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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 Code 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 Reporting and Investigation Training.
- Emergency Planning and Management Training.
- Asbestos and Lead Product Awareness Training.
- Asbestos Awareness Training.
- Crystalline Silica Awareness training (SafeWork NSW approved)
- 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.
- Leadership Essentials training
- Introduction to WHS Legislation

### **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 ensuring learners can make informed decisions about the suitability of courses.
- 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, safety and wellbeing of our employees and participants in our training programs is a high priority.
- Provide a learning environment that promotes and supports the diversity of all students.

## **Access, Equity and Suitability**

We are dedicated to supplying accurate and transparent information, ensuring you can make informed decisions about the suitability of our courses for your personal and professional goals. Our programs align with industry requirements, and our trainers remain up-to-date with evolving standards and regulations to deliver relevant and effective training.

Every effort will be made to accommodate individuals from diverse and disadvantaged backgrounds. Where we are unable to meet your specific needs, we will endeavour to refer you to an alternative Registered Training Organisation better suited to your circumstances.

Where support needs affect training suitability, tailored advice is provided to help students make informed decisions

## Inclusive Learning Environment

PeopleSafe Australia is committed to fostering an inclusive, supportive and equitable learning environment for all students. We recognise and celebrate the cultural, linguistic, and socioeconomic diversity of our student community and strive to provide high quality programs and services tailored to meet your needs.

We acknowledge the unique experiences of First Nations people in Australia and are committed to ensuring a culturally safe learning environment.

We foster a respectful and inclusive learning environment for all students and our trainers are committed to creating a space where everyone feels welcome, supported and able to participate fully.

## 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 some courses a pre-enrolment assessment may be conducted to evaluate a students' language, literacy, numeracy (LLN) and digital literacy proficiency before enrolment. Additionally, we may conduct a short interview to assess the student's suitability for the training, ensuring they have the foundational skills required to successfully engage with the course.

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

- Find, read and interpret WHS legislation and/or internal WHS policies and procedures.
- Read procedural texts to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequential instructions for routine tasks.
- Follow established 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:

- Course Pre-requisites
- 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)
- Who to contact if further information or support is needed.

### 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 20 working days prior to the course start date.

Where corporate clients identify participants with disability, LLN needs, or wellbeing concerns, we encourage early disclosure so that appropriate support or reasonable adjustments can be arranged prior to course commencement. We will send confirmation of enrolment within five (5) working days of receipt of your payment.

After course bookings and registration, employers (and students in the case of individual bookings) will be informed how and when they can access trainers and support staff. Queries will be responded to promptly and respectfully.

## 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 20 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 20 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 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 recorded 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 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 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 10 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 and any pre-booked travel expenses and/or travel fees incurred by PeopleSafe Australia (if applicable).

### **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.

## **Disability, LLN and Digital Literacy Support**

We actively encourage students to disclose any disabilities or additional learning needs, so that we can provide the necessary support to enable their success.

If you have a disability or need adjustments, we're here to help. Just contact us on (02) 9501 1516 or speak to your trainer.

Participants are invited to disclose any disability or support needs during registration, if they wish to do so. Reasonable adjustments may be offered, such as extended time, assistive technology, or alternative formats. Where adjustments are not appropriate or feasible, we will explain the reasons as soon as practicable.

For some courses, PeopleSafe Australia conducts pre-enrolment assessment to evaluate students' LLN and digital literacy proficiency. This ensures that learners have the foundational skills required to engage with their training effectively. This review also helps determine the suitability of the training product for each student and supports informed enrolment decisions.



Where a participant requires additional LLN support, we may provide or refer to external services for an oral assessment, scribe or digital literacy support. All scribes and support must be independent from the participant (e.g. external interpreter) and fees may apply.

If a participant requests support but we are unable to provide it internally, we will refer them to an appropriate external service and explain the referral process clearly.

Information about available support services, including LLN and digital literacy assistance, is provided prior to enrolment and is kept current and accessible on our web site at: [student support](#)

## Wellbeing and Emotional Safety

We consider the wellbeing needs of our student cohort in relation to the training product content. Trigger warnings are provided if a course involves emotionally sensitive topics (e.g. workplace violence, mental health, or trauma), and students are encouraged to speak with their trainer if they feel affected by any course content.

We identify wellbeing needs by considering the nature of the training product and the learner cohort. For example, courses involving WHS incident response or mental health may require additional sensitivity and support. Where relevant, we provide information about external services and encourage students to take action to support their wellbeing.

## Ongoing Support and Guidance

PeopleSafe Australia offers guidance with training and career advice, and can refer you to external wellbeing services, LLN and digital literacy support if needed.

