

All High Risk Training Pty Ltd

STUDENT HANDBOOK

AOTA

ALL HIGH RISK TRAINING PTY LTD

MAKING RTTO PROVIDER NO. 91463

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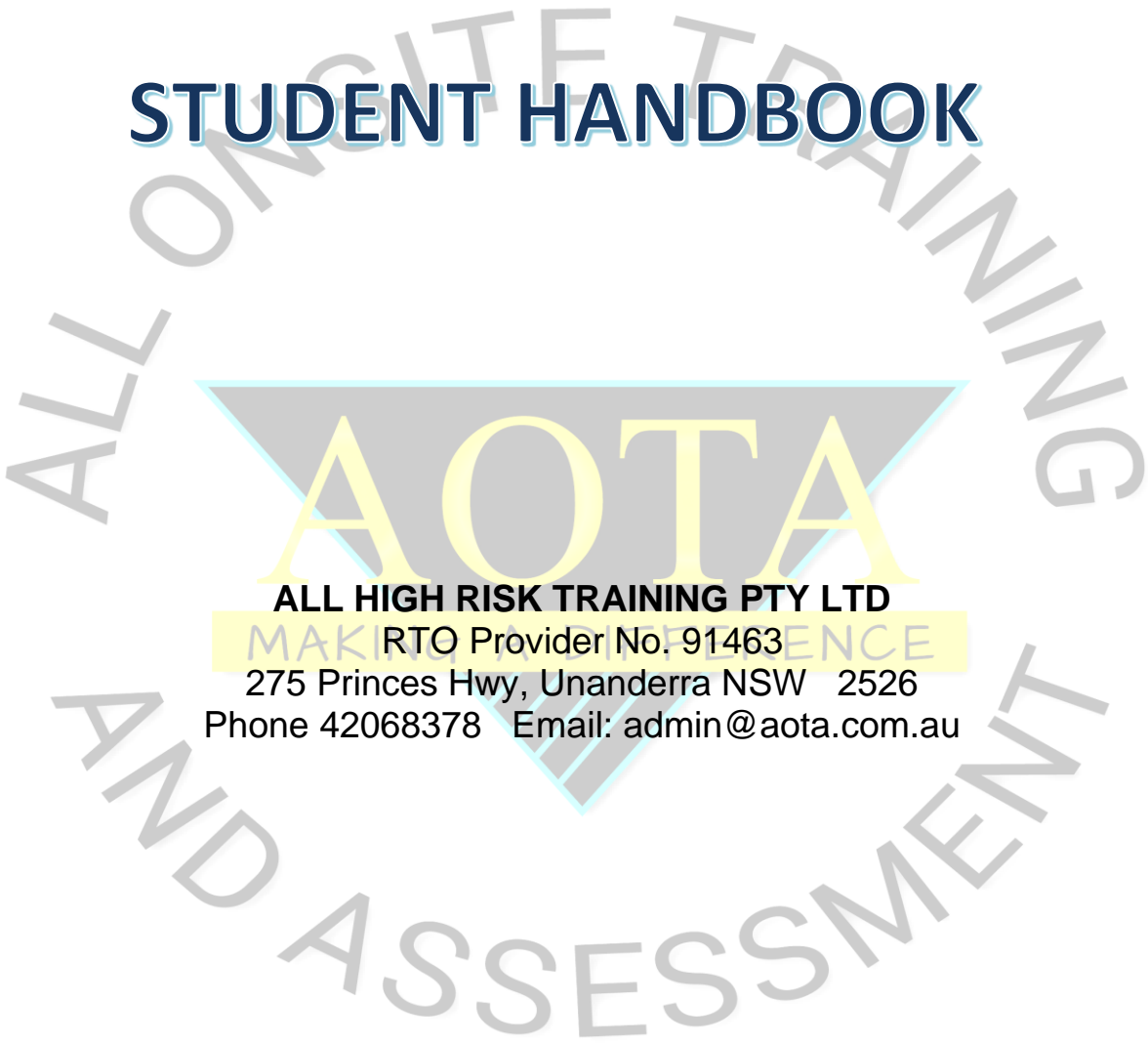


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Introduction and welcome

Welcome to All High Risk Training Pty Ltd (AHRT).

We hope you enjoy your studies with us, and that the training and assessment we provide not only meets your expectations, but also exceeds them.

This handbook is designed to help you understand how everything works at AHRT. Think of it as your key to knowing how to do things.

