



Safety Training Professionals
Student Handbook

Registered Training Organisation 52431

“YOUR SAFETY IS OUR BUSINESS”

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Please Note

This information is provided to assist you in identifying your training requirements, advising you of your rights and the outcomes of the course. This will hopefully allow you to make informed decisions but please do not hesitate to contact us for further clarification or if you have any questions at all.

1. Welcome

Welcome and thank you for choosing Safety Training Professionals (STP) for your training requirements. We sincerely hope you greatly benefit from the training in which you have enrolled. This student handbook has been compiled to ensure participants have access to all the information they will need. Please feel free to call us, if you have any questions regarding your course or information provided to you. Should you have any feedback, comments or recommendations, it can be done through our feedback forms, trainers, or any of the management team. Contact the office for further information.

Service Commitment

STP is committed to providing quality training and assessment services to its students. Safety Training Professionals (STP) will:

- Provide training and assessment services that meet industry needs.
- Provide students with flexible learning opportunities.
- Ensure all training is delivered by qualified trainer/assessor with the necessary skills and experience.
- Ensure all training is continually monitored and improved.

2. Mission/Vision

“To provide excellence in delivering industry current training and education, through a continuous improvement and shared vision approach.”

3. Client Information

Client Services

STP is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. STP will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with STP receive every opportunity to successfully complete their chosen training course.

All STP courses are intended for use in the Vocational Sector. Prior to enrolling in any course, the learner should be aware of their own suitability for the course they wish to undertake, this can be simply done by a self assessment of the following.

The Learner should ask themselves the following:

- Does the course suit my working industry or my intended career path?
(Some units of Competency are targeted directly to an industry requirement, such as mining or construction)
- What skills and knowledge do I require to work in my chosen career?
- Do I have the pre requisites or pre entry requirements for the course?
- Do I have time available to study?
- Can the unit of competency I will be learning be able to be used towards gaining current study or future qualifications? I.e. Cert III or Cert IV

The Learner should:

- Complete the Learner Needs Survey which is attached to every course Application & Confirmation, and returned to STP as required.

Further information can be gained by contacting STP administration who will direct you to the appropriate course representative.

Student Advice

STP takes a systematic approach to establish and recognise the needs of each student. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

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STP students are informed of and understand the extent of the training course that they are enrolling in. STP provides students with information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrollment. This Student Handbook is also available on our website.

Qualifications and Units of Competency are reviewed periodically, and you may have to upgrade qualifications or Unit of Competency to remain current or for employer /site requirements.

Course completion does not guarantee a learner will obtain employment as this is outside the control of STP.

For further information please ask your Trainer/Assessor or refer to the relevant Industry Training Package.

In summary, STP will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs

Selection

- Students must be 16 years or older to enroll in a safety training course with STP.
- Students must adhere to STP's code of conduct and the student rights and responsibilities codes.
- English language and literacy – requirements set by the unit of competency must be met.
- Students require a USI Number

Please contact us if you require assistance/advice.

Course Information

Specific course information is provided on our website www.stp.net.au for all courses we currently offer, we are happy to discuss any further questions you may have regarding this information.

Admission

Students are required to acknowledge a commitment to undertake competency based training and assessment tasks. Students are formally admitted at the conclusion of the first information session. Students must be fit for work and the training environment is considered to be a “place of work”. There is a zero tolerance for drugs and alcohol (refer to Fitness for Work and Drug and Alcohol Policy). Any concerns or issues regarding the physical capability to conduct the practical elements or regarding language and literacy are to be communicated to the facilitator.

Enrollment

It is a condition of enrollment that students are provided with adequate information relating to vocational training and assessment. This student handbook is provided on request, by email, in hardcopy or it is available on our website www.stp.net.au

Students are required to have a Unique Student Identifier (USI) which is a number allocated to you by the government for any future training you conduct with any educational establishment. The number allows you to keep your training records and results together in an online account which you can access at any time. We recommend you apply for your own USI at <http://usi.gov.au> and supply us with the USI upon your enrollment. Should you wish for us to apply for one on your behalf and give us permission to do so, please bring appropriate identification along to the course.

Enrollment is by completion of the STP enrollment form.

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Formal identification may be required and needs to be sighted by STP staff and recorded.

STP conducts an enrollment, induction and orientation program for all clients.

This program also includes the completion of the enrollment forms, one individual and one course enrollment form.

