



EQUIP SAFE

CLIENT INFORMATION HANDBOOK



ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS

477 Orrong Road, Welshpool. 6106.

Email: admin@equipsafe.com.au www.equipsafe.com.au

Phone: 08 9358-5772 RTO Code: 0846

Contents

Welcome 4

Registered Training Organisation 4

National Registration Information 4

Client Feedback..... 5

Third Party Provider Arrangements 5

Services 5

Course Information 6

Unique Student Identifier (USI) 6

Booking a Course 7

Identification Requirements 7

Payment of Course Fees 7

Funding Entitlements 8

Cancellations, Refunds or Transfer of Courses 9

How to Request a Refund 9

Your Consumer Rights..... 9

Modes of Delivery 10

Assessment 11

Complaints and Appeals 12

Working with Others..... 12

Information for Enrolment 13

Access and Equity..... 13

Reasonable Adjustment..... 13

Student Support Services..... 14

Recognition of Prior Learning 15

National Recognition 17

Privacy and Storage of Records 17

Certification Documents 17


Loss of Certificate or Statement of Attainment..... 17

Re-issuing Certificates..... 18

Legislation 18

Occupational Safety and Health 18


Further Inquiries 19

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Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 3 of 21
Title	Equip-Safe Client Information Handbook					

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Welcome

Welcome to Equip-Safe.

At Equip-Safe we strive to provide a supportive environment to help you learn, we pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding Equip-Safe's policies and procedures, available services and requirements, which are designed to ensure everyone training with Equip-Safe is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that results in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

National Registration Information

Equip-Safe is a registered business name for Golden Edge Pty Ltd.


All RTOs are given a national provider number, Equip-Safe's provider number is 0846.

Equip-Safe is registered with the Western Australia Training Accreditation Council (TAC) under Section 27(1) of the *Vocational Education and Training Act 1996* (WA) to deliver nationally recognised training in the state of Western Australia only.

RTOs registered with TAC need to renew their registration every five or seven years and must pass an audit to do so, they can also be audited at any time during their registration period. Equip-Safe is due to renew its registration on 30 November 2024.

When audited the RTO must prove that they have complied fully with the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards).

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 4 of 21
Title	Equip-Safe Client Information Handbook					

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Client Feedback

Equip-Safe seeks feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

Third Party Provider Arrangements

RTOs may; from time-to-time, develop agreements with other organisations to deliver nationally recognised training and assessment or provide other services on behalf of the RTO, in these partnerships the other organisations are called third party providers (TPP).

Equip-Safe currently has agreements with the following third parties:

<p>A Plus Training Solutions Phone: 0457 746 476 Email: admin@aplustraining.com.au Website: www.aplustraining.com.au</p>	<p>Safety Training Professionals (STP) Phone: 08 94178888 Email: admin@stp.net.au Website: http://stp.net.au/ RTO 52431</p>	<p>Kelyn Training Services Phone: (08) 9356 3455 Email: heather@kelyn.com.au Website: http://www.kelyn.com.au/ RTO 50335</p>
<p>A Plus training solutions trains and assesses</p>	<p>Equip-Safe and STP have agreed to cooperate in the establishment of a collaborative arrangement to enable the effective and successful offer and delivery of STP and Equip-Safe courses and services throughout WA.</p>	<p>Kelyn provides marketing, student registration and fees collection services on our behalf for the courses indicated in the table below.</p> <p>NOTE: The course fee paid by clients when booking these courses through Kelyn Training Services includes an additional variable service fee.</p>

Although these third parties provide training and assessment or other student services, like fee collection, Equip-Safe is fully responsible for the quality and standard of those services so the information provided in this Client Information Handbook is still applicable.

Services

Equip-Safe provides training and/or assessment services in three areas:

- Nationally Recognised Training (Units of Competency)
- Certificates of Competency, and
- Verifications of Competency

The following table lists the nationally recognised units of competency on our scope of registration and that we currently deliver.


Currency Information: Where the corresponding letter appears in the Status column it indicates the currency status of the unit in the Training Package.

