NATIONALLY RECOGNISED
TRAINING

MacNELLIE'S
WORKPLACE
SAFETY

STUDENT HANDBOOK

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Welcome to MacNellie's Workplace Safety

Thank you for enrolling with MacNellie's Workplace Safety. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with MacNellie's Workplace Safety depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Mr. Michael MacNellie
General Manager, MacNellie's Workplace Safety
December 2015

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QUALITY POLICY

The purpose of this policy is to confirm MacNellie's Workplace Safety commitment to meeting or surpassing the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looking for ways to improve our service.

Our quality system is based on the requirements of the Australian Skills Quality Authority (ASQA), the Australian Qualifications Framework (AQF), the National Vet Regulation (NVR) Standards, and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality system is well documented so that policies, procedures, and processes can be implemented consistently and are able to be reviewed, monitored and improved. The quality system will be consistently used throughout the organization's activities including situations with partnering arrangements.

Our quality objectives are to:

- Provide quality training, assessment and support services
- Grow our business by looking after our Customers
- Use the quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement and enhancement of processes and performance so that the changing needs of clients and industry continue to be met.
- Comply with Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.

MacNellie's Workplace Safety will ensure the organisation's continuous improvement is systematic, cyclic and includes:

- Planning, including identification of stakeholders and issues about which data needs to be collected so that performance can be evaluated
- Collecting data from the identified stakeholders about issues that affect the quality of the organisation's operations
- Collating and analysing this data to identify improvement opportunities
- Planning improvements and implementing them
- Monitoring the improvements made to gauge how effective they are
- Reviewing the improvements by collecting data, collating and analysing it
- Reviewing continuous improvement processes to determine whether they were effective and productive. (Refer Procedure 1: Continuous Improvement)

To implement this policy we shall focus on the needs of our clients with particular reference to consistently meeting or surpassing our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Procedures Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

MacNellie's Workplace Safety has designated the General Manager as having defined responsibility and authority to:

i. Ensure that MacNellie's Workplace Safety complies with the Standards for Registered Training Organisations (RTOs) 2015 and all legislation and regulations under which it is registered, across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;

ii. Ensure that MacNellie's Workplace Safety provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;

iii. Report on compliance with the Standards for Registered Training Organisations (RTOs) 2015, for review and as a basis for improvement;

iv. Ensure all training and assessment strategies meet the requirements of the Training Package or accredited course and that the strategies are clearly informed by industry consultation and are systematically reviewed.

v. Apply to the National Regulator that has registered it, for any extension to scope of registration;

vi. Provide details, upon the request of the National Regulator that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;

vii. Advise the National Regulator that has registered it, that MacNellie's Workplace Safety has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and

viii. Provide the National Regulator that has registered it, with accurate and timely information regarding registration and compliance (including major changes to MacNellie's Workplace Safety system or staffing profile, relocation of MacNellie's Workplace Safety, financial difficulties and transfer of client records).

ix. Maintain a current scope of registration and ensure that MacNellie's Workplace Safety delivers the most current and up to date training products.

x. Ensure that MacNellie's Workplace Safety has current endorsed or accredited training products on their scope of registration at all times.

xi. Ensure that the scope of registration remains up to date at all times by applying for registration for another accredited course or training package which has current accreditation or endorsement if the accreditation of a course delivered by MacNellie's Workplace Safety expires or a training package delivered by MacNellie's Workplace Safety becomes superseded.

xii. Ensure that where MacNellie's Workplace Safety delivers an accredited course or qualification, that MacNellie's Workplace Safety upgrade to qualifications and competencies within a corresponding national training package within six months and no later than twelve months of one being endorsed and available.

xiii. Ensure that MacNellie's Workplace Safety upgrades to any revised edition of a training package in line with the training package requirements and transitional arrangements or an accredited course as directed by the National Vet Regulation Standards.

xiv. Ensure that the MacNellie's Workplace Safety transition to training package qualifications occurs within six months and no later than twelve months of the publication of any relevant new training package in accordance national vocational education and training policy.

xv. Ensure that MacNellie's Workplace Safety maintains current training package qualifications by monitoring the review of any relevant Training Packages and when a package is reviewed, endorsed and released, and the original package becomes superseded, implement the reviewed training package within six months and no later than twelve months of the date of its release and publication by Training.gov.au or other representative industry skills body.

xvi. Ensure that when MacNellie's Workplace Safety applies for registration for any course or qualification, that the application is for the most up to date and current qualification or course.