The following will be covered;

- Language, Literacy and Numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support, welfare and guidance services arrangements;
- Appeals and complaints procedures;
- Course conduct, including disciplinary procedures.

Induction

Students are given a site specific induction with duty of care and an explanation of the rights and responsibility's including course conduct, appeals and complaints, procedures etc.

Fitness for Work Policy

Safety Training Professionals care about the health and safety of all employees, contractors and visitors. Fit for Work means that an individual is in a state (physically and psychologically) to perform tasks assigned to them competently and in a manner which does not compromise the safety or health of themselves or others.

An individual's Fitness for Work may be impaired by a variety of factors including the adverse effects of medical conditions, level of physical fitness, fatigue, stress, or the use of alcohol and other drugs.

To ensure a safe and healthy work environment all STP employees, contractors and visitors shall not be affected by Drugs, Alcohol, Fatigue or Physical/Psychological medical condition. All persons are to ensure that on presenting themselves for work / training they are not affected by Drugs, Alcohol, Fatigue or Physical/Psychological medical condition.

Drug and Alcohol Policy

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

STP has a zero tolerance in the misuse of drugs or alcohol for any employee, contractor, student or visitor at all times.

STP has approved Drug and Alcohol testing procedures compliant with AS/NZS 4308. This will be a random blanket test covering all personnel onsite or as indicated by triggers. i.e. incident, accident.

Occupational Health & Safety

Participants are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective footwear and clothing. Students are notified of such circumstances at enrollment.
- Ensure that safety directions are followed and are required to ensure their own actions do not endanger the safety of others.
- Listen and comply with the trainer in relation to OH&S matters (Duty of Care)
- Read the Centre's OH&S Policy
- Ensure the trainer is aware of issues relating to OH&S regulations or any practices you believe to be unsafe
- OH&S rules
- Ensure they are aware of the location of escape routes, emergency assembly areas and actions to be taken in an emergency.

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Students Rights and Responsibilities

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination. However with rights, come responsibilities? There is a right to PPE but a responsibility to inspect and use it correctly etc.

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes
- Students have the right to be reassessed if competency is not met in the first instance
- It is the student's responsibility to notify STP when enrolling if support is required (e.g. help with literacy, access, etc.)
- Students are responsible for personal possessions during class
- It is every participant's responsibility to respect the rights of other participants, trainers and staff while attending an STP course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance. Such behaviour may include that which:

Puts others at risk	Is deemed to be disruptive
Hampers others' learning; or	
<ul style="list-style-type: none">• Interferes with the STP's Code of Practice• Interferes with STP's Fitness for Work Policy	

4. Code of Practice

Legislation

Information about current legislative and regulatory requirements impacting on participants in training may be found as follows:

- The WA Vocational Education and Training Act: covers the administration of a vocational education and training system.
- The WA Occupational Health and Safety Act: covers duties and obligations related to workplace health and safety.
- The WA Anti-Discrimination Act: covers the prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation (points 17 & 18).

All of the above are available on: <http://www.slp.wa.gov.au/Index.html>

- Commonwealth Privacy Act: Relating to the collection, use and storage of personal data is available on: <http://www.privacy.gov.au>

Access and Equity

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package. STP incorporates the principles of equity into all programs. STP staff have been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrollment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Recognition of Credentials

STP recognises the Australian Quality Framework (AQF) qualifications and statements of attainment issued by any other Registered Training Organisation in any State/Territory of Australia.

As a Registered Training Organisation (RTO) a Statement of Attainment issued by our organisation will be recognised by RTOs Australia wide.

Recognition of Prior Learning/Recognition of Current Competence

Recognition of Prior Learning/Current Competence assessment is available to all clients. Clients wishing to apply for Recognition should contact their trainer/assessor for an RPL/RCC Application Kit.

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Procedure

The procedure to assess people for “Recognition of Prior Learning” or “Recognition of current Competence” involves a detailed assessment of both their qualifications and skills. They should only apply if there is a real belief that they already possess the KNOWLEDGE and SKILLS that is outlined in the training content.

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience.

Recognition of Current Competency (RCC) applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that competence is being maintained.

