

**RED EARTH TRAINING SOLUTIONS PTY LTD**  
**(RTO Code: 40309)**

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



# PARTICIPANT HANDBOOK

Version 12.0 Reviewed 1<sup>st</sup> July 2025



WELCOME .....	4
ABOUT RED EARTH TRAINING SOLUTIONS (RETS) .....	4
Our Mission .....	4
Our Vision .....	4
RETS CODE OF PRACTICE .....	5
RETS TRAINERS AND ASSESSORS .....	6
INDUSTRY ENGAGEMENT .....	7
CHARACTERISTICS OF TRAINING PACKAGES .....	8
SCOPE OF REGISTRATION .....	8
Nationally Recognised Qualifications .....	8
Nationally Recognised Skill Sets .....	9
Units of Competency .....	9
NON – ACCREDITED SHORT COURSES .....	10
TRAINING AND ASSESSMENT .....	10
Recognition of Prior Learning (RPL) .....	12
Credit Transfer (CT) .....	12
PARTICIPANT INFORMATION .....	13
Participant Enrolment .....	13
Privacy and Participant Data .....	13
Unique Student Identifier (USI) .....	13
Study Modes .....	14
Reasonable Adjustments and Support .....	14
Attendance .....	14
Withdrawal From Study .....	14
Personal Protective Equipment (PPE) .....	14
Feedback / Evaluation .....	14
PARTICIPANT SUPPORT SERVICES / ASSISTANCE .....	15
Internal Support at RETS .....	15
LLN (Language, Literacy & Numeracy) Support .....	15
Cultural & Disability Support .....	15
Reasonable Adjustment .....	15
Health & Wellbeing .....	16
External Referral Services .....	16
Success & Wellbeing Service (SWS) .....	18
Accessing Support .....	19
Digital Literacy Support .....	19
PAYMENT OF FEES .....	19
REFUNDS .....	21
PARTICIPANT CODE OF CONDUCT .....	23
COUNSELLING AND DISCIPLINARY PROCEDURES .....	25
APPEALS AND COMPLAINTS POLICY AND PROCEDURE .....	27
PRIVACY POLICY .....	29

ACCESS AND EQUITY POLICY .....	30
RESPECTFUL CONDUCT & SEXUAL HARRASSMENT POLICY .....	32
WORK HEALTH AND SAFETY .....	33
ACCIDENT REPORTING .....	35
EVACUATION PROCEDURE .....	36
APPLICABLE ACTS, INDUSTRY STANDARDS & REGULATIONS .....	37

# WELCOME

Welcome to Red Earth Training Solutions (RETS) an innovative Adelaide based Registered Training Organisation (RTO Code 40309) operating since May 2009. We are passionate about delivering a structured, learner-centred training experience—with clear milestones, regular feedback, and ongoing support—fully aligned with ASQA's 2025 Standards and Skills SA requirements.

Before you begin, we conduct a brief language, literacy and numeracy (LLN) and digital readiness assessment so we can tailor the right support for your learning journey. All participants may access tailored support (academic, wellbeing, disability, and counselling), throughout the program, including referral to external support agencies, such as government funded counselling services, LLN specialists, or community disability networks.

Our Trainers and Assessors hold current TAE qualifications, up to date vocational experience, and engage in ongoing professional development in line with the 2025 Credential Policy. All training and assessment materials are designed and regularly reviewed with direct industry input, ensuring your learning is both relevant and applicable in workplace settings.

We invite you to review this Participant Handbook, available on our website or in hard copy, and sign the declaration on your enrolment form to confirm you've received it. Please read it carefully – if anything is unclear, just ask us.

Your training experience matters. Please share your feedback or raise any concerns, complaints or grievances with your Trainer/Assessor or any RETS team member. Formal complaints are managed in accordance with RETS' Complaints and Appeals Policy, which is outlined later in this Handbook.

## ABOUT RED EARTH TRAINING SOLUTIONS (RETS)

At RETS, we're dedicated to delivering cutting-edge training and assessment tailored to meet industry demand, client expectations, and the changing needs of job seekers, new-entrant employees, and experienced workers across civil, mining, earthmoving, oil & gas, and related sectors.

### What we deliver

#### Facility and Workplace Blended Training

We offer training both at our purpose-built facility—with classroom instruction and practical, simulated environments—and through workplace-based programs, such as apprenticeships, traineeships, and employer-led skill development. This approach ensures you gain real-world experience while earning a nationally recognised qualification.

#### Workplace-Relevant Competency Development

Our training focuses on job-ready skills and knowledge that local employers truly value. We regularly consult with industry partners to ensure our programs remain aligned with current workplace standards and expectations

### Our Mission

To be the preferred provider of high-quality training, licensing, and assessment for the civil and general construction, mining, earthmoving, oil & gas, and associated industries—delivered with professionalism, flexibility, and safety at the core.

### Our Vision

RETS aspires to empower individuals and employers through smart, agile training solutions. We are committed to:

- Delivering high-quality, flexible learning that adapts to individual needs and business timelines.
- Supporting diverse learner requirements, including disability adjustments, language support, and wellbeing services.
- Ensuring safety, relevance, and affordability, while fostering strong relationships with clients, industry partners, and communities.

## Key Drivers of Our Success

- **Industry collaboration** – We continuously engage with employers to shape our training content and ensure our learners are job-ready.
- **Skilled trainers** – All our trainers and assessors hold current TAE qualifications and vocational experience, and renew these credentials through ongoing professional development.
- **Continuous improvement** – We collect and analyse learner & employer feedback, industry input, and compliance data to ensure our training remains relevant, effective, and compliant with the Standards for RTOs 2025
- **Compliance and governance** – We maintain strong oversight of quality, record-keeping, credentialing, and legal obligations in line with the Standards for RTOs 2025. Safety is embedded in all our training delivery and assessment practices, consistent with the Work Health and Safety Act 2012 (SA) and SafeWork SA requirements.

## RETS CODE OF PRACTICE

Red Earth Training Solutions Pty Ltd (RETS) is a Registered Training Organisation (RTO Code 40309), regulated by the Australian Skills Quality Authority (ASQA), and fully compliant with the Standards for RTOs 2025.

This Code of Practice outlines our commitment to delivering high-quality, industry-relevant training and assessment while upholding the rights and responsibilities of all learners, employers, and funding bodies.

RETS guarantees:

- **Ethical and accurate marketing** practices that reflect the services offered and comply with the Standards for RTOs 2025, Skills SA funding requirements, and SafeWork SA conditions.
- **Clear pre-enrolment information**, including course details, entry requirements, fees and charges, funding eligibility, and support services, as outlined on our website and in our Participant Handbook.
- A **fair and transparent refund policy**, including administration fees and conditions for refund, available on our website and in this handbook.
- **Accurate and secure record keeping** of participant progress, attendance, and personal information, with participants able to access their records upon request.
- **Confidentiality and privacy** of participant data, handled in accordance with our Privacy Policy and relevant legislation, including the Privacy Act 1988 (Cth). All participant data is securely stored and managed in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and subsequent amendments, including the Notifiable Data Breaches scheme.
- **Access and equity** for all participants, including protection from discrimination, bullying, or harassment, and commitment to inclusive and culturally safe practices.
- **Monitoring of participant progress**, attendance, and engagement to ensure timely support and maximise successful outcomes.

- **Robust complaints and appeals procedures**, including an internal resolution process and access to external mediation, detailed in this handbook in our Complaints & Appeals Policy section and on our website.
- **Industry-informed learning and assessment practices**, designed in consultation with employers, industry representatives, and regulators to meet workplace standards.
- **Ongoing professional development** for all trainers, assessors, and contractors to ensure their knowledge and practice remains current and relevant.
- **Continuous improvement** through feedback and evaluations from participants, employers, and industry stakeholders.
- **Recognition of Prior Learning (RPL)** processes to identify and acknowledge participants' existing skills and knowledge.
- **Credit transfer opportunities** for participants who have previously completed units of competency with other RTOs within our scope.
- **Commitment to quality**, safety, and compliance with all relevant national and state legislation, including:
  - The Work Health and Safety Act 2012 (SA);
  - Child Safe Environments (SA) and Child Protection legislation;
  - National Vocational Education and Training Regulator Act 2011;
  - Skills SA funding contract obligations;
  - SafeWork SA licensing conditions and assessment requirements (where applicable).

RETS ensures all governance, training, assessment, and student engagement systems reflect the expectations of the 2025 Standards framework, creating a safe, compliant, and outcomes-focused environment for all learners.

## RETS TRAINERS AND ASSESSORS

At Red Earth Training Solutions (RETS), we ensure that all trainers and assessors meet and maintain the required standards for vocational education and training (VET), industry practice, and licensing obligations.

All RETS Trainers and Assessors:

1. Hold the TAE40122 Certificate IV in Training and Assessment, or its predecessor/successor qualification, including any required units as per the Standards for RTOs 2025 Credential Policy.
2. Are licensed SafeWork SA Accredited Assessors for relevant High Risk Work Licence (HRWL) classes, where applicable.
3. Hold the required vocational competencies at least to the level they deliver and assess, as per the training product.
4. Possess current industry skills, knowledge, and experience relevant to the training and assessment they provide.
5. Maintain current VET knowledge and skills informed by engagement with the VET sector, training package updates, and compliance requirements.
6. Possess up-to-date knowledge of workplace health and safety regulations relevant to their training scope, especially in high risk work areas.

RETS ensures that our trainers and assessors:

- Participate in a structured professional development program, including industry currency activities, VET sector workshops, compliance training, and peer-to-peer collaboration.
- Engage in hands-on industry experience to remain current with workplace practices, particularly in high-risk and regulated training areas.

- Demonstrate current competency in all units they deliver and assess, supported by regular validation, observation, and feedback processes.
- Contribute to continuous improvement by participating in assessment validation, learner feedback analysis, and consultation with employers and industry representatives.

RETS is committed to employing and contracting high-quality training professionals who uphold the standards of practice required by relevant funding, regulatory, and licensing authorities, and who model excellence in training delivery and assessment outcomes.