MacNellie's Workplace Safety has designated the General Manager (or his authorized representative) with defined responsibility and authority to:

i. Ensure that the RTO complies with its financial management policies;

ii. Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and

iii. When requested, provide the National Regulator that has registered it with a formal assurance that MacNellie's Workplace Safety has sound financial management standards for matters related to MacNellie's Workplace Safety scope of registration and scale of operations.

CODE OF PRACTICE

As a Registered Training Organisation, MacNellie's Workplace Safety has agreed to operate within the Standards for Registered Training Organisations 2015.

LEGISLATIVE REQUIREMENTS

MacNellie's Workplace Safety will meet all legislative and regulatory requirements of State and Federal Government that are relevant to its operations and scope of registration. In particular, Work Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation and regulations which specifically impact on staff, contractors and visitors and the way work is carried out is addressed through induction training and on-going orientation programs and professional development. Legislation and regulations which specifically impact on the role of our learners is addressed during training. The rights and responsibilities of all parties are explained and adhered to by MacNellie's Workplace Safety. Internal audits are conducted regularly to ensure any potential breaches of legislation are identified and dealt with in an appropriate and timely manner.

The relevant Acts and Legislation are show in Appendix A.

MacNellie's Workplace Safety will notify students, staff and stakeholders of any changes to legislative or regulatory requirements that may affect training and assessment services.

Health & Safety
The management of MacNellie's Workplace Safety is committed to providing a workplace that is safe and healthy. We will work together with all relevant employees and key stakeholders in workplace health and safety matters.

MacNellie's Workplace Safety has established procedures for risk management which all employees, contractors and visitors will be required to adhere to. At all times, action will be taken immediately to correct any unsafe condition, which arises.

We will ensure all levels of our company actively participate in workplace health and safety issues, including training, and compliance with workplace health and safety requirements of our customers.

MacNellie's Workplace Safety management will continually monitor and review workplace health and safety control measures.

Anti-Discrimination
It is the policy of MacNellie's Workplace Safety to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

The organisation does not tolerate any form of discrimination or vilification. All persons on site (including visitors) have the right to an environment free of discrimination, vilification and harassment.

Sexual Harassment
The policy of MacNellie's Workplace Safety is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

Vilification
Vilification on the basis of race or religion is simply a public act of hatred – and it's against the law.

It can include things such as graffiti in churches or other public places, speeches, abuse, remarks in the media or on internet sites, gestures, posters or stickers. For these sorts of things to be considered vilification, they need to be public and to incite people to hate others because of their race or religion.

All MacNellie's Workplace Safety employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to vilification or harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

ACCESS AND EQUITY

MacNellie's Workplace Safety will provide training, assessment and support services that are responsive to the individual needs of our students whose age, gender, cultural or ethnic background, disability, physical capabilities, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Student Support Services Policy outlines our commitment to providing support services to ensure access and equity are not barriers for our students.

We will also ensure that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and are supported during our courses.

Quality Improvement Focus

MacNellie's Workplace Safety has a commitment to providing a quality service and a focus on continuous improvement using the Standards for Registered Training Organisations 2015. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs and improvements in operations of the RTO to ensure that the changing needs of clients and industry continue to be met.

