



Commonsense Safety Training Pty Ltd

Student Handbook

This written agreement outlines the conditions, the rights and responsibilities of students of **Commonsense Safety Training Pty Ltd**.

RTO Code#: 41347

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INTRODUCTION

Message from the CEO

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook I welcome your input and will ensure myself and the Commonsense Safety Training Pty Ltd team adhere to our underlying philosophy of continuous quality improvement in all aspects of Commonsense Safety Training Pty Ltd 's operations.

This student handbook provides the direction that informs and guides Commonsense Safety Training Pty Ltd towards the provision of best practice in training development, management and service delivery. For Commonsense Safety Training Pty Ltd, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Commonsense Safety Training Pty Ltd, it will ensure that their investment in training provides the best possible training experience and outcomes.

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by Commonsense Safety Training Pty Ltd are aligned to the RII Resources and Infrastructure training package for quality assurance and best practice.

Commonsense Safety Training Pty Ltd recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by Commonsense Safety Training Pty Ltd have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Commonsense Safety Training Pty Ltd strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Commonsense Safety Training Pty Ltd to capitalise on these opportunities for improved practice. Commonsense Safety Training Pty Ltd supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Commonsense Safety Training Pty Ltd, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Commonsense Safety Training Pty Ltd will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Commonsense Safety Training Pty Ltd will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Commonsense Safety Training Pty Ltd recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Commonsense Safety Training Pty Ltd has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of Commonsense Safety Training Pty Ltd 's safety system and provides guidance for meeting the requirements of Work Health and Safety Act on Commonsense Safety Training Pty Ltd 's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Commonsense Safety Training Pty Ltd employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Commonsense Safety Training Pty Ltd management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Commonsense Safety Training Pty Ltd students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by Commonsense Safety Training Pty Ltd to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Commonsense Safety Training Pty Ltd staff and student's to see

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At Commonsense Safety Training Pty Ltd it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Commonsense Safety Training Pty Ltd staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Commonsense Safety Training Pty Ltd policy and procedures to rectify the situation.

All students and staff working with Commonsense Safety Training Pty Ltd have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Commonsense Safety Training Pty Ltd policy and procedures.

Commonsense Safety Training Pty Ltd ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Commonsense Safety Training Pty Ltd management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Commonsense Safety Training Pty Ltd staff and students should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of Commonsense Safety Training Pty Ltd.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms.

It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Commonsense Safety Training Pty Ltd
- When Commonsense Safety Training Pty Ltd management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Commonsense Safety Training Pty Ltd management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Commonsense Safety Training Pty Ltd management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with Commonsense Safety Training Pty Ltd. According to the law, a child is considered any individual less than 18 years of age.

Commonsense Safety Training Pty Ltd will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Commonsense Safety Training Pty Ltd management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Commonsense Safety Training Pty Ltd will report to the

Department of Communities, Child Safety and Disability Services Commonsense Safety Training Pty Ltd .

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Commonsense Safety Training Pty Ltd, the Commonsense Safety Training Pty Ltd CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

Commonsense Safety Training Pty Ltd will comply with all relevant State and Federal legislation in the area of working with children.

Commonsense Safety Training Pty Ltd management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: <http://afp.gov.au>

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Commonsense Safety Training Pty Ltd should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Commonsense Safety Training Pty Ltd has designed agreements, enrolment forms, service agreements or similar using a logical format and simple English. This includes, but is not limited to:

- Wording that allows the perspective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

Privacy Principles

Under the *Data Provision Requirements 2012*, **Commonsense Safety Training Pty Ltd** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by **Commonsense Safety Training Pty Ltd** for statistical, regulatory and research purposes **Commonsense Safety Training Pty Ltd** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Privacy Principles that are strictly applied to all aspects of Commonsense Safety Training Pty Ltd's operations include:

Collection

Commonsense Safety Training Pty Ltd will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

Commonsense Safety Training Pty Ltd will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

Data quality

Commonsense Safety Training Pty Ltd will take all reasonable measures to ensure that all students' personal information that is collected used or disclosed is accurate, current and complete.

