



Student Handbook



Student Handbook

Introduction

Dear Student,

Welcome to Essential Health & Safety Group. I trust you will enjoy your training with us today.

This handbook is for your perusal. It contains some of the policies and procedures of Essential Health & Safety Group. I would like you to familiarise yourself with them. If you have any questions regarding this handbook please ask your Trainer.

Essential Health & Safety Group's vision is to promote and provide all Australians with a safe and healthy workplace and a safe community in which to live.

At Essential Health & Safety Group, you are assured that the training you receive is of the highest quality. We aim to provide innovative and flexible learning methods. Our staff are very qualified in the first aid/safety industry and wish for you to succeed in the training that is provided today.

I hope you enjoy your training with Essential Health & Safety Group and have an enjoyable learning experience.

Brad Smith
Managing Director

Contact Details

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Our Vision

Essential Health & Safety Group's vision is to deliver quality training and assessment that meets the needs of our learners and the industry in which they work.

Our Objectives

In recognition of this vision, our objectives are:

- People:
We understand that our people make the strategic difference between ourselves and our competitors. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- Safety and Equality:
We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity and Ethics:
We conduct ourselves in accordance with shared and agreed vision/standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality Committed:
We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence, over and above our customers' expectations. EHS&G is committed to continual improvement across all areas of operation.
- Learner-Centred:
We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment techniques.
- Industry Engagement:
We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

“We Save Lives”

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Legislative Requirements

Essential Health & Safety Group is subject to legislation related to training and assessment. The legislation that particularly affects the delivery of our training and assessment services includes:

- Occupational Health and Safety Act 1991
- Workplace Health and Safety Act 1995
- Fair Work Act 2009
- Vocational Education, Training and Employment Act 2000
- Human Rights and Equal Opportunity Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Child Protection Act 1999

Our Expectations of You

Essential Health & Safety Group expects students to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Comply with the rules and regulations of Essential Health & Safety Group.
- Be honest and respectful, which includes not conducting yourself in any way that may cause injury or offence to others.
- Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- Respect other students and Essential Health & Safety Group team members and their right to privacy and confidentiality.

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Student Safety

Essential Health & Safety Group is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plan for the training facility in which you attend training.
- Do not undertake activities which may cause injury to yourself or others.
- Smoking is only permitted within signed areas, at least 4 metres from doorways at all times. Dispose of cigarette butts in signed disposal units.
- Report all potential hazards, accidents and near misses to the staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Any form of discrimination, bullying or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated.
- Any breaking of state or federal law shall be reported to the relevant authority.

Fire Safety

- Essential Health & Safety Group trainers will communicate to students the procedures involved for evacuation and the location of fire-fighting and first aid equipment at each facility for each training and assessment event.
- All users of a training and assessment facility need to be familiar with the location of all exits and fire extinguishers. Users will consult available maps to determine location. Essential Health & Safety Group premises have clearly marked evacuation plans displayed beside each door.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.

First Aid

- Provision for first aid facilities are available where training is delivered.
- All injuries, illnesses and accidents must be reported to an Essential Health & Safety Group team member.
- The accident and any First Aid treatment which is administered or advised must be recorded by the EHSG team member involved.

Lifting

- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter to avoid the risks associated with slips, trips or falls.
- Place rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean, tidy and that your dishes are washed.
- Do not sit or climb on any desks or tables.

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Your Equity

Essential Health & Safety Group is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All Essential Health & Safety Group team members, including contractors, are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any team member who breaches this policy. Students should expect fair and friendly behaviour from Essential Health & Safety Group team members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission.

If you feel that you have been discriminated against or harassed in any way, report this to your Trainer. This will initiate a grievance procedure which will be fair and transparent and will protect your rights as a complainant.