Keep it as a reference, and if you have any questions, looking in here may be the quickest way to find the answers. We ask you to sign the last page (student declaration) so we can ensure you have received and understand this handbook information it contains.

Company policies and procedures are summarised here in a short, easy-to-use way. However, if you would like to see the detailed versions, you are welcome to. Just ask your trainer/facilitator or go to our website: www.allonsitetraining.com.au.

We wish you every success in your studies, and remember: it is your achievement on the course and in your future career that makes it exciting for us to work at AHRT.

Sarah Burnett JP
Chief Executive Officer

Mission statement

Our mission is to provide all customers and students with competency based training services that are state of the art, of high quality, cost effective and are delivered by highly skilled, professional trainers and assessors.

We excel in provision of training for operators of heavy construction and mining equipment, high risk construction work, heavy vehicle licences and other related training services and are committed to improving our range and quality of services to an expanding market.

Values

The core values that we believe will deliver quality training outcomes are:

People – We strive to serve our students, employers and the community.

Integrity – Professional commitment to the highest standards of training, assessment ethical behaviour.

Accountability – Maintain accountability to students and regulators.

Respect – Treat all people and entities with dignity, compassion and respect by adapting our services to meet individual needs.

Section 1 About AHRT

Company services

We deliver a large number of Units of Competency, drawn from numerous training packages, in both NSW and other states around Australia.

Our scope is always changing so please check training.gov.au for our latest scope.

<https://training.gov.au/Organisation/Details/91463>

Is All High Risk Training Pty Ltd (AHRT) a registered training provider?

AHRT is officially a Registered Training Organisation (RTO), accredited under the provisions of the *National Vocational Education and Training Regulator Act, 2011*. Our RTO registration number is 91463.

This act defines the standards that guide nationally consistent, high-quality training and assessment services in the vocational education and training system and the requirements for registration by the Australian Quality Skills Council (ASQA).

To achieve this status, our training company has met very strict national requirements, which are specified under the Standards for Registered Training Organisations (RTOs) 2015.

These include:

- Systems and procedures to ensure high quality training outcomes
- Trainers and assessors who are qualified, experienced and skilled in their field
- Resources to teach and assess the qualifications we offer
- Qualifications that meet the requirements for Nationally Recognised Training.

Is AHRT approved to assess High Risk Work Licences?

AHRT has approval from Safe Work NSW, NT Work Safe (WA), Workplace Standards Tasmania and Workplace Health and Work Safe QLD to conduct assessments for the issue of High Risk Work licences for 13 classes of National High Risk Work.

AHRT is able to conduct its assessments in the workplace, provided there is sufficient equipment and facilities available. Alternatively, assessments may be conducted at any other suitable location, including our own premises in Unanderra, NSW.

The NSW Transport for NSW, accredit AHRT to train and assess :

- Heavy Vehicle Driving Instruction
- Heavy Vehicle competency based assessments and final competency assessments.

How do we meet our legislative and licencing requirements?

AHRT ensures that it complies with all relevant Commonwealth and State Legislation, regulations and licencing requirements.

Key legislation/other	Key purpose	In this handbook
<i>Workplace Health and Safety Regulation, 2011</i> and previous related legislation	Aims to prevent fatalities, injuries and illness caused by work by preventing or controlling risk. Under this law, everyone at the workplace has a duty of care for safety.	See Work health and safety
<i>Fair Work Act 2009</i> and the <i>Fair Work Amendment Bill, 2013)</i>	Defines, and makes illegal, bullying in the workplace. Workplace bullying can also be a breach of health and safety laws.	See harassment, bullying and discrimination
National Standard for Licensing Persons Performing High Risk Work standards	Covers requirements for licencing of individuals to conduct defined high risk work activities	See identifying our licensing and approvals
<i>The Anti-Discrimination Act 1991</i> and related legislation covering age, disability, racial, sexual preference and gender discrimination	Laws to promote equality of opportunity for everyone, by protecting them from unfair discrimination in certain areas of activity, including education and training.	See relevant sections under Difficulties with Studies
<i>National Vocational Education and Training Regulator Act, 2011</i>	Establishes a consistent registration and accreditation framework for VET and nationally agreed standards for registered training organisations specified under the Standards for Registered Training Organisations 2015.	Throughout this handbook
<i>Children and Young Persons Act 1998(NSW)</i> and similar in other states and territories	Aims to promote and protect the rights, interests and well-being of children	See about our Trainer and Assessors
<i>The Privacy Act, 1988</i>	Aims to protect the privacy of individuals and give you greater control over the way your personal information is handled	See privacy and access to records

*Competition and Consumer Act (CCA) 2010
Australian Consumer Law (ACL) 2011*

Aims to promote competition and fair trading and provide for consumer protection

See fees and refunds and areas relating to your rights

Copyright (Copyright Act, 1968)

Protects ownership and use of certain performances, works and information

We own materials or have copyright on all training and assessment materials.

