



Student Guide

This document has been prepared to assist you in making a fully informed decision to enrol in nationally recognised training with Pinnacle ACT Pty Ltd t/as Safenet (Safenet RTO Code 45338).

INFORMATION ABOUT
SAFENET

Student Guide

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1 INTRODUCTION

Enquires about any information contained in this guide is available from Safenet by contacting:

Safenet (RTO Code 45338)

Phone: 13 70 80

Location: 31 Whyalla Street, Fyshwick ACT 2609

Email: info@safenet.com.au

Website: safenet.edu.au (currently under construction)

1.1 ABOUT US

Safenet is a Registered Training Organisation (RTO) that specialises in the provision of safety training. Our courses address the requirements of those workers new to the areas offered as well as the more experienced worker looking for a refresher course to maintain currency and meet requirements of the standards.

Safenet is responsible for compliance of training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

Safenet is responsible for the for issuance of AQF certification documentation. Only learners who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation. At the completion of training, a Statement of Attainment will be awarded to participants if they have proven their competency during the course.

Training is delivered 5 days a week and, if needed, the courses can be held at your site or at our premises at 31 Whyalla Street, Fyshwick. If you choose for delivery to be at your premises, all necessary safety equipment for training purposes can be provided by Safenet if required.

Whilst we offer our courses on a regular basis and can provide a calendar showing those dates, we also have the flexibility to meet your delivery needs and would be happy to discuss alternative dates with you. Please understand that our ability to schedule delivery dates outside of our calendar is dependent upon attendance numbers.

We believe you should choose us because:

- Our students are the core focus of our business, ensuring your workers are well trained and fully understand all the aspects of the courses they are undertaking.
- Our trainers have extensive experience and are subject matter experts in safety.
- Our staff understand your needs and requirements.
- We undertake a consultative approach, working with industry and students to ensure training is always current and relevant.
- We have a positive 'can do' attitude, to ensure we meet the specific needs and requirements of our students & their organisation. Whether you are a member of an emergency response team requiring an advanced skill set to enable you to effectively respond to a workplace incident or you simply require regulatory training as part of your workplace requirements, Safenet can develop a suitable training program to meet your needs.

1.2 OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to meet industry and regulatory requirements; and
3. should you need it, support services to ensure your training can be completed.

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We will not guarantee that you will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks.

2 COURSE INFORMATION

2.1 COURSES OFFERED

Enrolling in one of our courses is the next step to increase your skills and knowledge in work place safety in the following areas.

We offer Nationally Recognised Training in:

1. CPCCCM2010 Work safely on scaffolding higher than two metres
2. CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry
3. CPCCWHS1001 Prepare to work safely in the construction industry
4. MSMPER200 Work in accordance with an issued permit
5. MSMPER205 Enter confined space
6. MSMWHS200 Work safely
7. MSMWHS216 Operate breathing apparatus
8. MSMWHS217 Gas test atmospheres
9. RIIWHS202D Enter and work in confined spaces
10. RIIWHS204D Work safely at heights
11. TLID1001 Shift materials safely using manual handling methods

2.2 ENROLMENT

2.2.1 HOW DO I ENROL

To initiate enrolment in a course offered by Safenet all you need to do is call 137080 or email info@safenet.com.au and one of our friendly staff will contact you.

2.2.2 ENROLMENT REQUIREMENTS

Prior to enrolling in a course with Safenet we invite you to not only read this document but also speak with one of our friendly staff about your requirements and expectations of the training. This will enable us to provide you with as much information as you require to make an informed decision.

We deliver all training services in small groups which allows trainers to work closely with each learner in a group and one on one setting to ensure all aspects of the training are delivered in a supportive environment, provide mentoring services to learners and assist with assessment.

Any participant identified as having a disability will be assessed on an individual basis to determine whether it is suitable for them to take part in the course keeping in mind that this training relates to potentially high risk situations in the workplace.

Please Note: When considering enrolling in any training, it is important that you fully understand the course you are planning on enrolling in and then determine whether this course fits your needs and goals.

2.3 UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier or USI is a 10 character reference number made up of both numbers and letters that gives you access to an online account which keeps all your training records together, even if you move locations, change training organisations or undertake studies at different times in your life.

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If you are a student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

For more information and to create your USI please visit: <https://www.usi.gov.au/>

2.4 TRAINING DELIVERY

All training and assessment services are delivered and assessed in English. As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of persons who:

- Have recent and relevant workplace/industry experience; and
- Are considered Subject Matter Experts in their respective fields.

