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# 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 a quality learning experience and helping you to improve workplace safety through training.

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

Additional information about our ever-expanding range of WHS courses and services can also be found on our web site at [www.peoplesafe.com.au](http://www.peoplesafe.com.au).

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

Phone: 02 9501 1516

Email: [training@peoplesafe.com.au](mailto: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 and Federal Legislative and Regulatory requirements and with the VET Quality Framework (VQF).

PeopleSafe Australia employs experienced Workplace Health and Safety (WHS) professionals and is committed to providing quality WHS training, assessment and consulting services including:

### Nationally Recognised Training:

- Certificate IV in Work Health and Safety (BSB41419).
- Shift Materials Safely using Manual Handling Methods (TLID0020).
- Store and Handle Dangerous Goods and Hazardous Substances (TLID0021).

### SafeWork NSW Approved Courses

- Health and Safety Representative Training.
- Health and Safety Representative Refresher Training (NSW).

### Other WHS courses and workshops:

- WHS Risk Management for Supervisors and Managers.
- Health and Safety Committee Training.
- Health and Safety Committee Refresher Training.
- Incident Investigation Training.
- Emergency Management Training.
- Asbestos and Lead Product Awareness Training.
- Asbestos and Silica Awareness Training.
- Supersafe - Safety for Construction Supervisors.
- How to Write a Safe Work Method Statement for High Risk Construction Work.
- WHS Due Diligence for Senior Managers.
- Office Safety.
- Manual Handling Awareness.
- Manual Handling Awareness for Construction workers.

### Specialist Safety Services

- Safety Management System Development and Implementation.
- Safety Management System Reviews.
- Safety Audits.
- Provision of WHS placements.

## Code of Practice

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

- Act 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.
- 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 in our 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 work health and safety; workplace harassment; victimisation and bullying; anti-discrimination, including equal opportunity, racial vilification, disability discrimination, consumer protection, Vocational Education and Training (VET) and privacy.

Students will be notified if there is a change in legislation or regulatory requirements that may affect the outcomes of their training.

A full list of legislation to which PeopleSafe Australia must adhere to is available in PeopleSafe Australia's Policy and Procedures Manual, and a copy is available on request by contacting us at [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

## Prerequisites

Prerequisite information for all PeopleSafe Australia courses can be found on the relevant course brochure and our website.

For all accredited courses, the minimum level of education (Language, Literacy & Numeracy or LLN) recommended is school certificate level (Year 10) or equivalent.

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

- Find, read and interpret WHS legislation and/or internal WHS policies and procedures to answer questions.
- 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 speak directly with their trainer, or contact PeopleSafe Australia for support services on 02 9501 1516 or [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

If assistance is required, PeopleSafe Australia will discuss the most appropriate action with the participant to ensure the opportunity to complete the Unit of Competency and/or qualification is given.

## Course bookings and registration

All courses advertised by PeopleSafe Australia will clearly state the course name and any prerequisites or selection criteria for registration. Any conditions of enrolment will be clearly stated on the course brochure.

Pre-enrolment information for Nationally Recognised Qualifications will include:

- Recognition of Prior Learning
- Consumer Protection Information
- What to do if you wish to defer or discontinue training
- Fees and refund policy
- Smart and Skilled Subsidised Training information (where applicable)

### Public Courses

All participants will be supplied with pre-enrolment information appropriate to the course being undertaken. For Nationally Recognised courses, this includes an information pack consisting of the following:

- Course Information Brochure
- Participants Handbook
- Enrolment form

### **Corporate Group Courses**

PeopleSafe Australia will supply course information, a quote and a Course Registration form prior to each Corporate course. To make a booking, please complete the registration form and send it to us by email. Payment for corporate group courses must be received at least 15 days prior to the course start date.

We will send confirmation of enrolment within five (5) working days of receipt of your payment.

## **Unique Student Identifier (USI)**

The USI is part of the way that the Australian Government is improving the training sector. It ensures people can obtain a complete record of their enrolments and achievements from a single online source, meaning that lost qualifications will be a thing of the past.

All students who complete Nationally Recognised Training will need to supply PeopleSafe Australia with a Unique Student Identifier (USI) to be issued a Qualification Certificate, Statement of Attainment or Transcript for training.

The only circumstance where a USI is not required for Nationally Recognised training is where the student has an exemption under the Student Identifiers Act 2014. In this case a certificate can be issued, however the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Information about how to register or retrieve a forgotten USI is available at [www.usi.gov.au](http://www.usi.gov.au).

## **Fees**

PeopleSafe Australia makes prospective students and clients aware of fees and refund arrangements before accepting enrolment. PeopleSafe Australia will honour any PeopleSafe Australia marketing material that is current and relevant to a specific course or service.

All resources and materials are included in the cost of the course unless otherwise stated in PeopleSafe Australia's course brochures or advertising material.

All fees paid in advance will be held during the course and made available should a refund be required. Should a participant be eligible for a refund, it will be paid in accordance with the terms set out in the refund policy

Individual participants – Payment of the course commencement fee will not exceed \$1500, and is required at least 15 working days prior to course commencement. Following course commencement, additional instalments (if applicable) shall be invoiced as quoted in course brochures.

