



Participant Handbook

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INFORMATION FOR PARTICIPANTS

About WH&S More Skills and Koolat Safety

WH&S More Skills and Koolat Safety are trading names of WH&S Training & Assessment Services Pty Ltd (referred to as WH&S from here on in); a Registered Training Organisation (RTO #32365) accredited by the Australian Skills Quality Authority to provide Nationally Recognised Training. The benefit to you, the client, is assurance we have a documented, quality system covering all training and assessment services offered to you. After successful completion of one of our accredited training courses you are guaranteed a nationally recognised statement that has equal worth in all states and territories.

Our Commitment

To ensure we provide training and assessment services that meet your needs and industry, we employ qualified and experienced trainers, secure appropriate facilities; ensure sufficient opportunities for learning with applicable resources and assessment that is fair and flexible.

Prior to undertaking training, should WH&S cancel a confirmed training course, you will be offered alternate dates. If the training is not rescheduled or the dates offered do not suit you, all fees paid will be refunded in full within 10 days of the training being cancelled.

For training that has commenced, in the unlikely event WH&S is unable to deliver the training, you will be offered the option to enroll with another RTO and WH&S will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by WH&S and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our Service Commitment

- Your questions are important to us. Please be aware our trainers are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask you allow us two (2) working days to respond
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted)
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion

Access and Equity

Based on the Access and Equity Policy for the Vocational Education and Training System, WH&S will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Providing equal opportunity for all participants
- Providing access to appropriate quality Vocational Education and Training programs and services
- Providing support services which enhance achievement of positive outcomes

Equally important is the view that no student training with WH&S will act in any discriminatory manner towards any other student or staff member. WH&S has developed a list of legislative (legal) requirements which outline discrimination, harassment, workplace bullying and victimisation which are against the law. If detected at WH&S, the appropriate authorities will be contacted.

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Course Fees

Your course fees will be agreed with you prior to enrolling in a course. Where formal training agreements are entered into between us and your employer, and your employer has agreed to pay for your course, we will agree course fees with your employer.

WH&S requires payment of the full course fee before the course starts, unless other arrangements have been made with WH&S Management or an approved purchase order has been provided.

PLEASE NOTE: COURSE BOOKINGS ARE NOT GUARANTEED UNTIL PAYMENT HAS BEEN RECEIVED OR AN APPROVED PURCHASE ORDER HAS BEEN PROVIDED.

Payment

CREDIT CARD - WH&S accepts payment by Visa and MasterCard (No surcharge). For payments by credit card please contact our admin team on 07 3183 0000 and we will be able to assist you in processing your payment.

BANK TRANSFER - When paying by direct bank transfer please quote the invoice number stated as payment reference. Failure to state the invoice number may result in a delay in securing your course booking. Payment should be made to the WH&S account as listed on the bottom left hand corner of the invoice.

EFTPOS/CASH - For your convenience WH&S accepts EFTPOS and cash payments during office hours.

Refund & Cancellation Policy

- \$30.00 of your fees is an administration, non-refundable fee
- Should you cancel or withdraw within three (3) days any fee over the \$30.00 will be refundable. All materials must be returned as new, and no units completed
- If your fees are paid in advance, and are in excess of a total of \$1,500.00, we hold an unconditional financial guarantee from the National Australia Bank which covers the amount of your prepaid fee, over and above \$1,500.00, for services to be provided by us to you
- In exceptional cases or if a medical condition prevents attendance, a refund may be available at the discretion of WH&S management
- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance, such as long-term illness
- For medical conditions a medical certificate stating you were unable to attend will be required. The circumstances of any non-attendance will be reviewed by the Directors on a case-by-case basis prior to any refund being granted
- Deferment of training can be negotiated
- Should WH&S cancel the training agreement, a fair and reasonable refund will be granted if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation
- No refund is available to participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer

Notifications of cancellation can be made by email or phone and will be confirmed by WH&S. Course participants can be substituted (subject to eligibility criteria) at any time and at no cost prior to the commencement of the course should the nominated person be unable to attend.