For the units of competency Safenet delivers we will provide face to face training with a qualified trainer. Where Practical training and assessment is required in the Training Package, we will arrange for practical training to be completed in a simulated environment in our facility to assist you in gaining experience and training in a close to real situation.

Note: We don't engage any person or training organisation to deliver our training and assessment services on our behalf.

2.5 ASSESSMENTS

2.5.1 ASSESSMENT STANDARDS

All assessments conducted by us will be:

- **Valid** – Assessment methods will be valid, that is, they will assess what they claim to assess;
- **Reliable** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- **Fair** – Assessment procedures will be fair, so as not to disadvantage any learners;
- **Equitable** – culturally and linguistically appropriate;
- Involve procedures in which criteria for judging performance are made clear to all learners;
- Employ a participatory approach;
- Provide for learners to undertake assessments at appropriate times and where required in appropriate locations; and
- **Flexible** – Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We achieve this through:

- Careful design of the assessments;
- Validation and moderation of the assessment materials is conducted according to our validation schedule; and
- An understanding of the definition and practical application of the above definitions.

2.5.2 ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we focus on the application of the skills and knowledge as required in the workplace and clearly outlined in the units of competency.

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Our employees are available to discuss any part of the assessment process with you if you have any questions.

Where a student's assessments have been deemed not satisfactory the student is able to undertake one re-assessment attempt within 3 weeks of the course start date at no additional charge.

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Where a student is deemed not satisfactory after the re-assessment attempt, a new enrolment will be required, and the full course fee paid, if the learner wishes to complete the course.

2.6 FEES AND CHARGES

As a Nationally Registered Training Organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by us in the event the:
 - Arrangement is terminated early; or
 - We fail to provide the Services.

Pre-payment of our fee is required to guarantee your enrolment in any of our courses. The receipt of an online registration or a telephone request to reserve a place in a course does not guarantee your enrolment. For courses that cost under \$1,500.00 full payment of the course must be received prior to you commencing the course unless another arrangement has been entered into between Safenet and the student / employer. If the course cost is over \$1,500.00 a deposit of \$1,500.00 must be received prior to you commencing the course unless another arrangement has been entered into between Safenet and the student / employer. With the remainder to be paid at the agreed time during or after the course. All fees will be clearly noted on brochures and associated websites. Fees can be paid by the following methods:

- Electronic bank transfer;
- EFTPOS;
- Credit card.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

2.6.1 CANCELLATION AND REFUND POLICY

Cancellations are to be received in writing and deemed to take effect on receipt of your written notification.

- If made 5 business days or more prior to course commencement date a \$50 administration fee is payable, and the remainder of the course fee is refunded.
- If a cancellation occurs within 5 business days of the commencement date you will forfeit 50% of the course fee and the remainder of the course fee is refunded.
- If the cancellation occurs less than 24 hours before commencement or the student fails to attend without notice the full cost of the course will be forfeited.
- If the cancellation occurs after the learner has attended the first session and prior to the commencement of the 2nd scheduled session, Safenet will reserve a place in the next scheduled day 2 of a corresponding course within 3 weeks of the course start date at no additional charge.
- If the learner is unable to complete the 2nd day within the specified 3-week period, a new enrolment will be required, and the full course fee paid, if the learner wishes to complete the course.

If you are unable to attend training that has been booked, please call our office as we may be able to transfer you to another course at no additional charge.

There is no refund of fees for any:

- Poor and/or non – attendance;
- Poor or inappropriate behaviour;
- Leaving and/or abandoning your course before the scheduled termination date and time, for whatever reason; or

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- Other circumstance out of the control of Safenet preventing you from completing your course.

These terms apply to all students unless Safenet has entered into an alternative arrangement with the student or their employer.

Safenet is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event of being unable to commence or complete the course, Safenet will, if possible, arrange for agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Safenet will provide a refund of any unused portion of the fee.

2.6.2 TRANSFERS

We reserve the right to transfer a course, at our discretion, to another date and/or venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

2.6.3 FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course where you will receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services we have not delivered.

2.6.4 LATE FEE PAYMENT

It is the responsibility of the student or their employer to pay fees on time according to the payment terms agreed upon at time of course enrolment and any late fee payments will incur a late fee of \$50.00 per week plus collection fees.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian or employer. Safenet will not pay these fees.

2.6.5 RE-ISSUE OF CERTIFICATES

In the event, you damage or misplace the certificate Safenet issued to you on successful completion of your training with us, we are able to re-issue this certificate for you for a fee of \$35.00.