## INDUSTRY ENGAGEMENT

Red Earth Training Solutions (RETS) is committed to maintaining strong and ongoing engagement with industry to ensure our training and assessment services remain relevant, current, and aligned with workplace standards.

Our industry engagement practices are designed to:

- Inform the development and review of our training and assessment strategies, including alignment with current job roles, workplace procedures, and regulatory requirements;
- Ensure training resources and delivery methods reflect contemporary workplace equipment, language, and practices;
- Validate the skills and knowledge outcomes expected by employers and industry bodies;
- Support continuous improvement, compliance, and the identification of emerging industry trends or skill shortages;
- Meet the requirements of the Standards for RTOs 2025 and obligations under funding contracts and licensing authorities.

We consult with a wide range of industry representatives, employers, professional associations, and regulatory and funding authorities to ensure best practice across our programs. Engagement includes direct feedback, consultation meetings, validation sessions, surveys, and participation in industry forums. Feedback from our industry partners directly informs our continuous improvement processes, including course content updates and training delivery adjustments.

Key organisations we engage with include:

Australian Skills Quality Authority (ASQA)	VET regulator
Skills SA	South Australian training funding body
Safework SA	Workplace health and safety authority
Construction Industry Training Board (CITB)	Industry training advisory body
Civil Construction Federation SA (CCF)	Industry representative
Department for Infrastructure and Transport (DIT)	State infrastructure / transport regulator
Department of employment and Workplace Relations (DEWR)	National VET policy body
South Australian Chamber of Mines and Energy (SACOME)	Industry representative
AUSTROADS	National road transport and traffic agency.
BuildSkills Australia	Jobs & Skills Council for building, civil construction, property & water industries
Resources and Engineering Skills Alliance (RESA)	Mining and resources VET advisory

Additional consultation is undertaken with employers, supervisors, and industry mentors directly involved in work placement, employment-based training, or licensing-based assessments.

# CHARACTERISTICS OF TRAINING PACKAGES

RETS delivers training in accordance with the Australian Qualifications Framework (AQF) and nationally endorsed training packages, ensuring compliance with packaging rules, unit requirements, and the Standards for RTOs 2025.

Each qualification level is designed to reflect a progression in the complexity of skills, knowledge, and workplace application. The following outlines key characteristics of qualifications commonly delivered at RETS.

## **Certificate II**

Certificate II qualifications are designed to develop foundational vocational skills and knowledge required for entry-level roles across a range of industries.

At this level, participants typically:

- Perform a range of routine and predictable tasks in known contexts;
- Apply basic operational knowledge and follow set procedures under direct supervision;
- Learn to make simple decisions within clearly defined guidelines;
- Begin to exercise personal responsibility and teamwork, often working as part of a group;
- Use familiar tools, equipment or processes with limited complexity.

This level supports learners transitioning from school or limited work experience into vocational education and employment.

## **Certificate III**

(Typically aligned with trades and skilled worker qualifications)

Certificate III qualifications provide learners with a broader range of skills and knowledge that prepare them for employment in skilled roles.

Participants at this level are expected to:

- Perform skilled tasks using known routines, procedures, and methods with some complexity;
- Apply discretion and judgment when selecting tools, techniques, or contingency responses;
- Solve predictable problems and adapt skills to changing workplace needs;
- Exercise individual responsibility and initiative;
- Provide technical advice or support to others in the workplace;
- Contribute to team leadership, coordination, and effective workplace communication.

Some industries utilise Certificate III qualifications to upskill personnel for supervisory or team leader roles, where the ability to implement procedures and liaise with management is essential.

# SCOPE OF REGISTRATION

Red Earth Training Solutions (RETS) is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). Our RTO is accredited to deliver nationally recognised qualifications and units of competency under the Australian Qualifications Framework (AQF).

RTO Provider Number: 40309

National Register: [www.training.gov.au](http://www.training.gov.au)

## **Nationally Recognised Qualifications**

RETS is approved to deliver the following qualifications:

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



Upon successful completion of a full qualification, participants will be issued with a Testamur and Academic Transcript, in accordance with AQF requirements.

### **Nationally Recognised Skill Sets**

RETS also delivers nationally endorsed Skill Sets, which consist of grouped units from training packages designed to address specific industry needs or licensing requirements.

RIISS00058 Traffic Controller Skill Set for Urban Streets and Low Volume Rural roads

RIISS00059 Traffic Controller Skill Set for High Volume Roads

RIISS00060 Traffic Management Implementer Skill Set for Urban Streets and Low Volume Rural Roads

RIISS00061 Traffic Management Implementer Skill Set for High Volume Roads

RIISS00063 Traffic Management Designer Skill Set for Urban Streets and Low Volume Rural Roads

RIISS00064 Traffic Management Designer Skill Set for High Volume Roads

On successful completion, participants will receive a Statement of Attainment listing the relevant units.

Note: Skill sets may meet industry licensing requirements but do not constitute full qualifications.

### **Units of Competency**

Participants who complete individual units (without completing a full qualification) will be issued a Statement of Attainment. These may be delivered as standalone short courses or as part of a skill set.

AHCMOM213	Operate and maintain chainsaws
CPCWHS1001	Prepare to work safely in the construction industry
RIIWHS201E	Work safely and follow WHS policies and procedures
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS206	Control traffic with portable traffic control devices and temporary traffic signs
RIIWHS207	Control traffic on high volume roads
RIIWHS302E	Implement traffic management plans
RIIWHS303	Position, set up and program portable traffic control devices
RIIWHS304	Implement traffic management plans on high volume roads
RIICOM201E	Communicate in the workplace
RIIRIS301E	Apply risk management processes
RIIRIS402E	Carry out risk management process
RIIBEF301D	Run on-site operations
RIICWD503E	Prepare traffic management plans and traffic guidance schemes
RIICWD538	Prepare traffic management plans and traffic guidance schemes for high volume roads
RIICCM210E	Install trench support
RIICCM303	Conduct vacuum excavations
RIICRC208E	Lay pipes
RIIHAN309F	Conduct telescopic materials handler operations
RIIHAN301E	Operate elevating work platform
RIIMPO205E	Operate roller / compactor
RIIMPO301E	Conduct hydraulic excavator operations
RIIMPO304E	Conduct wheel loader operations
RIIMPO309F	Conduct wheeled dozer operations
RIIMPO310F	Conduct grader operations
RIIMPO312E	Conduct scraper operations
RIIMPO316E	Conduct self-propelled compactor operations
RIIMPO317F	Conduct roller 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
RIIMPO326E	Conduct water vehicle operations
RIIMPO334E	Conduct skid steer loader operations using attachments
RIIMPO335E	Conduct skid steer loader operations without attachments
RIIMPO337E	Conduct articulated haul truck operations
TLILIC0003	Licence to operate a forklift truck

#### Issuance of Certification

- A Testamur and Transcript are issued upon successful completion of a full qualification.
- A Statement of Attainment is issued upon successful completion of individual units or skill sets.
- All certification is issued in compliance with the Standards for RTOs 2025 and relevant regulatory requirements.
- Participants must provide their full legal name and Unique Student Identifier (USI) on enrolment to ensure compliant certification and reporting to the national register. Licensing and compliance with licensing authorities (such as Safework SA) is a separate requirement outside of qualification issuance.
- RETS issues AQF certification documents (Statement of Attainment; Testamur and Record of Results) within 30 calendar days of the learner being assessed as competent and meeting all course requirements, including full payment of fees.

## NON – ACCREDITED SHORT COURSES

In addition to nationally recognised training, RETS also delivers non-accredited short courses that are industry-relevant and competency-based. These programs are designed to support safe equipment use and workplace skill development. Successful participants receive a Duty of Care / Competency Card, not an AQF qualification.

- |                       |                               |
|-----------------------|-------------------------------|
| • LL Front End Loader | • LP Scraper **               |
| • LB Backhoe          | • LS Skidsteer                |
| • LG Grader           | • LR Roller                   |
| • LZ Dozer **         | • HS Dump Truck **            |
| • LE Excavator        | • Self-Propelled Compactor ** |
| • Quick Cut Saw       | • Vac Truck **                |
| • Tip Truck           | • Water Cart **               |

Courses marked with \*\* are available for onsite assessment only (at your workplace).

These courses do not lead to a nationally recognised qualification or unit of competency, and may not be recognised by licensing or regulatory bodies unless explicitly stated. They are delivered in accordance with RETS's internal quality framework and are clearly identified as non-accredited.

## TRAINING AND ASSESSMENT

### Assessment Principles

RETS ensures that all training and assessment practices align with the Standards for RTOs 2025.

Assessments are designed and validated to uphold the **Principles of Assessment**:

- **Fairness** – participants have the right to reasonable adjustment and to challenge decisions
- **Flexibility** – support needs and assessment timing are considered
- **Validity** – all evidence is mapped to training package requirements
- **Reliability** – consistent outcomes across assessors and learners

To uphold these standards:

- Participants are provided with clear and accessible information about the assessment process, including the various assessment methods that may be used.
- Fairness and equity are embedded in our approach, with assessment methods tailored to support participants with Language, Literacy, and Numeracy (LLN) needs or other barriers (e.g., geographic, financial, or social considerations).
- Information on assessment timing, methods, criteria, and how results are determined is made available prior to the assessment.
- Participants are informed of their rights and responsibilities in relation to assessment.
- Constructive feedback is provided after each assessment, and participants are encouraged to offer their own feedback.
- RETS maintains a transparent and accessible appeals and complaints process, which is outlined in this handbook and also available on our website: [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

**The rule of Evidence** (Valid; Sufficient; Authentic; current) are applied to all assessment evidence.

### Assessment Methods

To cater to diverse learning preferences and ensure evidence of competency, RETS uses a range of assessment methods, including but not limited to:

- Practical demonstrations of skills and tasks
- Written assessments, including reports, short answers, and logbooks
- Direct observation of tasks in real or simulated work environments
- Oral questioning, with assessors recording participant responses
- Small projects or assignments relevant to industry practice

Assessment methods are selected based on the unit requirements and the participant's individual learning needs.

For High-Risk Work Licensing (e.g., Forklift – LF class), learners must successfully complete a Knowledge Assessment; Calculations Assessment and a Practical Skills Assessment using the approved National Assessment Instrument (NAI), in accordance with SafeWork SA licensing requirements.