Corporate Group Bookings - To confirm your training booking, please make payment at least 15 working days prior to course commencement.

### **Smart and Skilled fees**

Subsidised training is available to eligible students under the Smart and Skilled Targeted Priorities Full Qualifications Program. Eligibility criteria that apply to this program and can be found at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au).

PeopleSafe Australia charges the fee set by the NSW Government on the NSW Skills list. Fees will be confirmed in writing using the Smart and Skilled Provider Calculator, and your eligibility criteria. We will provide you with a quote (Eligibility Enquiry Report) detailing fees payable.

## **Refund Policy – Public Courses (Cancellation, deferral, discontinued training)**

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.

### **Public courses**

PeopleSafe Australia will refund/credit any fees paid, without incurring an administration fee, if you provide written notice 10 working days, prior to course commencement.

If you wish to withdraw at any time during a course, please provide written notice, including your reasons. You will be issued a record of results for UOCs completed. Refunds cannot be issued for change of mind, non-attendance or not finishing a course.

PeopleSafe Australia is committed to assisting all students in successfully completing their studies. Students who may wish to put their study on hold due to valid reasons are encouraged to discuss their concerns with their trainer or notify the PeopleSafe Australia training department in writing at [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au). PeopleSafe Australia may permit a deferral of no more than 6 months from the date of receiving your notice, and approval will be contingent upon an equivalent course being scheduled in that time. Students who do not recommence training within a 6 month period of deferral will be reported as discontinuing training.

PeopleSafe Australia reserves the right to cancel a public course if there are inadequate numbers of attendees. If it is to be cancelled, you will be informed in writing no later than five (5) working days prior to the commencement of the course or seminar. 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.

### **Online/Distance learning courses**

PeopleSafe Australia will refund/credit any fees paid, without incurring an administration fee if you provide written notice 10 working days prior to learning plan development and dispatch of course materials. Refunds cannot be issued for change of mind, or not finishing online or distance learning. 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 10% of the course fee will apply. Refunds cannot be issued for change of mind, non-attendance or not finishing online or distance learning.

## **Refund Policy – Corporate Group Courses (Cancellation and postponement)**

### **Corporate Group bookings**

Postponement of a course within 5 working days of a course commencing will incur an administrative fee of 50% of the course fee. Any cancellation of a course 10 working days prior to commencement will incur a fee equivalent to 100% of the course fee.

### **SafeWork NSW Approved Courses**

Evidence of identity is required prior to commencing SafeWork NSW approved courses. This needs to be provided to the trainer at the commencement of the course. Participants who do not have adequate proof of identity may not commence the course and no refunds are offered under these circumstances.

## **How to access Support and Guidance**

### **Language, literacy and /or numeracy difficulties**

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

All interpreters and scribes must be independent from the participant (e.g. external interpreter) and fees may apply.

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 that participants may experience 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 during 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 relevant support services.

## **Participant's Conduct**

Course participants are required to conduct themselves in a professional manner.

### **Attendance**

Participants are expected to 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, religion, age or marital status.

Please 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.

### **Alcohol and Stimulants**

No alcohol, non-prescribed stimulants or drugs of any kind are to be consumed throughout the program. You can not attend the program if under the influence of alcohol or non-prescribed drugs.

### **Originality of work**



All work is to be your own.

### **Mobile phones**

Please switch off your mobile phone during training sessions, or switch it to silent.

### **Smoking**

Smoking is not allowed in any PeopleSafe Australia training venue.

### **Discipline**

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

To ensure that training is productive, the trainer has the authority to:

- Warn participants if their behavior is unsuitable
- 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 prior to any necessary action being taken.

## **Online learning**

Some courses offered by PeopleSafe Australia can be completed via online learning.

Access to course material will be given within three (3) working days of receiving registration forms and commencement payment.

All online participants will be assigned a tutor who will contact them at course commencement. Tutors can be contacted for further help and/or guidance at convenient times discussed and agreed by the two parties. Participants can also contact the PeopleSafe Australia's training department for additional information.

Qualifications completed via online learning must be completed within 1 year of enrolment.

For assessment information, please refer to 'Assessments' below.

## **Trainers & Assessors**

PeopleSafe Australia abides by the requirements of the Vet Quality Framework (VQF). All PeopleSafe Australia trainers and assessors:

- Have a Certificate IV in Training and Assessment.
- Have extensive training and assessment experience.
- Are qualified in their discipline.
- Have a history of working in the WHS industry.
- Have a sound understanding of the complete curriculum and all training services, policies & procedures.

## 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 needed, it can be made in writing before the due date. The maximum extension for all assessments is two (2) weeks.

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

All students are entitled to three attempts to complete a unit of competency without any additional cost. Further attempts will incur a charge at the discretion of PeopleSafe Australia and discussed on an individual basis.