Section 2: Nationally Recognised Training

The qualifications issued by AHRT are recognised across Australia. They are a mainstream part of Australia's Vocational Education and Training (VET) system, which is explained below.

What is vocational education and training (VET)?

Vocational education and training is training for work, usually for specific industries or jobs. VET training and assessment in Australia offers many advantages. The VET system aims to deliver a productive and highly skilled workforce through enabling all working age Australians to develop and use the skills required to effectively participate in the labour market and contribute to Australia's economic future. To achieve this, the Australian, State and Territory governments aim to create a national training system that:

- is accessible to all working age Australians
- meets the needs of students, employers and industries
- is high quality.

Governments aim for a national training system that meets these objectives in an equitable and efficient manner.

VET qualifications are recognised nationally, so they are recognised by employers and other training organisations. They are based on the concept of competency based training and assessment. This means you are trained and assessed for what you can actually do, rather than only what you know.

Employers value these qualifications because they know a reliable system sits behind them and because they know you have been assessed as competent, not just in performing a task, but also in other capabilities important to them, like skills in communication, teamwork, problem solving, planning and organising, self-management and technology.

Trainees value the system also because each qualification they earn can be part of a pathway into another qualification, giving them skills for a future career.

Our trainers and assessors

Our trainers and assessors have current, relevant and lengthy experience in industry. They hold required licences and nationally recognised qualifications as operators and as trainers and assessors. They have been selected for their skills and expertise. All have undertaken Child Protection checks. All engage regularly in professional development to ensure they are offering you high quality training and assessment. Each trainer and assessor is committed to ensuring that they maintain relevance through additional training and development over the year. They are here to assist you in your journey to become qualified.

Student Management System

We utilise the services of Axcelerate to manage your student data. This program is a secure cloud-based system that contains information relevant to your course and learning outcomes. It is also a place where you can access RTO policies and procedures as well as your digital learning material. We encourage you to create an account and from there you can access a wide variety of information that is relevant to your training. It includes on line training material that will need to be completed before coming to class.

How will I be assessed?

Assessment is an evidence-based process. In other words, the assessor has to see evidence that you meet all the requirements of the qualification before you can be deemed competent. In AHRT, we mainly assess through

- Oral / Written assessments
- Observations of you doing something, eg driving, conducting risk assessments as per regulation requirements or nationally mandated assessments.
- Questions, asked orally or in writing, to gauge understanding.

AHRT follows ASQA's Principles of Assessment, they are:

Fairness	<ul style="list-style-type: none"> • The individual student's needs are considered in the assessment process. • Where appropriate, reasonable adjustments are applied by the training provider to consider the individual student's needs. • The training provider informs the student about the assessment process and provides them with the opportunity to challenge the result of assessment and be reassessed if necessary.
Flexibility	<p>Assessment is flexible to the individual by:</p> <ul style="list-style-type: none"> • reflecting the student's needs • assessing competencies held by the student no matter how or where they have been acquired, and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<ul style="list-style-type: none"> • An assessment decision of the training provider is justified, based on the evidence of performance of the individual student. <p>Validity requires:</p>

	<ul style="list-style-type: none"> • Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with the practical application • Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations, and • Judgement of competence is based on evidence of student performance that is aligned to the unit(s) of competency and associated assessment requirements.
Reliability	<ul style="list-style-type: none"> • Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

If you are at all concerned about our assessment process please speak to your trainer or one of our staff members and we will attempt to address your concerns where possible. Our assessment instruments are all aligned with the requirements of the Unit of Competency you are training in, so we may not be able to deliver what you want entirely.

What is Recognition of Prior Learning (RPL)?

Many people learn skills and knowledge through work experience or life experience. Recognition of prior learning is a way of formally recognising these skills, and giving you credit for them.