C = Current

S = Superseded

R = Removed

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 5 of 21
Title	Equip-Safe Client Information Handbook					

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National Unit Code	Name of unit	(Training/Assessment and other services by)				Status
		EQUIPSAFE	A PLUS	KELYN	STP	
AHCPM203	Fell small trees		☀			C
AHCMOM213	Operate and maintain chainsaws	☀	☀			C
AHCMOM203	Operate basic machinery and equipment		☀			C
AHCMOM304	Operate machinery and equipment		☀			C
AHCPGD203	Prune shrubs and small trees		☀			C
FWPCOT2236	Fall trees manually (basic)		☀			C
FWPCOT2237	Maintain chainsaws		☀			C
FWPCOT2238	Cut materials with a hand-held chainsaw	☀	☀			C
FWPCOT2239	Trim and cut felled trees		☀			C
FWPCOT3238	Operate a pole saw		☀			C
FWPFGM2207	Undertake brush cutting operations		☀			C
FPIFGM3212	Fall trees manually (intermediate)		☀			C
FWPHAR2206	Operate a mobile chipper/mulcher		☀			C
HLTAID001	Provide cardiopulmonary resuscitation	☀				C
MSMWS217	Gas test atmospheres	☀				C
RIIMPO208D	Operate support equipment	☀				C
RIISAM203E	Use hand and power tools		☀			C
RIISAM204D	Operate small plant and equipment	☀	☀	☀		C
RIIWS202D	Enter and work in confined spaces	☀		☀		C
RIIWS204D	Work safely at heights	☀	☀	☀		C
TLILIC2001	Licence to operate a forklift truck	☀		☀	☀	C
TLILIC2005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	☀		☀	☀	C
UETDRRF03B	Perform EWP rescue	☀				C
UETDRRF08B	Perform EWP controlled descent escape	☀				C

Course Information

Full details and course information is available on the Equip-Safe website.

www.equipsafe.com.au

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.


Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. You will be provided with further information on how to obtain USI.

A USI is free and your application can be processed [here](#) online.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 6 of 21
Title	Equip-Safe Client Information Handbook					

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All clients undertaking nationally recognised training will need a USI.

Booking a Course

- To book a course, participants need to complete a Booking Form.
- No booking is confirmed until, the completed Booking Form has been returned to Equip-Safe and Equip-Safe forward confirmation back to the participant.
- Booking enquiries may be made verbally by phone, or by email.
- All prospective learners will then be emailed or faxed a Booking Form, or the Booking Form can be downloaded from the Equip-Safe website for completion.
- Equip-Safe will confirm your booking by email.

Identification Requirements

Worksafe WA requires learners undertaking training to attain a high risk work licence (HRWL) and provide **two forms of identification**; primary and secondary.

National Code	Name	HRWL Class
TLILIC2001	Licence to operate a forklift truck	LF
TLILIC2005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	WP

Primary Identification may be:	Secondary identification may be
Driver's licence (From any State or Territory)	Another primary identification document
Passport	Medicare card
Current HRWL (From any State or Territory)	Credit card
Photo card (Issued by the Department of Transport in WA) or other Australian Proof of Age card.	Utility account (gas, electricity, water) which has your name and address on.


NOTE: It is a requirement of OS&H law (WA) (Regulation 6.6. (2) (a)) that to obtain a HRWL the applicant must have reached 18 years of age.

Payment of Course Fees

Payment is to be made prior to undertaking a course. Payment may be made by cash, cheque, debit/credit card or direct debit. If paying by direct debit, Equip-Safe's bank account details are available by phoning/emailing Equip-Safe. These bank details are also on our invoice.

In some circumstances Equip-Safe will invoice companies after training has been undertaken. This will be agreed upon between Equip-Safe and the company. Equip-Safe does prefer purchase orders in this instance prior to training commencing.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 7 of 21
Title	Equip-Safe Client Information Handbook					

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Funding Entitlements

Construction Training Fund Rebate

The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.

Eligible companies/individuals must be:

- Directly employed in the building and construction industry in Western Australia construction companies undertaking projects in Western Australia
- Self-employed and undertaking work which is directly involved in the construction process

Where eligibility of an applicant is in question the Training Fund will seek evidence of eligibility via review of a detailed, recent work history.

Unemployed participants:

If an individual is unemployed at the time of undertaking a short course recognised by the Training Fund, they must be able to:

- Demonstrate that they were directly employed in the construction industry in Western Australia for a minimum of six months, within 12 months prior to the date of course commencement; or if no recent work experience is involved have written evidence of a relevant employment offer from an eligible company or contractor in the construction industry prior to making a claim

Please visit the Construction Training Fund website for further information www.bcitf.org


Fee adjustment:

Where you provide Equip-Safe with information that indicates you are an eligible worker under the Construction Training Fund (CTF) we will reduce your initial fee payment to the amount excluding the applicable CTF rebate amount.

