



**RED EARTH**  
Training Solutions

# PARTICIPANT HANDBOOK



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## INTRODUCTION

Welcome to Red Earth Training Solutions (RETS) an innovative Adelaide based Registered Training Organisation (RTO ID 40309) since May 2009. We look forward to making your learning a rewarding experience and providing you with an excellent training and assessment service, ongoing support and assistance throughout your training program.

Here at RETS we provide practical competency based training and assessments to the civil construction industry, mining sector, transport training sectors and other related industries in South Australian metropolitan, country and remote areas. RETS core business is to deliver training and assessments through workforce development to meet the significant and increasing demand for skilled competent labour in these existing and emerging industries.

Our Trainers/Assessors will work to ensure the time spent by participants is relevant, successful and enjoyable. They will apply their individual skills, knowledge, expertise and practical experience to ensure they provide a safe and effective training and/or assessment experience designed to enable each participant to achieve their goals.

### RED EARTH TRAINING SOLUTIONS

**Office:** 336 Diment Road, BURTON SA 5110  
**Postal:** PO Box 79 UNLEY SA 5061  
**Contact :** Phone:(08) 8280 3439 Fax : (08) 8280 3443 Mobile : 0417 839 742  
**Email:** [admin@redearthtrainingsolutions.com.au](mailto:admin@redearthtrainingsolutions.com.au)  
**Website:** [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

You will be asked to sign a declaration on your enrolment form that you have been referred to this Participants Handbook on the website or you have been supplied a hard copy. Please take the time to read this handbook carefully and if you have any questions or there is something you are unsure about please let us know.

We welcome feedback, so please feel free to share your experiences; or in the event that you have any concerns, complaints or grievances please report them either directly to your Trainer/Assessor or one of the RETS team members.

## ABOUT RED EARTH TRAINING SOLUTIONS (RETS)

It is RETS' aim to provide innovative training and assessment services that respond to the needs of job seekers, new entrant employees & existing workers in Industry sectors that will meet client and Industry expectations and requirements

- This includes the provision of employment based training including: pre-employment, entry level training and Training towards Nationally Accredited qualifications
- The cornerstone of our success will be our ability to provide Industry with well-trained personnel who have the skills and knowledge required to become a valued worker in the Civil and/or Mining Industry area

### Our Mission

- To be the provider of choice for the provision of civil & general construction, mining, earthmoving, oil and gas and allied industries training, licensing and assessment needs.

### Our Vision

- Red Earth Training Solutions will strive to provide innovative, responsive training and assessment solutions to the civil & general construction, earthmoving, mining, oil and gas and allied industry sectors whilst ensuring customer's requirements for quality, flexibility, individual/special needs requirements, safety and costs are met.

## CHARACTERISTICS OF TRAINING PACKAGES

Outcomes for Certificates II through III, which introduce and prepare participants to education and training in a competency based environment for employment in a range of industry areas are identified below:

### Certificate II

At this level, participants learn to develop the skills and knowledge that would enable them to perform in a range of varied activities where there is a clearly defined range of contexts in which there is a clear choice of actions required, and there is limited complexity in the range of operations to be applied. Performance usually involves known routines and procedures and there is some accountability for the quality of outcomes. Participants may learn to perform some more complex activities that involve individual responsibility and/or collaboration with others as part of a group or team.

### Certificate III (equivalent to Trade certificates or similar)

This level provides participants with a breadth, depth and complexity of knowledge and competencies that would enable them to select, adapt and transfer skills and knowledge to new environments while providing technical advice and some leadership in the resolution of specified problems. Participants will learn to perform a range of skilled operations involving known routines methods and procedures, where they would be expected to use their discretion and judgment as to the selection of equipment, services and contingency measures, within known timeframes. Some industries utilise training at this level for personnel in a supervisory position, as it up skills them to the level required to lead and work within a team environment, implement procedures and communicate with management.

RETS is a registered training organisation (RTO), and is governed by the Australian Quality Skills Authority (ASQA).  
RETS is accredited to deliver a range of nationally recognised qualifications and units of competencies.

**QUALIFICATIONS**

RETS are approved to deliver the following Nationally Recognised and Endorsed Qualifications. When a participant successfully completes their chosen Qualification they will be awarded a testamur of their achievement.

RII20720	Certificate II in Civil Construction
RII30820	Certificate III in Civil Construction Plant Operations

**UNITS OF COMPETENCY**

A Statement of Attainment will be issued when partial completion of a Qualification or when successful completion of an individual Unit of Competency is achieved.

AHCMOM213	Operate and maintain chainsaws
CPCCWHS1001	Prepare to work safely in the construction industry
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS302E	Implement traffic management plans
TLILIC0003	Licence to operate a forklift truck

**PLANT OPERATIONS – UNITS OF COMPETENCY**

RIIMPO205E	Operate roller / compactor
RIIMPO301E	Conduct hydraulic excavator operations
RIIMPO304E	Conduct wheel loader operations
RIIMPO310F	Conduct grader operations
RIIMPO312E	Conduct scraper operations
RIIMPO316E	Conduct self-propelled compactor operations
RIIMPO318F	Conduct civil construction skid steer loader operations
RIIMPO319E	Conduct backhoe/loader operations
RIIMPO320F	Conduct civil construction excavator operations
RIIMPO321F	Conduct civil construction wheeled front end loader operations
RIIMPO323E	Construct civil construction dozer operations
RIIMPO324F	Conduct civil construction grader operations
RIIMPO325E	Conduct civil construction scraper operations
RIIMPO317F	Conduct roller operations
RIIMPO326E	Conduct water vehicle operations
RIIMPO337E	Conduct articulated haul truck operations
RIIVEH304E	Conduct tip truck operations
RIICCM210E	Install trench support

**TESTAMURS**

If a participant completes an accredited qualification under the Australian Quality Framework (AQF) they will be issued with a testamur and an academic transcript.

If a participant successfully completes a unit of competence from an accredited training package they will receive a Statement of Attainment.

Please state your full legal name on your enrolment form as most state and territory licensing boards require legal names on qualifications.

## NON – ACCREDITED SHORT COURSES

RETS also currently offers other non-accredited Courses:

Plant Assessments resulting in issuance of a Licence/Competency Card:

- LL Front-end Loader
- LB Backhoe
- LG Grader
- LZ Dozer
- LE Excavator
- LP Scraper
- LS Skidsteer (Bobcat)
- LR Roller
- HS Haul Truck
- TMH Telescopic Materials Handler

## PARTICIPANT INFORMATION

### STUDY MODES

Red Earth Training Solutions offers face to face training and assessment either at our purpose built facilities in Burton or onsite at your workplace.

Red Earth Training Solutions offers a working site for training and assessments on real machines in a safe environment. Alternatively onsite training and assessment is available covering regional and metropolitan areas.