The procedure a person must follow to be considered for RPL/RCC:

1. Applicant enquiries about the training content
If they feel they may be eligible for RPL/RCC, they must inform the Assessor prior to training commencement. This should allow sufficient time for the necessary documentation to be sent to the Assessor and for a decision to be made BEFORE training starts.
Note: A person must be assessed for RPL/RCC before he/she starts the course. There will be no provision for exemptions once training has commenced.
2. Applicant fills out the required documentation
This includes completion of any forms and questionnaires that may assist the Assessor in ascertaining their knowledge and skills in the area. The person will also be required to produce any evidence of RPL/RCC including Certificates, Work Reports, or References which will be sent together with the application. Remember: Application must be with the Assessor before training starts.
3. Application is assessed
The Assessor will base his/her judgment of granting exemptions on two factors:
 1. Demonstrated Knowledge, by way of questionnaire, checklist or short answer questions.
 2. Demonstrated Practical Skills, through practical skill exercises on or off the job, based on the element of competency.The person may not be required to complete both of these factors to be granted exemptions, but there is a strong possibility that BOTH the knowledge and skills may need to be assessed. Therefore, the person may need to do some preparation for the practical exercises.
4. Applicant notified of result
The person should be notified of the result of his/her application before training commences. Therefore if exemption is not granted, the person may still attend the training. Other options such as re- assessment or re-application should be discussed at this stage.

Advertising and Marketing

STP will market or advertise its products and services, in an ethical manner following the national protocol for marketing and advertising. STP will do so with integrity, accuracy and professionalism. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrollment.

STP will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

STP will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

STP will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

STP will always accurately represent training products and services to prospective clients.

STP ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to STP's RTO status, the products and services covered by the organisation's scope of registration are clearly identified.

Advertisements and advertising materials utilised by STP identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by STP comply with the names/titles recognised by the State or Commonwealth (where relevant) Registration Authority.

Full information on specific courses is available from STP prior to booking and on enrollment.

Language, Literacy and Numeracy (LLN)

STP recognises that all vocational training includes language, literacy and numeracy tasks and all STP trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some clients require additional practice and training STP may arrange appropriate language, literacy and numeracy support.

Please note: STP Training are not LLN assessors, but have a duty of care to enforce accurate and repeatable assessment. If a student is assessed as not meeting the English requirements, this is not discrimination, but an assessment. Please raise any concerns prior to commencing any STP Training.

Delivery

STP ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications,

STP affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by STP are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Assessment

STP has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

STP is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by STP remains consistent with the National Assessment Principles and the requirements of Training Packages.

Flexibility

- a) Assessment should cover both on and off the job competencies,
 - b) Assessment procedures should recognise competencies regardless of how or where they have been acquired,
 - c) Assessment will meet the needs of members and staff of the organisation.
- Flexibility in assessment is achieved by assessors ensuring that all assessments are flexible and take into consideration the requirements of the client as well as their workplace.

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STP assessors are also to provide the opportunity for RPL/RCC.

Fairness

- a) Assessment practices and methods must be equitable to all clients
- b) Assessment criteria must be clearly understood by all clients and published for each course,
- c) Pathways must exist for assessments to be appealed and an allowance for reassessments to be made if necessary.

Fairness in assessment is achieved by the assessors ensuring that all requirements of the assessment are briefed to the client prior to the assessment and that procedures are understood.

STP assessors are to provide for special needs during the assessment process and are also required to provide the opportunity for review of the assessment decision.

Assessment Principles:

STP ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable:** All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible:** Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. STP will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair:** Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid:** Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

STP offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning (RPL) /recognition of current competence (RCC)

Assessor Qualifications:

STP ensures that staff involved in assessment activities always meet the assessor requirements as set by

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses;

If staff members of STP do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. STP may also utilise other assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such arrangements may involve STP staff members assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Conducting Assessment:

When conducting assessment, STP ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Australian Qualifications Training Framework Standards for Registered Training Organisations.

STP ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

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Assessment activities undertaken by STP always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients.
2. Opportunities for Recognition (Recognition of Prior Learning/Recognition of Current Competence and Credit Transfer) are outlined. The appeals and reassessment process is outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, STP trainers / assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by STP include, but are in no way limited to:

Demonstration	Graphic presentation
Questioning	Projects/assignments
Workplace performance	Audio/visual display
Role-play	Written tests
Simulation	Skills portfolio
Oral presentation	



Complaints, Appeals and Reassessment Process

A complaints, 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 Recognition Framework.

A fair and impartial appeals process is available to clients of STP. If a client wishes to appeal an assessment result, they may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. STP's time period for the acceptance of appeals is 5 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and STP's satisfaction. If requested an independent person / RTO may be provided for mediation. Each complainant or appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority.