Equip-Safe will then claim the difference of the fee amount from the CTF.

However, if the CTF after reviewing the information you provided make the decision that you are **not an eligible worker** Equip-Safe will issue an additional invoice to you for payment of the outstanding amount for the full cost of the training.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 8 of 21
Title	Equip-Safe Client Information Handbook					

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Alternatively Equip-Safe can charge you the full amount of the fees and provide you with the claim form which you can lodge with CTF to have the rebate paid directly to you.

Cancellations, Refunds or Transfer of Courses

In the event that a student cancels a course the following settlement structure applies:

1. More than 48 hours' notice given to Equip-Safe: Full refund.
2. Less than 48 hours (2 business days) notice given to Equip-Safe: 50% of course cost will be charged.
3. Less than 24 hours (1 business day) notice given: 100% of course cost will be charged (excluding WorkSafe fee if applicable)
4. No refund will be given for withdrawal after a course has commenced.
5. If a participant wishes to transfer to another date no additional charges are incurred, but Equip-Safe would prefer that this is done at least two days before the course commences.
6. Equip-Safe usually does not cancel a course once it has been confirmed. This will only be done due to extreme circumstances beyond our control, and not because of insufficient bookings. Equip-Safe will always run a scheduled course, even if the class size is minimal.

How to Request a Refund

Individuals

Equip-Safe understands that the circumstances under which an individual may need to cancel a course and request a refund vary so whilst written advice (email or text) is preferred we will accept telephone notification.

Companies


Companies that cancel a course and require refunds must make the request in writing (email).

Your Consumer Rights

Prospective learners have rights as consumers, and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this location:

[Personal Services a Guide to the Australian Consumer Law](#)

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 9 of 21
Title	Equip-Safe Client Information Handbook					

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Cooling Off Period.

By law, you have 10 business days to reconsider an unsolicited consumer agreement (contract). During this time you can cancel the contract without penalty. This is called the 'cooling off' period.

An agreement is considered to be unsolicited when:

- A supplier/salesperson approaches or telephones a consumer without that consumer having invited this contact;
- negotiations take place over the phone, or in person at a location other than the supplier's premises; and
- the total value of the agreement is more than \$100, or the value was not ascertainable at the time the agreement was made.

Further information regarding cooling off periods can be obtained from the Department of Mines, Industry Regulation and Safety , [Consumer Protection](#).

RTO or Third Party Closing or Ceasing to Deliver Training.

In addition to the rights provided by Australian Consumer Law (as above) it is requirement of our regulating body (Training Accreditation Council) that should Equip-Safe; or any organisation delivering training on our behalf, close or cease to deliver training in which a learner is enrolled, that Equip-Safe must make arrangements to transfer to another suitable RTO (or other RTOs) all existing learners who will NOT complete their training before we cease operating.

Should this situation occur Equip-Safe will formally notify each existing learner of the arrangements made and obtain their agreement to those arrangements, including any refund of fees available.

Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning.


Broadly speaking, there are three delivery modes:

- face-to-face
- self-paced, and
- blended learning.

Equip-Safe provides training to its learners predominately through face-to-face delivery.

However where it is established that a learner has existing skills and knowledge resulting in them undertaking a shorter course i.e., Forklift or EWP one-day, then some self-paced learning in the form of pre-course reading will be required.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 10 of 21
Title	Equip-Safe Client Information Handbook					

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Assessment

“Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.”

(Standards for Registered Training Organisations (RTOs) 2015 – Glossary)

Individuals are required to undertake assessments to demonstrate competency in units of competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to re-assessed if required.
- Equip-Safe supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

Competent [C]: Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued with a Statement of Attainment, both A4 (electronic) and wallet sized. (See [Certification Documents](#))

Not Yet Competent [NYC]: Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.