Your Privacy

Essential Health & Safety Group takes the privacy of students very seriously and complies with all legislative requirements of the National Privacy Principles as outlined in the Commonwealth Privacy Act 1998. Student information is only shared with external agencies such as registering authorities to meet compliance as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

EHSG collects personal information from clients for the following reasons:

- To communicate with students where relevant and necessary about training arrangements. Information required for communication includes postal address, contact phone number and email addresses.
- To comply with AVETMISS requirements for collection of information on vocational education and training. Information required for AVETMISS includes student demographics (age, sex, location, schooling background) and courses studied.

Training records shall be retained electronically for 30 years. Clients are entitled to have access to records containing personal information. Should you wish to access your training records held on file at EHSG, please make your request in writing to the RTO Compliance Manager, Essential Health & Safety Group.

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Fees and Refunds

In accordance with applicable State legislation, Essential Health & Safety Group is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees Payable

Fees are payable when the student has received notification of enrolment. Fees must be paid in full within the terms and conditions specified on an invoice from Essential Health & Safety Group. Essential Health & Safety Group may discontinue training if fees are not paid as requested. For a list of current fees and charges, please request a copy of Essential Health & Safety Group's schedule of fees and charges.

Student Cancellation

Students who cancel their enrolment part way through a training program must notify Essential Health & Safety Group in writing at the earliest opportunity if consideration of fee reimbursement is required. Once Essential Health & Safety Group is notified, a refund will be considered for the component of training not commenced. Essential Health & Safety Group is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

Replacement of Texts, Training Materials or Workbooks

Students who require replacement of issued texts, training materials or workbooks will be liable for additional charges to cover the cost of replacement. Please speak with an EHS&G team member to confirm current and accurate costs for any items which may need to be replaced.

Refunds

Should the need arise to cancel a course, Essential Health & Safety Group will refund the student fees already paid, or offer the client an alternative course date, which is mutual to both parties. A full refund will be made to students who for valid personal reasons are unable to attend a course. A refund of 50% will be made, should a student or a corporate customer notify EHS&G of cancellation of a course booking, with less than 5 working days notice prior to commencement of the course. A 50% administration fee shall be incurred for this service. A refund of 70% will be made, should a student or a corporate customer notify EHS&G of cancellation of a course booking, with greater than 5 working days notice prior to commencement of the course. A 30% administration fee shall be incurred for this service. A refund may not be offered should a client fail to attend a course booking. An invoice will be issued for the quoted amount should a client fail to attend.

Payment Method

Essential Health & Safety Group accepts payment via the following methods:

- Cash
- Cheque
- EFTPOS or Credit Card
- Electronic Funds Transfer (account details printed on invoice and available on request)

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Enrolment

Essential Health & Safety Group undertakes to make training available to all persons who:

- Complete the Essential Health & Safety Group Student Enrolment Form.
- Agree to abide by Essential Health & Safety Group's expectation of students.
- Make arrangement for payment of fees before commencement of training.

Access and Equity

EHSB is committed to providing training to all individuals and groups who wish to learn first aid and safety skills. Please note on your Student Enrolment Form and make your Trainer aware of any individual needs at the commencement of the course so that training and assessment can be adapted to meet your individual needs.

We do not exclude people under the age of 18 from our training and assessment programs. All Trainers hold current and valid Blue Cards ("Working with Children Check").

Your Language, Literacy and Numeracy Skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks.

To support this approach Essential Health & Safety Group will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training,
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Essential Health & Safety Group.
- Negotiate an extension of time to complete training programs if necessary.
- For more information on language, literacy and numeracy please contact a trainer from Essential Health & Safety Group.