DEFINITIONS

A **complaint** can be defined as a student's expression of dissatisfaction with any aspect of STP'S services and activities, such as:

- its trainers, assessors or other staff,
- the quality of training provided;
- a third party providing services on the STP's behalf,
- a learner of STP.

An **appeal** is to manage requests for a review of any decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

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At STP the Training Manager or Managing Director is appointed as the Complaints Resolution Officer. The objective is to ensure that all staff and those acting on behalf of STP act in accordance with the STP Code of Practice. The policy provides complainant or appellant a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

- a. All complaints / appeals should be submitted in writing at the earliest possible opportunity.
- b. This will constitute a formal complaint from the complainant or appellant.
- c. The Training Manager or Managing Director of STP will be informed through receipt of all complaints/appeals.
- d. The Training Manager or Managing Director of STP may delegate responsibility for the resolution of the complaint/appeal as required.
- e. In the case of a complaint/appeal, the Training Manager or Managing Director of STP will initiate a transparent, participative process to deal with the issues at hand.
- f. Assessment appeals will be processed in accordance with the Assessment Appeals Procedure.
- g. Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
- h. In all cases the final conclusion will be endorsed by the Training Manager or Managing Director of STP.
- i. The complainant or appellant will be advised in writing of the outcome of their complaint/appeal, within five working days of resolution.
- j. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority.
- k. The complainant or appellant have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant or appellants cost unless authorised by STP.
- l. STP will ensure that it follows the principles of fairness and natural justice in dealing with complaints.
- m. All grievances, complaints and appeals will be handled as Staff-In-Confidence.

Note: If requested by complainant or appellant mediation from an Independent RTO may be provided. All complaints/appeals will be discussed at meetings for continuous improvement of the processes and held on file in the offices of STP at Unit 2, 84 Solomon Road, Jandakot WA 6164.

Fees and Charges

Public clients of STP must complete full payment before any certification is issued. Corporate clients of STP pay an agreed fee within 30 days of an invoice being issued upon course completion. No course fees over \$1500 are taken in advance.

Government Training Subsidies

The Construction Training Fund provides subsidies which are available to reduce training costs for eligible Trainees/Apprentice's within the Construction Industry.

The fund is available to businesses and employees within the construction industry.

Confirmation of eligibility must be through the CTF www.bcif.org

All courses supported by the fund must be delivered by qualified trainers through Registered Training Organisations. Further information and Individual Forms are available on our website www.stp.net.au

Refunds

Refund Procedures are as in accordance with our Refund Policy:

To provide appropriate handling of refunds in the case of cancellation by either party, the refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

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- a) Individuals booking courses are required to have payment received in full prior to course commencement to secure their position on their nominated course. If full payment is not received prior to course commencement the client will not commence the course. No course fees over \$1500 are taken in advance.
- b) Employers booking participants on courses are required to issue a Company Purchase Order to secure their positions. Payment Terms are strictly 30 days from date of invoice.
- c) Non-attendance will incur full course cost
- d) Cancellation of a course within 3-7 working days of a booked and confirmed booking will attract a 25% cancellation fee
- e) Cancellation of a course within 3 working days of a booked and confirmed booking will attract a 50% cancellation fee
- f) If clients wish to transfer to another course, then greater than 3 days notice is to be given
- g) If courses are cancelled on the day, or within 24 hours, or participants do not show on the day, the full course fee still applies
- h) If a client commences a course, but does not complete the course, the full course fee is still payable. Where circumstances warrant, an agreement may be made with the Managing Director of STP for a reduced fee to be paid
- i) If confirmed courses are cancelled or rescheduled any additional financial loss incurred to STP for air travel and accommodation will be recovered and charged to the client.
- j) If a course is cancelled by STP any monies paid to STP will be refunded.

General Rules

- a) The refund process reflects the commitment by STP to hold places as booked by clients and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing using the "Refunds Request Form" and submitted to the accounts department of STP.
- c) The accounts department of Safety Training Professionals will process refund requests within 1 week from the day of receipt.
- e) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- f) The term "commencement" in this policy refers to the first day of the first program attended by the client.
- g) Issues with regard to payment are to be handled at the first available opportunity and directed to the accounts department of STP. All refunds are to be logged in the Refunds Register.