Course Fee Subsidies

WH&S strives to capture funding subsidies for courses wherever available in an attempt to reduce prices for you. It may be worthwhile checking with our administration team to see if any subsidies may be available to support your fee payments.

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Unique Student Identifier

From January 1, 2015 every student, new or continuing who is undertaking nationally recognised training is required to supply WH&S with a Unique Student Identifier (USI). Your USI is required at the time of enrolment.

A USI is an account or reference number made up of numbers and letters (e.g. 3AW88YH9U5). The benefits of a USI are you will have easy access to your training records and results from early 2016 onwards.

We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records.

Please read the USI Privacy Policy located on our website <http://whsmoreskills.com.au/about-us/unique-student-identifier-usi/>.

Once you hold a USI you will be able to:

- Give your USI to each training organisation you study with
- View and update your details in your USI account
- View and download your training records and results (transcript)
- Manage who can view your transcript

In the event you are unable or unwilling to get a USI please visit the website below for further information on what to do to participate in training.

It is free and easy for you to create your own USI online, for more information and to apply for your USI or an exemption go to: <http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

Admission and Entry Requirements

WH&S requires that you can:

- Obtain a USI or evidence of an exemption
- Read, write and interpret plans, drawings, specifications, training material, workplace signs and documents
- Communicate both orally and physically
- Comprehend basic English
- Have basic numeracy skills
- Walk around site on uneven ground and over obstacles

WH&S upholds the principle that all students enrolling are treated fairly and equitably and ensure throughout the admission process you are treated courteously and expeditiously.

WH&S reserves the right to suspend from their training courses, participants who are:

- Unable to actively participate in the course activities as a result of injury
- Disruptive or abusive to other students or staff
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with you to discuss future training options.

Evacuations

The introductory component of all public training programs begins with a site induction and a review of emergency evacuation procedures.

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In the event of an alarm sound, please **don't panic** and follow the directions of your trainer calmly.

Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required; failure to do so may result in cancellation of your enrolment.

- Abide by copyright and plagiarism laws and legislation
- Comply with workplace health and safety regulations at all times
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure behaviour is of a level acceptable to the workplace at all times
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your trainer
- Inform your trainer immediately should you be unable to attend due to illness or other reasons
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training with

Health and Safety

We value your health and safety and strive to provide a healthy, safe working and learning environment. The Workplace Health & Safety legislation clearly documents requirements for parties that include you, your fellow students, your trainers and a host of other personnel and stakeholders. Practically speaking, you are required to:

- Notify those in charge of the work space (trainer, manager etc) of any identified hazards, risks or dangers
- Not wilfully damage equipment
- Not wilfully cause harm to self or others
- Wear personal protective equipment as required

Student Drug and Alcohol Policy

WH&S More Skills promotes and supports a safe work environment for its employees, students and visitors entering our work environments at any time.

WH&S More Skills has a zero tolerance policy in the misuse of drugs or alcohol during training time and on RTO property.

The RTO recognises that alcohol, drugs and other substance abuse by students will impair their ability to perform properly and have serious adverse effects on the safety, efficiency and productivity of the individual and the RTO as a whole. The misuse of legitimate drugs, or the use, possession, distribution or sale of illicit drugs is strictly prohibited and will result in disciplinary action which could include expulsion from the site and disqualification from receiving any qualification.

This policy applies to all students of WH&S More Skills, or any other students on WH&S More Skills sites from other training organisations.

The following actions are prohibited at all times:

- Entering on or being on RTO or client property whilst affected by alcohol or drugs
- Bringing or using alcohol or drugs onto RTO or client property
- Buying or selling drugs on RTO or client property.

If a student is suspected of being under the influence of drugs and or alcohol, WH&S More Skills reserves its right to discuss this directly with the student and request that they leave the site immediately until a decision is made as to whether the student will be disqualified from receiving any qualification.

A student has a responsibility to take prescription and pharmacy drugs in accordance with the instructions of their medical practitioner and to follow directions relating to use of the drugs. In the instance that prescription medication could potentially affect the ability of the student to undertake their training safely; the student must notify their trainer

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so that safe working practices are in place at all times. Failure to use prescription or pharmacy drugs in a responsible manner may lead to disciplinary action being taken.