### PARTICIPANT ENROLMENT

To enrol in any of our programs or to obtain additional information go to [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au) or call during business hours Monday to Friday 7:30am-4:30pm on 08 8280 3439.

When a participant completes the RETS Enrolment form they are acknowledging that they have been provided with information contained in this handbook and agreeing to the terms and conditions relevant to the studies. These can be located on the website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

*Please ensure you sign all sections of the enrolment form.*

### UNIQUE STUDENT IDENTIFIER (USI)

From January 2015 a Unique Student Identifier is required for all participants prior to the issue of either a testamur or statement of attainment. A USI is a reference number made up of 10 numbers and letters and when used it creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations.

It will give you access to your training records and transcripts (available in late 2016) and can be accessed online, anytime and anywhere. It is free and easy to create and stays with you for life.

At enrolment you will have to provide RETS with your USI or give permission for RETS to create a USI on your behalf. For more information on the USI please visit: <https://www.usi.gov.au>

### ATTENDANCE

The course you are studying has been carefully planned to ensure it meets the learning outcomes. You are expected to attend both off-the-job (if applicable) and workplace training / assessment in order to achieve the competencies of the course / qualification. Regular non-attendance can affect completion of the course and achievement of your competencies. Each participant is required to sign in at the front reception and sign an attendance sheet for each session. Participants must notify RETS or their Trainer/Assessor if they are unable to attend a training / assessment session.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

Prior to commencing training all participants will be advised of the appropriate PPE required to enter RETS training facility and commence training.

- High visibility clothing (long sleeve shirt and pants)
- Hard hats (where applicable)
- Appropriate nonslip footwear (hard soles, low heels, steel cap boots where applicable)
- Safety glasses with side shields in designated areas
- hats if working outdoors
- Hearing protection in designated areas
- Safety gloves
- Sunscreen will be supplied when working outdoors
  
- No shorts or ¾ pants or s/s shirts or tops. i.e. no bare arms or legs are permitted

### INDUCTION

On the first day of attendance, all participants will undertake an induction appropriate to their course. Trainers will outline the “housekeeping” requirements to ensure the safety of both RETS and the participant.

- Emergency evacuation procedures
- Exit and assembly points
- Tea & coffee facilities

- Public facilities.
- Training requirements
- Site safety

In addition trainers will ensure participants understand the information contained in the participants handbook and will identify key administrative and support staff.

### **FEEDBACK/EVALUATION**

RETS has a mandatory requirement as a Registered Training Organisation (RTO) to seek feedback from participants and employers on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations. RETS values your comments to drive continuous improvement principles within our business.

## **PAYMENT OF FEES**

### **FEES**

Each qualification, unit of competence or short course has a designated fee structure

Course fees are available by emailing [admin@redearthtraining.com.au](mailto:admin@redearthtraining.com.au) or telephoning our office on 08 8280 3449.

### **FEES BY INSTALMENT (FBI)**

Red Earth Training Solutions offer an option to pay by instalment for some of the qualifications being delivered, subject to approval of a participant's capacity to pay. The timing of payments will be dependent upon total course cost & course duration. All instalments are to be paid by the due date. Any delay in payment of fees after the due date on an invoice may result in the imposition of a late payment fee. For Fees by Instalment enquiries please contact our office on 08 8280 3439.

### **THIRD PARTY PAYMENTS**

Payment can be made by a third party (employer, employment service provider or other organisation). Where a third party chooses to pay course fees, they must complete a training request form and third party request for tax invoice form. The third party will be liable for learner's fees invoiced by RETS, even if:

- The learner withdraws from the course and there is no entitlement to a refund or adjustment of fees;
- The learner's contract of training has expired
- The learner is deemed not yet competent

If the learner's employment with the third party is terminated the third party and the learner must advise RETS of the employment termination immediately. If the employment termination is not notified to RETS the third party will remain liable for any learner's fees incurred after the employment termination.

### **WITHDRAW FROM STUDY**

If a participant is thinking about withdrawing from the course of study it is recommended that a discussion is had with the trainer. Any difficulties can usually be resolved. A "participant withdrawal form" will be required to be completed prior to leaving the course of study.

### **REFUND POLICY**

RETS do not take fees in advance for courses with a value more than \$1500.00. Refer to refund policy below or our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au) for a copy of the full policy.

In the event that the participant endures hardship or cannot provide payment for the training course at the conclusion of the training delivery and assessment, RETS has the right to withhold the issuance of a Testamur, Statement of Attainment, Ticket or License to be awarded until the participant fulfills their payment obligations.

## **REPLACEMENT TESTAMURS, STATEMENTS OF ATTAINMENT, LICENCES AND TICKETS**

**Testamurs, Statements of Attainments, Licences and Tickets** will only be awarded and issued on receipt of full payment of total course fees. Replacement Testamurs, Statements of Attainment, Tickets and Licences previously issued by Red Earth Training Solutions will attract a fee of \$30.00 and will only be produced when payment has been made.

**Please state your full legal name on your enrolment form as most State and Territory licensing boards require legal names on qualifications.**

## **DEPOSIT, UPFRONT COSTS AND REFUND POLICY**

### **DEPOSITS**

RETS will provide the learner with a receipt for payment of any deposit. No more than \$1500.00 is to be paid in advance by learners before the commencement of the course or at any given time during the progression of the course.

### **REFUNDS**

## Cancellations

- RETS might cancel a course due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to learners or course deposits will be fully refunded.
- If RETS is unable to deliver or continue delivering a training session due to causes beyond its control, including but not limited to natural disaster, threat of security and/or power shortage the training program will be cancelled or ceased and learners will be entitled to be transferred to another training session. If RETS cannot provide an alternative course deposits will be fully refunded.
- Cancellations made 1 (one) or more working days prior to the course will receive a full refund on any deposits made.
- Cancellations made without any prior notice to the course commencement date will not be entitled to any refund

## Transfer to other courses

- Transfer can be made up to 1 (one) day prior to the course date without incurring any penalties
- Substitutions can be made prior to the commencement of the course should the nominated person be unable to attend, however RETS must be notified in writing.

## No show

- To allow each learner to achieve the best possible learning outcome RETS sets a limit to class sizes; where a learner has booked in for and paid for a course and does not turn up, with no contact made to RETS, he/she will forfeit that particular day's fee payment; and the learner will then have to pay an additional fee to attend the next available identical training session.

## Withdrawal from course

- A withdrawal is the formal resignation by a learner from an accredited course.
- Learners who wish to discontinue their enrolment in a course are advised to discuss the issue with their trainer or the RTO Chief Executive Officer before completing a 'participant withdrawal form'. Flexible arrangements can be made if necessary.
- All requests for withdrawal must be made on the withdrawal form available from the Administration staff or on RETS website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

## Exceptional circumstance

- Circumstances such as illness and traumatic events will be considered as "exceptional circumstances" for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstances e.g. illness (doctor's certificate) or family crisis. Requests for refunds must be made to RETS with ten (10) days of formal notification of cancellation.

