

REGISTERED TRAINING ORGANISATION No 91227



Height Safety Engineers

Participant Handbook

Issued October 2017

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Introduction

Welcome to Height Safety Engineers. We are a Registered Training Organisation (RTO number 91227).

Our Registered Training Organisation assists our clients to properly use and maintain safety equipment and systems in the workplace, such as those systems and equipment that, when used correctly will eliminate or minimise the risk of injury.

Our trainers and assessors are highly qualified and have extensive experience in a range of industries. We are here to support you throughout our training programs and we hope you have an enjoyable learning experience.

The Australian Skills Quality Authority (ASQA)

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

This qualification can only be delivered to you in by an organisation that has met the requirements of the regulator responsible for the registration of RTO's. This government body is referred to as the Australian Skills Quality Authority (ASQA).

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of the items below relevant to our RTO. ASQA also regulates other areas of the Australian skills sector:

- vocational education and training providers
- accredited vocational education and training courses, and

Participants Rights & Responsibilities

Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behavior
- To be given adequate information about course and trainer's expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability (consistent with requirements of the unit in question)
- To receive co-operation from other participants
- To receive support from other participants in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times.

Responsibilities:

- To provide a safe and supportive learning environment for fellow participants and trainers
- To treat all participants and trainers with respect, regardless of gender, race, culture, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognize that people are not all the same – treating everybody the same is not necessarily fair

- To co-operate with fellow participants and trainers
- To use appropriate language and behavior at all times and present themselves in a fit state to learn.

If the RTO ceases to deliver the agreed training or assessment during the course the participant has the right to request a refund from the RTO and/or lodge a complaint in accordance with the complaints and appeals policy below.

RTO Responsibilities

The RTO is responsible for the issuance of AQF certification & documentation.
The RTO is responsible for the compliance of training & assessments.

Client Complaints and Appeals

We will deal with any Participant complaints or appeals against our decisions in an effective and timely manner.

- Each complaint and appeal and its outcomes will be recorded in writing.
- Each appeal is heard by an independent person or panel (i.e., someone or some panel that is mutually agreed upon as independent)
- Each appellant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeals outcomes, including reasons for the decision.
- We will act upon any substantiated complaint and provide you with an update of the status of your complaint within 7 working days from the date of that complaint. The update will be on the progress of your complaint and what we have done up to that point to address it.

If an appeal for re-assessment is approved we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned. There is no cost to you for re-assessment.

Copies of the Complaints and Appeals forms are available from the contact person below from 9:00am to 5:00pm Monday to Friday on business days:

Compliance Team
Lucas Cranfield
Phone 1300 884 978

All complaints and appeals are reviewed at our monthly management meetings. Monthly management meetings occur on the last Friday of every month.

Appeals and the process of appeals along with any complaints you may arise with us will be included in our Continuous Improvement Register (CIR). The CIR is managed by:

Compliance Team
Lucas Cranfield
Phone 1300 884 978

The CIR is overseen and actions recommended in the CIR are managed by:

Phillip Noble
Chief Executive

Phone 1300 884 978

If the Participant is still not satisfied with the resolution of the complaint, they may contact ASQA to lodge a formal complaint.

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that providers, such as us, are delivering quality training and assessment services.

The ASQA web site includes the following statement regarding complaints.

“Before you submit a complaint to ASQA, please be aware that:

ASQA takes a risk-assessment approach to complaints—our resources are limited so must focus on the most serious complaints.

ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.

ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.”

The web site link to make a complaint electronically is:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

The other contact details for ASQA are shown below:

To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia) or email: enquiries@asqa.gov.au.

To provide feedback email feedback@asqa.gov.au.

Interpreter services are available through the Australian Government's Translating and Interpreting Service by calling 131 450.

