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# **Student Handbook**

## **Vocational Education and Training in Australia**

**To be available to each student upon enrolment**

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## Code of Practice

As a Registered Training Organisation committed to upholding the Standards for Registered Training Organisations (RTO's) 2015, Reserve Training & Safety will ensure that its policies and management practices maintain high professional standards in the delivery of vocational education and training services which safeguard the quality educational interests and welfare of clients and course students.

Reserve Training & Safety will:

- maintain a safe and inclusive learning environment that is conducive and supportive of all student's achieving successful outcomes
- have the capacity to deliver all nominated courses; provide adequate facilities; use appropriate training and assessment methods and provide relevant materials and resources
- recognise training qualifications issued by other Registered Training Organisations
- uphold and comply with all Standards for Registered Training Organisations (RTO's) 2015

## Mission Statement

Reserve is a group of Australian companies which provide quality services to enhance our customers' profitability and performance, ensuring that safety, the environment and the community are all essential elements of our business.

Our services will be delivered by competent, reliable people who are supported and monitored to maintain our client expectations.

Our dealings with our clients and our people are open, honest and mutually beneficial.

## Legislative Requirements

Reserve Training & Safety will meet all legislative requirements of State and Federal Government. In particular, Workplace Health & Safety, Workplace Relations, VET Regulator and Vocational Placement Standards will be met at all times.

## Access & Equity

All students and/or clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy will ensure that applicant selection decisions comply with equal opportunity legislation. Additionally, 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 above legislative requirements will be met, including all State and Federal Anti-Discrimination Acts, to ensure that students, staff and clients diversity is respected. Access and equity principles surrounding specific needs will be considered and accommodated for in line with Reserve's policies, procedures, processes and ASQA requirements.

## Enrolment & Induction

All students participating in training through Reserve Training & Safety must complete an enrolment form. From January 2015 all students going nationally recognized training need to have a Unique Student Identifier (USI). This information forms part of the Reserve Training & Safety enrollment process.

In accordance with State and Federal Information Privacy Acts information about students will only be used for the intended purposes and will not be disclosed to other parties unless direct permission has been sought from the student.

Certain information is required by organisations receiving government funds and is used to maintain student training records and for statistical purposes to plan future training opportunities and facilities. In some cases, additional information may be requested to manage disabilities, impairments or long-term conditions where indicated on the enrolment form.

All staff will, at all times, respect student's privacy and maintain confidentiality as required under privacy legislation. Where a student chooses to not fully complete an enrolment form, Reserve Training & Safety may be unable to provide the services they seek.

Reserve accepts and mutually recognises the decisions and outcomes of any other RTO's throughout Australia in compliance with Standards for Registered Training Organisations (RTO's) 2015 recommendations. We recognise and accept Qualifications and Statements of Attainment issued by other RTO's, enabling students to receive national recognition of their achievements via Credit Transfer.

***Reserve Training & Safety guarantees training and assessment services once enrolment has commenced.***

## Fees & Charges

### ***Public Courses***

Where an individual enrolls in a public course with Reserve Training & Safety payment must be paid prior to commencement of the course or with prior arrangement on the day. Course fees include all administration and course resources, no other fees apply except for a report of the Statement of Attainment. Where no payment is received, enrolment will not occur, Reserve does not offer any payment plans for our courses.

In the event you require a reprint of a Statement of Attainment there will be additional fee of \$ 25.00.

Company's may make arrangements for a seven (7) day account and shall be invoiced accordingly.

### ***Service Agreements (Companies Only)***

Reserve Training & Safety may enter service agreements upon negotiation based on 30 day accounts.

## Refunds

Reserve Training & Safety has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course students under fair and reasonable circumstances. The management guarantees Reserve Training & Safety sound financial position and safeguards Client / Student fees until used for training / assessment.

- Registration may be cancelled by a student / employer up to five (5) working days prior to commencement of course with students either transferring to another course or receiving a full refund.
- Registration cancelled by a student / employer less than five working days but before 3 days prior to commencement of a course will incur a 25% cancellation / transfer fee.
- If no cancellation notice is received, or cancellation is made with less than 3 day's notice, no refund will be issued to a student / employer. Each case for no notice will be at the discretion of Reserve Training & Safety's management.
- A student / employer may substitute another student at any time prior to course commencement date should the nominated person be unable to attend. Notification to Reserve Training & Safety of such changes is imperative and should be mutually agreeable.
- Reserve Training & Safety reserves the right to cancel or postpone a course to an alternative date. All registered students affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the student can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of Reserve Training & Safety management
- Reserve Training & Safety, in compliance with the Standards for Registered Training Organisations (RTO's) 2015, will not accept advance payment in excess of \$1,000 for each individual student prior to course commencement.

## **Literacy, Language & Numeracy (LL&N)**

Reserve Training & Safety is committed to providing ongoing support to all students of Nationally Recognised Training Programs and will assist them in achieving their training goals in contributing to their career aspirations and personal growth.

The approach taken by Reserve Training & Safety is that all students indicating LL&N issues will be interviewed by their perspective trainer / assessor prior to the commencement of training to a) establish rapport and to b) ascertain the student's specific learning needs and to identify ways to meet his / her requirements.

