



SAFEGUARD
Training & Services

Student Handbook

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Student Handbook

Introduction

This Student information handbook is designed to provide you with information about the services provided by Safeguard Training & Services and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by Safeguard Training & Services. This information is contained in the Course Brochure supplied separately.

Our mission

Safeguard Training & Services mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives in recognition of this mission, our objectives are:

People - 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 standards of behavior 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.

Learner centered approach

We focus on providing training and assessment that is learner centered and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

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.

My Rights and Responsibilities

When you sign your Student Enrolment Form and Declaration you make an agreement with Safeguard Training & Services that you will follow Safeguard Training & Services's policies and procedures. You must;

- 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 Safeguard Training & Services
- Be punctual and regular in your attendance
- Contribute equally to any group assessment or activity
- Wear appropriate clothing and footwear, adhering to specific dress requirements for your course.
- Use protective equipment where required and follow Workplace Health and Safety instructions
- Be honest and respectful, which includes not falsifying work or information
Not conduct yourself in any way that may cause injury or offence to others
Not use offensive language
- Not smoke in any designated non-smoking area
- Not litter and be aware of our environmental policy
- Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules
- Monitor your own progress by ensuring that assessment deadlines are observed
- Utilise facilities and Safeguard Training & Services publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons

- Respect other students and Safeguard Training & Services staff members and their right to privacy and confidentiality
- Not use mobile phones during class unless previously discussed with your trainer
- Not use cameras. Recording devices, including mobile phones without the consent of the person being photographed
- Report any workplace health, safety or environmental incidents to your trainer or staff of Safeguard Training & Services
- Not engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public - including SMS messaging or any form of cyber bullying
- Be prepared to sign a 'Receipt of Goods form' when using tool boxes for your training. You are responsible for your toolbox and any items that may become lost, stolen or broken

Your safety (is paramount)

Safeguard Training & Services 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 plans Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking at the training and assessment facilities or offices unless it is a designated area
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of drugs or alcohol within the facilities what so ever. This is an offence that incurs instant dismissal and possibly police notification

- Keep training and assessment areas neat and tidy at all times
- assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Fire safety

Safeguard Training & Services will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students 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.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

Provision for first aid facilities are available where training is delivered. All accidents must be reported to staff. The accident and any aid administered must be recorded by staff involved.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Safeguard Training & Services unless they do so voluntarily and taking all responsibility for any injury caused.

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.

Ask someone else to do it for you.

Work and study areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over

Place all rubbish in the bins provided

- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed

Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin

Do not sit or climb on any desks or tables

- Amenities - Male and Female toilets are located within all training areas

Your Equity

Safeguard Training & Services is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Safeguard Training & Services staff 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 staff member who breaches this policy. Suspected criminal behavior will be reported to police authorities immediately. Students should expect fair and friendly behavior from Safeguard Training & Services staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Safeguard Training & Services that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Safeguard Training & Services, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Safeguard Training & Services takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act L988 and National Privacy Principles (2001).

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research and the USI office, In all other cases Safeguard Training & Services will seek the written permission of the student for such disclosure.

Fees and refunds

In accordance with applicable State legislation, Safeguard Training & Services 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

Safeguard Training & Services do not run public courses, we facilitate corporations and their personnel. We provide quotations for service and invoice on completion of training and assessment services.

In most cases course fees will be paid by your employer.

Replacement of text and training workbooks

Students can request digital copies of issued text or training workbooks.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request.

You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst Safeguard Training & Services will retain these records, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised.

Replacement statement of attainment

Students can request copies of certificates in PDF.

Our continuous improvement of services

Safeguard Training & Services is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by Safeguard Training & Services management and validation team. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Safeguard Training & Services so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Safeguard Training & Services for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

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 such as measuring, weighing and comprehending written work instructions.

To support this approach Safeguard Training & Services 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 Safeguard Training & Services and where this level of support is assessed as necessary; and

- Negotiate an extension of time to complete training programs if necessary.

Making complaints and appeals

Safeguard Training & Services is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Safeguard Training & Services in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

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. Appeals must be submitted to Safeguard Training & Services within 21 days of the student being informed of the assessment decision or finding.

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, where possible.

Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Safeguard Training & Services provides the opportunity for students to apply to have prior learning recognized toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the

requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Safeguard Training & Services scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce:
 - unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence. Forms of evidence for recognition

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

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context

of the intended workplace or industry.

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
- Examples of work products
- Observation by an assessor in the workplace
- --- Performance appraisal; or 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 candidate will start to provide a strong case for competence.

Safeguard Training & Services reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Getting credit for your current competence

Safeguard Training & Services 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 Standards for NVR Registered Training Organisations, qualifications and statements of attainment 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/module based on successful completion of the unit that has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Safeguard Training & Services. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence

that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

Credit transfer guidelines

following guidelines are to be followed in relation to credit transfers:

- 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 Safeguard Training & Services scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Safeguard Training & Services does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition

Assessment Guide

At the beginning of each unit or course, your trainer will give you a copy of the student assessment guide. This tells you how you will be assessed. You must read the information and let your trainer know if you have any concerns about the nature or timing of the assessment events. You must submit assessment work and attend assessment events on the specified dates.

Complaint and appeals handling

Safeguard Training & Services undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Safeguard Training & Services 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 at any relevant meeting.

The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable. A complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.

- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Safeguard Training & Services to review his or her complaint or appeal following the internal Safeguard Training & Services complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.

- Safeguard Training & Services shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.

- Complaints and appeals are to be handled in the strictest of confidence. No Safeguard Training & Services representative is to disclose information to any person without the permission of Safeguard Training & Services Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.

- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

For any further information required please speak with your trainer or contact admin@safeguardtraining.com or phone 1300630104.