### Assessment Outcomes

Assessment results are based on evidence gathered through a combination of assessment methods. Your RETS Trainer/Assessor will document your progress and provide a result for each unit as either:

**Competent (C)** You have demonstrated the required knowledge and skills, and can apply them across a variety of contexts relevant to the workplace. This means you have met all performance and knowledge evidence requirements for the unit.

**Not Yet Competent (NYC)** You have not yet provided sufficient evidence to demonstrate competence. This may be due to gaps in understanding or incomplete assessment tasks.

Participants assessed as Not Yet Competent will be provided with feedback and further training options. You will be given up to **two (2) opportunities for reassessment** after appropriate support or evidence gathering. If additional reassessment is required beyond the included attempts, full course fees may apply as per the Course Fee Schedule.

### Assessment Concerns or Appeals

If you disagree with an assessment outcome, you have the right to appeal the decision. All concerns will be handled fairly, respectfully, and in line with our Complaints and Appeals Policy and Procedure, which is outlined in this handbook and available on our website.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal assessment process that acknowledges the skills and knowledge a participant has acquired through previous work, volunteering, life experience, or informal learning. RETS applies the same rigorous assessment principles to RPL as it does to any training pathway, ensuring fairness, validity, and consistency.

RPL may be granted when the evidence a participant supplies is assessed by RETS' qualified trainers and assessors against the criteria of the qualification or unit of competency. Fees apply per unit (as outlined in the course fee schedule).

### Examples of Recognised Prior Learning Sources

Participants may apply for RPL where skills or knowledge have been gained through:

- Attendance at non-accredited short courses
- Life or community-based experiences
- Work experience, including paid or unpaid roles
- Self-taught or informal learning

### RPL Application Process

If you believe you already have the required knowledge and skills, you can apply for RPL at enrolment. A RETS staff member will provide guidance and support to help you gather current, sufficient, relevant evidence.

Acceptable types of evidence may include:

- Resume and position descriptions
- Work samples or portfolios
- Photographs or videos of tasks performed
- Reports or references from supervisors or colleagues
- Certificates or documentation of informal learning

Evidence provided will be assessed against the performance criteria of each relevant unit of competency. RETS will not require participants to repeat training for competencies already achieved unless there is a significant update to licensing, safety, or regulatory requirements.

### RPL Outcome

If your application is successful, you will receive formal recognition for the relevant unit(s) of competency. If your application is not successful, you will be provided with feedback and the opportunity to engage in training for that unit.

## Credit Transfer (CT)

RETS recognises Australian Qualifications Framework (AQF) certification issued by other RTOs under the Standards for RTOs 2025, specifically Standard 1.7.

Credit Transfer is:

- Free of charge
- Granted for verified, equivalent units listed on an official Statement of Attainment or Testamur
- Recorded as CT on your transcript

To apply for a Credit Transfer:

- Submit a completed RETS enrolment form and select the "Credit Transfer" option.
- Provide proof of identity (driver's licence, proof of age card, or passport).
- Provide certified copies of the Testamur or Statement of Attainment and Record of Results.
- RETS staff will verify the documentation and match the units for equivalency.
- Credit Transfer will be recorded in our student management system and appear as CT (Credit Transfer) on your Academic Transcript or Testamur.

- Verified copies of documents will be securely retained on your student file according to RETS data management policies.

### **Fairness and Appeals**

All recognition processes at RETS—whether RPL or Credit Transfer—are conducted in a fair, transparent, and accountable manner. If you are dissatisfied with the outcome of an application, you may appeal the decision using the Complaints and Appeals process. Forms are available from RETS administration or via our website: [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au).

## **PARTICIPANT INFORMATION**

### **Participant Enrolment**

Red Earth Training Solutions (RETS) ensures all prospective participants are provided with clear, accurate, and accessible information prior to enrolment, in line with Standards for RTOs 2025.

RETS provides clear and accessible pre-enrolment information.

This includes:


- Course entry requirements and job outcomes
- Training location, delivery mode, and assessment methods
- Participant obligations, support services, and policies
- Fees and refund terms
- Third-party arrangements (if any)
- Recognition of prior learning (RPL) and credit transfer (CT) options
- Certification issuance requirements including the need to provide a valid Unique Student Identifier (USI) and full legal name


### **Enrolment Confirmation**

By submitting the RETS enrolment form, participants confirm they have received and understood the information outlined above and in this Participant Handbook.

Participants agree to the terms and conditions of enrolment and consent to RETS collecting and using their information as outlined in our Privacy Policy and as required under our Compliance Requirements.

These terms and policies are also available on our website at:

 [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

 For enquiries, contact RETS between 7:30am – 4:30pm, Monday to Friday on (08) 8280 3439.

### **Important Note**

Please ensure you:

- Read all sections of this handbook
- Ask RETS staff if you require further clarification or support
- Sign all required sections of the enrolment form to confirm your agreement

### **Privacy and Participant Data**

RETS complies with the Privacy Act 1988 (Cth); the Student Identifiers Act 2014 and our Privacy Policy regarding the collection, use, and storage of participant information. Your data will only be used for training delivery, certification, and reporting to regulatory and funding bodies, and handled confidentially.

### **Unique Student Identifier (USI)**

From January 2015, a Unique Student Identifier (USI) is required for all participants before a testamur or statement of attainment can be issued.

A USI is a reference number made up of 10 letters and numbers that creates a secure online record of your nationally recognised training in Australia. It gives you access to your training records and transcripts via the USI Registry System through the student portal. It is free and easy to create and stays with you for life.

At enrolment, you must either provide RETS with your USI or give permission for RETS to create one on your behalf. For more information, visit <https://www.usi.gov.au>.

Note: Certificates cannot be issued without a verified USI. Your legal name must be used on all enrolment and identification documents to ensure accurate records and certification.

### **Study Modes**

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

Our Burton campus provides a safe, live training site using real machinery. Onsite training and assessment is also available across both regional and metropolitan areas.

### **Reasonable Adjustments and Support**

RETS is committed to supporting participants requiring reasonable adjustments due to disability, medical conditions, or other barriers. Please notify RETS staff prior to enrolment or at any time during your course to arrange appropriate support.

### **Attendance**

Your course is carefully structured to meet learning and competency outcomes. You are expected to attend all scheduled sessions (both off-the-job and workplace training/assessment, where applicable).

Frequent absences may affect your ability to complete the course and achieve the required competencies.

Each participant must sign in at the front reception and sign an attendance sheet at each session. If you are unable to attend, please notify RETS or your Trainer/Assessor as soon as possible.

### **Withdrawal From Study**

If you are considering withdrawing from your course, we recommend you speak with your Trainer/Assessor first. Many difficulties can be resolved with support.

If you decide to withdraw, a Participant Withdrawal Form must be completed prior to your departure from the course.

Please note withdrawal may impact fees and funding eligibility, as outlined in our Refund Policy.

### **Personal Protective Equipment (PPE)**

Participants will be advised of the appropriate PPE required before entering the RETS training facility or worksite.

A full list of PPE requirements and clothing standards is provided in the Work Health and Safety section of this handbook. These must be followed at all times for safety and compliance.

### **Induction**

On your first day of training, you will complete an induction relevant to your course. This will include important housekeeping and safety procedures for both RETS and participants.

The induction will cover:

- Emergency evacuation procedures
- Exit and assembly points
- Tea & coffee facilities
- Public amenities
- Training requirements
- Site safety expectations

Trainers will also ensure you understand the information in this handbook and introduce you to key administrative and support staff.

### **Feedback / Evaluation**

As a Registered Training Organisation (RTO), RETS is required to seek feedback from participants and employers about their satisfaction with our services.

Your feedback is valuable and helps us improve our courses, support services, and facilities. We encourage honest and constructive feedback at any point throughout your training experience.

## **PARTICIPANT SUPPORT SERVICES / ASSISTANCE**

RETS is committed to supporting participants throughout their training journey. This includes providing access to academic, LLN, wellbeing, and referral support services, as well as offering reasonable adjustments in training and assessment where appropriate.

We recognise that personal, cultural, health, or financial challenges can impact course completion. We provide a range of internal support options and external referral services to guide you.

All support services and information provided to participants are managed confidentially in accordance with the Privacy Act 1988 (Cth) and RETS Privacy Policy.

### **Internal Support at RETS**

All RETS team members (trainers, assessors, and admin staff) are available to offer help and guidance throughout your learning journey.

We provide:

- Flexible and supportive assessment options (e.g., verbal questioning, one-on-one sessions, deadline extensions)
- Pre-enrolment LLN assessments to identify learning needs
- Support for cultural and linguistic diversity
- Access to mental health and wellbeing guidance
- Discrete access to all support information within this Participant Handbook

### **LLN (Language, Literacy & Numeracy) Support**

All participants undergo an LLN assessment prior to enrolment to identify learning needs.

Support options include:

- Adjusted delivery or assessment methods
- One-on-one support from trainers
- Referral to external LLN support services as required

### **Cultural & Disability Support**

RETS fosters a respectful, inclusive environment.

We:

- Support individual learning plans for people with disability, health conditions, or cultural needs
- Offer adjustments based on consultation and documentation
- Refer to specialist services when internal adjustments aren't sufficient

### **Reasonable Adjustment**

RETS ensures equitable access to learning and assessment. A reasonable adjustment is a modification provided to accommodate a participant's specific needs—ensuring fairness without compromising qualification outcomes.

Examples include:

- Use of assistive technology or software
- Extended time for assessments
- Verbal instead of written assessment
- One-on-one delivery modes
- Auslan interpretation or support workers
- Modified training resources or equipment



#### How to Request:

- Discuss your needs with any RETS staff member prior to enrolment or during training
- Provide documented evidence (e.g., medical or educational reports) if requested
- All information is kept confidential under the Privacy Act 1988
- RETS will assess and implement adjustments on a case-by-case basis, ensuring assessments remain valid and fair

Requests for reasonable adjustments are documented, assessed, and implemented on a case-by-case basis to maintain assessment integrity and fairness. All records are securely stored as per RTO recordkeeping obligations.