## **General refund systems procedure**

Where a refund is determined to be payable, this will be processed within seven (7) calendar days of the refund request submission, provided that the fees have been cleared through RETS' bank account.

- Refunds are to be made in the same method, onto the same account details, as per the original payment.
- Staff are to request an email/fax (something in writing) from the customer confirming their refund details and verification of the payment made. i.e. a remittance slip for EFT payments. If refund details differ from the original payment, the customer will need to provide an explanation and verification of any updated details and where possible independent confirmation from the client organisation should be obtained.
- Staff are to check the customer's history, contact details, address and the details of the original transaction made.
- All supporting documentation is to be attached to the refund form and signed by the CEO.
- The financial management system used by RETS is MYOB.
- RETS has ensured that the financial management system in use meets the following requirements:
  - 1.1 The software supplier is not able to withhold records from RETS in any circumstances
  - 1.2 The database allows financial records to be provided in electronic and printed versions.
  - 1.3 All information is kept secure, safe and confidential.

## **TRAINERS AND ASSESSORS**

All RETS Trainers/Assessors are:

1. Licenced Safework SA Accredited Assessors

2. Hold the vocational competencies at least to the level that they are assessing
3. Have current industry skills, knowledge and experience
4. Have current VET knowledge and skills that informs their training and assessment.
5. Hold the TAE40116 Certificate IV in Training & Assessment

RETS ensures that all our trainers/assessors continue to develop their VET knowledge and skills as well as maintain their industry currency and trainer / assessor competence by regularly completing professional development activities.

## INDUSTRY ENGAGEMENT

RETS is committed to a high standard of training and maintains ongoing consultation and engagement with industry. This ensures the development of training and assessment strategies and resources remain relevant to meet industry demand. RETS regularly engages with industry representatives and governing bodies to evaluate our training to ensure best practice.

<b>ASQA</b>	Website: <a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>
<b>Construction Industry Training Board (CITB)</b>	Website: <a href="http://www.citb.org.au/">http://www.citb.org.au/</a>
<b>Civil Construction Federation SA (CCF)</b>	Website: <a href="http://www.ccfssa.com.au">http://www.ccfssa.com.au</a>
<b>Department of Planning, Transport and Infrastructure (DPTI)</b>	Website: <a href="http://www.dpti.sa.gov.au">http://www.dpti.sa.gov.au</a>
<b>Resources and Engineering Skills Alliance (RESA)</b>	Website: <a href="http://www.resa.org.au/">http://www.resa.org.au/</a>
<b>Safe Work SA</b>	Website: <a href="http://safework.sa.gov.au">http://safework.sa.gov.au</a>
<b>PwC's Skills for Australia</b>	Website: <a href="https://www.skillsforaustralia.com">https://www.skillsforaustralia.com</a>
<b>South Australian Chamber of Mines and Energy (SACOME)</b>	Website: <a href="http://www.sacome.org.au">http://www.sacome.org.au</a>
<b>VELG</b>	Website: <a href="http://www.velgtraining.com">http://www.velgtraining.com</a>

RETS also ensure our trainers and assessors maintain current industry experience and demonstrate current competency in all units delivered through on the job training, a regular hands on approach and a robust professional development program.

## TRAINING AND ASSESSMENT

### ASSESSMENT PRINCIPLES

RETS ensures we meet the principles of assessment by providing:

- Participants will clear and appropriate information regarding assessments including information on the different methods of assessment which are designed to promote fairness and equity. Different assessment methods will be chosen to meet the Language, Literacy and Numeracy needs of the participant including any geographic, financial or social needs that need to be taken into consideration.
- Participants with information of how and when assessments will be conducted and the criteria and guidelines that are followed during the assessment process.
- Participants with information on their rights and responsibilities prior to the assessment taking place
- Participants with feedback and suggestions at the conclusion of the assessment process and by giving participants an opportunity to provide feedback.
- An appeals and complaints process that is clearly stated in this handbook and also available on our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

### ASSESSMENT METHODS

RETS ensures that we meet varying learning styles to meet participant's needs which include and not limited to the following:

- Practical demonstration of skills and competencies
- Written work, reports, and log books
- Observation of tasks/duties
- Formal written assessment and small projects
- Oral assessment and documentation of answers by RETS Trainer/Assessor

### ASSESSMENT ARRANGEMENTS

This is a meeting arranged with you and the RETS Trainer to assess your skills and knowledge against the relevant Units of Competency. (There will be practical and theoretical aspects to each assessment). Where it applies, your worksite supervisor will also monitor, assess and record your progress.

### ASSESSMENT OUTCOMES

Your RETS trainer/ assessor will write brief reports during the assessment, which documents your progress and states the final



assessment result in a Unit of Competency as either "Competent" (C) or "Not Yet Competent" (NYC)

"**COMPETENT**" assessment result is achieved when the participant is able to apply learnt knowledge and skills to different situations. The knowledge and skills will be relevant to each unit of study, and applying them to different situations demonstrates the participant will be able to fully utilise those skills in a work environment. A combination of the above assessment methods will be used to determine competency.

#### "NOT YET COMPETENT"

If you are assessed as "Not Yet Competent" (NYC) in a Unit of Competency, this may mean that you require further training in order to achieve competency, or that there is not enough evidence provided to support your competence. You will have 2 opportunities to be reassessed after further training has occurred, or after further evidence has been provided. In the event that you do not achieve competency and require further training then the cost of the full course fee will apply as specified in the our Course Fee Schedule.

#### ASSESSMENT CONCERNS

In relation to assessment outcomes, all participants have the right to appeal any decision they are not satisfied with:

- In the first instance, the Assessor discusses the appeal with the participant and informs him/ her of the reasons for the decision
- If the participant is unsatisfied with the decision, then an appeal may be placed in writing to the RETS CEO using the Complaints and Appeals form available from the administration staff or from our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)
- The CEO upon conclusion of the investigation will determine if:
  - The appellant should be reassessed by an alternate assessor;
  - The original decision is correct and will stand;
  - An adjustment to the original decision is warranted
- The CEO will communicate in writing the proposed resolution to all parties involved in the complaint or appeal process within 20 days of the formal complaint.
- If the Complainant is not satisfied with the outcome of the internal complaints/appeals process, they may request that the matter is reviewed via an external dispute resolution process, by an external mediator. For this purpose RETS uses the services of:

Office of the Training Advocate (SA)  
131 Grenfell St, Level 5, corner of Grenfell Street and Hyde Street Adelaide  
Telephone: 1800 006 488  
Website: <https://www.trainingadvocate.sa.gov.au/>

- The services provided by the Office of the Training Advocate are free.
- If, after RETS internal complaints and appeals processes have been exhausted, the complainant or appellant is still not satisfied with the determination of the external mediator, they may submit a complaint to Australian Skills Quality Authority (ASQA) by completing the online complaint form which can be found at <https://asqanet.asqa.gov.au>
- ASQA is not able to act as the independent third party for reviewing complaints.
- The complainant or appellant will need to provide evidence to ASQA that they have completed the RETS complaints and appeals processes before submitting a complaint to ASQA. In exceptional circumstances ASQA may consider a learner's complaint without this evidence.