Data security

Commonsense Safety Training Pty Ltd will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

Commonsense Safety Training Pty Ltd will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, Commonsense Safety Training Pty Ltd will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Commonsense Safety Training Pty Ltd will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Commonsense Safety Training Pty Ltd will correct and update to file.

Unique identifiers

Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Commonsense Safety Training Pty Ltd will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Commonsense Safety Training Pty Ltd privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Commonsense Safety Training Pty Ltd will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Student progress

Students have the right to request information about or have access to their own individual records. Commonsense Safety Training Pty Ltd trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your Commonsense Safety Training Pty Ltd trainer and assessor or administration staff at any time for a printout of your progress.

STUDENT OVERVIEW**What courses can I study with Commonsense Safety Training Pty Ltd?**

Commonsense Safety Training Pty Ltd strictly adheres to Standards for RTOs 2015 with all programs aligned to the qualifications contained in the RII Resources and Infrastructure Training Package. Ensuring best practice in service and delivery at all times.

How is training delivered?

Training courses with Commonsense Safety Training Pty Ltd are delivered by:

- Face to face classroom training
- Blended learning

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting Commonsense Safety Training Pty Ltd. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

FEES

Commonsense Safety Training Pty Ltd operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Commonsense Safety Training Pty Ltd management.

Where less than \$1,000 is collected prior to the commencement of training or where the total course fee is less than \$1,000, a fee protection process is not required. These fees are paid by/charged to the student, a government agency or the student's employer.

Where the total course fee is more than \$1,000, Commonsense Safety Training Pty Ltd will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services. One of the requirements of Schedule 6 requires the RTO to be a member of a recognised Tuition Assurance Scheme.

Fee information is available via:

- Commonsense Safety Training Pty Ltd website
- Commonsense Safety Training Pty Ltd program brochures
- Commonsense Safety Training Pty Ltd promotional material
- Direct email from Commonsense Safety Training Pty Ltd

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Commonsense Safety Training Pty Ltd and our clients will be protected.

Commonsense Safety Training Pty Ltd will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- d) 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
- e) The applicant's refund policy.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by Commonsense Safety Training Pty Ltd has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is Commonsense Safety Training Pty Ltd's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Program fees are available on the website or by contacting Commonsense Safety Training

Payment required in advance

No deposit is required

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

No withdrawal fee is applicable.

Re-submit fee

No re-submit fee applies.

Re-assessment fee

No re-assessment fee applies.

Produce partial completion statement of attainment

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Re-print certification

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST

Receiving Payments

Fees paid in advance

No deposit is required

Refunds

Commonsense Safety Training Pty Ltd has a fair and reasonable refund policy.

All requests for a refund must be made in writing to Commonsense Safety Training outlining the reasons for reimbursement. All cancellations in writing more than 72 business hours prior to the commencement of the unit will be eligible for a full refund. If a course is cancelled by Commonsense Safety Training the fees will be refunded or an alternative course schedule can be negotiated with the client. Once a course has commenced fees are non-refundable unless the client states exceptional circumstances and can provide a medical certificate or show extreme personal hardship.

In this case fees may be refunded but would be on a case by case basis minus an administrative fee of \$20.

If a client withdraws from a unit after the commencement of the unit, no refund of training program fees will be paid. If a client fails to attend the unit they have enrolled in, no refund of fees will be paid. Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the Commonsense Safety Training Pty Ltd in the event the:

- Arrangement is terminated early, or
- Commonsense Safety Training Pty Ltd fails to provide the agreed services.

RECORDS

Commonsense Safety Training Pty Ltd has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Commonsense Safety Training Pty Ltd and committees, individuals or organisations acting on its behalf.

Record keeping Procedures

Results of assessment records

Student assessment results will be recorded electronically within the Commonsense Safety Training Pty Ltd database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Commonsense Safety Training Pty Ltd ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Commonsense Safety Training Pty Ltd enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

Commonsense Safety Training Pty Ltd software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper records will be securely shredded every twelve (12) months in accordance with Commonsense Safety Training Pty Ltd CEO's directions.