## Health & Wellbeing

- Mental health and wellbeing resources are displayed in all training rooms
- Contact details are provided in this Handbook for private access / self referral
- Participants can raise wellbeing concerns with any RETS staff member

## External Referral Services

If your needs exceed internal support capacity, you may be referred to one of the services listed below, or you can self-refer where eligible.

### Language, Literacy & Numeracy (LLN) Support

Service	Description	Referral	Area
Reading Writing Hotline 1300 6 555 06	National LLN support	Self-referral via phone	Statewide
SPELD SA (08) 8431 1655	Dyslexia and learning difficulty support	Self-referral	Statewide
TAFE SA English Language Centre 08 8463 5487	English courses for non-native speakers	Self-referral or via providers	Statewide
SEE 1800 805 260	Funded LLN training linked to employment	Self-referral or Centrelink	Statewide

### Mental Health & Wellbeing Support

Service	Description	Referral	Area
Lifeline 13 11 14	24/7 crisis support	Self-referral via phone or online	Statewide
Suicide Call Back Service 1300 659 467	Crisis phone & online counselling	Self-referral	Statewide
MensLine Australia 1300 789 978	Counselling for men	Self-referral	Statewide
Safe Haven Drop-In (Sonder)	Walk-in mental health support (16+)	Self or community referral	Northern Suburbs
Crisis Stabilisation Centre (NALHN)	24/7 short-term crisis support near hospital	GP or SA Health referral	Northern Suburbs
headspace Edinburgh North	Youth mental health (12–25)	Self-referral / GP / school / family	Northern Suburbs
This Way Up – <a href="http://thiswayup.org.au">thiswayup.org.au</a>	Free online wellbeing programs	Self-referral online	Online
MindSpot – <a href="http://mindspot.org.au">mindspot.org.au</a>	Online therapy for anxiety & depression	Self-referral online	Online
ReachOut™ Breathe <a href="http://au.reachout.com/tools/breathe">au.reachout.com/tools/breathe</a>	Free stress-relief app	Self-referral via app	Online
UnitingSA Youth & Mental Health – <a href="http://unitingsa.com.au">unitingsa.com.au</a>	Youth counselling, housing & wellbeing	Self or provider referral	Northern Suburbs



## Youth Engagement

Service	Description	Referral	Area
Hope Street (CareWorks)	Youth hub with mentoring and skill-building	Self-referral	Northern Suburbs
Northern Sound System / Playford Youth Services	Youth creative & engagement programs	Self-referral	Northern Suburbs

## Older Persons Services

Service	Description	Referral	Area
ACH Group achgroup.org.au	Aged care, home support, social programs	My Aged Care or Self-referral	Northern Suburbs & wider Adelaide

## Family, Domestic Violence & Safety

Service	Description	Referral	Area
1800RESPECT 1800 737 732	Domestic violence and trauma counselling	Self-referral	Statewide
Relationships Australia 1800 187 263	Family therapy & mediation	Self or agency referral	Statewide
Domestic Violence Crisis Line 1800 800 098	Emergency domestic violence support	Self-referral	Statewide
Cedar Health Service (08) 8444 0700	Trauma-informed health support	Self or agency referral	Northern Suburbs

## Housing & Homelessness

Service	Description	Referral	Area
Homeless Connect SA 1800 003 308	24/7 housing and crisis support	Self-referral	Statewide
Anglicare SA (Northern suburbs) 1800 569 086	Housing, financial & family support	Self or agency referral	Northern Suburbs
Toward Home (City/Eastern/Hills/Southern) 1800 809 273	Outreach & case support	Self or agency referral	City/Eastern/Southern
Uniting SA (Western suburbs) (08) 8440 2200	Housing, NDIS & wellbeing services	Self or agency referral	Western Suburbs
Burlendi Youth Shelter (Salvos)	Transitional housing (15–17)	Youth Gateway	Statewide / Youth Gateway
YOAS	Housing support (15–25)	Youth Gateway or Salvation Army	Northern Suburbs
Centacare Youth Homelessness centacare.org.au	Support for 18–25	Self or Youth Gateway	Northern Suburbs

## Legal, Advocacy & Financial

Service	Description	Referral	Area
SafeWork SA 1300 365 255	Workplace harassment complaints	Self-referral	Statewide
Equal Opportunity Commission (08) 7322 7070	Discrimination support	Self-referral	Statewide
National Debt Helpline	Free debt advice	Self-referral	Statewide

Service	Description	Referral	Area
1800 007 007			
Financial Counsellors SA (08) 8337 0898	Financial hardship support	Self-referral	Statewide
City of Salisbury Youth Services salisbury.sa.gov.au	Counselling, housing & legal help	Self or agency referral	Northern Suburbs
Northern Community Legal Services ncls.org.au	Free legal advice	Self-referral	Northern Suburbs

### Disability & NDIS Advocacy

Service	Description	Referral	Area
DACSSA (08) 7122 6030	Disability advocacy	Self-referral	SA Metro/Regional
Disability Rights Advocacy Service (08) 8351 9500	Advocacy for intellectual disability	Self-referral	Metro Adelaide
Citizen Advocacy SA 1300 999 884	Advocacy for isolated individuals with disability	Self-referral	Metro Adelaide
Brain Injury SA 1300 733 049	Support for acquired brain injury patients	Self-referral	Statewide
Independent Advocacy SA 1800 999 884	General advocacy for adults with disability	Self-referral	Statewide
Disability Advocacy – Uniting Communities 1300 886 220	NDIS navigation & rights support	Self-referral	Statewide
Disability SA (DHS)	Government disability services	Self-referral / NDIS referral	Statewide

### Cultural & Aboriginal Support

Service	Description	Referral	Area
Nunkuwarrin Yunti / Muna Paiendi nunku.org.au	Aboriginal health & cultural support	GP or Self-referral	Statewide
AFSS afss.com.au	Aboriginal youth & family support	Youth Gateway or Self-referral	Statewide
ALRM (08) 8232 3388	Aboriginal legal advocacy	Self-referral	Statewide
InComPro incompro.com.au	NDIS & cultural transition support	Self-referral	Statewide
ASK (DHS)	Aboriginal parenting & family support	Self-referral	Statewide
Tandanya	Cultural events & connection	Self-referral	Adelaide & Regional

### Success & Wellbeing Service (SWS)

RETS partners with SYC Ltd under the Skills SA Success and Wellbeing Services (SWS) initiative to provide enhanced support for eligible learners facing complex barriers.

Eligibility: Skills SA—subsidised enrolled learners facing complex barriers (e.g. mental health, financial stress, family violence).

Referral:

- Speak to any RETS team member to request a referral (with consent) or
- Self-refer via SYC website or Skills SA website

SYC Website: <https://www.syc.net.au/services/learning/success-wellbeing-services>

Skills SA SWS Lookup Tool: [mytraining.skills.sa.gov.au/reach-out-to-a-success-and-wellbeing-provider](http://mytraining.skills.sa.gov.au/reach-out-to-a-success-and-wellbeing-provider)

#### **SYC Ltd contact:**

- Phone: (08) 8405 8500 | Email: [communication@syc.net.au](mailto:communication@syc.net.au)
- Website: <https://www.syc.net.au/services/learning/success-wellbeing-services>

\*\* Eligibility is confirmed by Skills SA criteria, and referrals are voluntary, confidential, and only made with participant consent. \*\*

### **Accessing Support**

- Speak with any RETS staff about your needs
- Internal supports are prioritised
- With your consent, RETS may refer you to SYC Ltd or other external services
- All information is handled under the Privacy Act 1988

### **Confidentiality and Privacy**

RETS is committed to protecting your privacy and handling all personal information with strict confidentiality.

Any information shared during your enrolment, training, or support processes is managed in accordance with the Privacy Act 1988 and related privacy principles.

Your details are only shared with external support services or third parties with your explicit consent and only to the extent necessary to provide appropriate assistance.

### **Digital Literacy Support**

We recognise that digital literacy is essential for accessing many support services and training resources. RETS recognises that some learners may have limited experience with digital technologies. Support is available for participants needing assistance with accessing online platforms, using training devices, or navigating digital resources. Please inform your trainer or RETS staff if you need help with digital tools.

## **PAYMENT OF FEES**

RETS ensures all participants are provided with transparent, timely, and accurate information about fees, payment terms, instalments, and financial liability, in accordance with:

- Standards for RTOs 2025
- Skills SA Funding Agreement
- Consumer Law protections under the Australian Consumer Law (ACL)

#### **Fees**

Each qualification, unit of competency, or short course delivered by Red Earth Training Solutions (RETS) has an associated fee structure.

Course fees can be obtained by contacting RETS via email [admin@redearthtrainingsolutions.com.au](mailto:admin@redearthtrainingsolutions.com.au) or by calling (08) 8280 3439.

CITB funding is only available to eligible learners employed in or strongly connected to the construction industry. Co-contribution fees may apply even where CITB funding is approved.

#### **Fees By Instalment (FBI)**

RETS offers instalment payment options for selected qualifications, subject to assessment and approval of the participant's capacity to pay. The instalment plan will be based on total course cost and course duration.

RETS requires participants to enter into a signed payment plan agreement before commencing instalment payments.

This agreement specifies instalment amounts, due dates, and consequences of non-payment, ensuring transparency and compliance with Standards for RTOs 2025.

All payments must be made by the due dates stated on invoices. Failure to meet these due dates may result in a late payment fee.

### **Deposits**

RETS will issue a receipt for any deposit received. In accordance with regulatory requirements, individual learners are not permitted to pay more than \$1,500 in advance at any point during the course unless RETS holds a tuition assurance arrangement.

### **Upfront Costs**

RETS does not collect more than \$1,500 upfront from individual participants prior to course commencement or during training delivery. This limit is a safeguard under the Compliance Requirements - Standards for RTOs 2025 and protects learners.

Important Note: The \$1,500 upfront fee restriction applies only to individuals. It does not apply to employers, businesses, government clients, or corporate entities, which are governed under Australian Corporations Law. RETS may invoice corporate clients the full course fee as per commercial terms.