Australian Skills Quality Authority (ASQA)  
Telephone: 1300 701 801  
Website: <https://www.asqa.gov.au>

- At each stage of the Complaints/ Appeal process, a participant may wish to have a witness present; the same courtesy is allowed to the RETS representative. All discussions about complaints and concerns are confidential and no details will be passed to any third person without approval of the participant. Every effort is made by RETS to resolve participants' /clients and staff's complaints "in house", if possible, so that the focus is then on the rapid re-establishment of good working relationships and positive outcomes with the persons concerned and RETS.
- RETS Complaints and Appeals policy & procedure is available for download on our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

### NATIONAL RECOGNITION, RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

#### RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the acknowledgment of skills and knowledge which a participant may have gained from work, volunteering, study and general life experiences.

RPL is obtained when the evidence a participant supplies is assessed by RETS qualified trainers and assessors against the criteria of the qualification or unit of competence. **Fees apply**

RETS has a RPL process in place to enable Participants to receive recognition for skills and knowledge obtained through any forms such as:

- Attendance of non-accredited short courses

- Life experiences
- Work experiences
- Self-taught skills attained

You may already be competent in some of the areas of the course that you have chosen to undertake, and will be given an opportunity to apply for RPL. If you wish to apply for RPL you will need to provide information about yourself, skills knowledge and experience which relates to the competencies you are applying for. The evidence you provide will be measured against the performance criteria of each competency for which you have requested RPL.

There is a cost for RPL per unit of competency. On receipt of your enrolment a RETS staff member will offer you support and guidance in how to complete and obtain enough and sufficient evidence for your RPL to progress to an interview for assessment. In the event that your application is successful you will receive recognition for the unit(s) of competence.

### CREDIT TRANSFER

Credit transfer is the formal recognition of prior studies undertaken elsewhere. Status granted through Credit Transfer is recorded on a participant's Academic Transcript. **No Fees apply**

Credit Transfer is available to a participant who has documented and has verifiable evidence of their achievements, such as a Testamur or Statement of Attainment that they have been awarded with accompanying Record of Results. For the Credit Transfer to occur the participant must undertake the following:

- A RETS enrolment form completed and Credit transfer selected
- Proof of identity which can be a driver's licence, proof of age card or passport
- Applicants must supply a verified copy of the Testamur or Statement of Attainment.
- A RETS staff member will check the Testamur or Statement of Attainment for equivalent units that have been acknowledged as being completed at another Registered Training Organisation.
- Verified copies of Testamurs or Statements of Attainment used as the basis for granting credit transfer will be retained on your file.
- Granting of a credit transfer will be recorded as a unit outcome in your file and on the student records management system.
- Credit Transfer (CT) will be resulted as your outcome and noted on your Record of Results if you are issued a RETS Testamur or Statements of Attainment

All Recognition processes at RETS, either RPL or Credit Transfer, should be fair, transparent and accountable. If you are unhappy with the outcome, you can appeal by submitting a formal complaint to the RETS CEO using the Complaints and Appeals form available for the administration staff or from our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

### RETS CODE OF PRACTICE

Red Earth Training Solutions Pty Ltd (RETS) is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA) and is compliant with the Standards for Registered Training Organisations 2015. This code of practice supports RETS guarantee and commitment to quality training and assessment services which ensures the clients rights as a consumer for the following:

- Marketing and advertising to prospective clients is ethical and accurate
- Information is provided to clients and participants before enrolment, including all costs and charges as per our Course Fee Schedule
- Documented fair refund policy including administration fees, charges and refund conditions which are provided on our website
- Accurate record keeping and retention of academic, financial and participants' records including the right for participants to access their records at any given time.
- Confidentiality of information held unless authorised in writing by a client/participant or under law
- Privacy and protection of all participants information by all RETS staff members which is supported by our Privacy Policy which is in our Participant Handbook.
- RETS staff members and participants are made aware of their obligations in relation to access and equity to protect their own health, safety and welfare in an environment free from harassment and discrimination
- Course monitoring which includes attendance and feedback to ensure that participants receive all the required assistance to have them successfully complete their nominated course once they have been accepted for enrolment
- Complaints and appeals procedures are clearly explained, including a complaints steps, appeal process and engagement of an independent mediator, to ensure there is an agreed resolution of the complaint. Complaints and Appeals Procedure is available on our website and in our Participant Handbook.
- Our learning and assessment strategies are developed through consultation, engagement and feedback from employers and industry representatives. This ensures that our learning and assessment outcomes fulfils the skills and knowledge to the standard required in the workplace
- All RETS staff members including the use of contractors, continuously engage with industry and undertake professional development activities to ensure their skills and knowledge reflect current industry practice

- Through continuous improvement principles we encourage and seek feedback from participants, employers and industry through surveys to drive better business practices
- We assist participants to gain recognition for their existing skills and knowledge through Recognition of Prior Learning (RPL) and provide them with support to complete an “Evidence Portfolio”
- We provide “Credit” to participants who have completed relevant units within our scope of registration by another RTO
- RETS is committed to providing a high standard of quality training and assessment services and strive to be a best practice RTO
- RETS staff members and Contractors engaged by RETS must comply with our Child Safe/Child Protection Policy
- RETS complies with the Standards for Registered Training Organisations 2015
- RETS complies with all National and State Regulatory and Legislative requirements

## **PARTICIPANTS CODE OF CONDUCT**

Red Earth Training Solutions Pty Ltd (RETS) commits itself and promotes a safe, supportive and effective learning environment. This can only happen when everyone co-operates and complies with the Code of Conduct.

Upon enrolment participants will receive a copy of the Code of Conduct which they will be required to sign to show they accept and will abide by the conditions. Failure to comply with the Code of Conduct may result in disciplinary action being taken which may include a reprimand, warning, suspension or the possibility of exclusion from the course of study.

The following conduct requirements are fundamental to the safe and successful organisation of training and it is essential that participants observe them at all times.