Client Support Services and Special Needs

STP is committed to providing support, advice or referral for students to make sure everyone has the opportunity to successfully complete their training. The nature of the support, advice or referral depends on an assessment of the individual's needs. STP does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies. Students requiring counselling or welfare support will be referred to an appropriate support service.

If you require support or assistance at any point throughout your course, you are encouraged to speak with the trainer to discuss further. If you are aware of something that may impact your progression through training and assessment prior to course commencement, please notify the Course Coordinator as early as possible to enable us to explore options to maximise your training benefit i.e. larger font courseware. Prior notice maybe required for STP to be able to take proper and effective action to accommodate your needs or requirements.

Student Information Policy

Students and employers must be able to make informed choices about which training and provider will meet their needs.

STP will provide all relevant information and directions to each student/client prior to enrollment to enable the student/client to make informed decisions about undertaking training with STP. This information will be

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Created By: RTOADM
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clear and readily available in print or on our website. This will include details required to source the STP Student Handbook, available as PDF document on STP'S website: <http://www.stp.net.au>

A course information sheet will be provided to you prior to enrollment so that you can make an informed choice and are aware of important aspects of the course. Your course information will include

- Description of Course/Unit
- Accreditation Information
- Entry Requirements
- Delivery Mode
- Program Content
- Assessment Information

STP will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be, as published on the National Register
 - a) the services the RTO will provide to the student including the:
 - estimated duration of the services*
 - expected locations at which the services will be provided*
 - expected modes of delivery*
 - name and contact details of any subcontractor which will provide training and assessment to the student*
- the student's obligations including any requirements that STP requires the student to meet to enter and successfully complete their chosen AQF unit
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services STP will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements

Course Conduct

All STP clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless STP is authorised in writing by the client to allow such access. A range of assessments will be maintained for the purposes of auditing only. If students wish to keep their work once assessed if it has been maintained for auditing purposes, you are able to get photocopies at a cost of 20c per copy or notify the trainer within 28 days that you want to collect your work. Students can access their own training records through the VET transcription from the Regulatory Authority and its Registrar (www.usi.gov.au)

Competency Based Training

Competency Based Training is an approach to vocational education and training that places emphases on what a person can do in the workplace as a result of completing a course or training program. Competency Based Training is a flexible form of education/training which aims to produce a workforce with the skills and knowledge which industry requires.

The application of competency based training

The units of competency address competency standards that are set by national Industry Training Advisory Councils. Where this has occurred, the competency standards are incorporated in nationally developed Training Packages that must be used where possible for vocational education and training to ensure uniformity and consistency in standards to work practices across Australia.

Competency

Each unit consists of a code, a title, a descriptor which details the overall aim of the unit, a set of elements which describe actions and outcomes that are demonstrable and assessable, and performance criteria that specify the activities, skills, knowledge and understanding which provide the evidence of competent performance. Also included is a range statement that describes any contextual variables that maybe encountered when applying the competency in a workplace situation and an evidence guide that provides advice to assessors and trainers and directs the assessment.

Privacy

As an RTO we have a duty of care to protect the privacy or records in or care. We are not allowed to disclose any information that we gather about our participants to any third party without prior written consent from that person. We use the information collected only for the services we provide.

Continuous Improvement

STP continuously seeks and reviews feedback for the courses we deliver. Please complete your course feedback forms to assist us with our course evaluation. We welcome your suggestions that would improve our training delivery.

Opportunities for Improvement

STP recognises the importance of opportunities for improvement. The primary method of reporting opportunities for improvement by students is through the AQTF Feedback form. We also welcome feedback for other improvement opportunities such as risk assessment, facilities etc.

5. STP Scope of Registration with TAC

STP offers accredited courses, short courses, units of competency and full qualifications from Training Packages. STP's course offerings change regularly in accordance our clients needs & industry requirements. As from June 2017, STP's scope of registration will include:

- RIIWHS204D Work Safety at Heights
- RIIWHS202D Enter and Work in Confined Spaces
- RIIRIS201D Conduct Local Risk Control
- MSMPER205 Enter Confined Space
- MSMPER200 WIAW and Issued Permit
- MSMWHS217 Gas Test Atmospheres
- MSMWHS216 Operate Breathing Apparatus
- MSMPER300 Issue Work Permits
- MSMWHS201 Conduct Hazard Analysis
- UETDRRRF02B Perform Pole Top Rescue
- UETDRRRF03B Perform EWP Rescue
- UETDRRRF04B Perform Tower Rescue
- UETDRRRF06B Perform Rescue from a Live LV Panel
- UETDRRRF08B Perform EWP Controlled Descent Escape
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID002 Provide Basic Emergency Life Support
- HLTAID003 Provide First Aid
- HLTAID006 Provide Advanced First Aid
- HLTAID007 Provide Advanced Resuscitation
- HLTAID008 Manage First Aid Services and Resources

