements.
- Due Diligence for Company Directors.

- Emergency Response Training.
- Employee Safety Induction.
- Office Safety.
- Manual Handling Awareness.
- Employee Health and Wellbeing.
- Hazardous Substances Awareness.

OH&S Specialist Services

- OH&S Consulting services.
- Safety Management System Development and Implementation.
- Safety Management System Reviews.
- Safety Audits.
- Provision of OHS placements.

Code of Practice

PeopleSafe Australia, in accordance with the ethical provision of education and training services commits to:

- Act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealing with our clients, colleagues and industry.
- Provide accurate and relevant information at all times.
- Ensure the provision of an inclusive learning environment conducive to the achievement of competency and appropriate to the learning needs of the individual participant.
- Ensure all trainers and assessors are suitably qualified, and sensitive to the participants needs (i.e. culture, literacy and industry needs).
- Provide quality training and assessment and strive for continuous improvement.
- Monitor, assess and securely maintain the participant's education records specifically related to the individuals progress and course attendance.
- Ensure the health and safety of our employees and participants of training programs is a high priority.

Access & Equity

PeopleSafe Australia is committed to providing you with high quality programs and services designed to meet your needs.

We will supply accurate information so that you can make an informed decision about the appropriateness of the course being offered.

PeopleSafe Australia will provide programs relevant to and in line with industry needs, and ensure that trainers are kept up to date with industry standards and regulations.

Support is available through PeopleSafe Australia, and includes interpreters, tutors, mentors etc. Every effort will be made to accommodate people from disadvantaged groups, however where we are unable to assist we will endeavour to refer you to an alternative Registered Training Organisation who can meet your needs. For any special requirements and or further information, please contact us on (02) 9501 1516

Legislation

PeopleSafe Australia acknowledges & complies with relevant State or Territory laws, Commonwealth or State / Territory legislation relating to occupation health and safety; workplace harassment; victimisation and bullying; anti-discrimination, including equal opportunity, racial vilification, disability discrimination and privacy.

Prerequisites

Pre-requisite information for all PeopleSafe Australia courses can be found on the relevant course brochure and our web site.

For all accredited courses, the minimum level of education (Language, Literacy & Numeracy (LLN) recommended is school certificate level or equivalent.

Course material and assessment tasks are written in English and participants are required to submit assessments in English. Participants will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts.
- Read procedural texts to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.

If a participant has difficulty in understanding the course material they are advised to contact PeopleSafe Australia for support services.

If assistance is required, PeopleSafe Australia will discuss the most appropriate action with the participant to ensure the opportunity to complete the qualification is given.

Recognition of Prior Learning

Recognition of Prior Learning is the acknowledgement of your current skills, which you have obtained through formal training or work and life experience. PeopleSafe Australia will recognise all AQTF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia.

PeopleSafe Australia acknowledges your accumulated knowledge and skills, and as such has policies and practices which support recognition of your prior learning (RPL), recognition of current competencies (RCC) and mutual recognition.

If you consider that you already have skills in specific subject units from your chosen course you may be granted an exemption. You can apply for RPL, RCC or Mutual Recognition by completing a “Request for RPL / RCC / Mutual Recognition form” and submitting it with all supporting evidence. You are encouraged to apply for recognition of prior learning before enrolling.

Evidence for RPL can include:

- Qualifications.
- Certificates of training courses undertaken.
- Work history detailing job roles, responsibilities and duties.
- Previous achievements and or awards.
- References.

All documents submitted for recognition must be original or certified (signature of solicitor or Justice of the Peace). PeopleSafe Australia trainers or consultants, will undertake the assessment of all applications for recognition. This process may take up to ten working days and we will inform you of the outcome in writing.

Cost of RPL:

- Initial consultation with the Customer Service Manager is free.
- An administration fee will be charged for assessing your application. This fee will vary according to the qualification being sought through RPL. This administration fee will not exceed the full course cost.

If you have any questions regarding RPL eligibility please contact PeopleSafe Australia on 02 9501 1516.

Request for RPL / RCC / Mutual recognition form

Name of Qualification you wish to apply for: _____

Participants Name: _____

Participants Address: _____

_____ Post Code: _____

Telephone: _____ Fax: _____

Mobile: _____ Email: _____

Company Name: _____

Job Title: _____

Duties: _____

List of Evidence provided: (attach a separate list if required)

1. _____

2. _____

3. _____

Participant Signature: _____

Date: _____

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PeopleSafe Australia office use only

Name of Assessor _____

Date of RPL Interview _____

Participant Notified _____ Date _____ Means _____

Date of RPL Assessment _____

Participant Notified _____ Date _____ Means _____

Assessment Completed Date _____

Participant Notified _____ Date _____ Means _____

Signature of Assessor _____ Date _____

Registration

All courses advertised by PeopleSafe Australia will clearly state the course name and any pre-requisites or selection criteria for registration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated.