- Participants shall follow all reasonable directions given by the trainer and any other RETS staff member.
- All staff, participants and any other person or their possessions should be treated with respect and due consideration. Harassment of any kind, threatening or abusive language towards any individual or group will not be tolerated.
- There will be no tolerance to wilfully damaging, destroying or stealing property belonging to fellow participants, trainers or the company
- Participants will attend the course of study each day on time and participate fully in activities.
- Participants should notify their Trainer/Assessor if they are required to leave the premises outside specified breaks and end of day activities. Participants shall not intentionally give false or misleading information to obtain leave absence for their course of study.
- Participants not able to attend MUST notify their Trainer/Assessor prior to 8am on the morning of training by telephone or SMS.
- All training areas, facilities and premises are to be left in the same condition as found (clean and tidy) by participants.
- Possession or the use of alcohol or any illegal substance is forbidden. The possession or use of illegal substances will be reported to the Police
- Participants may not possess any firearms or weapons of any kind on company property
- Participants have a responsibility to carry out tasks without risk to themselves or others.
- Appropriate personal protective clothing and equipment will be worn at all times when performing practical tasks.
- Participants need to make themselves aware of the designated smoking areas. There will be no smoking inside any building or while operating any equipment. Participants need to be aware of any fire restricted areas and the fire regulations.
- Participants may not use any equipment in an unauthorised manner

## **PARTICIPANT RIGHTS & RESPONSIBILITIES**

Red Earth Training Solutions personnel are committed to ensuring that all participants are given opportunities to develop and learn.

All participants have the right to:

- Confidentiality
- Fair assessment
- Be free from discrimination
- Be free from harassment of any nature
- A safe and comfortable training environment
- High quality, current training and instruction
- Be treated with respect and courtesy by fellow trainees and by all RETS personnel
- Appeal against assessment decisions or training, or any other issue that may arise as a result of their attendance at any of our courses

RETS strives to create a positive and supportive learning environment and to create a relationship with each participant that includes a set of mutual obligations.

Fair and reasonable goals and conditions are set to ensure that all people are treated with respect and trust.

Participants will be encouraged to participate in group discussions and ask their trainer/assessor if they have any concerns with any matter relating to the course or assessment process.

RETS personnel are available to assist and enhance participant knowledge and skills to prepare them for meaningful employment in the industry area of their choice.

Participants are expected to honour their commitment by attending the course which they have registered and to fulfil all course requirements.

Participants are required to conduct themselves in a mature manner and to behave responsibly with consideration of others at all times. Participants who do not comply with these requirements will be counselled and disciplined. Refer to “Counselling & Disciplinary Procedure” below.

Participants or RETS personnel adversely affected by the conduct of others are encouraged to exercise their right to report the matter to their trainer/assessor, or other members of staff.

RETS will act immediately to address any complaints, should they occur.

## **PARTICIPANT SUPPORT SERVICES / ASSISTANCE**

A Participant may have an issue that is not directly relevant to their learning but may impact on their ability to complete assessments as required. It is important that the participant makes RETS aware of any such concerns so that we can assist where possible. Assistance can include adapting assessment tasks, granting extensions to deadlines, offering assistance on an individual basis, using verbal rather than written questioning techniques, more diagrams and practical activities for delivery and assessment.

RETS recognises that Participants may have problems that may affect their ability to fulfill the requirements of their course of study. In this instance, RETS will offer advice in referring Participants to appropriate external support groups for assistance.

### **LANGUAGE, LITERACY & NUMERACY**

RETS identifies all vocational training includes language, literacy and numeracy tasks. All enrolments must undergo a basic Language Literacy and Numeracy Assessment (LLN). The purpose of undertaking the LLN assessment during enrolment is to determine the capacity to undertake the proposed course of learning and identify any special needs that may be required.

Methods used to identify LLN needs include:

- Written language, literacy and numeracy test
- Discussion with the participant regarding their previous work, life and educational experiences
- Records of previous education and training

RETS provide resources and materials which are work placed based to ensure the literacy skills are relevant to their employment.

Where learners require additional support and training, RETS will advise on appropriate support to suit the individual's needs.

Language, Literacy and Numeracy Programme

Phone: 13 24 90      Email: [llnp.sa@innovation.gov.au](mailto:llnp.sa@innovation.gov.au)

Reading Writing Hotline

Phone: 1300 655 506      Email: [info@literacyline.edu.au](mailto:info@literacyline.edu.au)

Dyslexia – SPELD SA Foundation

Phone: (08) 8431 1655      Email: [info@speld-sa.org.au](mailto:info@speld-sa.org.au)

Adult Migrant English Program (AMEP)

Phone: 131 881

English Language Centre

Phone: (08) 8313 4777      Email: [elc@adelaide.edu.au](mailto:elc@adelaide.edu.au)

Translating and Interpreting Service

Tel: (08) 8226 1990 (Interpreting) Tel: (08) 8226 1980 (Translating) Email: [itc@sa.gov.au](mailto:itc@sa.gov.au)

## **ACCESS AND EQUITY POLICY**

RETS Access and Equity Policy is based upon application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome for all people, without discrimination
- Access for all people to appropriate, quality vocational education and training programs and services
- Increased opportunity for all people to participate in vocational education and training

**Applicable Legislation:** Equal Opportunity Act, 1984 (SA)  
Racial Discrimination Act 1985  
Sex Discrimination Act 1984  
Disability Discrimination Act 1992  
Disability Services Act 1993

RETS' policies are designed to promote equality of opportunity for entry into and participation in the training course, and to prevent discrimination based on race, disability (physical or mental), gender, sexuality, marital status and pregnancy.

We are committed to ensure that all Participants attempting our training courses will be equally afforded the opportunity to acquire the skills, knowledge, and appropriate on the job experience to enable them to attain the competencies that they seek.

All RETS staff have a responsibility to ensure that discrimination does not occur in any form in the provision of our training and assessment services, and that no favoritism or any special favors are granted to any Participant, over any other.

Any Participant encountering difficulty with any parts of the Course, e.g. any particular units or parts thereof, or attaining competency will be offered extra tuition and practice under the guidance of a Trainer or Assessor, to assist them to attain the required skills and knowledge for them to become "competent". There will be no extra course fees or charges for this assistance.

People with special needs such as a disability are welcomed as learners; please identify any disability which may impact on your learning / assessment to your trainer / assessor. RETS training facility is accessible for, and meets the mobility requirements of the learner with a physical disability.

If you experience any problems or have any queries you should speak with your Trainer/Assessor in the first instance.

## SEXUAL HARASSMENT POLICY

### Sexual Harassment Policy

It is the policy of RETS to provide an environment free of sexual harassment and to uphold laws pertaining to sexual harassment: Sect. 87: (EO Act 1984 SA) Sexual Harassment. All participants and employees are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment applies:

*Sexual harassment* includes the following behaviours:

- making unwelcomed sexual advances
- making any request for sexual favours
- making remarks or aspersions of a sexual nature relating to the other person
- subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action or the display of material the other person may find sexually *offensive*

*Sexual Harassment is where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person.*

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition, one individual may have different boundaries for different relationships. It is the responsibility of all Participants and employees to recognise and respect the boundaries set by others.