At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, Equip-Safe offers further training at a later date. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

Recognition of Prior Learning [RPL]: Competency is achieved through the Recognition of Prior Learning process. (See [Recognition of Prior Learning](#))

National Recognition/Credit Transfer [CT]: Recognition of a competent assessment judgement by another Registered Training Organisation. (See [National Recognition](#))

Some courses delivered by Equip-Safe may also have licencing outcomes; such as high risk work licences, and may have additional assessment requirements as determined by the licencing authority i.e., Worksafe. These will be discussed during the course and prior to assessment.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 11 of 21
Title	Equip-Safe Client Information Handbook					

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Complaints and Appeals

Please see our [Complaints and Appeals Policy](#) at the end of this handbook or visit our website www.equipsafe.com.au.


Should you consider that you need to make a complaint or lodge an appeal please use our policy as a guide on how to do so.

Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. Equip-Safe expects the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- ✓ **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- ✓ **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- ✓ **Toilets** – Toilet facilities are provided for males and females these facilities need to be kept clean and hygienic at all times.
- ✓ **Smoking** – Smoking is not permitted in part of our premises for safety and health reasons. If you wish to smoke please do so outside and well away from any doors.
- ✓ **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- ✓ **Panadol** and other medical drugs cannot be issued to clients according to OSH&W regulations.
- ✓ **Parking** - Parking is available at our Welshpool site and detailed information will be provided when your booking is confirmed.
- ✓ **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Occupational Safety and Health](#))
- ✓ **Mobile Phones** – We ask that mobiles phones not be used for any reason during class times and are to be turned off or put on silent.
- ✓ **Respect** – Please respect fellow classmates and Equip-Safe staff at all times.
- ✓ **Drugs and alcohol** – Equip-Safe does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are you will be asked to leave our workplace immediately.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 12 of 21
Title	Equip-Safe Client Information Handbook					

 EQUIP SAFE	ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS		
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Information for Enrolment

Equip-Safe will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken
- Use and care of equipment
- General housekeeping
- Complaints and appeals processes
- Care and acknowledgement of fellow course participants and staff
- Equip-Safe's responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Statements of Attainment/Licences etc. to be issued/offered

Access and Equity

Equip-Safe will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

Equip-Safe provides an opportunity for persons regardless of cultural background and gender to attend and undertake training. Equip-Safe also allows participants with disabilities to attend as long as they do not put themselves or fellow participants at risk of injury, and they are of the understanding that they have the ability to obtain and undertake the skills required.

Reasonable Adjustment


Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development guide *Assessment in the VET Sector* 2015, at Page 62, identifies kinds of reasonable adjustment that can be made:

"The kinds of reasonable adjustment that can be made

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- *customising resources or activities within a training package or accredited course;*
- *modifying a presentation medium;*

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 13 of 21
Title	Equip-Safe Client Information Handbook					

 EQUIP SAFE	ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS		
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- *providing additional support;*
- *providing assistive or adaptive technologies;*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the learner's needs continue to be met."*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

Student Support Services

Equip-Safe is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.


If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Equip-Safe may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** Equip-Safe can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the student, unless other arrangements are made with Equip-Safe.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 14 of 21
Title	Equip-Safe Client Information Handbook					