Legislative Requirements

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

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

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

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation and codes that particularly affect your participation in Vocational Education and Training includes; but is not limited to;

Australian Human Rights Commission Act 1986
Age Discrimination Act 2004
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Racial Hatred Act 1995
Australian Information Commissioner Act 2010.
The Privacy Act 1988 (Privacy Act)
National Privacy Principles (2001)
Skilling Australia's Workforce Bill 2005
Skilling Australia's Workforce (Repeal and Transitional Provisions) 2005
National Vocational Education and Training Regulator Act 2011
NSW Anti-discrimination Act (1977)
Child Protection (Prohibited Employment) Act 1998
Workcover Code of Practice Safe Work on Roofs, Part 1 - Commercial and Industrial Buildings
Workcover Code of Practice Safe Work on Roofs, Part 2 – Residential buildings
Work Health and Safety Act 2011
Work Health and Safety Act 2011 No 10
Privacy Act 1988 as amended to 14 September 2006

Work Health and Safety (WHS) Policy

The Workplace Health and Safety Act 2011 describes our duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

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

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

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

- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law (Racial Discrimination Act 1975 and the Sex Discrimination Act 1984 and other laws, regulations and codes) to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and participants feel valued, respected and are treated fairly.

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

Staff and participants should be aware of the following definitions:

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

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

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

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

'Personnel' - refers to all employees of H.S.E.

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

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

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

Specific principles

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

Privacy

Height Safety Engineers takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act 1988 as amended to 14 September 2006 and the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the ASQA we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply.

We will correct and up date information errors described by the individual.

7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the following laws:

- National Vocational Education and Training Regulator Act 2011
- The Standards for NVR Registered Training Organisations 2011
- Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010
- Skills Australia Act 2008
- Skilling Australia's Workforce Act 2005 (amended 11/3/2010)
- The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005

Apprenticeships and Traineeships

Height Safety Engineers currently does not deliver traineeships or new apprenticeships, however should our scope change and we begin to deliver these, we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

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

The Apprenticeship and Traineeship Training Program (ATTP) provides a contribution towards the cost of the delivery of apprenticeship and traineeship qualifications by registered training organisations to:

- NSW apprentices in selected trades and geographic areas
- NSW new entrant trainees from Certificate II to Certificate IV level and a small number of Diplomas
- NSW school students in part-time apprenticeships and traineeships

The Program from time to time also funds registered training organisations under its Pre-Apprenticeship and Pre-Traineeship Strategy.

The program funds the delivery of preliminary skills training.

Units of competency are drawn from apprenticeship or traineeship qualifications.

The target group is individuals seeking to undertake an apprenticeship or traineeship.

A single set price is paid per apprenticeship or traineeship qualification irrespective of the mode of delivery.

In addition to the set price for apprenticeship or traineeship training, loadings are available to the following priority groups:

- apprentices or trainees employed in a small businesses
- apprentices or trainees in regional and rural locations
- apprentices or trainees undertaking apprenticeships or traineeships with high equipment costs
- Aboriginal and Torres Strait Islander people or people with a disability

Payment is prompted by the electronic lodgement of participant and training activity data in the format specified in the APL Contract.

Working with Children

We do accept people under the age of 18 for our current programs. Some courses may accept enrolment form participants 14 or older.

Due to this we ensure that we comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

Further information on the Working with Children's Check is available from Height Safety Engineers RTO CEO as shown below:

Phillip Noble
Chief Executive
Phone 1300 884 978

Fees and Refund Policy

Fees are levied on all of our training programs.

Full details of fee payment options and terms and conditions are available in the payment and enrolment options document on our website (Student Resources)

The fees and charges applicable to each training program are negotiated directly with the participant, or with a participant's employer.

Any fees due must be paid by the method agreed in the course information sheet or as agreed with the participant's employer as per our agreed commercial terms.

All payments will be recorded in the Quicken accounting system and receipts issued.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our Quicken accounting system in sufficient detail so that training progress can be monitored against fees paid.

Refunds

We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us

If a participant fails to attend a scheduled course with less than 48 hours notice of inability to attend, the course fees will be forfeited.

If a participant can provide 48 hours notice or greater of his or her inability to attend, they can reschedule to another course without penalty.

Participants are entitled to a 10 day cooling off period after making a booking and/or payment. If a student wishes to withdraw their booking within this period they are entitled to a full refund where the course date is not less than 48 hours after the RTO receiving notification of the participant's decision.

Participants in exceptional circumstances can make application for special consideration to the RTO Chief Executive Officer: **Phillip Noble, Chief Executive, Phone 1300 884 978**

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality of the records or your privacy.