## PRIVACY POLICY

Red Earth Training Solutions (RETS) strictly adheres to the **Privacy Act 1998 (Commonwealth)** in relation to the management of participants' and clients' information and privacy. The main purpose of the Privacy Act is to establish a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information.

Whilst you are undertaking any of the courses at RETS, there will be times when training/ assessment personnel may need to discuss details about your training progress and results from assessment with others; this could include your Supervisor, potential employer(s) and other associated people in relation to your participation in training and assessment at RETS.

Be assured that any discussions and/ or release of any information about your training progress will be undertaken solely for the purpose of your development. Your information will not be discussed with any other persons except by law, unless we have your written permission to do so. You are required to give permission in writing for the release of any of your information (whether it be in written form or as part of a discussion) as a part of the enrolment process.

**Please note** that for any participant under the age of 18 years, a parent or legal guardian is also asked to sign their permission on your behalf, for the appropriate release of any of your personal information.

RETS must also collect your personal information in order to comply with our legal obligations; information collected is only used in relation to the services we provide including for:

- Audit purposes by Australian Skills Quality Authority (ASQA) (Commonwealth Government Accrediting Body)
- Recording of Participants' assessment results on the National Register

To comply with the Australian Skills Quality Authority, RETS must send all nationally accredited qualifications to the participant's address and not to their employer or another third party as regulations state that the participant must receive their qualification regardless of who paid for or organised the training. If a participant wants RETS to provide their employer or other third party with a copy of the certificate they must complete an "Authority to Release" form upon enrolment.

## **PRIVACY, RECORD STORAGE, SECURITY AND ACCESS TO RECORDS**

RETS takes its obligations under the Privacy Act 1988 very seriously and works hard to ensure the privacy of your personal information. Our policy covers how we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that we need to enable RETS to provide training for the participant.

RETS keeps complete, accurate and secure records. Records refer to any form or document containing information which includes, but is not limited to; the attendance and progress of participants as well as financial records.

All participants' records pertaining to academic, financial and administrative requirements are recorded and stored in our Student Management System - VETtrak. All information is stored securely and has a daily back up procedures in place – this is done in accordance with the Standards for Registered Training Organisations (RTOs) 2015. All of our participants records (all electronic, RPL documentation and awarded Qualifications) are retained securely for a period of no less than thirty (30) years.

Participants may gain access to their own file by submitting a request in writing or in person to the RETS CEO. Participants must be prepared to provide personal identification in the form of Photo ID (eg Driver's License) for verification purposes, when/if requesting access to their personal records.

A Participant may request to the RETS CEO, the correction of inaccurate or misleading information contained in their personal record.

## **COUNSELLING AND DISCIPLINARY PROCEDURES**

On enrolling at RETS, we seek to create a positive and supportive learning environment and also to create a relationship with each participant that includes a set of mutual obligations.

We see it as a mutual responsibility between staff and participants to set fair and reasonable goals and conditions to ensure that all people are treated with respect and trust; all participants will be given every opportunity to develop and learn, given that each participant is different and may have different needs and expectations.

However, RETS staff also accept that it is our responsibility to inform participants, where necessary, if standards of performance or their behaviour in the training environment is not up to a reasonable level or falls below an established or reasonable standard, such that their behaviour disrupts either the class as a whole, or any other participant during the session.

To address concerns with performance or behaviour RETS staff follow a counselling and disciplinary procedure. The counselling and disciplinary procedure is about ensuring all staff and participants know what is expected in relation to their conduct and performance

### **Step 1 – Counselling**

When a participant's performance or conduct is unsatisfactory the matter will be brought to the person's attention during a suitable break in the training session. The purpose of the discussion will be to identify the cause of any problem and to give him/her an opportunity to present his/her side of the story. It is expected that he/she will then take the appropriate corrective action.

### **Step 2 – Written Warning**

If there is little or no improvement after the oral warning the next step will be to withdraw the Participant from the session and be issued with a written warning.

A copy of the warning will be given to the person and a copy will be placed in his/her Participant file, and the Participant will be asked to attend the next available identical session to continue with their participation in the Course.

### **Step 3 – Removal from Course**

If a Participant returns to another session to complete his/ her Course (after working through Steps 1 & 2) and their behaviour has not improved, the Participant will be asked during a suitable break in the session to withdraw from the Course completely.

\*\*All information about any incident(s) will be documented in writing and placed in the Participant's file.

If the Participant is not satisfied at any time, a written complaint may be submitted to the CEO utilising the Complaints & Appeals Process. RETS Complaints and Appeals policy & procedure is available for download on our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

## **SERIOUS MISCONDUCT**

Some matters are so serious that a single incident may result in either a final warning being issued or termination of participation in the Training Course without warning. Examples of behaviour which we consider as 'serious and wilful misconduct' include, but

are not limited to:

- Fighting, threatening or attempting bodily injury to another person on the company premises
- Stealing company property or personal property of another Participant or RETS staff member
- Malicious mischief which results in the injury of another Participant or staff member or destruction of company property
- Unauthorised removal of printed customer material from the premises
- Deliberate breach of safety rules or such carelessness regarding safety that causes an accident to him/herself or a fellow Participant or Staff Member
- Insubordination, use of profane language, physical abuse of other Participants or staff and/or contractors etc.
- Falsification of training applications or records, birth certificates, training qualifications etc.
- Attending training sessions under the influence of illegal drugs or liquor. Possessing or bringing intoxicating beverages or illegal drugs on the company premises or training facilities
- Sexual and/or any other form of harassment

If serious misconduct occurs, we will bring it to the Participants attention, who will then be invited to give their side of events. These will be recorded in writing so that references to times, places etc. are kept. We will also speak with other persons (staff and other Participants etc.), where it is considered necessary to fully appraise ourselves of the situation.

The Participant will be advised in an interview, and also in written format, what decision has been reached in relation to the appropriate disciplinary action.

### **INVOLVEMENT OF POLICE**

It is our view that where an accident involves serious misconduct and a possible breach of the Law, the matter will be referred to the Police.

## **APPEALS AND COMPLAINTS POLICY AND PROCEDURE**

It is the practice of RETS to give fair and equitable access to all clients in regard to the services it offers. In keeping with this aim, outlined below are the policy and procedures that will be used should an appeal or complaint arise in relation to the delivery of training, the conduct of Assessment, Recognition of Prior Learning Assessment or any other issues that may be of concern to Participants. All staff at RETS have knowledge of the Complaints and Appeals process, and are available to assist at any time, should a Participant require either advice or assistance.