Client Service

We have sound management practices to ensure effective client service. In particular MacNellie's Workplace Safety has client service standards, in accordance with ASQA guidelines, to ensure:

- Agreements are in place with each client
- The rights of students/clients as consumers are protected
- MacNellie's Workplace Safety systems support the provision of quality training, assessment and student/client services
- Processes are in place to monitor, review and continuously improve products and services provided to students/clients
- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund and Credit Policy,
- A Complaint and Appeal Policy
- A Student Support Services Policy where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.
- Students are notified as soon as practicable of any changes to new or existing third party arrangements and changes to the RTO ownership.

INTERACTION AND COOPERATION WITH ASQA

MacNellie's Workplace Safety agrees to interact and cooperate with ASQA by participating in monitoring and audit processes and actions. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

MacNellie's Workplace Safety also agrees to supply the following:

- Accurate, truthful and timely data relevant to measures of RTO registration and performance i.e. scope of registration, provision of quality/performance indicator data
- An annual declaration on compliance
- Information about significant changes to its operations within 90 days.
- Information about significant changes to its ownership within 90 days.

MacNellie's Workplace Safety agrees to abide by ASQA requirements for the retention, archiving, retrieval and transfer of training and assessment records.

PARTNERSHIP ARRANGEMENTS (THIRD PARTY)

MacNellie's Workplace Safety may enter into a Partnership Arrangement with a Third Party to conduct either marketing, training or assessment or educational support services on our behalf. A formal written agreement will be established to outline the nature and details of the Arrangement.

MacNellie's Workplace Safety will ensure the Third Party will cooperate with ASQA to:

- provide accurate and factual responses to information requests relating to the delivery of service
- participate in audits and monitoring of its operations.
- retain records or other information consistent with the ASQA retention schedule.

MacNellie's Workplace Safety also agrees to notify ASQA of the following:

- an written agreement for the delivery of services on our behalf within 30 days of the agreement being entered into or any obligations taking effect, whichever occurs first
- within 30 days the agreement coming to an end.

MacNellie's Workplace Safety will also ensure systems are in place to guarantee the ongoing monitoring and review of all aspects of the third party arrangement including compliance to the Agreement and Third Party obligations, to the Standards for Registered Training Organisations 2015. We will also retain evidence of reviews that are conducted and reports completed on these reviews including responses and rectifications of non-compliance.

MANAGEMENT AND ADMINISTRATION

MacNellie's Workplace Safety has policies and management strategies, which ensure sound financial and administrative practices. MacNellie's Workplace Safety will provide to ASQA a financial statement or statements and/or financial projections and/or a business plan in a timely manner on request by ASQA to demonstrate the organization is financially viable during the period of registration. Financial projections which are aligned with the RTO's business plan will be reviewed and confirmed by MacNellie's Workplace Safety external accountant.

We have a Refund of Fees and Credit Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. MacNellie's Workplace Safety has adequate insurance policies including public liability.

Management guarantees the organisation's sound financial position. For student fees, safeguards are in place to ensure the fees for training/assessment comply with the Standards for Registered Training Organisations 2015.

MARKETING AND ADVERTISING

MacNellie's Workplace Safety markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product with full details on the product and service disclosed. All advertising will be conducted in accordance with the provisions of the Standards for Registered Training Organisations (RTOs) 2015.

MacNellie's Workplace Safety recognises all students and clients as consumers requiring the protection afforded by legislation.

MacNellie's Workplace Safety will provide clients and students with the following fee information relating to courses and training so as to ensure clients and students are supplied sufficient and clear information to make valid decisions. The fee information will explain:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges

- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by MacNellie's Workplace Safety to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- MacNellie's Workplace Safety refund policy.

TRAINING AND ASSESSMENT STANDARDS

MacNellie's Workplace Safety has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). All training and assessment staff possess the TAE40110 Certificate IV in Training and Assessment and the nominated vocational units of competencies and/or qualifications they train and assess.

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Sanctions

MacNellie's Workplace Safety will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

COURSE ADMISSION POLICY

All applicants for enrolment are required to satisfy MacNellie's Workplace Safety that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant accredited course, syllabus or Training Package, prior to acceptance for admission to courses.

