



EQUIP-SAFE

CLIENT INFORMATION HANDBOOK
RTO 2394

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Welcome

Welcome to Equip-Safe.

Equip-Safe focuses on providing practical training, and not theory-based training. Wherever possible, training is done by learning on the equipment, and not in a classroom by showing Power Point slides.

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 that 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

The Electrical and Communications Association of Western Australia Inc (ECA WA Inc) trading as

Equip-Safe is registered with Australian Skills Quality Authority (ASQA) to deliver nationally recognised VET training and qualifications and ensures compliance with the [Standards for RTOs 2015](#)

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.

Services

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

- Nationally Recognised Training (Units of Competency)
- Certificates of Competency (non-nationally accredited)
- Verifications of Competency
- Elevating Work Platform Association - Yellow Card

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

Unit Code	Unit of Competency
MSMWS217	Gas test atmospheres
RIIMPO208F	Operate support equipment
RIIWS202E	Enter and work in confined spaces
RIIWS204E	Work safely at heights
TLILIC0003	Licence to operate a forklift truck
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
UETDRRF002	Perform EWP rescue
UETDRRF08	Perform EWP controlled descent escape

Course Information

Full details and course information is available at 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, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript).

Applying for your USI is free and your application can be processed [here](#) online or go to www.usi.gov.au.

All clients undertaking nationally recognised training need a USI.

Registered Training Organisations and individuals can be exempt from reporting or obtaining a USI under certain conditions, however where an exemption is provided the training activity will not be included in the National VET Provider Collection and the training activity will not appear on the student's Authenticated VET Transcript.

Further information regarding USI exemptions can be found here:

<https://www.usi.gov.au>

Booking a Course

- Booking enquiries may be made through our website, by email or verbally by phone.
- All prospective learners will then be emailed a link to our Enrolment Form, or the Enrolment Form can be completed online at our website.
- No booking is confirmed until, the completed Enrolment Form has been returned to Equip-Safe, and payment is made in full. Once your booking is confirmed you will be emailed confirmation of your enrolment.
- Any pre-requisites for a course are detailed on the enrolment form and confirmation email.

Identification Requirements

WorkSafe WA requires learners undertaking training to attain a high-risk work licence (HRWL) need to provide **one form of primary identification**; or at least three secondary documents. One of these documents must include at least your name, and date of birth. Click [here](#) to view the WorkSafe website for acceptable forms of ID.

National Code	Name	HRWL Class
TLILIC0003	Licence to operate a forklift truck	LF
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	WP

NOTE: It is a requirement under the Work Health and Safety Act 2020 (WA) and Work Health and Safety (General) Regulations 2022 (WA) that to obtain a HRWL the applicant must have reached 18 years of age.

Payment of Course Fees

Payment must be made prior to undertaking a course. Payment may be made by debit/credit card or direct debit, eft-pos or cash. If paying by direct debit, Equip-Safe's bank account details can be found on the bottom of your 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.



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.ctf.wa.gov.au

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 Construction Training Fund.

However, if the Construction Training Fund, 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.

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

Cancellations, Refunds or Transfer of Courses

In the event that a student or company 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](#)

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](#).

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.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, and to confirm that an individual can perform to the standard required in the workplace.

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.

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 any part of our premises for safety and health reasons. If you wish to smoke please do so outside in designated area and use the butt bin provided.
- ✓ **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&WSH 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 [Work Health and Safety](#))
- ✓ **Mobile Phones** – Phones are to be turned off during training and assessment. If a person requires to have their phone on for work reasons, or personal reasons, it must be on silent. The assessor must be notified on the day if your phone is required for work or personal reasons.
- ✓ **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.

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;*
- *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.

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.

The full cost for completing an RPL assessment will vary depending on the time required by an assessor to review the evidence provided by the applicant. We recommend that if you are considering the RPL process you contact our office to discuss the cost and process.

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.

National Centre for Vocational Educational Research - Privacy Notice & Storage of Records

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

As an RTO we need to verify your USI number before a Statement of Attainment can be issued and collection of personal information is required for verification.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to

VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Equip-Safe to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

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 enrolments and 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.

VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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 driver's licence, passport or proof of age.

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 \$50.00 for a hard copy.

Legislation

Vet Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTO's are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework

Equip-Safe is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes but is not limited to:

- a. Standards for RTOs 2015
- b. Vocational Education and Training Act 1996 (WA)
- c. Equal Opportunity Act 1984 (WA)
- d. Health Act 1911 (WA)
- e. Workers' Compensation and Injury Management Act 1981 (WA)
- f. Work Health and Safety Act 2020 (WA)
- g. Work Health and Safety (General) Regulations 2022 (WA)
- h. Australian Human Rights Commission Act 1986 (Cth)
- i. Racial Discrimination Act 1975 (Cth)
- j. Privacy Act 1988 (Cth)
- k. Copyright Act 1968 (Cth)
- l. Industrial Relations Act 1979 (WA)
- m. Fair Work Act 2009 (Cth)
- n. Work Health and Safety Act 2011 (Cth)
- o. Disability Standards for Education 2005 (Cth)
- p. Working with Children Crime Record Check Act 2004
- q. Student Identifiers Act 2014
- r. Sex Discrimination Act 1984

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

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

Work Health and Safety

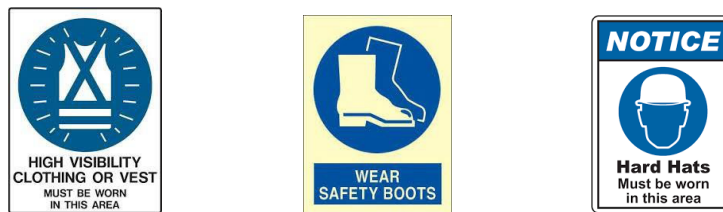
Equip-Safe is committed to providing a safe and healthy work and training environment for all participants and trainers. Equip-Safe makes every reasonable effort to prevent accidents and injuries to both participants and trainers. Equip-Safe promotes the health, safety and welfare of all participants, 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.

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 (refer Division 1 of Part 4.5 of the Work Health and Safety (General) Regulations 2022 (WA))

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 be provided by Equip-Safe on training days. Participants may provide their own P.P.E if preferred.



Ambulance Cover

In the event of a student requiring emergency medical treatment, Equip-Safe has a duty of care to call an ambulance. Students are responsible for their own medical and ambulance expenses and therefore it is strongly recommended that all students obtain personal medical insurance and / or ambulance cover.

Equip-Safe's Training Venue Information

- Please arrive by 7.15am as courses start at 7.30 am sharp, unless otherwise stated. Late arrivals may be refused entry to the course.
- Courses generally finish by 4pm.
- Photo ID is required for verification of identity if undertaking EWP or Forklift, one form of primary documentation is required or at least three forms of secondary ID that does include your full name and date of birth tea and coffee are available as well as kitchen facilities. A food van stops each week day and there are lunch bars nearby.

Further enquiries

If you have any further questions about 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

Attachment A – 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.

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 lodge 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:

- Australian Skills Quality Authority (ASQA). Refer to website <https://asqaconnect.asqa.gov.au>; or
- You can register a complaint with the National Training Complaints Hotline by completing a compliant form or by calling the student enquiry line on 13 38 73. Refer to website: <https://www.dese.gov.au/national-training-complaints-hotline>