### **COMPLAINTS MECHANISM**

RETS ensures that:

- Participants and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for Participants to appeal against decisions which affect the Participants' progress. Every effort is made by RETS to resolve Participants/clients' complaints
- For this purpose, we have a Complaints/ Appeals policy where a member of staff is identified to Participants and clients as the reference person for such matters. In addition, the complaints mechanism as a whole is made known to Participants at the time of enrolment
- Where a complaint cannot be resolved internally, we advise Participants and clients of the appropriate body where they can seek further assistance

### **COMPLAINTS & APPEALS POLICY**

A complaint is any problem or issue that causes a person concern while studying at RETS; it can be about:

- course content
- the process used in the delivery of a training program,
- outcomes of the assessment process or the assessment process itself, including RPL
- policies & procedures

In fact, complaints and/ or appeals may arise against any aspect of service and delivery at the RTO or at any of its venues where training and/or assessment takes place; this can also include any issues concerning the conduct of any staff member or other participants.

### **COMPLAINTS & APPEALS PROCEDURE**

There are two methods a Participant may choose to make his/her complaint known: i.e. Informal or Formal

- In the first instance, Participants should discuss the problem with their Trainer and seek a solution at that stage
- If the Participant feels that they have a complaint or concern with their trainer, they are at liberty to advise the RETS CEO either in person or in writing.
- If it is preferred, the affected participant can lodge a (formal) written complaint/appeal, to the RETS CEO using the Complaints and Appeals form available for download from our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

The complaint can be lodged and sent to the following via email or posted to:

The Chief Executive Officer (CEO)

Rodger Carr  
Red Earth Training Solutions Pty Ltd,  
PO PO Box 79 Unley SA 5061  
Email : [rodger@reearthtrainingsolutions.com.au](mailto:rodger@reearthtrainingsolutions.com.au)

- The CEO will examine the grounds of the complaint and discuss the matter with the participant. An investigation of the complaint will then be conducted and the matter will be discussed with the relevant Trainer/Assessor
- The CEO will attempt to resolve the complaint, and may either take appropriate action or advise the participant that there is insufficient evidence to support the issue raised.
- If the participant is satisfied with the outcome, they will be requested to confirm in writing to agree to the resolution, which will be recorded in the RETS Complaints and Appeals Register.
- If the participant is not satisfied with the outcome of the internal complaints/appeals process, they may request that the matter is reviewed via an external dispute resolution process, by an external mediator.

For this purpose RETS uses the services of:

Office of the Training Advocate (SA)  
131 Grenfell St, Level 5, corner of Grenfell Street and Hyde Street Adelaide  
Telephone: 1800 006 488  
Website: <https://www.trainingadvocate.sa.gov.au>

- If, after RETS internal complaints and appeals processes have been exhausted, the participant is still not satisfied with the determination of the external mediator, they may submit a complaint to Australian Skills Quality Authority (ASQA) by completing the online complaint form which can be found at <https://asqanet.asqa.gov.au>
- ASQA is not able to act as the independent third party for reviewing complaints. The participant will need to provide evidence to ASQA that they have completed the RETS complaints and appeals processes before submitting a complaint to ASQA. In exceptional circumstances ASQA may consider a participant's complaint without this evidence.

Australian Skills Quality Authority (ASQA)  
Telephone: 1300 701 801  
Website: <https://www.asqa.gov.au>

## WORK HEALTH AND SAFETY

RETS is committed to promoting and providing a safe and healthy learning environment for all Staff, contractors, visitors and participants. We aim to achieve the highest degree of Work Health and Safety by adhering to the applicable government legislation (*Work Health and Safety Act 2012*) and taking a personal interest in the well-being of RETS staff and participants. All staff and participants are responsible for maintaining high Work Health and Safety standards in the workplace.

### PARTICIPANTS

Participants are responsible for not only their own health and safety but also the health and safety of others and have an obligation to report any unsafe conditions/hazards, faulty equipment and accidents immediately. Participants must abide by safe working practices and comply with all health and safety procedures.

### RETS EMPLOYEES/ STAFF

Employees are responsible for the implementation and instruction of all company Work Health and Safety procedures and are also responsible for ensuring all staff and training participants adhere to these procedures.

### PERSONAL PROTECTIVE EQUIPMENT (as outlined in enrolment section)

While participating and/or being present where live works are taking place within the training area/ facility, all participants are required to wear the appropriate personal protective equipment. There are no exceptions to this rule and all participants will be advised of the specific PPE requirements, where it applies, for each location. The following rules are a basic guide to PPE:

- High visibility vests are mandatory at ALL times
- Hard hats, where applicable
- Safety glasses with side shields in designated areas
- Hearing protection in designated areas
- Appropriate footwear (hard soles, low heels, steel caps where applicable). Open toe shoes, sandals and spike high heels are prohibited
- No shorts or 3/4 pants or s/s shirts or tops. i.e. no bare arms or legs are permitted in welding areas
- Safety Gloves
- Sunscreen and hats will be supplied when working outdoors

### HAZARDOUS MATERIALS

Hazardous (chemical) materials are to be used in accordance with applicable Material Safety Data Sheet procedures. If in doubt, please ask your Trainer/Assessor or a RETS staff member for help.



## **OPERATING PLANT/ EQUIPMENT & PEDESTRIAN SAFETY**

- Where Plant is operating:
- Be alert for any type vehicles, moving plant and equipment, especially at potential blind spots such as intersections, doorways, and corners.
- Keep clear of roadways and use designated walkways where provided.
- Participants are not permitted to operate any machinery or equipment without authorization from the Trainer.
- Your Trainer/Assessor will discuss and review any specific types of moving plant/equipment you may encounter and the appropriate safety precautions required.

## **DESIGNATED AREAS**

- At all times, all participants must remain in designated areas with RETS Staff who are responsible for you and your training; at no time must any participant wander off into other areas.
- If you need to leave the site for any reason, for your safety, you **MUST** notify your Trainer/Assessor and indicate your reason for doing so.
- Do not enter a restricted area unless authorised by RETS staff.
- Obey all signs and warnings including road speed limit signs.

## **MEDICAL ARRANGEMENTS**

**Participants are not employed by RETS throughout their course of study so therefore are NOT covered by SA Work cover for any medical expenses.**

If RETS are considered negligent and a valid claim is submitted the medical expenses will be met.

If you are an apprentice while studying at RETS, your employer considers you to be at work so therefore you are required to direct ALL claims to your employer.

- First Aid kits must be kept at all locations; your Trainer will indicate the location of the First Aid/ equipment including the name and location of appropriate First Aid personnel, prior to the commencement of training. Please report any first aid incidents or accidents to a RETS staff member immediately so they can advise the First Aid Officer (details of the first aid officers can be found on the evacuation diagrams located inside/close to your training room/area).
- Should any person require additional medical assistance, RETS will arrange transport to a hospital or doctor where and when it is necessary.