To enrol, please complete a course registration form and send it to us by mail, fax or email. To ensure a place, payment must be received at least 15 days prior to the course start date (for face to face courses).

We will send confirmation of enrolment into a course or seminar within five (5) working days.

For further details about our courses and training calendar, please visit our web site, or contact us on (02) 9501 1516.

Fees

Course fees need to be paid prior to the commencement of the course. All fees paid in advance will be held during the course and made available should a refund be required. To ensure a place in face to face courses payment must be received at least 15 days prior to the course start date.

Course fees will be specified in our course brochures, and are subject to change. PeopleSafe Australia will honour any PeopleSafe Australia marketing or promotional material that is current and relevant to a specific course or service.

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

Refund Policy

A receipt will be issued for fees paid. All fees paid in advance will be held during the course and made available should a refund be required.

All requests for cancellations or transfers must be made in writing to PeopleSafe Australia prior to commencement of the course.

- PeopleSafe Australia reserves the right to cancel a course or if there are inadequate numbers of attendees. You will be informed in writing no later than five (5) working days prior to the commencement of the course or seminar if it is to be cancelled. We will make all reasonable attempts to find you an alternative date. Course fees can be refunded or transferred to another course in this case.
- Distance learning courses - If a participant withdraws within one month of dispatch of course materials, PeopleSafe Australia will refund 25% of the course fee. If participants are paying on a

per unit basis, refunds are not applicable. Participants can transfer enrolment between people prior to dispatch of course materials, and a transfer fee of 15% of the course fee will apply.

- PeopleSafe Australia will consider a full/part refund or transfer where a participant meets with a serious misadventure and cannot continue their enrolment.
- Corporate Group Training – Postponement of a course within 10 working days of a course commencing will incur an administrative fee of 50% of the nominal daily training rate. Any cancellation of a course 10 working days prior to commencement will incur a fee equivalent to 100% of the nominal daily training rate.
- WorkCover Accredited Courses - 100 points of identity evidence is required by WorkCover NSW prior to commencing WorkCover Accredited courses (OHS Consultation Course and Work Safely in the Construction Industry). This needs to be provided to the trainer on day one (1) of the course. Participants who do not have adequate proof of identity may not commence the course and no refunds are made.

Refunds cannot be issued for change of mind, non attendance or not finishing a course.

Participant Support

Language, literacy and or numeracy difficulties

Where a participant has difficulties with language, literacy and numeracy (LLN), an oral assessment, interpreter and or a scribe may be required.

All oral assessments, interpreters and scribes must be independent from the participant (e.g. external interpreter) and the cost will be the responsibility of the participant.

For further information please contact PeopleSafe Australia on (02) 9501 1516.

Welfare & Guidance

PeopleSafe Australia takes its responsibility as a training organisation seriously and is aware at times participants may have problems that develop during the program. We are committed to providing participants with access to:

- Guidance and support related to training and education
- Information relating to relevant legislation

PeopleSafe Australia Facilitators/Assessors observe and monitor participant progression throughout the duration of training to identify any needs for additional learning support. If the required support extends beyond PeopleSafe Australia's capabilities, we will provide information on relevant organisation/s that supply the required support services.

Participant's Conduct – Applicable to Face to Face Training

Participants are required to conduct themselves in an appropriate manner.

Attendance

Please attend all scheduled training sessions and be on time for all classes to fulfil assessment requirements.

Behaviour

Certain types of behaviour will not be tolerated. You may not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to be considerate of your trainers, fellow students, colleagues and other persons with whom you come in contact. You will endeavour to participate and contribute to all group work.

Presentation

A well groomed appearance appropriate to the workplace is expected.

Alcohol and Stimulants

No alcohol, non prescribed stimulants or drugs of any kind to be consumed throughout the program and you may not attend the program if under the influence of alcohol or non prescribed stimulants.

Originality of work

All work is to be your own.

Mobile phones

Please switch off your mobile phone during training sessions. If you need to have your phone active, please inform your facilitator prior to commencement of the class and switch it to silent/vibrate mode.

Cleanliness

Please ensure your class areas are left clean and tidy and any rubbish is placed in the bins provided.