If you believe you have skills that are relevant to your course, speak with your trainer as soon as possible. The trainer will be able to advise as to your suitability, and whether RPL is/is not allowable for any particular licence procedures. If you are eligible, you may apply to have your relevant skills and knowledge assessed through RPL. The RPL process may include you providing evidence of current competence through:

- Performance, demonstration or skills test (sometimes called challenge test)
- Logbooks
- Completing a written test
- Providing originals of certificates or transcripts
- Supplying verifiable references and third party workplace reports

Your trainer can guide you through the process of applying for RPL While AHRT will make sure that you have enough information on which to base a decision about how to apply for RPL, you will be required to pay the appropriate fees before the full process is started.

What is Credit Transfer?

Credit transfer means that if you can prove you have been granted a national qualification another NVR Registered RTO, we will accept that qualification. If relevant, your qualification or Statement of Attainment can be used to build on a further VET qualification. In AHRT, we are specialists in training and assessing for specific licencing needs, and issue Statements of Attainments on completion of our courses. These will be recognised by any other RTO and you will be given a credit into many other relevant qualifications, meaning that, over time you

can build a portfolio of nationally recognised skills, that can be a pathway into a full Certificate II, III IV or higher.

Do I need to bring anything to the course?

We will supply you with all training and assessment material, including the use of equipment, machinery and a worksite.

We do expect you to bring

- Proof of identity
- Fully enclosed secure footwear
- High visibility vest (we can supply if necessary)
- Hard hat
- Sun and ear protection as necessary

What will I get at the end of my course?

After successfully being deemed competent, you will be issued with a nationally recognised Statement of Attainment. A Statement of Attainment will be recognised and understood by employers and RTOs around Australia.

Please note, we will only issue these qualifications if you **do not** owe the company any money.

There may be some additional steps, and expenses in obtaining licences, depending on the qualification and the licence you are seeking. You can read about this in the section below.

How do I get my licence?

After we have assessed you as competent, you will need to apply for a licence to your relevant State Work Health and Safety regulator (eg, in NSW this is Safe Work NSW). Your application can be lodged at any Post Office. With your application you need to include

- a statement from us as evidence of your competence
- 100 points of ID
- a fee as determined by the regulator
- a passport sized photograph of yourself

How do I get my “white card”?

When you have completed your WHS Construction Induction training and been assessed as competent, we make all the applications online to the State/Territory regulatory body for your white card to be issued. As it may take some time for the card to be issued, we will issue you with a statement as evidence for 60 days, until you receive your new card from Safe Work or its equivalent State/Territory authority.

You will not be charged any additional fees for obtaining your white card.

Section 3: Problems and supports

Our Learning Support Services

AHRT recognises that difficulties may arise for many of us as we undertake new learning.

To help maximise the learning and minimise potential problems professional assistance and support is available to those participants who feel they may need assistance.

Language, literacy and numeracy

If you believe you may experience difficulties in this area that could affect your participation or outcome of your training please indicate this in the first instance on your enrolment form, speak to your trainer or AHRT, CEO. We may ask you to complete an online literacy and numeracy test, purely to be able to identify the kind of assistance you may need. We can provide some flexibility in our assessments, such as by asking questions verbally instead of in writing, or giving some extra support, or we may refer you to external agencies that can assist you. Before training you will be sent a link from the LLN Robot, we encourage you to complete this quiz, do not get anyone else to do it for you, as the test helps us create a learning style suited to your needs. Please don't feel embarrassed if you score low, there are many different ways people learn and we have strategies in place to assist you.

I have a disability. What can I do?

AHRT is dedicated to providing fair and equitable opportunities for all, including people with a disability. We will do what we can to ensure that people with a disability can participate in all company activities, including training and assessment, including, where possible, modifying training and assessment materials and methods appropriately.

Please note any disability on your enrolment form, and/or speak with your trainer before course commencement. Any information you give will be kept confidential. Our staff are instructed to act sensitively and with consideration at all times.

Because of the high-risk nature of some of the areas we provide training, some disabilities may affect your ability to obtain a licence. However we will make every effort to support you and try to meet your needs, and will be open with you about any restrictions that may apply.

Support Services for Students

AHRT is concerned for the welfare of our students. If you, or someone you know, are experiencing difficulties and/or require counselling or personal support there are a number of external professional organisations who can offer services to help:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on 000.

I feel I am being discriminated against

Discrimination, whether it be comments or behaviour, unequal treatment or unequal access to opportunities and training will not be tolerated. At AHRT we do not allow discrimination on any grounds, including age, gender, disability, sex, race, cultural background, sexual orientation, area of residence, socio-economic group, employment status or any other personal characteristic that a person has little control over.