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

We conduct a weekly full backup and a daily incremental backup to external devices, stored at an offsite location; this is the responsibility of our Administration Officer.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years. In the event that we cease to operate as a RTO we will comply with the legislative requirements imposed in those circumstances..

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

Where we are required to submit statistical data on our participants in the future (AVETMISS), we will comply with this requirement.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards and other relevant laws such as:

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

Or those required by law such as:

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

Or

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

Recognition of other Qualifications

All ASQA qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Height Safety Engineers.

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

Access and Equity

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

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

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

Any issues or questions raised regarding access and equity can be directed to our RTO Chief Executive Officer.

Client Selection

There are no pre-requisites to enrolling in our training programs other than the willingness to learn and/or specific Training Package requirements, where applicable.

If you have any questions please do not hesitate to discuss the course with us.

Enrolment

While we take training program bookings and payment over the telephone, all participants will not be considered "Enrolled" until they have received and reviewed the Participant Handbook and completed an enrolment form.

Both the participant handbook and the enrolment forms are available prior to course commencement on our websites.

At the rear of this participant handbook is an acknowledgement form that is to be signed and returned to our administration office. This acknowledgement will then be kept on file within your individual participant file.

Induction

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

- Introduction to the Height Safety Engineers training staff,
- Locations of amenities, exits, safety marshalling points, contact details etc.
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the Participant.

Language, Literacy and Numeracy (LLN) Assistance

Our course materials contain written documentation and very limited numerical calculations.

We recognise the need for Learning, Literacy and Numeracy requirements and our training and assessments take this into account for each Unit of Competency as well as for the qualification and the target audience.

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

A basic test has been provided on our website.

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

Campbelltown TAFE
181 Narellan Road, Campbelltown NSW 2560
PO Box 599
Campbelltown NSW 2560
Australia
Telephone: (+61 2) 4620 1700
Facsimile: (+61 2) 4620 1752
<http://swsi.tafensw.edu.au/Home>

The TAFE English Language Website is located at:

<http://sydneytafe.edu.au/>

The TAFE web site for students with disabilities is:

<https://www.tafensw.edu.au/services/disability/#.VD9NkhS4aM8>

Participant Support, Welfare and Guidance

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

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their trainer, or another member of the RTO staff.

The staff member will ensure that the full resources of the RTO are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the participants needs exceed our capacity we will refer them onto an appropriate external agency.

In the event that the participant is not satisfied with support a trainer from our RTO has provided them, they can contact the person below, from Height Safety Engineers, to assist them further.

Kevin Ruprecht
Head Trainer
Phone 1300 884 978

Flexible Delivery and Assessment Procedures

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

Height Safety Engineers will make any necessary adjustment to meet the needs of a variety of participants. The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency and that the assessment critical evidence is satisfied for that particular training package and unit of competency.

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

Height Safety Engineers undertakes to assist participants achieve the required competency standards where it is within our ability.

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

Any further questions can be referred to your trainer or the RTO CEO.

Discipline

Height Safety Engineers attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

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

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

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

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and the RTO Chief Executive Officer and the appropriate action will be taken. If in doubt, contact the head trainer as addressed below.

Kevin Ruprecht

Head Trainer
Phone 1300 884 978

Recognition of Prior Learning Policy (RPL)

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

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Height Safety Engineers should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application form is available from Height Safety Engineers Head Trainer:

Kevin Ruprecht
Head Trainer
Phone 1300 884 978

Evaluation of RPL applications is charged at \$180 per hour plus GST.

Credit Transfer Policy

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

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds TAE40110 (TAE04) equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,

- involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

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

Concerns over the fairness, validity, reliability or flexibility of assessments can be addressed in the first instance to:

Phillip Noble, Chief Executive, Phone 1300 884 978

Assessment Criteria

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

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

Assessment Methods

Our assessments and assessment methods will ensure that we:

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

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

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

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

Re-assessment is available on appeal, see further details in the appeal process section.

Emergency Exits and On Site Induction

All our programs start with a site induction and an explanation of fire evacuation procedures and collection points as well as the identification of key staff, wardens and the available facilities.

Signed by participant as being received and read

Name

Signature