'Reasonable adjustment' can be made to course materials, delivery and assessment to ensure that the LL&N demands of the training and assessment do not exceed the requirements of the workplace as well that of the individual student (e.g. provision of additional support and customisation) when appropriate. Please advise our office of any known LLN issues prior to course delivery on 1300 360 085.

## **Complaint / Appeals / Welfare**

Reserve Safety & Training adheres to all State and Federal Work Health & Safety, Anti-Discrimination and Equal Employment Opportunity legislation. The Welfare Policy is underpinned by the Work Health & Safety policy and the Access and Equity policy.

Reserve Safety & Training provides a safe, inclusive and equitable workplace for all staff and students and which is free from all harassment, discrimination or unfair treatment.

Initially, the person with the complaint must try to resolve the problem directly with the person/s involved. If satisfaction is not achieved at this time, the complaint must be registered with Reserve Training & Safety, by completing a Complaints / Appeal Form, as soon as possible. If required you can contact our Head Office to obtain this Form as identified at the end of this handbook.

Upon receipt of the complaint, a person shall be appointed to handle the complaint. A resolution will be reached in seven (7) days and all parties notified by email. The complaint is registered in the Complaints / Appeals Register.

An independent person or panel will be appointed to hear the Complaint if a satisfactory outcome is not achieved. Details of the outcome must be entered into the Complaints / Appeals Register.

## Code of Conduct

All students have a responsibility to:

- Respect the rights of all other people who access the services / facilities of Reserve Training & Safety
- Uphold and encourage application of Reserve Training & Safety's Access and Equity Policy
- Behave in ways that contribute to the orderly, effective and safe functioning of Reserve Training & Safety including adhering to Reserve Training & Safety's WH&S Policy
- Not negatively impact on the learning environment for other individuals or groups of students
- Comply with course attendance requirements, (including necessary USI requirements), and not unreasonably disrupt a class through lack of attendance, non-punctuality or bad behaviour

Reserve Training & Safety will not tolerate any antisocial, disruptive or damaging behavior, or any other form of unacceptable conduct. In response to inappropriate behavior:

- the student may be excluded from class for the session, day or course
- the student's enrolment may be cancelled and their Employer notified
- the student may be requested to make restitution
- the police may be notified

Where a student is dissatisfied with Reserve Training & Safety's treatment of the situation the student may also have access to Reserve Training & Safety' Complaints and Appeals Policy and Procedures.

## Specific Issues

- Punctuality – classes will start on time
- Absences - If you are unable to attend a training session or pre-scheduled course, please ring Reserve Training & Safety to advise of your absence before the start of the training session/course.
- When a student is absent for two (2) consecutive hours of training without notifying Reserve Training & Safety, the learner will be deemed to have withdrawn. The relevant employer / agency shall be notified.
- No Smoking - All Reserve Training & Safety's buildings are smoke free environments. Provisions have been made outside the building.
- Appropriate breaks will be provided during training sessions. Tea and coffee will be provided.
- A broad cross section of the community participates in our classes. Please respect other students, their belongings and their confidentiality.

- Students are reminded that our training venues are public places and students are responsible for their own property. Please do not leave valuables unattended.
- Appropriate language and behaviour, which reflects the “community” nature of our organisation, should be maintained at all times during training.
- Mobile phones should be switched to silent during classes.

## Assessment Standards

Reserve Training & Safety has personnel with appropriate qualifications and experience, in line with the Standards for Registered Organisations (RTO's) 2015 and relevant ASQA requirements, to deliver the training and facilitate the assessment relevant to the training products being offered. Assessment will meet AQTF National Assessment Principles (including Recognition for Prior Learning / Credit Transfer)

A student is seen to successfully ‘complete’ a unit when they have demonstrated competency and achieved set learning outcomes. Trainers will advise learners of the context and purpose of the assessment, the assessment process, when and where assessment/s will occur, the required competencies / learning outcomes and when a learner has successfully completed.

Outcomes include:

- Competent
- Not Competent
- Withdrawn

Students who feel they have been unfairly assessed should refer to the Complaints and Appeals Process.

All results will be kept in accordance with the guidelines set down by the Standards for Registered Training Organisations (RTO's) 2015. If a student does not complete an entire qualification, or only completes individual units of competency, a Statement of Attainment will be issued for those units successfully completed. A Certificate will be issued to each student who satisfactorily completes a full qualification, with all required core and elective units completed.

Where a learner is deemed not competent additional assessment cost will apply – this will be determined by the Reserve Training & Safety management on an individual case by case basis.

## Issuance of Qualifications

Reserve Training & Safety is committed to issuing qualifications that meet the requirements of the Standards for Registered Training Organisations (RTO's) 2015 and meet the all requirements of the Australian Qualification Framework Qualifications Issuance Policy and Australian Skills Quality Authority guidelines.

If a request is made by a student, upon loss or damage of a pre-issued Statement of Attainment or Qualification Reserve Training & Safety will reprint and issue for an additional fee of \$25.00.