### **Fee Protection**

RETS complies with the Standards for RTOs 2025 – relating to learner fee protection. Because RETS does not collect more than \$1,500 in advance from any individual learner, we are not required to hold a tuition assurance scheme. If this arrangement changes, appropriate measures will be implemented.

### **Third-Party Payments**

In cases where an employer, agency, or third party is paying for training:

- RETS will issue all invoices to that organisation
- Refunds will be returned to the original payee unless otherwise agreed
- Third parties remain financially liable unless written notice of withdrawal or termination is provided

Where a third party—such as an employer, employment service provider, or other organisation—agrees to pay participant course fees, they must complete both a Training Request Form and a Third-Party Tax Invoice Request Form.

The third party remains responsible for all course fees invoiced by RETS, including if:

- The participant withdraws and is not eligible for a refund;
- The participant's contract of training expires;
- The participant is assessed as "Not Yet Competent."

Corporate Clients Note: Third-party payments made by corporate entities are governed under commercial law. The \$1,500 limit on upfront payments does not apply in these cases.

If a participant's employment with the third-party ends, both parties must notify RETS immediately. Until notification is received, the third party remains liable for ongoing fees.

### **Refunds and Cancellations**

Information regarding cancellations, withdrawal timelines, and refund entitlements is provided in RETS's Fees, Refund and Cancellation Policy, located in this handbook under Refunds.

Learners are encouraged to contact RETS prior to withdrawal to understand their rights and any potential financial obligations.

## **Skills SA-Supported Learners – No Hidden Charges**

For participants enrolled in Skills SA-subsidised training, RETS charges a clearly disclosed participant contribution fee. This fee includes all required course materials, assessments, and support.

RETS does not charge any hidden or additional fees for mandatory course components. Participants accessing Skills SA-subsidised training are receiving government-funded support. This may affect eligibility for future subsidised programs. RETS ensures transparency in all Skills SA-funded enrolments.

## **Non-Payment of Fees**

If a participant is unable to meet their financial obligations (e.g., due to hardship), RETS may withhold issuance of:

- Testamur
- Statement of Attainment
- High Risk Work Licence
- Ticket or Card

until all outstanding fees are paid. This condition is communicated clearly at enrolment.

If you experience financial difficulties, please contact RETS promptly. We will consider hardship cases on an individual basis and may offer payment extensions or refer you to external financial counselling services, consistent with our access and equity obligations.

## **Replacement of Certificates, Statements, Licences or Tickets**

A fee of \$30.00 applies for the re-issue of Testamurs, Statements of Attainment, Licences, or Tickets previously issued by RETS. Requests must be submitted in writing and accompanied by payment.

## **Fee Disputes**

If you believe you have been charged incorrectly or wish to contest a fee, you may raise a concern through RETS's Complaints and Appeals process, outlined in this handbook. All fee disputes are handled fairly and promptly.

## **Legal Name Requirement**

Participants must provide their full legal name on their enrolment form. This is required to ensure that qualifications and licences align with official identification records.

# **REFUNDS**

## **Cancellations**

- RETS may cancel a course due to low registrations. Reasonable notice will be provided, including an offer to transfer to another course. If this is not suitable, any deposit or fees paid will be fully refunded.
- If RETS is unable to deliver or continue delivering a training session due to circumstances beyond its control (e.g. natural disaster, power outage, threat to safety), learners will be transferred to an alternative session where possible. If no suitable alternative is available, a full refund of course deposits will be provided.
- Cancellations made at least one (1) working day prior to course commencement will receive a full refund of deposits paid.

- Cancellations made without notice will not be eligible for a refund.

Note: Where training is subsidised by a government program (e.g. Skills SA, CITB), refund eligibility may be subject to the funding body's specific conditions and reporting requirements. If a participant is deemed ineligible for funding, they may become liable for the full course fee.

### **Transfer to other courses**

- Transfers to another course may be made up to **one (1) working day prior** to the scheduled date without penalty.
- Substitutions (replacing one learner with another) may be made prior to the course commencing, with **written notification to RETS**.

### **No show**

- RETS limits class sizes to ensure quality learning. If a learner does not attend their scheduled course and provides no prior notice:
- For participants who have paid only a deposit, that deposit will be forfeited and not refunded. The participant will need to pay the remaining course fees in full upon rebooking to attend a future session.
- For employment service providers or third parties who have paid full course fees upfront, the full fee will be charged and forfeited for the no-show session.
- In all cases, learners who do not attend must complete a new booking/enrolment and pay the required fees or outstanding balance to attend a future course.

### **Withdrawal from course**

- A withdrawal is a formal resignation from an accredited course.
- Learners are encouraged to speak with their trainer or any RETS team member prior to withdrawing, as flexible arrangements may be available.
- A Participant Withdrawal Form must be completed, available from RETS Administration or from our website [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au).

### **Exceptional circumstance**

- RETS complies with Australian Consumer Law, ensuring refunds are processed fairly and transparently.
- Non-refundable fees (such as administration or materials fees) will be clearly disclosed in advance.

Requests for refunds outside standard terms will be considered on a case-by-case basis, and documentation (e.g. medical certificate) may be required.

### **Third-Party and Employer-Paid Enrolments**

- Where an employer or third-party has paid the course fees, any applicable refund will be issued to the payee organisation, not to the individual learner, unless authorised in writing.
- In the event of employment termination, the third-party must notify RETS. Failure to do so will result in continued liability for fees.
- For funded learners, changes to eligibility or withdrawal may result in adjusted invoices being issued to the third party.

### **Non-Refundable Fees**

- Administration, enrolment or material fees (where applicable) may be non-refundable, unless required by law.
- All non-refundable charges will be clearly communicated to learners prior to enrolment.

## Appeals & Dispute Resolution

- Participants dissatisfied with a refund outcome may lodge a formal complaint or appeal. Please refer to the Complaints and Appeals Policy included in this handbook or contact [admin@reearthtrainingsolutions.com.au](mailto:admin@reearthtrainingsolutions.com.au) for support.

## General Refund Systems Procedure

- Refunds will be processed within seven (7) calendar days of receiving all required documents and payment confirmation. Participants will be notified of refund outcomes promptly.
- Refunds are returned using the original payment method and payee account.
- Written confirmation is required from the participant or organisation confirming refund account details and supporting documents (e.g. remittance slip).
- Any discrepancies between the original payment and requested refund details must be verified and authorised in writing.
- RETS' refund records and transactions are managed through MYOB, ensuring:
  - Data access cannot be withheld by the software provider
  - Financial records are available in both print and electronic formats
  - Information is stored securely and confidentially

## PARTICIPANT CODE OF CONDUCT

Red Earth Training Solutions Pty Ltd (RETS) is committed to providing a safe, respectful, inclusive, and supportive learning environment in which every participant can achieve meaningful learning outcomes and industry-relevant skills. All participants are required to behave in a manner that upholds RETS' values, complies with relevant legislation, and supports the rights and safety of others.

### Acknowledgement and Agreement

Upon enrolment, participants will receive a copy of this Code of Conduct and will be required to sign a declaration acknowledging that they understand and agree to comply with its conditions. This Code is aligned with the Standards for RTOs 2025.

Breaches of this Code may result in disciplinary action, including:

- Formal warning or reprimand
- Suspension or exclusion from the course
- Cancellation of enrolment
- In the case of unlawful conduct, referral to appropriate authorities

### Code of Behaviour

Participants must comply with the following expectations throughout their training with RETS:

#### General Conduct

- Follow all reasonable directions given by your Trainer/Assessor or any other RETS staff member.
- Treat all staff, other participants, visitors, and their property with respect, dignity, and courtesy.
- All participants must comply with RETS' Respectful Conduct & Sexual Harassment Policy outlined in this handbook. Disrespectful behaviour, including bullying, discrimination, or harassment, may result in disciplinary action see "Counselling & Disciplinary Procedure".
- Do not engage in any conduct that damages, steals or misuses property belonging to RETS, its staff, or fellow learners.

#### Attendance and Participation

- Attend all scheduled training sessions on time and participate fully in activities as required.

- Notify your Trainer/Assessor if you are required to leave the premises during the day, outside of designated breaks.
- Do not falsify reasons for absence or request leave based on misleading information.
- If you are unable to attend a session, notify RETS by 7:30 am on the day via phone or SMS.

### **Health, Safety, and Wellbeing**

- Conduct all tasks in a way that ensures the health and safety of yourself and others at all times.
- Wear appropriate Personal Protective Equipment (PPE) as required when participating in practical training or assessment.
- Do not use RETS equipment, vehicles or facilities in an unauthorised or unsafe manner.
- Report hazards, injuries or unsafe behaviour immediately to a staff member or Trainer/Assessor.

### **Drugs, Alcohol and Prohibited Items**

- The use, possession, or influence of alcohol or illegal substances during training is strictly forbidden. Incidents involving illegal substances will be reported to the relevant authorities.
- Participants must not bring weapons or dangerous goods onto any RETS premises.

### **Training Environment**

- Smoking is only permitted in designated outdoor areas. Smoking is not allowed in any building, classroom, vehicle, or while using equipment.
- Participants must maintain a clean and orderly training environment, leaving all areas as found or better.
- Participants must not engage in misconduct such as cheating, plagiarism or disrupting learning for others.

### **Digital and Communication Conduct**

- Use of mobile phones, digital devices, or online platforms during training must not disrupt learning. This includes both in-person and any online learning or support sessions.
- Respect digital communication boundaries—offensive, inappropriate, or disrespectful communication through email, messaging platforms or social media is unacceptable and may result in disciplinary action.

### **Compliance & Reporting**

RETS takes breaches of the Code of Conduct seriously. Incidents will be investigated fairly and confidentially. Where behaviour places others at risk or breaches legislation – such as the Work Health and Safety Act 2012 (SA), Equal Opportunity Act 1984 (SA) or Safework SA conditions for High Risk Work Licensing – RETS may refer matters to the appropriate authorities.

## **PARTICIPANT RIGHTS & RESPONSIBILITIES**

Red Earth Training Solutions Pty Ltd (RETS) is committed to providing a safe, inclusive, high-quality training environment that upholds the rights of all learners and promotes equal access to training and assessment. In line with the Standards for RTOs 2025, RETS ensures all learners are aware of their rights and responsibilities.