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3 STUDENT CONDUCT AND SUPPORT

3.1 ATTENDANCE

You are expected to be punctual when attending training courses, late arrival (more than 15 minutes after the commencement of training without notification) or non-attendance will affect your progress in achieving the compulsory standards. Homework, where required, is deemed to be part of the course. Learners, who due to circumstances beyond their control cannot complete all requirements, may attend future courses to complete their competencies.

3.1.1 ABSENCE

If you are absent on the second day of a two day course, you are required to complete that second day within 3 weeks of the course start date or it will be necessary to enrol again and complete the course in full to obtain your Statement of Attainment. This second enrolment will require full payment of the course fee again.

3.1.2 FAILURE TO ATTEND

Where your enrolment is through your workplace, failure to attend will be reported and may jeopardise successful completion of the course.

3.1.3 LATENESS TO CLASS

Lateness to class on any day is not acceptable. If you arrive more than 15 minutes late you will not be allowed entry to the course unless prior arrangement has been made. If you are delayed, you must ring our office and notify us immediately and we will advise if you will be allowed entry or if you will need to rebook the course.

We expect that all learners will be in the training room on time after breaks throughout the day.

3.2 BEHAVIOUR AND DRESS

3.2.1 LEARNER RESPONSIBILITIES

When you elect to participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures;
- Treat others with respect, fairness and courtesy;
- Not plagiarise, collude or cheat in any assessment activity;
- Not engage in any unacceptable behaviour;
- Attend class and arrive on time;
- Notify your trainer if you will be absent or late;
- Participate in the course;
- Submit assessments on time and in the required manner; and
- Provide written notice of any changes to your enrolment status.

Safenet believes every person should have an equal opportunity and a safe place to learn. Safenet will not tolerate any form of discrimination, bullying or harassment. To meet these requirements, you are to behave in a manner which reflects these beliefs and not engage in any inappropriate behaviour or any form of discrimination, bullying or harassment and if you witness this type of behaviour immediately report it to a Safenet employee.

Examples of unacceptable behaviour includes:

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- Wearing inappropriate clothing, which includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
- Using inappropriate language, which means: no swearing or abusive language;
- Being disrespectful to others;
- Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public;
- Use of electronic devices during the course e.g. Mobile phones
- Recording of the trainers or training content;
- Eating in the classroom;
- Returning to class late from breaks; and
- Littering.

3.2.2 WORK HEALTH AND SAFETY

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location including emergency procedures and exits and, where required, the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

3.2.3 SMOKING, DRUGS AND ALCOHOL

Smoking is prohibited in all buildings and covered area's and Learners are expected to use the ashtrays provided.

Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

3.2.4 COMPANY PROPERTY

We are equipped with the equipment and resources for you to gain the skills necessary to work in your chosen industry and, just like being at work, you are required to treat our equipment and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate any Safenet property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

3.2.5 LEARNER SUPPORT SERVICES

We have established a number of ways to support our students who may require assistance. If you require assistance please advise us either at the time of enrolment, any time prior to course commencement or during the course.

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your trainer or another Safenet employee, prior to course commencement.

3.2.6 RECOGNITION OF PRIOR LEARNING (RPL)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL or credit transfers which could significantly shorten your study requirements.

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Please be aware that RPL and credit transfers are not available to students undertaking certain courses due to licensing and/or industry requirements.

3.2.7 FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all students and employers to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of surveys provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services

3.3 COMPLAINTS AND APPEALS PROCESS

In making your decision to enrol with us, you need to be aware that:

1. A complaint may relate to any matter associated with your experience at Safenet, and
2. An appeal may relate to any decision made by Safenet, including those about complaints and also those about your training outcomes.

You may complain or appeal:

- Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
- Formally – in writing, where an investigation is required to resolve the matter.

3.3.1 COMPLAINTS PROCESS

We are committed to providing a fair and transparent complaint and appeals handling process. If you have a complaint involving the conduct of Safenet, its trainers, assessors or other staff; a third party providing services on Safenet’s behalf, its trainers, assessors or other staff; or a student of Safenet, we encourage you, in the first instance to raise the matter informally with a Safenet employee. If this does not solve the matter, then the complaint will need to be lodged formally.

To lodge a formal complaint please fill in a Complaints and Appeals form and submit the form to the RTO Coordinator. Forms can be found at reception or students can contact the RTO Coordinator and ask for the form to be sent.

