



Capital Safety Training

Student Handbook

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Introduction

Thank you for enrolling to complete a training course with Capital Safety. Capital Safety delivers nationally accredited training courses throughout Australia under the requirements of the VET Quality Framework and Australian Skills Quality Authority (ASQA). Courses have been developed to meet the specific needs of people operating in high-risk environments such as working at height and confined space, and the competencies introduce both theoretical and practical elements within the course framework to deliver a broad basis of learning that appeals to most members of the working community.

Regardless of the competencies you have enrolled in, the company operates under the following operational guidelines to ensure the highest quality training outcomes are delivered for each person.

Legislation

Capital Safety acts in compliance with NSW State and Federal legislation in carrying out its training activities including but not limited to the following:

- Anti-discrimination Act plus amendments (1977)
- Business Names Act (2002)
- Copyright Act (1968)
- Industrial Relations Act (1996)
- Occupational Health and Safety Act - NSW (2000) plus amendments (2005)
- Work Health and Safety Act (2011)
- Payroll Tax Act (2007)
- Privacy and Personal Information Protection Act (1998)
- Sale of Goods Act (1923) and amendments (1986)
- Smoke Free Environment Act (2000)
- Vocational Education and Training Accreditation Act (2005)
- Workplace Injury Management and Workers Compensation Act (1998)
- WorkCover NSW Code of Practice: Safe Work on Roofs, Part 1 Commercial and Industrial Buildings
- WorkCover NSW Code of Practice: Safe Work on Roofs, Part 2 Residential Buildings
- Corporations Act (2001)
- Goods and Services Tax Act (1999)
- Privacy Act and National Privacy Principles (2001)

Policies

Our policies and procedures cover all aspects of our business operations and management functions as detailed in our Compliance Manual and Company Management System (CMS) and include but are not limited to:

- Access and Equity Policy
- Course Refund and Cancellation Policy
- Customer Feedback and Complaints Process
- Drug and Alcohol Policy
- Environmental Policy
- Occupational Health & Safety Policy
- Privacy Policy
- Quality Policy
- Recognition of Prior Learning Policy
- Record Keeping Policy
- Training Policy

Capital Safety's policies ensure that staff and customers alike are all treated fairly and equally, and that they understand their rights and responsibilities under the law.

These policies and procedures are reviewed regularly to ensure they are relevant, fair and reasonable and that any updates can be made following feedback from all stakeholders. For further information on our policies contact the Training Manager. Copies are available upon request in writing from the Training Coordinator or e-mail to traininginfo@capitalsafety.com

Training Delivery

Our competency based courses are delivered by staff with substantial industry experience, coupled with relevant vocational education qualifications in training and assessment. Training is completed using a combination of in-class and practical exercises. These include interactive workshop sessions, multi-media presentations and practical activities which simulate real life scenarios which may be found on any job site.

Training manuals are provided with every course, which are intended for reference both during the course and following the training in the work environment. Individuals are encouraged to work at their own pace and reasonable assistance will be provided to individuals with any learning difficulties.

Language, Literacy and Numeracy Information

Capital Safety designs courses which address the needs of most learner types. However, certain assessments and much of the theory presented is supported by written documents. Where individuals are unable to comprehend the written portions of the course, trainers/assessors can provide a verbal summary and assessment of core material. Students who are concerned about their ability to comprehend the written material must notify the trainer prior to the commencement to the course.

Trainers will address student comprehension issues within the student /course introduction and will offer support should a student identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a student has such a need.

Medical Information

Prior to commencing the course, you will be required to complete a Student Personal Information Form. A section of this form tells us about any conditions you may have that may impact on your ability to complete aspects of the course. This form will be treated with the utmost confidentiality in line with our Privacy Policy, however it is an essential component and refusal to complete it may result in the instructor refusing participation in physical activities in the course.

Voluntary Release Waiver and Indemnity Form

Prior to commencing the course, you will be required to complete a Voluntary Release Waiver and Indemnity Form. Whilst Capital Safety will assume every precaution to ensure the safe conduct of activities completed within the course in line with its OH&S Policy guidelines, it cannot assume responsibility for every eventuality that exists.

Occupational Health & Safety

All our training activities are completed in a safe and formal manner. Any physical activities which may require working at height are conducted with a strict requirement for a secondary system to be in place to ensure maximum user safety. Compliance to all relevant OH&S legislation is incorporated into all courses. Any evidence of non-compliance is to be reported to the Trainer or the OH&S representative for immediate correction and response.

Recognition of Prior Learning (RPL)

Capital Safety delivers training under the requirements of the VET Quality Framework. Capital Safety also acknowledges that individuals may also have skills and knowledge similar to those presented within Capital Safety courses.