MacNellie's Workplace Safety also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. MacNellie's Workplace Safety will provide assistance in clarifying the suitability of the course to learner's skill development requirements by referring students to either the hard copy or electronic copy of current course information.

At enrolment MacNellie's Workplace Safety will collect sufficient personal information in order to create or verify the Unique Student Identifier and to satisfy AVETMISS requirements.

ISSUING QUALIFICATIONS POLICY

The purpose of this policy is to confirm that on successful completion of a course or nationally recognised training package qualification, within 21 days of completion as required by the National Vocational Education and Training Regulator Act 2011, participants will be awarded with the approved qualification (Certificate or Statement of Attainment) outlined on the relevant course information. A list of all units of competency completed will be included on, or attached to the qualification.

A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. The statement will be awarded within 21 days of completion as required by the National Vocational Education and Training Regulator Act 2011. Participants successfully completing any recognised short course offered by MacNellie's Workplace Safety are awarded with a Statement of Attainment. MacNellie's Workplace Safety will only issue a Statement of Attainment or qualification for a course that it is registered to deliver.

MacNellie's Workplace Safety will issue Statement of Attainments and Certificates directly to the participant, provided a unique student identifier has been verified and all agreed fees have been paid.

In accordance with the requirements of the Training Package or accredited course, a qualification or Statement of Attainment (as appropriate) will be issued that:

- Meets the Australian Qualifications Framework (AQF) requirements
- Identifies the RTO by its national provider number from Training.gov.au
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

The required reports to ASQA and the National Skills Standards Council on the attainment of units of competency and qualifications will be forwarded on or before the due reporting date of each year.

MUTUAL RECOGNITION POLICY

This policy is to confirm that Mutual Recognition is available to any student enrolling with MacNellie's Workplace Safety.

Mutual recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's. This procedure enables individuals to receive credit for their achievements.

This means credit towards a qualification is granted to students on the basis of outcomes gained by the student through participation in courses or training packages with another Registered Training Provider.

All applications for Mutual Recognition (Credit) will be processed within 21 days of receipt of a completed Mutual Recognition application form.

All qualifications, not issued by MacNellie's Workplace Safety, will be verified and decisions will be supplied in writing to the student.

REFUND OF FEES AND CREDIT

MacNellie's Workplace Safety is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by MacNellie's Workplace Safety. It is the policy of MacNellie's Workplace Safety to ensure that all applications for refund of fees are considered.

An application for refund of course fees under any other circumstance must be made in writing to MacNellie's Workplace Safety.

An initial non-refundable administration fee or deposit of 15% will apply to all courses. This fee is payable 10 working days prior to the commencement of the course.

FEE STRUCTURE

The training costs and fees associated with the courses offered by MacNellie's Workplace Safety are outlined in the relevant course information and are provided to the applicant at the time an initial inquiry or booking is made.

MacNellie's Workplace Safety require all fees to be paid prior to the commencement of training.

However where a course fee is above $1,500, individual participants are required to pay the training component prior to enrolment with the balance of the fees due and payable on booking of the assessment. This does not apply to participants that are employees of a Company that are being paid for by a Company.

REPLACEMENT FEES AND CHARGES

The following charges will be incurred when replacement certificates, cards or log books are requested.

Replacement Certificate	$27.50
Replacement Card	$22.00
Replacement Log Book	$10.00

REFUND OF FEES

Where a student seeks to cancel prior to the commencement of the training program, the following are applicable:

- Cancellation up to 10 working days prior, an 85% refund is available.
- Cancellation between 5 to 10 working days, a 50% refund is available.
- Cancellation less than 5 working days there will be no refund available.

If no refund applies, participants will be provided with an option to transfer to a course being offered at an alternate time. Where the student request to transfer from one course date to another, there will be no additional fee.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course.

Should a student need to exit the training prior to the scheduled completion due to unforeseen circumstances, students may transfer to the next available training program. The original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.