 EQUIP SAFE	ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS		
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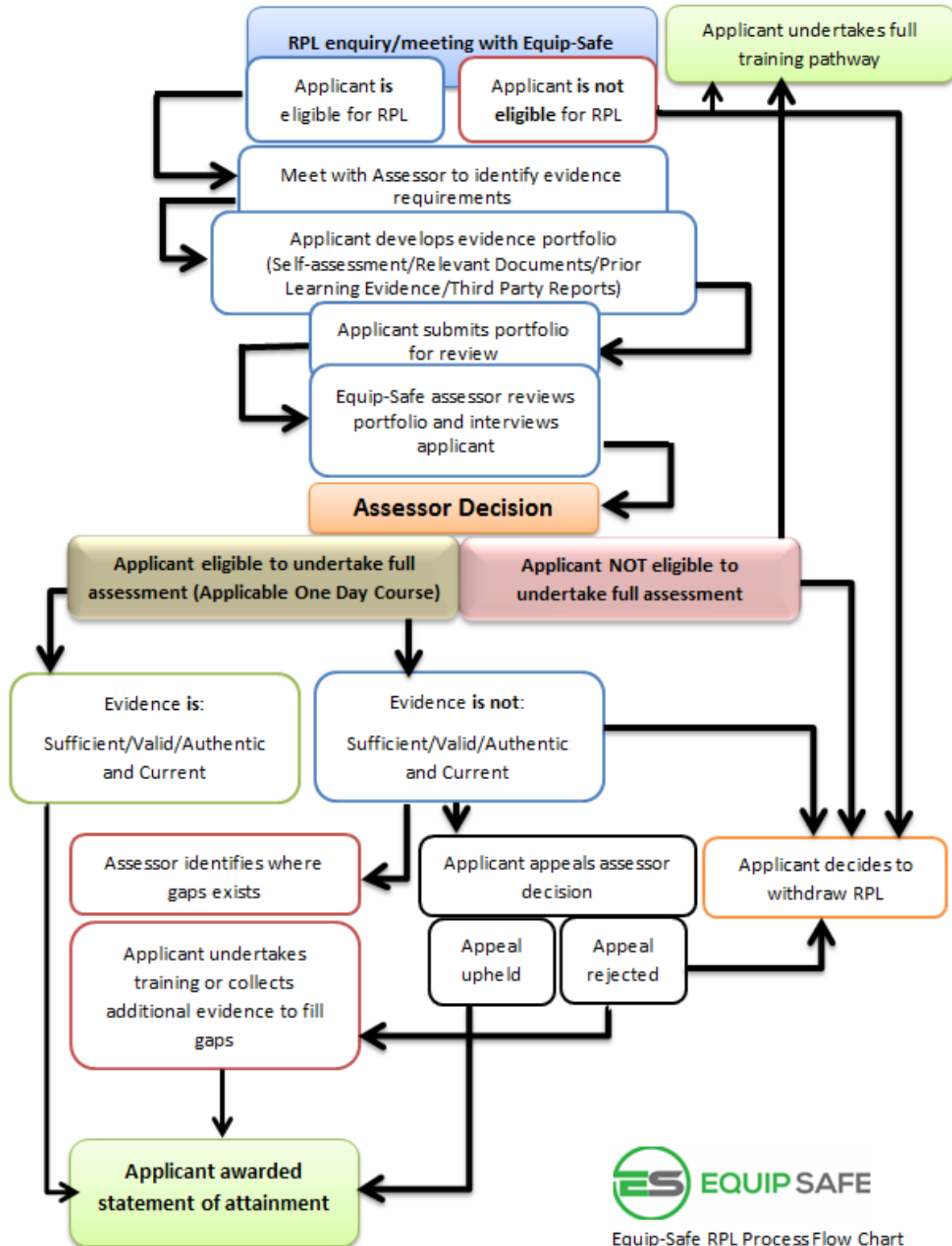
Recognition of Prior Learning


Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact Equip-Safe for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The assessor will make judgement, if the participant has the necessary experience and skills that are required.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 15 of 21
Title	Equip-Safe Client Information Handbook					

RPL Process Flowchart.



 EQUIP SAFE	ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS		
	477 Orrong Road, Welshpool. 6106.		
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National Recognition

Equip-Safe accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

Privacy and Storage of Records

Equip-Safe ensures that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. Equip-Safe only collects information that is necessary to comply with their obligations within the Standards.

All assessment information is securely stored; electronic records in password protected databases, and physical records in a restricted/secure location. Should a participant wish to view his/her assessment at a later date, this may be done so by contacting Equip-Safe directly in writing or in person. Some form of identification will be required to verify the participant. Should a third party wish to view any assessment, permission needs to be granted by the participant who undertook the assessment. This does exclude the Training Accreditation Council and Worksafe, for auditing purposes. 48 hours may be required for Equip-Safe to retrieve these assessments from archives.

Certification Documents

Equip-Safe will issue a Nationally Recognised Statement of Attainment indicating the competencies that have been achieved on completion of all training and assessment components.

Your Statement of Attainment will only be issued upon successful completion of the required Units of Competence and when full monies have been paid to Equip-Safe.


Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Equip-Safe.

Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a drivers licence, passport or proof of age.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 17 of 21
Title	Equip-Safe Client Information Handbook					

 EQUIP SAFE	ACCREDITED SAFETY TRAINING FOR EQUIPMENT OPERATORS		
	477 Orrong Road, Welshpool. 6106.		
	Email:	admin@equipsafe.com.au	www.equipsafe.com.au
	Phone:	08 9358-5772	RTO Code: 0846

Re-issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish Equip-Safe to issue another Certificate there will be a cost involved. At present the cost is \$25.00 per certificate.