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- PUASAR025A Undertake Confined Space Rescue
- PUASAR022A Participate in a Rescue Operation
- PUAWER005B Operate as part of an Emergency Control Organisation
- PUAWER008B Confine Small Workplace Emergencies
- CPPFES2005A Demonstrate First Attack Firefighting Equipment
- ACHMOM213 Operate and Maintain Chainsaws
- FWPCOT2237 Maintain Chainsaws
- FWPCOT2238 Cut Material with a Hand-held Chainsaw
- FWPCOT2239 Trim and Cut Felled Trees

STP recognises the importance and benefits of combining industry experience with education when striving to deliver training of highest quality and relevance to the client. All trainers and assessors employed or contracted by STP have demonstrated significant industry experience in addition to obtaining the necessary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

6. Australian Qualifications Framework (AQF)

AQF Qualifications

Certificates I – IV

Certificates I - IV prepare candidates for both employment and further education and training. Certificates I and II are largely qualifications recognising basic vocational skills and knowledge and Certificates III and IV largely replace the outdated category of trade certificates.

Certificates I - IV:

- Recognise skills and knowledge that meet nationally endorsed industry/enterprise competency standards as agreed for those qualifications by the relevant industry, enterprise, community and/or professional group;
- Include preparatory access and participation skills and knowledge such as:
 - literacy and numeracy;
 - communication skills;
 - working in teams;
 - workplace technology; and
 - industry specific competencies, of increasing complexity and personal accountability at each level of the Certificate qualification; and
- Maybe gained through a wide range of pathways, including: [Australian Apprenticeships](#) (including traineeships); work-based and/or school/institution-based training; and Recognition of Prior Learning or Current Competency (which may include training programs or an accumulation of short courses).

7. Contacts

Safety Training Professionals

Unit 2, 84 Solomon Road, Jandakot WA 6164

Phone : 08 94178888

Fax : 08 94178832

Mobile : 0433204666

Email : admin@stp.net.au

This student handbook is available on our website. www.stp.net.au



Nationally Recognised Training Courses

RIIWH5204D	Work Safety at Heights
RIIWH5202D	Enter and Work in Confined Spaces
RIIRIS201D	Conduct Local Risk Control
MSMPER205	Enter Confined Space
MSMPER200	WIAW and Issued Permit
MSMWH5217	Gas Test Atmospheres
MSMWH5216	Operate Breathing Apparatus
MSMPER300	Issue Work Permits
MSMWH5201	Conduct Hazard Analysis
UETTDRRF02B	Perform Pole Top Rescue
UETTDRRF03B	Perform EWP Rescue
UETTDRRF04B	Perform Tower Rescue
UETTDRRF06B	Perform Rescue from a Live LV Panel
UETTDRRF08B	Perform EWP Controlled Descent Escape
HLTAID001	Provide Cardiopulmonary Resuscitation
HLTAID002	Provide Basic Emergency Life Support
HLTAID003	Provide First Aid
HLTAID006	Provide Advanced First Aid
HLTAID007	Provide Advanced Resuscitation
HLTAID008	Manage First Aid Services and Resources
PUASAR025A	Undertake Confined Space Rescue
PUASAR022A	Participate in a Rescue Operation
PUAWER005B	Operate as part of an Emergency Control Organisation
PUAWER008B	Confine Small Workplace Emergencies
CPPFES2005A	Demonstrate First Attack Firefighting Equipment
ACHMOM213	Operate and Maintain Chainsaws
FWPCOT2237	Maintain Chainsaws
FWPCOT2238	Cut Material with a Hand-held Chainsaw
FWPCOT2239	Trim and Cut Felled Trees

Worksafe

Forklift, EWP, Dogging and Rigging

Other Courses

Industrial Rope Access Technician
 Height Safety Equipment Inspector
 Maritime Safety Awareness and Line Handling
 JSA & Risk Assessment

Safety Training Professionals

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