Should the RTO cancel a course or not provide the agreed services, participants are entitled to a full refund (or pro-rata adjusted refund if arrangements are terminated early) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the General Manager and may be negotiated on an individual case-by-case basis.

CREDIT

The terms of credit are at the discretion of the General Manager and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

RECOGNITION OF PRIOR LEARNING POLICY

The purpose of this policy is to ensure that all participants, potential or actual, of MacNellie's Workplace Safety courses are provided with full recognition of their current skills and knowledge.

MacNellie's Workplace Safety promotes acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by MacNellie's Workplace Safety is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

As a registered training organisation MacNellie's Workplace Safety conducts the RPL process:

- By adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- Through a demonstrated commitment to recognising the prior learning of adults;
- By providing access to the RPL process for all potential participants of courses;
- By offering RPL processes which are fair to all those involved; and
- By providing adequate support for all potential RPL applicants.

MacNellie's Workplace Safety make recognition of prior learning available to all learners prior to enrolment to enable collection of supporting evidence prior to any training commencement.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course participants. MacNellie's Workplace Safety automatically check all enrolment details for indications that participants may qualify for RPL, however participants who consider they have potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL applicants are recognised by MacNellie's Workplace Safety and we will make the necessary reasonable adjustments during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner with a focus on collecting valid, sufficient, authentic and current evidence.

RPL Assessment Objectives

The key objectives of MacNellie's Workplace Safety RPL assessment process are to:

- Minimise duplication of learning, training or skill acquisition;
- Allow the completion of studies in the shortest possible time;
- Provide clear RPL outcomes and access to further learning/training and career development;

- Provide quality advice and support to potential and current applicants;
- Conduct the RPL process only in respect to courses for which MacNellie's Workplace Safety is registered to assess;
- Ensure that only fully qualified consultants are involved in the RPL process;
- Document the RPL process
- Recognise competencies and modules gained through an RPL process conducted at another registered RPL training organisation;
- Ensure RPL processes are monitored, evaluated and updated where appropriate;
- Advise RPL applicants of their right of appeal through the formal process; and
- Ensure fees and charges are fair and competitive with the industry standard.

All applications for RPL will be processed within 21 days of receipt of a completed application form with sufficient supporting evidence attached to enable a decision to be made regarding the granting of RPL. All RPL decisions will be supplied in writing to the applicant.
Read ALL of this information carefully to ensure you understand the RPL procedure

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

Benefits

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

How to apply

Step 1

- Discuss your RPL potential with the course co-ordinator.
- Obtain a RPL Application Form, and Guide to Completing a RPL Application from the MacNellie's Workplace Safety Office.

Step 2

- Read the units of competency, that you are seeking recognition for, very carefully.
- Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course co-ordinator.
- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

If submitting qualifications or similar, the original document(s) must be sighted by the MacNellie's Workplace Safety Training Coordinator or certified copies attached.

Step 3

- Complete the RPL Application and attach your evidence.

Step 4

- Lodge the forms with the MacNellie's Workplace Safety Training Coordinator.

Step 5

- Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment, the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

RPL interview

You may be requested to attend an interview with an RPL assessor:

- The assessor will outline the process.
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may include a 'challenge test'.
- If you do not understand any of the questions, ask the assessor for an explanation.
- After the interview a recommendation will be made to the General Manager of the MacNellie's Workplace Safety for a decision on your RPL application.

RPL decisions

1. Request granted
   - Application accepted and prior learning recognised.
   - Study requirements may be reduced if this decision is made.
2. Request for partial exemption granted
   - Your prior learning does not totally match the competency content in the course.
   - You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.
3. Request denied
   - Your prior learning has not been recognised as relevant to the course.
   - The usual study requirements of the course must be completed.

RPL notification

You will be formally notified of the outcome of your RPL application by the MacNellie's Workplace Safety Training Manager.

RPL appeal process

If you are dissatisfied with the level of credit obtained, discuss the assessment with the Training Manager. If you are still dissatisfied, write to the General Manager MacNellie's Workplace Safety within seven days of receipt of the RPL notification and request a review of the decision.