- We are committed to providing access to:
- Guidance and support related to training and education
- Information relating to relevant legislation
- Referral services for additional wellbeing and support needs
- Career advice and referral to external services for students requiring additional support
- Contact details for trainers, assessors and support staff
- Prompt and respectful response to queries

PeopleSafe Australia Facilitators/Assessors observe and monitor participant progression during training, to identify any needs for additional learning support. Support needs identified during training are addressed through flexible learning strategies.

If the required support extends beyond PeopleSafe Australia's capabilities, we will provide information on relevant organisation/s that supply the relevant support services.

## Wellbeing Support and Referral Pathways

We understand that training can sometimes present personal or emotional challenges. PeopleSafe Australia is committed to supporting your wellbeing throughout your learning journey.

We identify potential wellbeing needs by considering the nature of the training product and the learner cohort. For example, courses involving WHS incident response, mental health, or workplace trauma may include emotionally sensitive content. Where relevant, we provide trigger warnings and encourage open communication with your trainer.

If you experience distress or need additional support, we can refer you to [external services](#).

You can speak with your trainer or contact our office on (02) 9501 1516 for confidential guidance. We're here to help you stay safe, supported and connected throughout your course.

## Participant's Conduct

PeopleSafe Australia is committed to fostering a professional, respectful, and inclusive learning environment. All participants are expected to conduct themselves in a manner that upholds these values throughout their training.

### Attendance

Participants are expected to attend all scheduled training sessions and arrive on time to meet assessment requirements.

### Behaviour and Respect

PeopleSafe Australia maintains a **zero-tolerance policy** for discrimination, harassment, or bullying. Participants must treat trainers, fellow students, colleagues, and all individuals with respect, regardless of **race, gender, sexual orientation, cultural background, religion, age, or marital status**. Active participation in group work and collaborative learning is encouraged.

### Alcohol and Stimulants

No alcohol, non-prescribed stimulants or drugs of any kind are to be consumed throughout the program. You cannot attend the program if under the influence of alcohol or non-prescribed drugs and this may compromise safety and learning outcomes.

### Originality of work

All work is to be your own.

### Use of Mobile phones

To maintain a focused learning environment, participants must **switch off or set mobile phones to silent** during training sessions.

### Smoking Policy

Smoking is not allowed in all PeopleSafe Australia training venues.

### Discipline

PeopleSafe Australia is committed to delivering training in a professional and cooperative manner. To ensure a productive learning environment, trainers have the authority to:

- Issue a formal warning if behaviour is deemed inappropriate.
- Ask the participant to leave the class, without refund or reenrollment if conduct remains unsuitable.
- Cancel a session if necessary to maintain a safe and respectful learning space.

Participants who wish to challenge disciplinary actions may follow our complaints procedure. For further information or assistance, please contact PeopleSafe Australia at (02) 9501 1516 or email [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

## 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 enrolment and payment.

Participants can contact the PeopleSafe Australia's training department for additional information.

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

## Trainers & Assessors

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

- Have a current 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.
- Undertake regular continuing professional development in their discipline.

## Assessments

There are comprehensive assessments for all nationally recognised courses. These assessments are to be completed within the set time frames and according to the stated course criteria. If an extension is needed, please notify us in writing before the due date. The maximum extension for all assessments is two (2) weeks.

Many of our short (non-accredited) courses also have 1 – 2-page quizzes that are completed in class. If you are having difficulties completing any course or program, we encourage you to speak with your trainer or contact us. We are committed to providing reasonable adjustments to help students overcome barriers to learning.

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 participants and ensures that all assessments and appeals are conducted with integrity and confidentiality.

## Reasonable Adjustments and Disability Support

PeopleSafe Australia is committed to inclusive practice and ensuring that all students have equitable access to learning and assessment. If you have a disability, health condition, or learning need that may affect your participation, we encourage you to let us know during registration or at any point during your course.

We will work with you to identify reasonable adjustments that support your success while maintaining the integrity of the training and assessment process. Examples of adjustments may include:

- Extra time to complete assessments
- Oral delivery of questions or instructions
- Use of assistive technology
- Alternative formats for learning materials
- Flexible delivery or scheduling options

To request adjustments, please contact our Operations Manager on (02) 9501 1516 or speak with your trainer. We will respond to your request as soon as practicable, and always within a reasonable timeframe. Where additional fees apply these will be quoted in advance, and where an adjustment is not appropriate or feasible, we will explain the reasons clearly and respectfully.

All information shared will be treated confidentially and used only for the purpose of supporting your learning.

## 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 current and valid 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). 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 will be verified with the issuer and/or the National Register ([usi.gov.au](http://usi.gov.au)). 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

PeopleSafe Australia is committed to ensuring that all assessments are conducted fairly, consistently, and in accordance with industry standards. We recognise that students may wish to appeal an assessment decision if they believe it was unfair, incorrect, or not conducted in line with established procedures.