Smoking

Smoking is not allowed in any PeopleSafe Australia premises.

Discipline

PeopleSafe Australia attempts to provide training in a professional and co-operative manner.

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

- Warn the participant that their behavior is unsuitable, or
- Ask the 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 disciplinary action taken, they have the opportunity to follow our complaints procedure.

Any breach of our disciplinary standards will be discussed with the trainer and PeopleSafe Australia's General Manager and appropriate action will be taken.

E-learning

Some accredited courses offered by PeopleSafe Australia can be completed via e-learning.

Access to course material will be given within seven (7) working days of receiving registration forms and payment.

All e-learning participants will be issued with a tutor who will contact them at course commencement. Tutors can be contacted for further help and or reassurance at appropriate times discussed and agreed to by the two parties. Participants can also contact the PeopleSafe Australia's training department for additional information.

Courses by e-learning must be completed within 1 year of enrolment.

For assessment information, please refer to 'Assessments' on page 12 of the Participants Handbook.

Trainers & Assessors

PeopleSafe Australia abides by the requirements of the Australian Quality Training Framework (AQTF), All PeopleSafe Australia trainers and assessors:

- Have a Certificate IV in Assessment and Workplace Training (BSZ40198), Certificate IV in Training and Assessment (TAA40104 or TAE40110).
- Have extensive training and assessment experience.
- Are qualified in their discipline.
- Have a history of working in the OH&S industry.
- Have participated in a course induction giving them a sound understanding of the complete curriculum and all training services policy & procedures.
- Are supervised by a course co-ordinator.

Assessments

There are assessments for all accredited courses. These assessments are to be completed within the set time frames and according to the stated course criteria. If an extension is required, all requests are to be in writing and to be received by the training department before the due date. The maximum extension for all assessments is two (2) weeks.

If you are having difficulties completing any program, please contact us on (02) 9501 1516 or contact your facilitator.

Participants have the right to view any documentation relating to their records i.e. results etc. All participants' files will be kept for a period of 30 years. A written request is required by participants to view such documentation. All requests to be marked attention of the Customer Service Manager.

PeopleSafe Australia has a formal appeals process available to all course and seminar participants and ensures that all assessments and appeals are conducted with integrity and confidentiality.

Assessment Extension Request Form

Full Name: _____

Address: _____

_____ Post Code: _____

Tel: _____ Fax: _____

Mobile: _____ Email: _____

Date of Birth: _____

Qualification completing: _____

Module name requesting extension for: _____

Assessment type: _____

Date assessment is due: _____

Extension time requesting (*max two weeks*): _____

New assessment due date: _____

Reason for Extension: _____

Participants Signature: _____ Date: _____

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Received by: _____

Date received: _____

Signature: _____

Appeals

All participants have the right to appeal any decision made if:

- You believe that the assessment is invalid.
- You feel that the process was invalid, inappropriate or unfair.

Before making an appeal, please discuss the matter with us within seven (7) days from notification of competence, in an attempt to reach a decision.

You are then able to lodge a formal appeal if you are still unhappy. This must be done within seven (7) days of the initial discussion, on the Assessment Appeals Form.

Once a formal appeal is lodged, we will appoint a third party in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied, another registered provider in the same curriculum area will be appointed to arbitrate and reassess you if necessary.

If no satisfactory solution is reached you can appeal to VETAB.

You have the right to a “support person” to be involved at all times during the process.

Appeal Application Form

Name of Participant: _____

Name of Course: _____

Address: _____

Tel: _____ Fax: _____

Mobile: _____ Email: _____

Name of Assessor: _____

Date of Assessment: _____

Units under Appeal: _____

Reason for Appeal : _____

Have you read the information on the Appeal Process in Participants Handbook?

YES NO

Have you discussed the appeal with the Training Department?

YES NO

Do you wish to have a 'support person' with you?

YES NO

Signed _____ Date _____

Please forward this form to:

PeopleSafe Australia Training Department

PO Box 600, Sutherland NSW 1499

Fax: 02 8580 6330 Email: training@peoplesafe.com.au

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PeopleSafe Australia Office use only

Date Received: _____ By Whom: _____ Signed: _____

Complaints & Grievance

You are encouraged to raise concerns directly with your trainer. This enables your concerns to be dealt with promptly. In cases where you are uncomfortable with raising a matter with your trainer please contact PeopleSafe Australia's Training Department on (02) 9501 1516.

All complaints are taken seriously and in confidence. All complainants will be forwarded an "Initial Complaints Form". Please send all forms to the PeopleSafe Australia Training Department.