The General Manager's decision will be final. No further appeals are possible.

RPL fee

An initial application fee of $50.00 is payable at the time of lodging a RPL application.

ASSESSMENT POLICY

Competency Based Training and Assessment details shall be provided to the students prior to commencing any training.

Person(s) being assessed may have **special needs**; reasonable adjustments may need to be made in the assessment process. Candidates with special needs may include those with language, literacy and or numeracy problems, disabilities, and anxious or inexperienced candidates. Where practicable support services will be provided to accommodate the needs of the learner.

All assessments shall be conducted in accordance with the Competency Standards for Assessment. Information on assessments that use a simulated assessment environment will be provided to students and other interested stakeholders.

Any unit of competency which requires log books and\or activity books to be maintained and completed, the participant will be advised in writing that they are to be presented prior to their formal assessment taking place for review.

MacNellie's Workplace Safety will provide written advice to the applicants enrolled in high risk license courses that they are ready for assessment.

The assessor must oversee all assessments to:

- provide students with the assessment;
- explain the assessment;
- supervise the assessment (unless a Trainee on a Traineeship in which case this may be carried out by a Work Supervisor).
- sign any competencies achieved and report to administration.

Any assessments carried out for RPL must also be carried out by a Workplace Assessor, reviewed / reported on by the assessor who shall in turn advise administration.

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor – this may be in writing. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed** twice, without incurring any additional fees.

COMPLAINTS AND APPEALS

The objective of this policy is to ensure any complaint or appeal is dealt with in a fair, effective and timely manner. Complaints and appeals will be resolved in accordance with the principles of natural justice. MacNellie's Workplace Safety encourages and values client's views and opinions and will make every effort to resolve it without prejudice. Confidentiality will be maintained through the process to protect the rights and privacy of all involved.

Natural justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

COMPLAINTS

MacNellie's Workplace Safety has processes in place for course participants to lodge a complaint in relation to any matter other than academic decisions in relation to a course or service. The complaint may include the conduct of the RTO, its trainers and assessors or other staff, a Contractor or third party providing services on our behalf or another participant of the Course.

Anyone lodging a complaint has the opportunity to present his/her case.

The complaint procedure allows for:

- An informal approach to the person with whom the participant has the complaint.
- A facilitator who has not been involved in the complaint to review the complaint.
- An independent review by an external consultant or appropriate body.

APPEALS

MacNellie's Workplace Safety has processes in place for course participants enrolled in a course, seeking to appeal against an academic decision or other procedural matter, in relation to a course. The appeal can be a request to review of a decision made by an Assessor. Anyone lodging an appeal has the opportunity to present his / her case.

The appeal procedure allows for:

- An informal approach to the course facilitator
- A facilitator who has not been involved in the original decision
- An independent review by an external appeal consultant

Any substantiated complaint or appeal will be acted upon; recorded and reviewed and, used as an opportunity to improve the service offered by MacNellie's Workplace Safety.

All complaints and appeals will be dealt with within 28 days of receipt of the written details. MacNellie's Workplace Safety will maintain clear, concise communication through the complaints and appeals process which will include a combination of written, verbal and face to face communication. A written response, advising of the outcome of the complaint, will be provided.

EXTERNAL CONSULTANT APPEALS

Mutual agreement is to be reached between MacNellie's Workplace Safety and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where participants wish to use an external consultant who is not approved by MacNellie's Workplace Safety they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

Students/clients may also contact ASQA via their Info line on telephone: 1300 701 801 to voice their complaint, email enquiries@asqa.gov.au , or complete an online complaints form on www.asqa.gov.au

APPEAL DECISIONS

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

COURSE ADMISSION AND RECORDS MANAGEMENT

This policy ensures systems are in place for recording personal details of course/program participants, enrolments, recording evidence of assessment, competencies achieved and results of assessment. It also ensures continuous improvement systems are in place to guarantee the ongoing monitoring and review of all aspects of business operation.