If at any time during your training at WH&S you require any assistance with a welfare issue or require professional counselling or advisory services, we will make initial contact with an appropriate external body at your request.

In the event of an incident occurring in the training environment whereby any student feels concerned in relation to the behaviour of a fellow student or employee, the event can be discussed in confidence with the Training Manager or the General Manager.

All trainers, staff, contractors and students are encouraged to discuss in private any suspected misuse of legitimate drugs, alcohol or the use, possession, distribution or sale of illicit drugs.

Please approach reception and ask for the Training Manager or General Manager if you would like to discuss or report and misuse of substances as outlined below.

Participant Support

WH&S is dedicated to providing a high standard of service to participants. You can contact your trainer by phone or email during office hours. We endeavour to respond to participants as quickly as possible but you are reminded our trainers do have other participants and classes to attend to. We will provide feedback on assessments within ten (10) working days, and to all queries, telephone calls and emails within two (2) working days.

Should you require further support; WH&S can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, counselling, literacy and numeracy etc. It should be noted such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant.

Should you or your trainer/assessor identify you require any additional support, we will work with you to ensure we can provide the support required.

External Support Agencies

Support Service	Contact Number
Personal Counselling Aust Counselling Association	1300 784 333
TAFE Queensland Metropolitan South Institute of TAFE	07 3826 8376
Alcohol and Drug Info Service	07 3236 2414
Drug Arm	07 3368 3822
Centacare	1300 236 822
Relationships Australia	1300 364 277
Lifeline	131 114
Gambling Help Line	1800 222 050
Drug and Alcohol - Alcoholics Anonymous	07 3229 2501

Training Materials and Equipment

During on-site face-to-face training, you will be given access to safety equipment, required material and various other equipment. This equipment and material is to be used in accordance with the instructions given by your trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the given instructions, a fee may be charged.

The copyright and ownership of all training material provided belongs to WH&S and cannot be copied or claimed

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without written consent. All training materials are quality assured and are continuously updated.

Competency Based Training and Assessment

Training which will lead to a Statement of Attainment or Certificate will require assessment to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm you can perform the required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Work samples
- Third party reports

You will be given feedback on all assessment activities. Competency based assessments do not use a marking scale, you are deemed “competent” or “not yet competent”.

An assessment coversheet is attached to all assessments. These are provided by WH&S and must be signed by yourself and the assessor.

Language, Literacy and Numeracy (LLN)

Prior to commencing particular courses or qualifications students must undertake the LLN pre-training activity to determine any specific assistance students may require during training. Our LLN is based on the Australian Core Skills Framework (ACSF). These are the standards set for all VET courses across Australia. The required levels vary for different courses and training programs.

We rely on you being able to read this participant handbook and complete the enrolment form. If required, you may be asked to complete an additional LLN assessment tool. In addition, we may have a trainer spend some one-on-one time with you to help you achieve a positive outcome.

When undertaking a course with WH&S you must have the capability to:

- Read, write and interpret plans, drawings, specifications , training material, workplace signs and documents
- Communicate both orally and physically
- Comprehend basic English
- Have basic numeracy skills
- Walking around site on uneven ground and over obstacles

PLEASE NOTE: If you are undertaking a course for a High Risk Work licence, Workplace Health and Safety Queensland (WHSQ) mandates all assessments must be conducted in English without the use of an interpreter (the only exception will be for persons with hearing difficulties) and that all calculation questions must be answered in writing (not orally).

Enrolment

By completing and signing an enrolment form, you acknowledge you have read and understood this participant handbook. If there is anything in this handbook or on the enrolment form you do not understand, please ask one of the WH&S staff.

Recognition of Prior Learning (RPL) / Recognition of Current Competencies (RCC)

RPL or RCC takes into account skills and knowledge you may have already gained through life and/or work experiences and previous training undertaken through a Registered Training Organisation. These are measured

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against your chosen course and if relevant, you may be granted credits or exemptions for units. If you believe you will qualify for RPL or RCC you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

Complaints and Appeals

WH&S take all forms of complaints seriously. If a complaint is made, we will take a positive and pro-active approach to the issue, and see a complaint as an opportunity to improve our services. We openly encourage positive and negative feedback.