We apply the principles of natural justice and procedural fairness to our complaint handling process and will at all times operate in a fair and unbiased way.

Safenet applies the following principles to its complaints handling:

- A complainant or appellant is to be provided an opportunity to formally present his or her case at no cost
- Each complainant or appellant may be accompanied or assisted by a support person at any relevant meeting
- Any person/s involved will be informed of the allegations and provided with an opportunity to present their side of the matter.

Complaints and appeals are acknowledged in writing and a written record of all complaints and appeals is kept by Safenet in the form of a complaints and appeals register. The register includes all details of lodgement, response and resolution. We will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

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The process commences within ten (10) working days of the formal lodgement of the complaint or appeal with supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The complainant or appellant is provided a written response, including details of the reasons for the outcome.

Where a complaint or appeal is considered to require more than sixty (60) calendar days to process and finalise, we will inform the complainant or appellant in writing, including reasons why more than sixty calendar days are required and will provide the complainant or appellant with regular updates to inform them of the progress of the matter.

Safenet shall maintain the enrolment of the complainant or appellant during the complaint or appeal handling process.

If the internal or any external complaint handling process results in a decision that supports the student, we will immediately implement any decision and any required corrective and preventative action and advise the student of the outcome.

If you are not satisfied with the outcome of the complaint you are able to appeal.

Please complete and sign the Appeals section of the Complaints and Appeals form and submit the form to the RTO Manager.

The appeals process will be conducted as identified above.

If the matter remains unresolved after the internal appeal process, the appellant may make a written request to the RTO Manager that they wish the matter be dealt with through an independent external dispute resolution process. Safenet, in consultation with the appellant, will appoint a mutually agreed independent body.

External appeals will be undertaken by an independent body, such as:

Fair Trading

Live chat: [Access Canberra chat service](#)

Phone: [6207 3000](#) – Access Canberra

Online: [ACT Government feedback form](#)

Mail: GPO Box 158, Canberra City ACT 2601

National Training Complaints Hotline

Tel: 13 38 73.

Please be assured that complaints and appeals will be handled in the strictest of confidence.

3.3.2 ACADEMIC APPEALS PROCESS

We are committed to providing a supportive and fair academic appeals process. Applications by students for reconsideration of an unfavourable decision or finding relating to their assessments will be treated with the highest importance.

The academic appeal should be made in the first instance by discussing the matter with the trainer. If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then the student should appeal to the RTO Coordinator who will complete the Academic Appeals form.

Students must appeal the assessment decision within seven (7) working days of the assessment date.

The RTO Coordinator will review all the documentation and discuss the appeal with the student and trainer/assessor within five (5) working days. If the RTO Coordinator is unable to resolve the academic appeal then the matter is to be referred to an independent assessor (i.e. one who was not involved in the assessment decision under appeal) to whom the student may present their case.

The RTO Coordinator should then consider the recommendations of the independent assessor and communicate the finding to the student and the trainer.

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If the issue cannot be resolved to their satisfaction the student may make a formal submission to the Chief Executive Officer for a review by an independent third party. To do this, the student must complete the appropriate section of the Academic Appeals form and lodge it with the RTO Coordinator. The CEO, in consultation with the student, will appoint a mutually agreed independent external mediator within 5 (five) working days.

The submission and the final outcome of the academic appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the academic appeal and the reasons for the decisions made, the actions to be taken and a copy retained on the student's file.

We apply the principles of natural justice and procedural fairness to our academic appeals process and will at all times operate in a fair and unbiased way.

Safenet applies the following principles to its academic appeals handling:

- A student is to be provided an opportunity to formally present his or her case at no cost
- A student may be accompanied or assisted by a support person at any relevant meeting
- Any person/s involved will be informed and provided with an opportunity to present their side of the matter.

Academic appeals are acknowledged in writing and a written record of all academic appeals is kept by Safenet. The record includes all details of lodgement, response and resolution. We will identify the potential causes of academic appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

The process commences within five (5) working days of the formal lodgement of the academic appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The student is provided a written response, including details of the reasons for the outcome.

Where an academic appeal is considered to require more than sixty (60) calendar days to process and finalise, we will inform the student in writing, including reasons why more than sixty calendar days are required and will provide the student with regular updates to inform them of the progress of the matter.

Safenet shall maintain the enrolment of the student during the academic appeals process.

If the internal or any external academic appeals process results in a decision that supports the student, we will immediately implement any decision and any required corrective and preventative action and advise the student of the outcome.

Please be assured that academic appeals will be handled in the strictest of confidence.