COURSE ADMISSION

All applicants for enrolment are required to satisfy MacNellie's Workplace Safety that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant accredited course, syllabus or Training Package, prior to acceptance for admission to courses.

MacNellie's Workplace Safety also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. MacNellie's Workplace Safety will provide assistance in clarifying the suitability of the course to learner's skill development requirements by referring students to either the hard copy or electronic copy of current course information.

At enrolment MacNellie's Workplace Safety will collect sufficient personal information in order to create or verify the Unique Student Identifier and to satisfy AVETMISS requirements.

Fee Structure

The training costs and fees associated with the courses offered by MacNellie's Workplace Safety are outlined in the relevant course information and are provided to the applicant at the time an initial inquiry or booking is made.

MacNellie's Workplace Safety require all fees to be paid prior to the commencement of training.

However where a course fee is above $1,500, individual participants are required to pay the training component prior to enrolment with the balance of the fees due and payable on booking of the assessment. This does not apply to participants that are employees of a Company that are being paid for by a Company.

RECORDS MANAGEMENT

Record Maintenance

MacNellie's Workplace Safety is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and AVETMISS compliant computer based student management software systems designed to ensure we could provide detailed and timely information to our clients. Records of students who relate to a government funded arrangement will display the allocated unique student identifier supplied by the funding authority.

MacNellie's Workplace Safety have implemented changes to ensure our student management software can create and verify a unique student identifier to ensure all current students records display the allocated national student identifier.

Only authorised personnel at MacNellie's Workplace Safety can access client records. Our student management software has a secure logon to prevent unauthorized access, loss or damage to student information or records.

Personal details and Privacy Policy
Student details of address, email and phone numbers are entered into the RTO database and remain confidential. Any change of address must be given to MacNellie's Workplace Safety on a change of address form. It is the student's responsibility to ensure that personal details are current and correct. Learners/clients are informed of the process to gain access to their records. A student/client request for permission to access individual student/client records must be in writing.

MacNellie's Workplace Safety in its operations and provisions complies in all ways with the Privacy Amendment (Private Sector) Act 2000. This prevents MacNellie's Workplace Safety from providing any student details to any other person other than the student without the express permission of the individual concerned.

Assessment Records
Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by MacNellie's Workplace Safety are maintained in accordance with accepted best practice principles.

Records of learners' participation and progress through their training program are systematically collected, recorded and stored. MacNellie's Workplace Safety uses both paper based and AVETMISS compliant record keeping systems for recording evidence. In face to face sessions, instructors complete all required program assessment documents on candidates (e.g. student assessment books, evidence record forms) as completed by the candidate throughout their study program. Electronic records are updated as soon as practical after completion of assessment to ensure up to date information is available on participants and authorised clients on request. On-line student records are updated as soon as assessments are 'marked'.

Assessment results are retained by MacNellie's Workplace Safety for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and under normal circumstances for a minimum of six months after the completion of the relevant course/program or consistent with any legislative or Contractual retention requirements. Participant results will only be released for legal, educational or individual participant, or their authorised client, requirements as necessary.

Performance and governance
MacNellie's Workplace Safety will provide accurate and current information on its performance consistent with the Data Provision Requirements. The manner in which we will comply includes:

- Obtain, report and retain evidence of full AVETMISS data collection for all students- completed annually each February for the previous calendar year
- Collect and report to ASQA Quality Indicator data from using the learner engagement and employer satisfaction questionnaires – submitted annually by 30 June for the previous calendar year.

Records management practices are monitored and reviewed to identify areas for improvement.

STUDENT SUPPORT SERVICES

MacNellie's Workplace Safety will ensure that access and equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity. Students with Language, Literacy and Numeracy problems, a disability or limited physical capabilities, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

MacNellie's Workplace Safety will systematically assess learner's training and learning support needs to identify and provide access to appropriate support services, ensuring the necessary services are provided for participants, so learners will have every reasonable opportunity to complete their training program. Training, assessment and learning support services provided to each client will be relevant to and reflective of the training and assessment strategy/s which relate to the individual learner's learning program pathway.