If you believe you are being discriminated against, please speak with one of our trainers as soon as possible. You can elect to raise the matter through our Complaints process (see Complaints below).

I feel I am being bullied or harassed

Bullying is when a person or group repeatedly behaves unreasonably towards another person or group at work, and the behaviour creates a health and safety risk. Harassment is any behaviour that is reasonably likely to lead to humiliation, offence, intimidation or distress.

Bullying harassment or discrimination will not be tolerated.

If you feel that fellow participants or staff are discriminating against you in any way, or harassing you, speak as soon as possible to your Trainer/facilitator, the CEO or any staff member you can talk with comfortably.

We will investigate any complaints of bullying, as part of our complaints processes. Participants found to be bullying others will not be allowed to continue in the course and will not be refunded.

What is your complaints process?

You are encouraged to discuss all general complaints with our CEO, who will maintain discretion and confidentiality. If you wish, you may raise a formal complaint in writing, which will be investigated and a written response, including any actions taken, provided within five working days of the date of your complaint or appeal being submitted to our administration office by either mail, email or in person. Our administration office will supply a Complaints and Appeals Form at your request.

Please complete this Complaints and Appeals Form and return with all your supporting documents to:

***Attention: Sarah Burnett
Chief Executive Officer
All High Risk Training Pty Ltd
275 Princes Hwy,
Unanderra. NSW. 2526.***

Submissions by email can be directed to: Attention: CEO Sarah Brennan at:

admin@aota.com.au

Should you remain not satisfied, you have the option, depending on the nature of your complaint, to contact external authorities. These may include

- Anti-discrimination bodies
- The relevant State Ombudsman
- Consumer Rights organisations
- Australian Skills Quality Authority
- State and territory Work Health and Safety regulatory authorities (eg, Safe Work NSW)

Section 4: Rights and responsibilities

What rights and responsibilities can I expect?

You have the right to expect that you will

- Be treated with respect
- Receive high quality training and assessment, free from bias and discrimination
- Have your privacy respected (see below)
- To see records of your progress and assessments
- To provide feedback/complain/appeal a decision and we will investigate.

We expect you to:

- Be respectful of others
- Participate fully in activities
- Be punctual
- Remain aware, at all times of your own duty of care for work health and safety, and adhere to all safety rules (see below under Work Health and Safety)

How do I appeal an assessment decision?

If you are not satisfied with an assessment decision you have the right to formally appeal that decision. We encourage you, in the first instance to discuss your concerns with your assessor.

If, after your discussions, you feel that the outcome was not satisfactory, you may lodge your assessment appeal in writing, setting out the grounds on which you are appealing. We can provide you with a form on request. You should lodge your appeal within 7 working days of you receiving the original assessment decision.

We will review your appeal and provide you with a written decision, within 7 working days. If the appeal is not upheld, reasons will be provided.

If you are still not satisfied with the outcome then your appeal can be escalated to an external organisation.

We are member of Velg Training, Australia's leading provider of Vocational Education and Training (VET) professional development and consulting services. Velg will review appeals

that are escalated due to not being able to reach a satisfactory agreement with the RTO. The external appeal needs to be lodged within 28 (twenty eight) days after receiving the LCT verdict on your internal appeal. There is a cost associated with the external appeal.

How does AHRT look after my privacy?

Your privacy is important to us. We will keep your records confidential. We collect information about you from, for example, the Student Enrolment Form.

Records of your assessment will also be kept, and we also keep records of attendance. Other people may see the evidence you submit for assessment. For example, it may be used to make decisions about consistency of assessments generally. Also, when the RTO is audited, the ASQA auditors may ask to see a sample of some student assessments. All people who see your assessment under these circumstances are obliged to maintain confidentiality.

Can I access my records of training and assessment?

You can see your records of progress at any time by asking your trainer and assessor.

You can ask for a copy of any records about you that we hold. You must also show a government-issued photo ID (eg a driving licence, passport or proof-of-age card) at the same time. This ensures that we do not show your information to the wrong person.

We are required to keep records of your qualification for 30 years. This means that, for a small fee, we can re-issue you with a replacement Statement of Attainment should you need it. Of course, we will need to see proof of your identity before supplying the replacement.

MAKING A DIFFERENCE

What do I need to know about fees and refunds?