Complainants will be notified (in writing) of action to be taken.

In the event that a participant is unsatisfied with the outcome provided by the training department, you are encouraged to contact the NSW Vocational Education & Training Accreditation Board.

Initial Complaints Form

ParticipantsName: _____

Address: _____

Telephone: _____

Course Name: _____

Course Date(s): _____

Facilitators Name: _____

Complaint Details: _____

Signature: _____

Date: _____

Please forward this completed form to: -
Peoplesafe Australia Training Department
Po Box 600, Sutherland NSW 1499
Fax: 02 8580 6330 Email: training@peoplesafe.com.au

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PeopleSafe Australia Office Use Only

Received by: _____ Date received: _____ Signature: _____

Certificates

The PeopleSafe Australia Training Department will prepare and forward all certificates / statement of attainments to successful participants.

Re-issue of an awarded certificate / statement of attainment can be made following a written request outlining course, seminar or workshop details. Participants will be charged a reasonable administration fee (\$25 + GST) for the re-issue of the award.

Participant Records

Records of assessments and competencies are kept in confidence and stored electronically. Electronic records are backed up daily.

All participants' records will be kept by PeopleSafe Australia for a period of no less than 30 years.

At any time participants are invited to view their personal records. A written request is required by the participant to view records and a minimum of ten (10) working days should be allowed. There may be a cost involved in accessing your records once your course has been completed.

Participants can give authorisation in writing for others to view their records. An "Authority to Release Information" form can be obtained from the PeopleSafe Australia training department.

Please note that where training has been organised and paid for by your employer, a summary of your results will be provided to them on request.

Privacy

PeopleSafe Australia takes its obligations under the Privacy Act seriously and has taken all reasonable steps in order to comply with the current commonwealth privacy legislation and protect the privacy of any personal information that we hold.

Information gathered by PeopleSafe Australia will only be utilised for the purpose of delivering training services, and Australian Quality Training Framework (AQTF) compliance requirements.

A detailed copy of our privacy policy can be found on the PeopleSafe Australia web site.

Participants Feedback / Continuous Improvement

Feedback from PeopleSafe Australia training participants is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be gathered from all participants at the conclusion of all training programs. Feedback forms can be completed anonymously.

Feedback forms will be reviewed at the conclusion of each course or seminar and checked by the General Manager for any indication of non compliance with PeopleSafe Australia's training policy or any other systemic quality issues. The Customer Service Manager or her delegate will then facilitate corrective action as required. Copies of the feedback forms will be maintained on each individual course or seminar file.

What to bring to class

You should bring pens, pencils and highlighters to class. We will outline in your enrolment confirmation letter any additional equipment you may need to bring to class with you. Relevant reference materials needed to complete your course or seminar will be provided to you.

Emergency procedures

All emergency procedures are reviewed at the beginning of each training session by your trainer. In an emergency, you are expected to follow the directions of your trainer or PeopleSafe Australia staff members.

Occupational Health & Safety (OH & S)

All PeopleSafe Australia personnel, visitors to the PeopleSafe Australia premises and alternative venue managers and their delegates are required to ensure that the OH&S principles are effectively implemented in their areas of control.

Each person is responsible for taking all practical measures to ensure that the work place under their control minimises risks to the health and safety of others. This includes the behavior of all persons in the workplace.

Once a risk has been identified, the training manager / venue manager will ensure prompt rectification of the risk.

Participants and/or visitors must notify the facilitator or PeopleSafe Australia staff immediately upon discovery of any unsafe or unhealthy condition or the existence of inappropriate behaviour.

Parking & Catering

PeopleSafe will notify course participants of parking locations in the confirmation letter. Directions to training course locations and your nearest parking station will be provided for your convenience.

Tea and coffee is provided for all face to face courses. Course information will specify if lunch catering is included with your chosen full day public course.

Your Contacts at PeopleSafe Australia

Your course trainer: _____
(Add your facilitator's name and contact details in the space above)

Customer Service Manager

Michaela Rohrig
Telephone: (02) 9501 1516
Facsimile: (02) 8580 6330
Email: mrohrig@peoplesafe.com.au

General Manager

Ilija Ilcesin
Telephone: (02) 9501 1516
Facsimile: (02) 8580 6330
Email: iilcesin@peoplesafe.com.au

PeopleSafe Australia Head Office

Telephone: (02) 9501 1516
Facsimile: (02) 8580 6330
Email: training@peoplesafe.com.au
Address: PO Box 600
Sutherland NSW 1499