MacNellie's Workplace Safety may be available to provide additional tutorials or one-on-one training or assessment support for participants. Additional services beyond our capacity may attract additional costs to the participants. All recommended support services will be clearly discussed with the participant prior to the commencement of the services.

MacNellie's Workplace Safety support services may include:

- Ensuring the requirements of individual learners are met during training and assessment;
- Providing learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Providing training programs and services that are accessible to all people;
- Provision of additional, modified or customised resources, learning materials, equipment or processes in an alternate format to increase learning opportunities;
- Flexible scheduling and delivery of training and assessment and where required, contextualisation to a specific workplace;
- Provision of additional tutorials and refresher sessions.
- Referring students to additional support services (including LLN programs);

STUDENT RULES

MacNellie's Workplace Safety aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow MacNellie's Workplace Safety Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

It is your responsibility to notify MacNellie's Workplace Safety if you change your name or address after enrolment. This is critical to receive important information from MacNellie's Workplace Safety (e.g. Results of Assessments). There is a 'Change of Address Notification' available from the administration officer or you can call the Training Coordinator.

Mobile Phones, Pagers and other Electronic Devices

The staff at MacNellie's Workplace Safety make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones, Pagers and other electronic devices should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge. Only in emergencies will permission be given for mobile phones to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

MacNellie's Workplace Safety prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by MacNellie's Workplace Safety. The penalties for serious misconduct range from exclusion from MacNellie's Workplace Safety courses for a period of time to 'Removal of Academic Privilege'.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by MacNellie's Workplace Safety.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from MacNellie's Workplace Safety courses for a specific period of time.

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the General Manager for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of MacNellie's Workplace Safety operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of MacNellie's Workplace Safety
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of MacNellie's Workplace Safety
- Intoxicated and disorderly on premises under the control of MacNellie's Workplace Safety Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of MacNellie's Workplace Safety
- Used an object as a weapon to threaten or intimidate another person on premises under the control of MacNellie's Workplace Safety

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any MacNellie's Workplace Safety meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any MacNellie's Workplace Safety property or the property within premises under the control of MacNellie's Workplace Safety personnel
5. Assaulting or attempting to assault any person within MacNellie's Workplace Safety
6. Drunken and disorderly behaviour on premises under the control of MacNellie's Workplace Safety
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment

10. Any indictable offence which impinges on MacNellie's Workplace Safety operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.
(Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:
If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Manager, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by MacNellie's Workplace Safety.
The student/trainee will be advised of the time to attend a meeting with the Training Manager and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.

4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Training Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.

6. The Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:

    - Modify or dismiss the charge
    - Reprimand and warn the student/trainee against repetition of the breach of discipline
    - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
    - Remove Academic Privilege

COURSE OVERVIEW

MacNellie's Workplace Safety is a high quality training provider specializing in a number of industry specific courses.

For further information on the courses available, please contact our office on 4662 6860 or email training@macnellies.com.au and request a course brochure.

GUARANTEE

MacNellie's Workplace Safety will provide learners with every opportunity to complete your course of study providing attendance is maintained and assessment tasks are completed.

MacNellie's Workplace Safety will provide individual support to assist learners with LL & N problems including conducting one-on-one training and assessment.

Note:

You are required to return this page to the MacNellie's Workplace Safety office.

I have read the information contained in MacNellie's Workplace Safety Student Handbook. I am aware that further detailed information relating to MacNellie's Workplace Safety services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Signed: _____ Dated: _____

Name (please print): _____

PLEASE RETURN THIS SIGNED FORM WITH YOUR ENROLMENT FORM BY POST TO:

MacNellie's Workplace Safety
49 Condamine Street
DALBY QLD 4405
Telephone: (07) 4662 6860
Fax: (07) 4662 6884