## **NO SMOKING, ALCOHOL, DRUGS OR PRESCRIBED MEDICATION**

- No alcohol is to be brought or consumed on site under any circumstances
- All Participants and any visitors are reminded that smoking is not permitted inside buildings or vehicles or close to any plant or machinery. In addition, smoking is not permitted within 5 metres of any entrance of training venue; building or premises as RETS must oblige to fulfill State and Territory legislation for Work Health and Safety reasons.
- Illegal substances are strictly forbidden on site. Any incidents of their possession or use will be reported to the police immediately.
- If you are deemed to be under the influence of drugs or alcohol you may be asked to leave the premises and rescheduled to another course date
- Drug and alcohol checks may be randomly undertaken due to the nature of the industry and risk related to tasks undertaken and operating plant/machinery. This is conducted to ensure the Work Health and Safety of everyone on site is paramount with the reduction of risk.
- If you are using prescribed medication, you must consider whether there are any possibilities that this may impact the ability for you to undertake tasks and in particular operate machinery in a safe working environment. If there is any uncertainty around your ability to operate machinery or undertake tasks safely please speak to your Trainer/Assessor to allow them to assist you overcoming problems/dangers that could arise.

## **HYGIENE FACILITIES**

- Prior to the commencement of all training sessions, the location of toilets, kitchen, eating areas or other associated facilities will be identified. In regards to personal hygiene and as a common courtesy to others please keep these areas as you find them, i.e. In a clean state. Should there be any problems with any of the facilities, please notify your Trainer/Assessor or a RET staff member

## **OTHER FACILITIES**

- Depending on the location of the training, your Trainer/Assessor will discuss the location of any other facilities and associated information, where it applies, and prior to the commencement of training.

## **DISCLOSURE OF MEDICAL CONDITION**

- Participants who consider that they have a disability or medical condition that may require special arrangements or assistance should disclose this to RETS on the enrolment form. Disclosure of this information is not compulsory but will ensure that RETS staff make the appropriate arrangements to assist affected participants to achieve their goal and successfully complete their training. All information will be treated in the strictest confidence and in accordance with the Privacy Act. We are here to help so please let us know so we can assist you as best as possible.

## **ACCIDENT REPORTING**

Whenever an injury, incident or near-miss occurs within the work / training area it is important that the following procedure is followed:

- **Immediate Response**

- (a) The person in charge or other workers, must take immediate action (with due regard to their own safety) to prevent further damage or injury occurring and to provide immediate assistance to any injured personnel, eg call for outside assistance or expert medical advice.

- **Reporting**

1. **Minor Injuries/Incidents**

- (a) Minor injuries or incidents which do not result in any loss of work time, do not require professional medical assistance/advice or which do not cause damage to property or equipment must be recorded in the minor injury/incident log.

2. **All Other Accidents/Injuries/Incidents**

- (a) An incident where professional medical assistance/advice is required, work time is lost, where property is damaged and any minor incidents (see 1(a)) which have a high potential for serious injury, must be reported in accordance with the following procedure.
- (b) The participant must report the incident to the trainer or CEO as soon as practicable after occurrence and complete a "Accident / Incident Report Form". If a participant is unable to report personally because of injury, those participants aware of the incident must ensure that it is reported to the trainer/supervisor who, if the participant is unable to do so, may fill out the Incident Report Form on the participant's behalf. The trainer / CEO may fill out the Incident Report Form for participants lacking the necessary literary skills.
- (c) Where an injury other than above occurs or ill health may result, a Safework SA "Notifiable Incident Report Form" must be completed. (Follow the instructions on the form) The trainer / CEO must attach a copy of the completed form to the "Incident Investigation Report Form" and provide another copy to the Organisations file
- (d) The participant must advise the Trainer of the accident/incident.
- (e) The Trainer is to advise the CEO of the incident.
- (f) Where a fatal or extremely serious incident occurs (even if there is no injury), the CEO must be advised immediately. The CEO will arrange for an appropriate system of notification to Safework SA in accordance with the Work Health and Safety (Notification of Work-Related Injuries, Accidents and Dangerous Incidences) WHS Act, 2012. Part 3 Sections 35 – 39.
- (g) If any incident occurs which involves damage to any property, the CEO is to be advised immediately.

## **EVACUATION PROCEDURES**

In the case of an emergency occurring at any facility of RETS, all Participants, clients and visitors etc. will be notified of any emergency and/ or the need to evacuate the site.

- All persons throughout the training facility or worksite will be asked to move quietly and calmly to the assembly area where they must remain until an attendance check has been made. No one may re-enter the building under any circumstances until the person in charge gives the all clear signal (attendance sheet check to verify)
- Ensure you follow the evacuation diagram located inside your classroom and note the assembly points located outside the building/area
- All other staff and people in the building must be notified immediately (if it is safe to do so) and emergency services called by fire/evacuation wardens

## **APPLICABLE ACTS, INDUSTRY STANDARDS & REGULATIONS**

RETS adheres to the following:

### **COMMONWEALTH LEGISLATION**

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Age Discrimination Act, 2004
- Copyright Act 1968
- Disability Discrimination Act, 1992
- Disability Standards for Education 2005

- Racial Discrimination Act, 1975
- Sex Discrimination Act, 1984
- Privacy Act, 1988
- Fair Work Act, 2009

#### **SOUTH AUSTRALIAN LEGISLATION:**

- Work Health and Safety Act 2012
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Racial Vilification Act, 1996 (South Australia)
- Equal Opportunity Act, 1984 (South Australia)
- Training & Skills Development Act 2008 (SA)
- Children's Protection Act, 1993 (South Australia)
- Disability Services Act, 1993

*Copies and referencing of all of the above listed legislation can be accessed online at: Website: <http://www.austlii.edu.au/>*

#### **NATIONAL INDUSTRY STANDARDS & REGULATIONS**

##### Civil and General Construction Industry:

- [NOHSC:1006 (2001)] Nat. Std. for Users & Operators of Industrial Equipment
- [NOHSC:7019 (1992)] Guidelines: Operation of Load shifting Equipment & Other Types of Specified Equipment
- [NOHSC:7025(1998)] Guidelines: Integrating OHS competencies into national industry competency standards
- National Standard for Manual Tasks (2007)
- National Code of Practice for the Prevention of Muscular-skeletal Disorders Caused From Performing Manual Tasks (2007)
- [NOHSC: 1010 (1994) National Standard for Plant
- [NOHSC:1016 (2005)] Nat. Std. for Construction Work
- [NOHSC:1007 (2000)] Nat. Std. for Occupational Noise
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