### **Your Rights as a Participant**

All participants enrolled with RETS have the right to:

- Privacy and Confidentiality in accordance with the Privacy Act 1988 and RETS' Privacy Policy.
- Fair and equitable treatment, including access to training and assessment that is free from discrimination under the Equal Opportunity Act 1984 (SA) and Disability Discrimination Act 1992 (Cth).
- A safe and inclusive learning environment, free from bullying, harassment, victimisation or any other unlawful behaviour.



- Respect and courtesy from fellow learners and all RETS staff and contractors.
- High quality, current, and industry-relevant training and assessment, delivered in accordance with the Standards for RTOs 2025, including recognition of prior learning and reasonable adjustments where applicable.
- Access to support services, including literacy, numeracy, digital skills, or welfare referrals, where needed.
- Reasonable adjustments to accommodate individual learning needs or support participation.
- Access to complaints and appeals processes for concerns regarding assessment decisions, conduct of staff or students, or administrative processes.
- Timely issuance of certification for completed training

### **Your Responsibilities as a Participant**

To support a productive and respectful learning environment, all participants are expected to:

- Attend scheduled training sessions and assessments, on time and prepared to engage fully.
- Participate actively in all learning activities and complete all assessment requirements honestly and to the best of their ability.
- Notify trainers or admin staff in advance if unable to attend a session, or if support is required.
- Respect the rights, diversity, opinions, and property of others at all times.
- Follow all safety directions and WHS procedures, including correct use of personal protective equipment and safe work practices, as required under Work Health and Safety Act 2012 (SA) and SafeWork SA HRWL standards.
- Adhere to RETS Code of Conduct, counselling and disciplinary procedures, and any additional workplace or course guidelines.
- Communicate concerns early, including requesting reasonable adjustments or support.
- Uphold academic integrity, avoiding plagiarism, cheating or submitting work that is not their own.

### **Our Commitment to You**

RETS strives to:

- Create a supportive and inclusive learning environment built on mutual respect and clear expectations.
- Provide access to qualified trainers, learning materials, facilities, and support in line with each participant's needs.
- Respond promptly and fairly to concerns, complaints or appeals raised by learners.
- Support learners to achieve meaningful outcomes, including employment or further training pathways.
- Comply with all obligations under the Standards for RTOs 2025, Work Health and Safety Act 2012 (SA) and other relevant legislation impacting training delivery.

## **COUNSELLING AND DISCIPLINARY PROCEDURES**

At Red Earth Training Solutions (RETS), we are committed to maintaining a respectful, safe, and inclusive learning environment for all participants and staff.

Our Counselling and Disciplinary Procedures are designed to guide participant conduct and performance management in line with the Code of Conduct, the Standards for RTOs 2025 and applicable legislation.

We aim to foster a culture of mutual respect and responsibility. While RETS recognises that each learner brings different experiences and support needs, we also expect that all participants uphold their responsibilities as adult learners in a shared learning space.

Any breach of the Respectful Conduct & Sexual Harassment Policy — including sexual harassment, bullying or discriminatory behaviour — will be addressed promptly and may result in a warning, suspension, or cancellation of enrolment. Serious breaches may be referred to external authorities where appropriate.

### **Participant Expectations**

RETS expects participants to:

- Comply with all safety and behavioural requirements;
- Engage respectfully with staff and peers;

- Attend all training sessions on time and actively participate;
- Follow instructions from trainers and staff;
- Raise concerns respectfully using the appropriate processes.

## **Counselling & Disciplinary Process**

Where participant performance or conduct is unsatisfactory, RETS may take the following progressive approach to address the concern.

### **Step 1 – Informal Counselling**

- The trainer or staff member will speak with the participant privately (usually during a break).
- The purpose is to explain the concern, listen to the participant's perspective, and agree on corrective action.
- This discussion will be documented briefly in the participant's file.

### **Step 2 – Written Warning**

- If unsatisfactory conduct or performance continues, the participant will be formally withdrawn from the training session and issued a written warning.
- The participant will be rescheduled to attend a future session of the same course.
- The written warning will outline the specific behaviour or performance issue, expectations for improvement, and consequences if behaviour does not change.
- A copy of the warning will be stored in the participant's record.

### **Step 3 – Removal from Course**

- If the participant continues to breach expectations during their return session, they may be withdrawn from the course permanently.
- This decision will be confirmed in writing following a meeting with the participant and documented fully.
- Any re-enrolment will be at the discretion of RETS CEO and may incur full course fees.

## **Serious Misconduct**

Certain behaviours constitute serious and wilful misconduct and may result in immediate removal from training without warning. These include, but are not limited to:

- Violence or threats: Fighting, intimidation, or physical/verbal abuse toward others.
- Theft or damage: Stealing property or intentionally damaging company or personal property.
- Dangerous behaviour: Reckless or deliberate breaches of WHS procedures that endanger others.
- Substance use: Attending training under the influence of drugs or alcohol, or possession of illegal substances on premises.
- Inappropriate behaviour: Insubordination, sexual harassment, or any form of bullying, discrimination, or harassment.
- Falsification: Altering or providing false documentation (e.g. licences, USI, prior qualifications).

RETS has a zero-tolerance approach to serious misconduct.

### **Procedure for Serious Misconduct:**

- The participant will be asked to leave the session immediately if safety or order is compromised.
- An investigation will be conducted, including an opportunity for the participant to present their side of the events.
- Witnesses may be interviewed, and all findings will be documented.
- RETS will notify the participant in writing of the decision and outcome.
- Where conduct may constitute a breach of criminal law, Police involvement may be initiated.

## **Participant Appeals**

Participants have the right to appeal disciplinary decisions in accordance with the RETS Complaints & Appeals Policy.

- Appeals must be submitted in writing to the CEO within 7 calendar days of receiving the disciplinary outcome.
- Appeals will be handled promptly, fairly, and in accordance with the principles of natural justice.

The Complaints & Appeals Policy is available in this Handbook, and upon request and outlines procedures consistent with the Standards for RTOs 2025.

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

Red Earth Training Solutions (RETS) is committed to providing all participants with fair, transparent, and timely avenues for resolving complaints and appeals. RETS ensures that all learners have the right to raise concerns about any part of their training, assessment, or service experience and to have those concerns addressed without fear of disadvantage or reprisal.

This policy complies with:

- Standards for RTOs 2025
- Skills SA Funding Agreement obligations
- SafeWork SA regulatory standards for high-risk training
- Australian Consumer Law and administrative fairness principles.

### **What Is a Complaint or Appeal?**

- A complaint is any expression of dissatisfaction related to:
  - Course content or delivery
  - Behaviour or conduct of staff or other participants
  - Fees, enrolment, or administrative services
  - Safety concerns or discrimination
  - Access to support or resources
- An appeal is a request for review of a decision, including:
  - Assessment outcomes or RPL decisions
  - Withdrawal or disciplinary actions
  - Enrolment status or participation eligibility

### **Our Commitment**

RETS will:

- Treat all complaints and appeals seriously, confidentially, and respectfully
- Respond to complaints and appeals within 20 calendar days
- Ensure that no participant will be disadvantaged for lodging a complaint or appeal
- Offer access to an independent third-party reviewer, if internal resolution is not satisfactory
- Maintain a Complaints & Appeals Register for continuous improvement and audit purposes

All RETS staff are trained in this process and available to assist participants in submitting a concern.

### **Options for Lodging a Complaint or Appeal**

Participants can raise concerns either informally or formally.


#### **Informal Process**

- Speak directly with your Trainer/Assessor during or after class to raise your concern.
- If you are uncomfortable speaking with your trainer, you may approach another RETS team member or the CEO directly.

#### **Formal Process**

- Complete the RETS Complaints & Appeals Form, available on our website: [www.redearthtrainingsolutions.com.au](http://www.redearthtrainingsolutions.com.au)

- Submit your form to:

The Chief Executive Officer (CEO)  
 Rodger Carr  
 Red Earth Training Solutions Pty Ltd  
 PO Box 79, Unley SA 5061  
 Email: [rodger@redearthtrainingsolutions.com.au](mailto:rodger@redearthtrainingsolutions.com.au)

### **Investigation and Resolution Process**




All formal complaints and appeals will be acknowledged within 5 calendar days, and a written outcome will be provided within 20 calendar days of receipt. Where this is not possible due to complexity, RETS will inform the participant in writing with an expected timeframe.

1. The CEO will acknowledge receipt of the complaint within 5 calendar days.
2. An investigation will be conducted, and all parties involved will be given an opportunity to present their account.
3. A resolution will be proposed and communicated in writing to the participant within 20 calendar days of receiving the complaint.
4. If the participant is satisfied with the outcome, the resolution will be finalised and recorded in the Complaints and Appeals Register.
5. If the participant is not satisfied, they may request a review by an independent external body.



### **External Review Options**

If a complaint or appeal cannot be resolved internally, participants may seek external resolution through the following bodies:

#### **Primary External Reviewer:**

Office of the Training Advocate (South Australia)  
 Level 5, 131 Grenfell Street, Adelaide SA 5000  
 1800 006 488  
 <https://www.trainingadvocate.sa.gov.au>

#### **Regulatory Authority (if required):**

Australian Skills Quality Authority (ASQA)  
 ASQA is the national regulator for RTOs. Complaints to ASQA must be made online after exhausting RETS' internal complaints process.  
 1300 701 801  
 <https://asqanet.asqa.gov.au>

Note: ASQA does not mediate individual complaints but will use the information to assess compliance.

### **Recordkeeping and Confidentiality**

- All complaints and appeals will be documented and securely stored.
- Records will be retained for a minimum of 5 years in accordance with regulatory requirements.
- Information will be handled confidentially and only disclosed to those involved in the resolution process.

### **Summary**

This policy meets the requirements of the Standards for RTOs 2025, which ensures that learners can make complaints or lodge appeals in a timely, fair and transparent manner.