Complaints received will be given due consideration, with full attention to details. The objective will be to find an immediate solution and an amicable settlement for all parties concerned. Any resolution of any dispute between aggrieved parties will be addressed in an open and trusting environment.

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of any disputes for which you may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including recognition of prior learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc

WH&S have developed these complaints procedures to:

- ensure any disputes are taken seriously, handled professionally and confidentially in order to achieve a speedy resolution
- ensure you have a clear understanding of the steps involved in the organisation's complaints policy
- provide contact details of public, independent authorities who may assist you in the event of a dispute

In addition:

- all staff are advised of the policy and procedures upon induction into the company
- all changes to these policy and procedures are advised to staff internally, and to you via our website
- all current policies and procedures shall at all times be located on our website where yourself and staff can access them
- immediately after a complaint is lodged you are advised of your right to have the dispute dealt with through the organisation's internal resolution process

WH&S is dedicated to providing a high standard of service. Should you have a complaint you are encouraged to do so by using the following processes:

Step One: You are encouraged to speak immediately with the staff involved. If no resolution is made or if you are not comfortable addressing the issue with this staff member, you are encouraged to contact the Operations & Compliance Manager. A formal meeting should be requested by the student at which time the matter in dispute can be raised and we hope a resolution sought. This meeting can be on the phone, rather than in person.

The Operations and Compliance Manager will provide the student with a Complaints Form to complete and email to admin@whsmoreskills.com.au. Any other serious formal complaints made against WH&S or its Agents should be presented in writing to the Operations & Compliance Manager. Once he/she has considered the complaint, all decisions will be documented and presented either face to face or via email to the student. Notes of the discussion or meeting will be kept on file.

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Step Two: If the issue is not resolved you are encouraged to speak to or contact in writing the Director. Outcomes of complaints will be provided to you in writing within ten (10) working days of the decision.

Step Three: Should the matter remain unresolved following step two, the student will have the option to appoint an independent arbitrator (at their own cost) to review the dispute and suggest an amicable resolution.

Step Four: If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) and Ombudsman by completing the complaints form at: www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html & <http://www.ombudsman.qld.gov.au/>

Appeals

WH&S take all appeals seriously. If an appeal is made, we take a positive and pro-active approach to the issue, and see an appeal as an opportunity to improve our services. We openly encourage positive and negative feedback.

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

WH&S has developed these appeals procedures to:

- Ensure disputes are taken seriously, handled professionally and confidentially in order to achieve a speedy resolution
- Ensure you have a clear understanding of the steps involved in the organisation's appeals policy

In addition:

- All staff are advised of the policy and procedures upon induction into the company
- All changes to these policy and procedures are advised to staff internally, and to you via our website
- All current policies and procedures shall at all times be located on our website where yourself and staff can access them
- Immediately after an appeal is lodged you are advised by the below process of your right to have the dispute dealt with through the organisation's internal dispute resolution process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework. This means students have the right to appeal an assessment outcome if they have concerns.

A fair and impartial appeals process is available to all WH&S students, however if you wish to appeal your assessment result, you are encouraged to discuss the issue with your trainer/assessor first.

If the trainer/assessor is unable to satisfy your concern, and wish to proceed further with the appeal after discussions with the trainer/assessor, a formal request must be made in writing to the Operations & Compliance

Manager outlining the reason(s) for the appeal. This can be done by email or a letter, but the appeal must be lodged within 10 calendar days after you were issued with the original results of your assessment.

The Operations & Compliance Manager will take responsibility for implementing the formal appeals process as outlined below, record the appeal in writing and acknowledge the appeal has been received.

Step 1: The assessment will be reviewed by a different assessor and the results of the review summarised on the

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Appeals Form. The Operations & Compliance Manager will provide you with an Appeals Form to complete and email to admin@whsmoreskills.com.au. Any other serious complaints made against WH&S or its Agents should be presented in writing to the Operations & Compliance Manager. You will be advised of the appeals outcome within ten (10) working days of the appeal being lodged.