A system has been established to allow individuals to prove competency through prior learning and experience. Where individuals currently possess the knowledge and/or work place experience related to material presented within the training program or hold a valid and relevant testimonial from a registered training organisation, a challenge of the course written exam and practical evaluation will be established. If the individual is able to pass the exam and successfully complete the practical skills assessment, recognition of prior learning will be granted for that competency. Where the individual is unable to pass the exam and/or successfully complete the practical assessment, no recognition for prior learning will be granted.

Applicants for RPL will need to apply in writing (either paper or electronic) attention Training Coordinator to receive the RPL application. The application will outline the competency sought and the relevant experience of the applicant. CSG will follow the RPL Procedure to determine

eligibility of the candidate and will notify same in writing of a decision to proceed with the assessments. A final decision will be provided in writing from the Training Manager to the applicant within 10 business days of completion of the assessments.

RPL Assessment costs will be applied at a maximum of 2/3 the normal course costs (plus any travel expenses) for the competency sought or a lesser amount if so determined by the Training Manager.

Mutual Recognition

Capital Safety recognises nationally accredited qualifications issued by other RTO's.

Assessments

All courses are competency based, with each course having a specific and relevant unit of competency. A 'Statement of Attainment' will be issued upon the successful completion of each unit of the course. All units have both a written exam and a number of practical exercises to be completed. The **attendee is required to attain 85% accuracy of the assessment tools to be deemed competent**. Failure to achieve the required criteria will result in the issue of a 'Certificate of Attendance' and the student will be deemed not yet competent.

All Students will have the ability to review their assessment with their Instructor or the Training Manager. Assessment results are available upon request for those exams not marked in class. Where the Student wishes to meet with the Assessor to review their assessment in person, a meeting must be set up that will be mutually acceptable to both the Assessor and Student. Where it is logistically difficult to meet in person, the assessment review may be conducted over the phone.

Re-Assessment

Where a Student is deemed not yet competent, a second written exam will be made available to be completed out of class. Where a practical assessment is not completed or where the Student was unable to meet the requirements of the assessment, the student will be given the opportunity to re-attempt the assessment within the class period after working with the Instructor to ensure the underpinning knowledge is sufficient to complete the task.

In the event a student is deemed not yet competent following re-assessment/s, (written and/or practical), an additional re-assessment may be requested by the student. Further re-assessments may carry a charge as determined by Capital Safety at the time of the request. Capital Safety reserves the right to waive the re-assessment fee. Requests for further re-assessment must be made in writing and mailed, faxed or emailed to Capital Safety stating the reasons why the student feels they have not yet been able to complete the assessments.

Assessment Criteria

There are a number of different types of assessments utilised within Capital Safety courses as follows:

Written Assessments

Written exams will be a part of each unit. They are intended to assess the knowledge retention of information presented during the classroom. These written exams are to be completed as closed book exams except where directed by the Instructor. They will be a mixture of short answer and multiple choice questions. Students are encouraged to seek clarification from the instructor/assessor regarding exam procedures or for specific questions that are unclear to the student.

Practical Assessments:

Students are expected to participate in the hands on exercises that form a key part of the course units. These exercises are designed to give practical application to the theory discussed in the class in a controlled setting. Practical assessment will be through observation and continual feedback so that where an unsafe or incorrect practice is observed students will be corrected and expected to complete the task properly. Students are expected to seek guidance where they are unsure of the task instructions.

Assessment Appeals

Where a student feels that the assessment result is unwarranted and/or does not fairly reflect the capabilities of the student, they retain the right to question the assessment results. First and foremost, any questions should be directed to the course Trainer/Instructor for immediate feedback and/or resolution. If the student still does not feel that they have been properly assessed, a formal appeal must be made. Formal appeals must be made in writing using the Capital Safety Appeals Form. The proper forms may be requested in person, writing or phone from the Trainer/Instructor, Training Coordinator or through Capital Safety customer service.

Assistance in completing the form is available upon request through the Training Coordinator. Once submitted, the appeal will receive a tracking number and the student will be contacted by the Training Coordinator to ensure all information is complete and to provide the student with the appeals tracking number. Appeal requests will be reviewed by the Training Manager and Managing Director and students will be provided with a written response to their appeal request. If necessary, the student will be interviewed by the Training Manager to clarify the issues of the appeal. Recommendations for the resolution of the appeal will be provided by the Training Manager in consultation with the Student and Instructor.

If student concerns are not addressed to the clients' satisfaction, an arbitration process is available where an independent third party acceptable to both the Student and Capital Safety will review the issue and rulings made by that third party will be binding upon both the Student and Capital Safety. The rulings of this arbitration will be supplied to the Student in writing.

Registering Complaints

Capital Safety is committed to providing an efficient, fair and accessible process for handling and resolving customer feedback and complaints. We support the right of customers to provide feedback about any of our products and services and to have their concerns dealt with in a positive way.

The aim of this process is to build customer satisfaction and loyalty by ensuring that all complaints are treated seriously, thoroughly investigated in an impartial manner and resolved as soon as possible. The information disseminated from this process is used to improve our product quality and service delivery.