RETS is committed to:

- Responding to formal complaints and appeals within 20 calendar days
- Handling complaints and appeals fairly, without disadvantage or bias
- Providing access to a qualified, independent reviewer where resolution is not achieved internally
- Using outcomes of complaints and appeals to support continuous improvement

## **PRIVACY POLICY**

Red Earth Training Solutions (RETS) complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) when handling participants' and clients' personal information. We are committed to maintaining the confidentiality, integrity, and security of all personal and sensitive data.

### **Collection and Use of Personal Information**

RETS collects personal information required to:

- Enrol participants and verify their identity
- Deliver and assess accredited training and qualifications
- Report to regulators (ASQA, SafeWork SA, Skills SA, Austroads, etc.)
- Issue qualifications and statements of attainment
- Provide support and maintain training records
- Meet legislative, contractual, and funding obligations
- Comply with Data Provision Requirements 2020 under the National VET Regulator Framework

Information collected includes name, date of birth, contact details, identification (e.g., licence number, USI), demographic data, emergency contact, LLND or support needs, and assessment records.

### **Disclosure of Information**

RETS will not disclose your information to a third party unless:

- Required or authorised by law (e.g. to ASQA, SafeWork SA, Skills SA, Austroads)
- It supports training outcomes or compliance obligations (e.g. audit)
- You have given written permission (e.g. employer, employment service provider)

For participants under 18, a parent or guardian must also provide written consent.

An Authority to Release Information Form is provided at enrolment for participants who wish to share their records with a third party.

### **Certification and Communication**

In line with ASQA requirements, RETS must issue qualifications directly to the participant, regardless of who paid for or organised the training. If you would like RETS to provide a copy to your employer or another organisation, you must complete a signed authority form.

### **Storage and Security of Records**

RETS keeps complete, accurate, and secure records using our Student Management System (VETtrak), which includes password protection, daily data backups, and access controls. Hard copy records are stored securely with restricted staff access.

We comply with:

- Standards for RTOs 2025
- ASQA General Directions
- SafeWork SA guidelines
- Skills SA Funding Agreement
- Austroads and WHS compliance
- State Records Act 1997 (SA)

### **RETENTION OF RECORDS**

Record Type	RETS Retention Period	Regulatory Reference
Assessment evidence (post–1 July 2025)	Minimum 2 years	Compliance Requirements - Standards for RTOs 2025
Assessment evidence (pre–1 July 2025)	Minimum 6 months	ASQA General Direction
Certificates / Statements of Attainment (AQF docs)	30 years	Compliance Requirements - Standards for RTOs 2025 AQF Qualifications Register Policy
Complaints & Appeals	5 years	Standards for RTOs 2025, Skills SA FAA
SafeWork SA HRWL records	2 years	SafeWork SA Licensing Authority
WHS inductions, incident reports	5 years	SafeWork SA, State Records SA (Disposal Schedule 2017/04)
Austroads / DIT TTM Training Programs enrolment & assessment records	30 years	State Records Law South Australia
Financial records	7 years	Corporations Act 2001 (Cth), ATO Record Keeping Requirements
Participant personal data	As above based on type	Privacy Act 1988 (Cth), APPs

\*\* We comply with the Standards for RTOs 2025, as well as relevant ASQA General Directions applicable to records retention issued prior to 1 July 2025.\*\*

### Access and Correction

Participants can request access to their personal records at any time by contacting the RETS CEO in writing. For identity verification, a government-issued photo ID (e.g. driver's licence) must be presented. If you believe the information we hold is incorrect, incomplete, or outdated, you may request that it be corrected.

## ACCESS AND EQUITY POLICY

Red Earth Training Solutions (RETS) is committed to providing inclusive and equitable training and assessment services that meet the diverse needs of all learners.

We recognise that learners come from a variety of backgrounds and may have different needs, goals, and challenges.

RETS supports the rights of all participants to access high-quality training, regardless of their background, ability, gender, age, cultural identity, or circumstances.

In line with the Standards for RTOs 2025 and the Disability Standards for Education 2005, RETS actively identifies and responds to individual support needs prior to enrolment and throughout training delivery. This includes offering reasonable adjustments, referral services, and inclusive learning environments.

Our Access and Equity Policy is based on the following principles:

- Equity for all individuals through fair, reasonable, and inclusive practices
- Equality of outcomes by providing appropriate support for each learner's needs
- Access to quality vocational education and training programs and services, regardless of background or circumstances
- Increased opportunity for all people to participate in and complete vocational education and training



## **Legislative and Policy Framework**

RETS complies with all relevant legislation including but not limited to:

- Standards for RTOs 2025
- Skills SA Funding Agreement obligations
- SafeWork SA HRWL Licence Conditions
- Equal Opportunity Act 1984 (SA)
- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Services Act 1993 (SA)
- Work Health and Safety Act 2012 (SA)
- Privacy Act 1988 (Cth)
- UNESCO Convention against Discrimination in Education
- National Principles for child Safe Organisations

## **Inclusive Practice and Equity in Delivery**

RETS promotes inclusion through:

- Contextualised LLND assessments aligned to the ACSF
- Observations and interviews to assess suitability
- Support plans based on UAN, CSPA, or SRNI results (if Skills SA-funded)
- Engagement with disability, mental health, and cultural support networks
- Cultural safety and support for First Nations participants, in line with the principles of the Closing the Gap initiative

RETS ensures:

- All participants have equal access to training, assessment, and support services, regardless of race, age, gender, cultural or linguistic background, disability, sexuality, religious beliefs, or socioeconomic status.
- Reasonable adjustments are made where necessary, in line with the Disability Standards for Education 2005, to accommodate individual learning needs without compromising the integrity of the training outcome.
- RETS staff are trained to uphold inclusive practice and to prevent discrimination, harassment, and victimisation in any form.
- Participants are treated with respect and dignity, and learning environments are free from bias and judgment.
- Support needs are addressed through appropriate intervention strategies, referrals, and follow-up as outlined in the Participant Support Services section of this Handbook.

## **Identifying Support Needs – LLND Screening and Suitability Assessments**

To ensure fairness in access and participation, RETS identifies support needs prior to and during enrolment.

This is achieved through:

- Use of a contextualised LLND (Language, Literacy, Numeracy, and Digital literacy) Screening Tool during pre-enrolment or course commencement
- Alignment with Skills SA Suitability Assessments (SRNI, CSPA, or UAN) where applicable
- Observation and discussion during information sessions or interviews
- Participant self-disclosure or referrals from referring agencies (e.g., job providers)

These processes help determine whether learners have the foundational skills required for their chosen course and allow RETS to identify where additional support, flexible delivery, or reasonable adjustments may be needed. Early intervention helps maximise learner outcomes and supports retention and progression.

## **Physical Accessibility and Reasonable Adjustments**

- RETS' training facility is wheelchair accessible and designed to accommodate learners with physical disabilities.

- Learners with specific needs—such as hearing or visual impairments, learning difficulties, or neurodivergence—are encouraged to disclose this early so appropriate adjustments or assistive technology can be arranged.
- There is no extra cost for reasonable adjustments or additional support provided to meet access and equity obligations.

## **Participant Support and Advocacy**

If any learner experiences barriers to participation or feels they have been treated unfairly, they are encouraged to:

- Speak with their Trainer/Assessor in the first instance
- Contact any RETS team member for assistance
- Access RETS Participant Support Services for advocacy, referrals, or additional support
- Use the Complaints and Appeals process outlined in this Handbook if they feel their concerns are not addressed

# **RESPECTFUL CONDUCT & SEXUAL HARASSMENT POLICY**

Red Earth Training Solutions (RETS) is committed to providing a safe, inclusive, and respectful learning and work environment for all participants, staff, visitors, and contractors.

This policy is aligned with the Standards for RTOs 2025, which requires RTOs to ensure a safe, inclusive and respectful learning environment for all.

Every individual engaging with RETS has the right to be treated with dignity and fairness and is expected to treat others the same way. Respectful conduct is not just expected — it is essential to your safety, wellbeing, and success in training.

This policy outlines our expectations for respectful behaviour and our zero-tolerance approach to harassment, bullying, victimisation, and discrimination — including sexual harassment.

## **1. RESPECTFUL CONDUCT EXPECTATIONS**

All RETS staff and participants are expected to:

- Treat others with courtesy, fairness, and respect at all times
- Communicate in a professional, constructive, and inclusive manner
- Respect differences in culture, background, gender identity, age, ability, beliefs, and values
- Follow the reasonable directions of Trainers, Assessors and RETS staff
- Respect the training and assessment environment, including online platforms, classrooms, and shared facilities
- Contribute to a safe learning environment, free from disruption, harassment, intimidation or aggression

Disrespectful behaviour, including verbal abuse, physical intimidation, discrimination, or bullying of any kind, will not be tolerated.

## **2. SEXUAL HARASSMENT POLICY**

RETS upholds Section 87 of the Equal Opportunity Act 1984 (SA) and supports a zero-tolerance approach to sexual harassment.

Sexual harassment is unwelcome behaviour of a sexual nature that could reasonably be expected to make a person feel offended, humiliated or intimidated.

Examples include, but are not limited to:

- Unwelcome sexual advances or touching
- Requests (direct or indirect) for sexual favours
- Sexually suggestive comments, jokes, or gestures



- Sending or displaying sexually explicit materials
- Inappropriate physical, verbal, or online behaviour of a sexual nature

Sexual harassment can happen in person, by phone, email, text, or online and may involve a fellow participant, trainer, assessor, supervisor or third party.

### **3. WHAT TO DO IF YOU EXPERIENCE OR WITNESS MISCONDUCT**

If you feel unsafe or experience disrespectful or harassing behaviour:

- Speak to your Trainer/Assessor or any RETS team member
- You may also contact the RETS CEO directly
- Formal complaints can be lodged via the Complaints and Appeals Form
- All concerns will be handled promptly, confidentially, and without victimisation

RETS encourages a trauma-informed approach and is committed to supporting all parties involved. You may also be referred to appropriate external support services, such as:

- The Office of the Training Advocate (SA): [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au) | 1800 006 488
- 1800RESPECT – National sexual assault, domestic and family violence counselling service

### **4. RELATED POLICIES AND PROCEDURES**

This policy should be read in conjunction with:

- Complaints and Appeals Policy
- Participant Support Services
- Access and Equity Policy
- Participant Code of Conduct
- Workplace Health and Safety Policy

## **WORK HEALTH AND SAFETY**

Red Earth Training Solutions (RETS) is committed to ensuring a safe, inclusive, and healthy learning and working environment for all participants, staff, contractors, and visitors.