Step 2: If you are still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Director. The Director will send an acknowledgement letter to you, record the receipt of the Appeals Form, then review. The Director if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 3: If you are not satisfied with the outcome of your appeal you have the right to contact the Australian Skills Quality Authority (ASQA) or Ombudsman by completing the complaints form at: www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html & <http://www.ombudsman.qld.gov.au/>

All actions during the appeals resolution process will be documented and recorded; you will receive copies of all relevant documents.

WH&S will make every effort to settle the appeal for you or your organisations satisfaction.

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with our Administration Team a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure Registered Training Organisations meet the national standards and offer quality training to participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasions ASQA may contact past and present training participants to conduct an interview to confirm the organisation is complying with its obligations and providing a service which meets your needs and industry.

Upon request WH&S is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Privacy Policy

Protecting Personal Information

WH&S acknowledges the importance people attach to information that identifies them (personal identifiers such as name, address, date of birth, email address). We are committed to protecting and managing the personal information you choose to share with our organisation. Through providing this information, we seek to ensure you will be able to deal with our organisation in full confidence. Your personal information will only be used by us as described and it will be held securely. This policy relates to all information produced by or collected by WH&S.

National Privacy Principles

WH&S follows the Federal Governments national privacy principles that are derived from the Privacy Act 1998 (and the 2000 Amendment to the Act). The National Privacy Principles are located at:

www.privacy.gov.au/publications/npps01.html

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The Use and Disclosure of Personal Information

WH&S and all its employees shall comply with the Privacy Act 1988 and will only use your personal information for enrolment and training purposes (including RPL assessment). We are required under the Standards for Registered Training Organisations 2015 to send data for reporting purposes to State and Federal agencies such as The Department of Education, Training and Employment and the National Centre for Vocational Education Research

If your training fees are subsidised by Bert Training Fund, Construction Skills Queensland (CSQ), Australian Construction Industry Redundancy Trust (ACIRT) or another funding body, we may be required to send data for reporting and audit purposes to these bodies.

Your records are kept in a secure encrypted electronic database for the required number of years to comply with the Standards. Access to these records is strictly controlled.

Examples of personal information the RTO may hold are: name, address, telephone number, date of birth, place of birth, language spoken at home, email address, photograph, learner results, educational qualifications.

The personal information gained during the enrolment process will not be sold or used for marketing purposes.

On request, students shall have access to their documentation and have the right to correct any incorrect information contained therein.

If information is obtained from another source, eg your place of work, WH&S will make reasonable steps to ensure disclosure of that information. Students confidential information obtained from their Company shall remain confidential.

Changes to our Privacy Statement

This information relates to WH&S' current privacy policy and standards. WH&S may vary their privacy standards from time to time. The Company will make public statements such as this of any changes by publishing them on its website. The RTO will not separately notify individuals of any changes.

If you have any comments regarding our privacy statement and policy please direct these via email to: admin@whsmoreskills.com.au

Change of personal details

Should you change any of your personal details please request a Change of Personal Details Form from our Administration Team. Such details include, address, surname, contact telephone number etc.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Request to Change Personal Details Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$20.00 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. WH&S encourages all participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant Legislation

Work Health and Safety Regulation 2011

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The Work Health and Safety Regulation 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: www.comlaw.gov.au/Details/C2004C00497

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit www.oaic.gov.au

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to: www.comlaw.gov.au/Details/C2015C00372

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These include your rights to a repair, replacement or refund as well as compensation for damages, loss and being able to cancel a faulty service.

You can ask a business for your preference of a replacement or refund, but you are not always entitled one.

For example, the consumer guarantees do not apply if you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it. For further information please go to: <http://www.consumerlaw.gov.au/the-australian-consumer-law/>

Competition and Consumer Act (CCA) 2010

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The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au>

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: <http://www.aifs.gov.au>

Finding out more

If you need any more information about our services, please contact one of our friendly staff for assistance. For a copy of our Code of Practice please visit our websites (whsmoreskills.com.au or koolatsafety.com.au).

Note: The information and policies contained within this "Participant Handbook" were current on the date of printing. The information and policies contained within this document and are subject to change.

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