Student Support

EHSB will endeavour to help students where we can to accommodate language, literacy and numeracy or access and equity difficulties. In the event that a student's needs exceed our skill, we will refer the student to an external support provider. You can seek support by contacting:

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| Police/Fire/Ambulance | 000 |
| Interpreting Services | 13 14 50 |
| Alcohol & Drug Information Serv. | 1800 177 833 |
| Domestic Violence Helpline | 1800 811 811 |
| Lifeline | 13 11 14 |
| Sexual Assault Helpline | 1800 010 120 |

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Assessment and Issuing of Qualifications

Assessment Strategies

Essential Health & Safety Group will employ a variety of assessment instruments to assess your competency. These include, but they are not limited to:

- Demonstration and observation strategies
- Questioning and interviewing
- Role plays
- Scenarios
- Case studies/problem solving/fault finding
- Individual activities
- Practical demonstrations
- Multiple choice questions
- Critical incident report

Issuing of Qualifications

To achieve a Statement of Attainment, students must have completed all assessment and evaluation procedures required by EHS&G for the course they are enrolled in. Essential Health & Safety Group will issue a Statement of Attainment within 21 days of the date of completion to the student who successfully completed the course.

Assessment for a Statement of Attainment will at all times be by demonstration of competency in any given area of study or within a Unit of Competency. Students will be assessed as either:

“C” = Competent

“NYC” = Not Yet Competent

Reissuing of Qualifications

Should you require your original Statement of Attainment to be reissued (eg. due to loss or damage of the document), you shall be required to complete a Reissuing of Qualification Form and pay a fee to cover the administrative costs associated with reissuing the document.

Please speak with an EHS&G team member to confirm current and accurate costs for the reissuing of qualifications and to obtain a copy of the Reissuing of Qualification Form.

Assessment Appeals

Should you wish to appeal your assessment decision, you must do so with the Trainer involved within 5 days of the course. The Trainer will explain to you how the assessment decision was reached. If you are not satisfied with the outcome, you can ask for another Trainer to perform the assessment process.

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Recognition of Existing Skills and Knowledge

In accordance with the requirements of the Australian Quality Training Framework, Essential Health & Safety Group provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they have enrolled.

Forms of Evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including formal and informal learning or through work-based or life experience.

Forms of evidence toward recognition may include:

- Work records
- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge
- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Observation by an assessor in the workplace
- Performance appraisal
- Duty statements

Many of these forms of evidence would not be sufficient on their own. When combined together with a number of evidence items the student will start to provide a strong case for competence.

Getting Credit for your Current Competencies

Essential Health & Safety Group acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the National Skills Framework being units of competence awarded and accurately identified in Statements of Attainment and qualifications.

What is Credit Transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Australian Quality Training Framework, qualifications and Statements of Attainments issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence Requirements

An applicant will be required to complete a Recognition of Prior Learning Application Form and submit supporting documents as per the EHSG Recognition of Prior Learning Policy. The documents will provide the detail of which units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. The applicant is required to submit copies only which are certified as true and correct copies of the original by a Commissioner of Declarations/Justice of the Peace.

Credit Transfer Guidelines

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Essential Health & Safety Group's scope of registration.
- The student does not incur any fees for credit transfer and Essential Health & Safety Group does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence.

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Grievance Processes

A grievance is something which causes grief; a complaint or annoyance. A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Essential Health & Safety Group in any form and does not need to be formally documented by the complainant in order to be acted on.

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

Early Resolution of Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It may be appropriate to deal with the grievance informally without invoking a formal complaints procedure.

Investigation of Complaints

Essential Health & Safety Group undertakes to apply the following principles to its complaints and appeals handling:

- Clients are encouraged to complete a Compliment/Complaint Notification form and forward to one of EHSG's Complaints Officers for investigation.
- A written record of all complaints and appeals is to be kept by Essential Health & Safety Group including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and or assisted by a support person.
- The handling of a complaint or appeal is to commence within 7 working days of the lodgement of the complaint/appeal. All complaints/appeals will be finalised as soon as practicable.
- The complainant or person lodging an appeal will be provided a written statement of the outcome. The complainant or person lodging an appeal will be provided with written acknowledgement of receipt of complaint within 48 hours of lodging the complaint.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Essential Health & Safety Group.
- Decisions or outcomes of the complaint or appeal process that find in the favour of the student or other shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence.
- Complaints and appeals are to be considered on the bases of procedural fairness and lead to opportunities for improvements as a Continuous Improvement Report.

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