Students may submit an appeal if they believe:

- The assessment was not conducted fairly or lacked procedural integrity.
- The assessment criteria were not applied correctly.
- There was a misinterpretation of evidence or assessment requirements.
- They were not given reasonable opportunity to demonstrate competency.
- Any decision made by PeopleSafe Australia, a trainer, staff member, or third-party provider has adversely affected them.

PeopleSafe Australia ensures that all appeals are handled promptly and transparently with the below process:

1. Informal Discussion – Students are encouraged to first discuss their concerns with their trainer or assessor to seek clarification and resolution.
2. Formal Appeal Submission – If the issue remains unresolved, students may submit a formal appeal in writing within 10 business days of receiving their assessment outcome.
3. Review by an Independent Assessor – The appeal will be reviewed by a qualified assessor who was not involved in the original assessment.
4. Outcome Notification – Students will receive a written response outlining the appeal decision within 10 business days of submission.
5. Further Review (if required) – If the student is dissatisfied with the outcome, they may request a further review by PeopleSafe Australia's General Manager.
6. External Review – If the appeal remains unresolved, students may escalate their case to an external regulatory body, such as the Australian Skills Quality Authority (ASQA).

PeopleSafe Australia ensures that:

- All appeals are handled confidentially and without bias.
- Students are not disadvantaged for lodging an appeal.
- Support services are available to assist students throughout the appeals process.
- Outcomes of appeals are documented and communicated to the student.
- Appeal outcomes are reviewed and used to inform continuous improvement of our training and support services.

For further information or to submit an appeal, please contact PeopleSafe Australia at (02) 9501 1516 or email [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

## Appeal Application Form

*Use this form to appeal any decision made by PeopleSafe Australia, a trainer, staff member, or third-party provider that you believe has adversely affected you. This includes assessment outcomes, access to support, or administrative decisions.*

Name of Participant: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Address: \_\_\_\_\_

Phone/Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Assessor or staff member: \_\_\_\_\_

Date of Decision or Assessment: \_\_\_\_\_

Decision or 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 your trainer or the Training Department?

YES NO

Do you wish to have a support person' in the appeal process?

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 is committed to delivering training, assessment and support services in line with ASQA regulations and Smart and Skilled funding contract requirements.

We welcome feedback from all students and encourage you to raise any concerns about your training experience, including it's trainers, staff or decisions that affect you (eg refunds, cancellation, access to support). You may speak directly with your trainer or contact our Training Department on 02 9501 1516 or [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au).

### Making a Complaint

If you wish to make a complaint about any aspect of your training, including concerns about PeopleSafe Australia, a trainer, staff member, or third-party provider, you may:

- Raise the issue informally with your trainer or a staff member
- Submit a formal complaint in writing to [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au)
- Nominate a representative to assist you in lodging your complaint if needed

All complaints are taken seriously and treated confidentially. We follow the principles of natural justice and procedural fairness, ensuring that all parties are informed of any allegations and given the opportunity to respond.

We aim to resolve most complaints within five working days. If more time is needed, we will notify you in writing and provide regular updates. If your complaint cannot be resolved internally, we will offer access to an independent third-party review, and you may also contact the Australian Skills Quality Authority (ASQA) on 1300 701 801.

You will be notified in writing of the outcome of your complaint. Where appropriate, we will follow up within one month to ensure your concerns have been addressed.

### Your Rights and Consumer Protection

You have the right to:

- Be treated fairly and respectfully
- Access support services and make complaints without fear of disadvantage
- Review and correct personal information held about you
- Be informed of any changes to training services, including third-party arrangements or ownership

If there are changes to agreed services that may affect you, we will notify you via email or SMS as soon as practicable.

For more information about your rights under Smart and Skilled consumer protection, visit:

<https://smartandskilled.nsw.gov.au/>

## 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 \$25 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 website](https://www.peoplesafe.com.au).

If you have concerns about how PeopleSafe Australia collects, stores or uses your personal information, you can make a privacy complaint via [training@peoplesafe.com.au](mailto:training@peoplesafe.com.au)



## 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 is reviewed by our Operations Manager and used to identify areas for improvement and our continuous improvement process. Where feedback indicates a potential issue with training quality, learner support, or compliance, corrective action will be taken.

## 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 and computer/software requirements needed to complete your course, 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.

PeopleSafe Australia recognises that psychological safety is part of WHS. If any course content causes distress or discomfort, students are encouraged to speak with their trainer or contact our office. We will provide guidance or referral to appropriate support services.

## 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  
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### PeopleSafe Australia Public Training Rooms

University of Technology, Sydney  
Building 10, Level 7  
Broadway NSW 2000  
Less than 5 minutes walk from Central Station

### Office hours

Monday to Friday, 9:00am – 5:00pm

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).