You have the right to view any documentation relating to your assessment result. All participants' files are kept for a period of 40 years. If you would like a copy of your training records, please email your request to our Operations Manager at [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

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.

## Recognition of Prior Learning and Credit transfer

Recognition of Prior Learning (RPL) is the acknowledgement of your current skills, which you have obtained through formal training, work and/or life experience. 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 by contacting us to discuss eligibility, prior to submitting your supporting evidence.

Credit transfer is a process that provides participants with agreed and consistent credit outcomes for components of a qualification based on equivalence in content and learning outcomes between matched qualifications. Credit transfer is applicable for equivalent training package units only. PeopleSafe Australia will recognise all Statements of Attainments and Qualification Certificates issued by other Registered Training Organisations within Australia.

PeopleSafe Australia acknowledges your accumulated knowledge and skills in accordance with the VET Quality Framework (VQF) and the NSW Recognition Framework. Our policies and practices support RPL.

Evidence for RPL may 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, 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.

The fee for RPL will vary according to the qualification being sought and can be quoted when you enquire. The fee will not exceed the full course cost.

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

## 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 inappropriate or unfair.

Before making an appeal, please discuss the matter with us within seven (7) working days following the assessment decision, 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, using 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 training 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 the Australian Skills Quality Authority (ASQA).

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

Email: [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au)

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*PeopleSafe Australia Office use only*

*Date Received: \_\_\_\_\_ By Whom: \_\_\_\_\_ Signed: \_\_\_\_\_*

## Consumer Protection and how to make a Complaint

PeopleSafe Australia will provide training, assessment and support consistent with AQSA regulations and Smart and Skilled funding contract requirements.

PeopleSafe Australia is always keen to hear feedback from students about their learning experience. If you have any concerns you are encouraged to raise them directly with your trainer. PeopleSafe Australia's Training Department can also be contacted on 02 9501 1516 or [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au)

All complaints are taken seriously and treated confidentially. PeopleSafe Australia respects natural justice considerations in handling complaints and all parties involved will be informed of any allegations, and will have an opportunity to present their side of the matter.

Complaints can be forwarded in writing to the PeopleSafe Australia training department via [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au), and complainants will be notified (in writing) of action to be taken. If you are dissatisfied with the outcome provided by PeopleSafe Australia, you are entitled to a review by an independent third party and/or contact the Australian Skills Quality Authority (ASQA) on 1300 701 801.

All students are informed about personal information that is collected about them, and the right to review and correct that information. Students will also be informed of any changes at PeopleSafe Australia that may affect the training service provided.

Where there are changes to agreed services that affect students (including changes to third party arrangements or a change in ownership) PeopleSafe Australia will contact students via email or SMS as soon as practicable.

For more information about your rights under consumer protection for Smart & Skilled, please visit <https://smartandskilled.nsw.gov.au/>

The Australian Skills Quality Authority may also be contacted in event that PeopleSafe Australia closes or ceases to deliver agreed training and assessment.

## Certificates

The PeopleSafe Australia Training Department will prepare and forward all certificates / statement of attainments to successful participants. Certificates are issued in electronic format and will be forwarded to the course organiser.

Re-issue of an awarded certificate / statement of attainment can be requested in writing outlining course, seminar or workshop details. Participants will be charged an administration fee of \$20 for the re-issue of the award in electronic (PDF) format.

## 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 40 years.

At any time, you can request to view your personal records. Please email your request to [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au) and allow ten (10) working days for processing. 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’s 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 to comply with the current commonwealth privacy legislation, conscientiously protecting the privacy of any personal information that we hold.

Information gathered by PeopleSafe Australia will only be utilised for VET Quality Framework (VQF) compliance requirements, administrative, regulatory and/or research purposes, and may be used by the following organisations:

- Employer – if enrolled in training by the employer
- Government Departments and authorised agencies.
- NCVER
- Organisations conducting student surveys
- Researchers

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

## Participant Feedback / Continuous Improvement

Your feedback 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 end 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 our Operations Manager for any indication of non-compliance with PeopleSafe Australia’s training policy or any other systemic quality issues. The Operations Manager or her delegate will then facilitate corrective action as required.

## What to bring to class

We will outline in your enrolment confirmation letter any equipment you may need to bring to class with you. A list of 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, please follow the directions of your trainer or PeopleSafe Australia staff members.

## Workplace Health & Safety (WHS)

All PeopleSafe Australia personnel, visitors to PeopleSafe Australia's premises and alternative venue managers and their delegates are required to ensure that WHS principles are effectively implemented in their area of control.

Each person is responsible for taking all practical measures to ensure that the workplace 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/ control 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.

## Your Contacts at PeopleSafe Australia

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

### Operations Manager

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

### PeopleSafe Australia Head Office

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

### General Manager

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

### PeopleSafe Australia Public Training Rooms

Pm-Partners  
Level 5, 45 Clarence Street  
Sydney NSW 2000  
Less than 3 minutes walk from Wynyard Station

Course information and an electronic copy of this Participants Handbook can be found on our web site at [www.peoplesafe.com.au](http://www.peoplesafe.com.au).