RETS maintains high Work Health and Safety (WHS) standards in accordance with:

- Standards for RTOs 2025
- SafeWork SA Conditions for High Risk Work Licence (HRWL) Training
- Work Health and Safety Act 2012 (SA) and associated regulations

Our WHS commitment includes risk management, first aid, safe plant operation, a strict drug and alcohol policy, incident response, and accessibility adjustments for medical or disability-related needs.

### **General Responsibilities**

#### **Participants You have a duty of care to:**

- Take reasonable care for your own health and safety and that of others.
- Comply with all WHS instructions, policies and procedures provided by RETS staff.
- Immediately report hazards, unsafe practices, faulty equipment, near misses, and incidents.
- Follow safe work procedures and always wear the required personal protective equipment (PPE).

#### **RETS Staff are responsible for:**

- Implementing and monitoring RETS WHS policies and procedures.
- Clearly communicating WHS expectations to all stakeholders.
- Providing a safe training and work environment.
- Responding to hazards and incidents, including reporting and corrective actions.

## Personal Protective Equipment (PPE)

Participants must wear PPE appropriate to the training activity and environment.

RETS enforces the following PPE standards:

- Mandatory at all times: High visibility vests
- Where required: Hard hats, safety glasses, hearing protection, and safety gloves
- Footwear: Enclosed, non-slip shoes with hard soles (steel caps may be required)
- Clothing: Long pants and long-sleeved shirts. *Shorts, skirts, singlets, or bare arms/legs are not permitted.*
- Other: Sunscreen and hats for outdoor work (provided by RETS)

Non-compliance with PPE requirements may result in removal from the training area until corrected.

## Hazardous Materials

Hazardous substances must be handled in accordance with the relevant Safety Data Sheets (SDS) and instructions provided by your RETS trainer. If uncertain, always ask before proceeding.

## Plant and Equipment Safety

When plant or machinery is in use:

- Stay alert and avoid blind spots, intersections, and moving vehicles.
- Use designated walkways and crossing zones.
- Never operate any equipment unless authorized and directly supervised by a RETS trainer.
- Obey all safety signage and verbal instructions.

## Designated Areas and Site Access

- Remain in designated training areas unless otherwise authorised.
- Inform your trainer before leaving the premises for any reason.
- Do not enter restricted or unauthorised zones.
- Follow all signage, including speed limits and safety warnings.

## Medical Insurance and Injury Reporting

- RETS participants are not employees and are therefore not covered by ReturnToWorkSA.
- RETS holds public liability insurance. Medical costs due to proven negligence may be covered under this policy.
- Apprentices should direct any injury or incident claims to their employer.
- All injuries and incidents must be reported immediately to your trainer.
- First Aid kits are available at all training locations. The names and locations of First Aid Officers are displayed on evacuation diagrams.

## Alcohol, Drugs, Smoking, and Medication

Participants must notify their trainer or RETS staff member before training if they are using any prescribed or over-the-counter medication that could affect:

- Reaction time
- Concentration
- Physical coordination

All disclosures are confidential and managed under RETS's WHS Risk Assessment Policy.

Prohibited on all RETS sites:

- Alcohol
- Illicit substances

Other substance-related rules:

- Smoking is permitted only in designated outdoor areas, at least 5 metres away from entrances, buildings or vehicles.
- Medication: Participants must disclose if medication may impair safety. Speak to your trainer confidentially if unsure.
- Drug and alcohol testing may be conducted randomly or where required to ensure a safe learning environment.

## Hygiene and Amenities

- Toilets, hand-washing areas, kitchens, and other participant amenities are identified at the start of training.
- Please maintain hygiene standards and report any issues to staff immediately.

## Accessibility and Medical Disclosure

RETS supports inclusion and encourages participants to voluntarily disclose any:

- Injury
- Disability
- Medical condition

This ensures we can:

- Provide reasonable adjustments to support your learning and safety
- Arrange specialist support services, where applicable

All disclosures are treated confidentially and in accordance with RETS's Access and Equity Policy and WHS procedures.

## ACCIDENT REPORTING

Red Earth Training Solutions (RETS) is committed to maintaining a safe and healthy learning and working environment. To reduce risks and prevent recurrence, all injuries, accidents, incidents, near misses, and hazards—regardless of severity—must be reported immediately.


This aligns with:

- Work Health and Safety Act 2012 (SA)
- SafeWork SA reporting obligations: SafeWork SA Incident Notification

### 1. Immediate Response

If an incident or injury occurs:

- Ensure the safety of yourself and others.
- The trainer or person in charge must take immediate control of the situation.
- This may include:
  - Rendering First Aid (if trained)
  - Calling Emergency Services (000)
  - Removing individuals from harm
  - Isolating the hazard (e.g. shutting down equipment)

 Do not put yourself at risk—prioritise your own safety before assisting others.

### 2. Reporting Procedures

(a) Minor incidents:

- Require only basic first aid
- Cause no time lost or equipment damage

 Must still be recorded in the Minor Incident Logbook, located with your trainer.

b) Serious Incidents / Notifiable Events

The following must be formally reported:

- Injuries requiring medical treatment

- Property, vehicle, or equipment damage
- Near misses with the potential to cause serious injury
- Psychological injury or stress-related incidents

Steps to follow:

1. Inform your trainer and the RETS CEO immediately.
2. Complete an Accident / Incident Report Form (available from your trainer or the RETS office).
3. Trainers/staff can assist with completing forms if the participant is injured or has literacy barriers.

RETS will conduct a preliminary incident investigation and determine follow-up actions.

### 3. Notifiable Incidents – WHS Act 2012 (SA)

The CEO must report Notifiable Incidents to SafeWork SA immediately.

Examples include:

- Serious injury or illness requiring emergency care
- Dangerous incidents (e.g. collapse, explosion, electrical shock)
- Fatality

The CEO is responsible for:

- Completing the SafeWork SA Notifiable Incident Form
- Ensuring legal reporting timeframes are met
- Filing all investigation documents and supporting evidence

### 4. Property or Equipment Damage

If RETS tools, vehicles, training plant or equipment are damaged:

- Notify your trainer or the CEO immediately
- Do not use or attempt to repair the damaged item
- RETS will assess, document, and control risks before resuming use

#### Summary of Responsibilities

Role	Responsibility
Participant	Immediately report all incidents or injuries to the trainer. Complete the incident report form or ask for assistance.
Trainer	Ensure safety, Provide First Aid (if trained), notify the CEO, assist with report forms, and log the incident.
CEO	Manage Safework SA reporting, conduct investigations, maintain documentation, and implement corrective actions.

## EVACUATION PROCEDURE

Red Earth Training Solutions (RETS) is committed to ensuring the safety of all participants, staff, clients, and visitors in the event of an emergency. Every person on site must follow the evacuation procedure immediately and without delay.

### In the Event of an Emergency

- You will be notified of an emergency or the need to evacuate by RETS staff or designated Fire/Evacuation Wardens.
- All individuals on the premises must calmly and quickly move to the designated assembly area as outlined on the evacuation diagram.

- Do not re-enter the building or training area until the person in charge (Trainer or Warden) gives the all-clear signal.
- An attendance check will be completed using the sign-in sheet or class roll to ensure everyone has safely evacuated.

## **Your Responsibilities**

- Remain calm and do not run.
- Follow the instructions of RETS staff or Emergency Wardens at all times.
- Locate and follow the evacuation diagram posted inside your classroom or training space.
- Make your way to the nominated assembly point outside the building.
- Do not use elevators (if applicable).
- Stay at the assembly area until advised that it is safe to leave or return.

## **Staff Responsibilities**

- Trainers and staff must assist with evacuation and ensure all participants and visitors exit the premises safely.
- Emergency services (000) must be contacted immediately by a designated Warden or responsible staff member (if safe to do so).

Trainers will:

- Take the class roll to the assembly area
- Conduct an attendance check
- Report any missing persons to emergency services

## **Evacuation Diagrams**

- Clearly marked evacuation diagrams are located in all training rooms and key areas of the facility.
- These diagrams show:
  - Emergency exits
  - Fire extinguishers
  - Evacuation routes
  - Assembly points
- Please familiarise yourself with your nearest emergency exit and assembly point on your first day of training.

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

Red Earth Training Solutions (RETS) adheres to all relevant legislation and standards required for nationally recognised training, including the new NVETR instruments and Standards for RTOs 2025.

## **National Regulatory Framework**

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Credential Policy
- National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 2021
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- Australian Qualifications Framework

## **Commonwealth Legislation**

- National Vocational Education and Training Regulator Act 2011

- 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 & Australian Privacy Principles
- Fair Work Act 2009

## **South Australian Acts**

- Work Health and Safety Act 2012 (SA)
- Training & Skills Development Act 2008 (SA)
- Vocational Education & Training (Commonwealth Powers) Act 2012 (SA)
- Equal Opportunity Act 1984 (SA)
- Racial Vilification Act 1996 (SA)
- Children & Young People (Safety) Act 2017 (SA)
- Disability Services Act 1993 (SA)

## **High Risk Work & SafeWork SA**

- National Standard for Licensing Persons Performing High Risk Work
- SafeWork SA Code of Practice for HRWL competency assessments, including Safework SA's NAI Assessor Guide and Candidate Assessment documentation and record retention
- Austroads Guide to Temporary Traffic Management (AGTTM)

## **Industry Standards & Codes of Practice**

- AS 2359.1:2019 – Powered Industrial Trucks
- AS 2294.1:1997 – Earth-Moving Machinery
- AS 2865:2009 – Confined Spaces
- AS 1269.2:2005 – Occupational Noise Management
- AS 5026:2012 – Class 4 Dangerous Goods
- Safe Work Australia Codes of Practice
  - Construction Work, Confined Spaces, Hazardous Manual Tasks; Managing Risks of Plant in the Workplace (2021)
- NOHSC:7019 (1992) – OHS Competency Standards
- National Manual Tasks Code (2007)