Legislation

Equip-Safe is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- a) Vocational Education and Training Act 1996 (WA)
- b) Equal Opportunity Act 1984 (WA)
- c) Health Act 1911 (WA)
- d) Workers' Compensation and Injury Management Act 1981 (WA)
- e) Occupational Safety and Health Act 1984 (WA)
- f) Australian Human Rights Commission Act 1986 (Cth)
- g) Racial Discrimination Act 1975 (Cth)
- h) Privacy Act 1988 (Cth)
- i) Copyright Act 1968 (Cth)
- j) Industrial Relations Act 1979 (WA)
- k) Fair Work Act 2009 (Cth)
- l) Work Health and Safety Act 2011 (Cth)
- m) Disability Standards for Education 2005 (Cth)

All legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au.


Equip-Safe will monitor changes to this legislation and where those changes directly affect Equip-Safe operations will notify everyone concerned.

Occupational Safety and Health

Equip-Safe is committed to providing a safe and healthy work and training environment for all participants and trainers. Equip-Safe makes every reasonable effort to prevent accidents and injuries to both participants and trainers. Equip-Safe promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any physical disabilities need to be advised prior to the course. This will assist Equip-Safe to make a judgment to ensure that they are capable to undertake the course.

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 18 of 21
Title	Equip-Safe Client Information Handbook					

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Learners undertaking a High Risk Work Licence (LF, WP) must have sufficient knowledge of the English language, both written and oral, to safely do work of that class. (OS&H (WA) Reg. 6.20. (2) (d))

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

P.P.E (Personal Protective Equipment) e.g. hard hats, hi-vis, etc., can provided by Equip-Safe on the day(s) of training. Participants may provide their own P.P.E if preferred.



Further Inquiries

If you have any further questions pertaining to your enrolment, course or learning, please do not hesitate to contact any one of the dedicated, friendly Equip-Safe team.

T: (08) 9358-5772

E: admin@equipsafe.com.au

Version	1.33	Doc #: 239	Revision Date: 26 Sep 2018	Next Review: 26 Sep 2019	Approved by: Sue Cameron	Page 19 of 21
Title	Equip-Safe Client Information Handbook					



COMPLAINTS AND APPEALS POLICY

Equip-Safe views all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels they have cause to raise an issue we encourage them to do so.

Complaints

This policy covers managing and responding to allegations involving the conduct of:

1. Our organisation including, our trainers, assessors and other staff
2. Any third parties providing services on our behalf including its trainers, assessors or other staff, and
3. Our learners.

Appeals

This policy also covers to requests for review of decisions, including assessment decisions, made by:

1. Our organisation, and
2. Any third parties providing services on our behalf.

Our approach to resolving issues:

In all cases we ask that if you feel comfortable doing so you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak should be the person concerned, if not that person then someone you believe to be their supervisor or another person in authority.

If you are uncomfortable raising the issue in person then we ask that you answer six simple questions for us, but we will need enough information to take action on your behalf:


Question	What information we would like to know
Who	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them, i.e. receptionist, person you spoke over the phone, etc.
What	What was it that raised your concerns? I.e. inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.
When	What was the date and/or course you were attending when the issue arose?
Where	Where did the issue occur? Tell us as much about the place where the issue occurred as you can.
Why	Tell us why you believe the issue occurred i.e., misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
How	How you would like the issue resolved? What would be your preferred outcome?

How to lodge your complaint or appeal.

You can answer these questions by any means you prefer, telephone, email, text, letter or note or ask us for a form.

Acknowledgement:

We have a regulatory obligation to acknowledge your complaint or appeal in writing so we will need enough personal information about you to do so, we will need your name and either a postal address or email address.

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Natural Justice and Procedural Fairness:

Put simply, this means there are two views to every situation; yours and the other persons. So we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

Timeframes:

We are required to finalise complaints and appeals as soon as practicable (as quickly as reasonably possible).

Where we can resolve the issue at the time we will. If we can't resolve the issue at the time we will finalise it within five working days of you advising us.

If we think that the issue might take longer than 60 calendar days to process and finalise we will write and tell you so and the reason why, we will also give you regular updates on the progress of the matter.

What if we are unable to resolve the issue?

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you.

Your privacy is ensured:

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want take the issue to an external authority you can contact the following:

Training Accreditation Council
 PO Box 1766
 OSBORNE PARK WA 6916
 Telephone: (08) 9441 1910
 Email: tac@des.wa.gov.au

OR

You can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.