If a participant in a Capital Safety training course is dissatisfied with the Trainer or the course content, they may register a complaint. If they are dissatisfied with the decision, an appeal can be made through the relevant procedures.

The first step is to register the complaint with the Trainer, or if the uncomfortable with this person, contact the Training Coordinator. The issue will endeavour to be dealt with at this time in verbal consultation. In the event a formal complaint is to be registered, the Training Coordinator will provide the complainant with the correct form to register their complaint and instructions on how to complete it if required. The complaint will then be dealt with or escalated in accordance with the Customer Feedback & Complaints Procedure as required.

Training Records

As per requirements of the Vet Quality Framework, all training records are kept on file for a period of 30 years (paper records for 7 years and electronic for 30 years). Students may request access to those records by contacting Capital Safety in writing stating their name, DOB and student number (if applicable). Additionally, any details Students can provide about the timing of their course attendance is also helpful. Records will be supplied to the student including date of enrolment, date of completion and status of competency. Replacement certificates can be supplied at a nominal charge.

Dismissal from a Course

Everyone who takes the opportunity to enrol and participate in a Capital Safety training course is encouraged to enjoy themselves and their learning experience. Generally, the greater the level of participation, the greater the learning gained.

If however the behaviour of any participant is deemed by the Instructor to affect the health, safety, comfort or well-being of the other participants in the course, then that person may be approached for an interim discussion outside the course activities. The person will have the circumstances of

their behaviours explained in detail and be asked to refrain or alter their behaviour in line with the requirements of the course. Subsequent failure to adopt these requests may require the person to sit these activities out, or in the most severe cases be asked to leave the course.

Refunds, Course Changes and Deferrals

For all training courses, Capital Safety operates a standard Refunds and Cancellations Policy. Where reference is made to “the client” and or “the attendee” in documents or literature, for an individual and or a corporate entity the rights of a student are the same. The principles of the Policy are as follows:

If an attendee is dissatisfied with the content or quality of any customised or public course that has been booked and paid for, the client must first register this complaint in writing in the guidelines of the Customer Feedback and Complaints Procedure within 3 working days of completing the course, or the day on which they finished. On receipt of this complaint, if the matter cannot be resolved, Capital Safety will offer a full refund for all course fees for the attendee(s), on the return of all course materials and by signing a statement prepared by Capital Safety that they have been fully recompensed for the course.

A client has the right to defer attendance at any open enrolment course provided that they provide notice of intention to defer within 3 weeks of the course start date. For all other course changes and deferrals less than 3 weeks of the course start date, refer to Cancellation Policy below.

Cancellation

Capital Safety reserves the right to cancel any course at any time and will provide a full refund to those who have enrolled and prepaid.

Additionally, the client has the right to cancel any onsite course at any time, understanding that if the course is cancelled with less than three weeks written notice (by fax and/or email) but greater than one weeks' notice the client will be charged 50% of the minimum instructional cost (course fee multiplied by the minimum number of students as per above). With less than one week written notice (by fax and/or email), the course may be cancelled however the full value of the course will be surrendered by the client.

In either case non-refundable travel costs, (including but not limited to best-fare airline tickets and/or hotel) and customised course material costs will be charged to the client. If the client wishes, Capital Safety can purchase full fare tickets and/or cancellation insurance billable to the client.

Any cancellation charges (save and except for non-refundable pre-paid expenses) can be applied as a credit to future courses if used within a year of the billing date.

Alternative Nominees / Attendees

If a client registers a person to attend a course and that person can no longer attend right up to the start date and time of the course booked, the client may nominate a replacement person to attend the course, with written approval. Capital Safety reserves the right to prevent a person attending a course if it deems that the person's attendance is contrary to the commercial interests of Capital Safety (for example if they are an existing or potential competitor in training courses delivered by Capital Safety).

Participants with Particular Needs

The Capital Safety training courses are made available for all people who work within risk environments that pertain to Capital Safety expertise.

Given the physical nature of some components of these courses, completion of some of the activities/assessments may not be possible by individuals with certain disabilities. In these circumstances, Capital Safety will endeavour to provide additional assistance wherever possible. If the resources cannot be made available, endeavours will be made to arrange the assistance required. Advanced notice of applications for additional assistance are required at the enrolment stage, or shortly thereafter in order for Capital Safety to make these arrangements in advance of the training being conducted.

Capital Safety designs courses which address the needs of most learner types. However, certain assessments and much of the theory presented is supported by written documents. Where individuals are unable to comprehend the written portions of the course, Instructors can provide a verbal summary and assessment of core material. Students who are concerned about their ability to comprehend the written material must notify the Instructor prior to the commencement to the course.

Instructors will address student comprehension issues within the introduction section of the session. Capital Safety can provide a pre course LL&N assessment as part of the selection criteria assessment process.

Additional Information

If you have any additional questions, direct your enquiries in the first instance to the Training Coordinator, Training Manager or the Training Instructor. All may be contacted as follows:

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