## Recognised Prior Learning (RPL)

Reserve Training & Safety is committed to providing a Recognition of Prior Learning process to all students that is:

- Valid
- Reliable
- Flexible
- Fair
- Authentic

This process allows all students who wish to have their current skills and knowledge, as well as previous learning and education which may have contributed to their competence level, assessed against a nationally recognised course, unit of competency or qualification.

This quality process also ensures that efficiency, effectiveness; flexibility, fairness and openness are maintained at the planning, implementation and reviewing stages of the recognition process. In order to achieve this, the RPL process at Reserve Training & Safety is conducted by Assessors who are experienced professionals in their industry and have a detailed knowledge of the individual competencies and qualifications within Training Package being assessed. This knowledge and expertise enables them to achieve the required efficiency, effectiveness, flexibility, fairness and openness. The RPL process also allows a consultative approach to fairly assessing both prior, and current, competence through planning, implementing and evaluating the evidence submitted.

In addition, those students who are dissatisfied with the outcome of a recognition process are able to lodge an Appeal through Reserve Training & Safety appeals process. Student feedback is welcomed regarding the RPL process is used as a valuable mechanism to continually improve the process.

## Workplace Health & Safety

The management of Reserve Training & Safety is totally committed to providing and maintaining a safe and healthy working environment for all student, staff and clients at all times. All known hazards to health and safety will be removed. Where this is not practical, they will be managed and controlled so as to prevent injury, illness and dangerous occurrences. There can be no compromise with safety. Any potential hazards which come to Reserve Training & Safety's knowledge will be treated in the same way.

The Health and Safety Policy of Reserve Training & Safety aims to protect clients and others at our workplace or training venues from work-caused injury and ill health. It complies with all relevant State and Federal Safety legislation.

When delivering training and assessment in the workplace, the employer (or PCBU), is responsible for all safety related issues in their workplace and must abide by all their legislative workplace safety responsibilities. Reserve Training & Safety will review the workplace initially and make any recommendations to Employers, or PCBU's, on additional health and safety requirements identified.

At Reserve Training & Safety the Health & Safety Policy is an integral part of our management plan and our goal is to have zero injuries to staff, contractors and members of the public within our workplace/s. This can only be achieved through consultation and cooperation by all.

## **Privacy Policy / Access to Information**

Reserve Training & Safety is committed to protecting the privacy of student's personal information. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access enrollment personal information. In accordance with State and Federal Information Privacy Acts information about students will only be used for the intended purposes and will not be disclosed to other parties unless direct permission has been sought from the student.

We only collect information that is directly relevant to effective service delivery. Reserve Training & Safety will exercise strict control over consent, clarity and confidentiality of information. As noted above, if a third party requires client information we will obtain written consent from the relevant student prior to the release of any information.

The student has full access to his/her records upon request to Reserve Training & Safety. This request can come in person, by telephone or via the trainer/assessor responsible for the student's training/assessment. A selection of security questions will be asked to confirm the identity of the person before the release any information.

## **Quality Control**

Reserve Training & Safety has a commitment to providing a quality service with an ongoing focus on continuous improvement. We value feedback from course students, staff and employers for incorporation into future training programs.

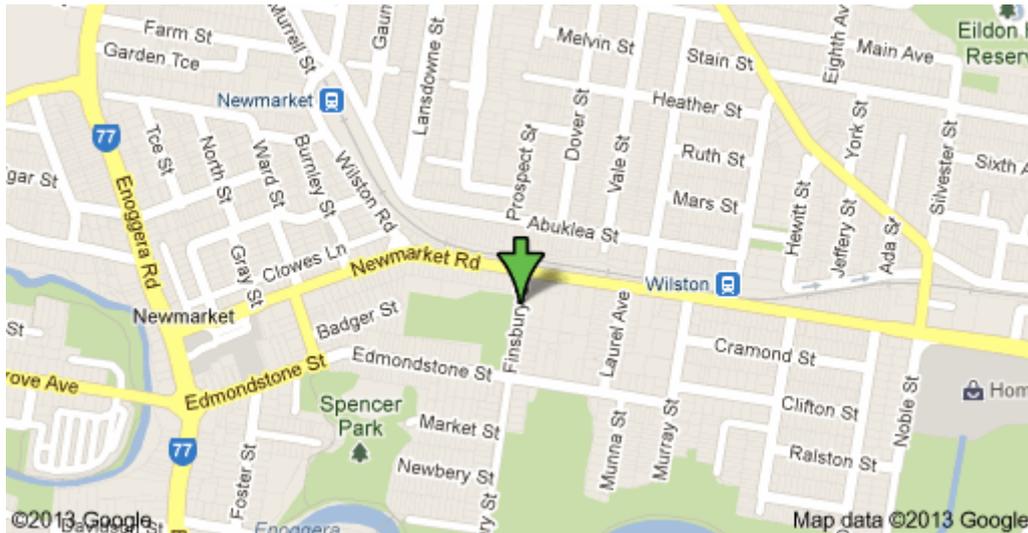
**Thank you for choosing  
Reserve Training & Safety**

# RESERVE TRAINING & SAFETY

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