You can obtain our list of fees and charges leaflet, which is available upon request.

If your fees are not up-to-date, the CEO may exclude you from class and assessment activities until they are paid. Also, qualifications, statements of attainment and transcripts will not be issued while there are any fees owing.

When you pay your fees, they are not withdrawn until you have finished the part of the program to which they apply. In this way, your fees are protected.

From time to time, it may become necessary for a student/candidate to cancel or withdraw their registration from an education or training program/course. All requests to cancel or withdraw registration must be submitted, in writing, to our CEO. The full refunds policy and requirements can be read at the end of this document in the student declaration.

Section 5: Work Health Safety and Environment

Your health and safety at AHRT, as well as the health and safety of other participants and the staff, is very important to us.

We are committed to identifying hazards and risks and implementing ways to eliminate, or control these in order to ensure your safety.

However, you also have a responsibility, under the law, to do your best to protect your own and others' safety. This means YOU being aware of risks and hazards and YOU taking the steps to reduce or minimise these. This is called your duty of care.

There are a few basic things you MUST know.

Do:

- Report anything dangerous to a member of staff, immediately. This includes simple things such as cables across where people walk.
- If someone is injured, even if only slightly, tell a member of staff immediately.
- Report any wet areas or spilt liquid to a member of staff – people might slip and injure themselves
- Wear/use appropriate Personal Protective Equipment (PPE) as directed at ALL times.
- Be aware of equipment being operated when you are moving about
- Operate all equipment safely and within manufacturers and workplace guidelines
- Obey all safety and warning signage
- Report any incidents of bullying you become aware of
- Familiarise yourself with emergency egress and exit points, meeting points and workplace/building signage showing these
- Note the locations of fire extinguishers, first aid stations

Don't:

- Do anything that might be dangerous.
- Lift anything heavy by yourself
- Stand in front of doors, including emergency exit doors
- Put anything in front of doors, including emergency exit doors

If you hear an alarm:

Abide by the organisations/site rules.

If you or someone else is injured:

Tell a member of staff immediately, or make sure another person tells a member of staff immediately.

Section 6: After you finish your course

We are always happy to hear about what our former students do after they complete courses, and we will always be happy for a visit from you.

It is important that you keep us up to date with your contact details. We will contact you within a year of your course completion date with a survey for you and your employer even though you completed a course appraisal at the completion of your course (if you are working in the field you trained in with us). These surveys help us a lot to improve our courses.

If you want another copy of your transcript, qualification or statement of attainment after you complete your course, you can do so at any time up to thirty years after you complete your

course. Just contact us. There is a fee for this, just to cover administration costs. The fee will be as stated on the list of fees at the time you ask for the new copy.

If a future employer or educational organisation wants to verify your qualification, we are very happy to do so. Just ask them to call or email us with your details.

Section 7: All High Risk Training Pty Ltds' Policies and Procedures

All AHRT's policies and procedures can be found by logging into your aXcelerate account. We also publish a number of policies on our website:

www.allonsitetrainingandassessment.com.au

Section 8: Student Declaration

By signing this document, I agree with the following:

- All information I provide, including the information in this form, is to the best of my knowledge true and complete.
- I will abide by the policies and procedures of the company, and will pay all fees owed (no qualifications or statements of attainment will be issued where fees are still outstanding).
- I have read and understood the Refund Policy
- The company reserves the right to accept or reject applications at its discretion.
- The company will endeavour to provide all courses advertised; however, it may cancel or change courses at its sole discretion (see refund policy about what happens to course fees).
- This agreement does not remove a student's right to take further action under Australia's consumer protection laws. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- I agree that personal information on this form and otherwise collected by AHRT may be used for internal administration, training and assessment related purposes by employees and contractors of the company, and may be supplied to state and commonwealth government departments and agencies when requested and/or as required by the regulations under which the company operates.
- In the case of RPL assessment and workplace-based delivery and assessment, I authorise personnel from AHRT to view and discuss evidence from my workplace that may contribute towards assessment, and to discuss such evidence with my employers. All such discussions will be strictly confidential.
- I agree that, after gaining qualifications, AHRT may verify information about my enrolment and assessment results when another organisation, such as a future employer, contacts AHRT to obtain this verification.

Applicant's name (Please Print)	
Applicant's signature	Date

This declaration must be signed, dated and returned to All High Risk Training Pty Ltd prior to, or on your first training day.