Ceasing operation

In the event that Commonsense Safety Training Pty Ltd ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

Commonsense Safety Training Pty Ltd will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

Commonsense Safety Training Pty Ltd has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to student records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Commonsense Safety Training Pty Ltd trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the Commonsense Safety Training Pty Ltd database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by Commonsense Safety Training Pty Ltd management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Commonsense Safety Training Pty Ltd trainers and assessors or administration staff will provide the requested information or access.

Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Commonsense Safety Training Pty Ltd trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

Commonsense Safety Training Pty Ltd considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Commonsense Safety Training Pty Ltd are made aware of the confidentiality procedures and privacy policies prior to commencing work with Commonsense Safety Training Pty Ltd.

Commonsense Safety Training Pty Ltd ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

Commonsense Safety Training Pty Ltd will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, Commonsense Safety Training Pty Ltd will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Students enrolling with Commonsense Safety Training Pty Ltd will be made aware of the recognition of qualifications policy by Commonsense Safety Training Pty Ltd staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Commonsense Safety Training Pty Ltd trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Commonsense Safety Training Pty Ltd for verification.

Commonsense Safety Training Pty Ltd will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Commonsense Safety Training Pty Ltd staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Commonsense Safety Training Pty Ltd staff will update the student's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Commonsense Safety Training Pty Ltd. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by Commonsense Management Consultancy.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

Commonsense Safety Training Pty Ltd will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Commonsense Safety Training Pty Ltd applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Commonsense Safety Training Pty Ltd will ensure that student's USIs are applied for or verified USI at the time of enrolment.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

Assessment Policy

Commonsense Safety Training Pty Ltd acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with Commonsense Safety Training Pty Ltd's access and equity policy
- All students have access to re-assessment on appeal

Commonsense Safety Training Pty Ltd implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Commonsense Safety Training Pty Ltd recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

RECOGNITION OF PRIOR LEARNING

Commonsense Safety Training does not undertake RPL for any courses that may result in a SafeWork NSW qualification

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Commonsense Safety Training Pty Ltd appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Commonsense Safety Training Pty Ltd 's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to Commonsense Safety Training Pty Ltd 's RPL policy which is contained in the Commonsense Safety Training Pty Ltd student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced.

As part of the Commonsense Safety Training Pty Ltd enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- Provide the student with copies of an RPL Introduction Letter
- Provide the student with information about the types of evidence that can be used to support an RPL application

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

CLIENT SERVICES

Commonsense Safety Training Pty Ltd is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. Commonsense Safety Training Pty Ltd will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Commonsense Safety Training Pty Ltd receive every opportunity to successfully complete their chosen training program. Commonsense Safety Training Pty Ltd will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice

Commonsense Safety Training Pty Ltd takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Commonsense Safety Training Pty Ltd delivers specialised training and assessment services¹. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Commonsense Safety Training Pty Ltd has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Commonsense Safety Training Pty Ltd will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

¹ Services include:

- (a) Pre-enrolment materials;
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for students with disabilities;
- (e) Learning resource centres;
- (f) Mediation services or referrals to these services;
- (g) Flexible scheduling and delivery of training and assessment;
- (h) Counselling services or referrals to these services;
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

While Commonsense Safety Training Pty Ltd guarantees that all students will receive the full training services paid for, it **does not** guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Commonsense Safety Training Pty Ltd.

Student information policy

Commonsense Safety Training Pty Ltd will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Commonsense Safety Training Pty Ltd. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Commonsense Safety Training Pty Ltd student handbook, available as PDF document on Commonsense Safety Training Pty Ltd website:

Commonsense Safety Training Pty Ltd will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - estimated duration of the services
 - expected locations at which the services will be provided
 - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that Commonsense Safety Training Pty Ltd requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, Commonsense Safety Training Pty Ltd will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into **some** Commonsense Safety Training Pty Ltd training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Commonsense Safety Training Pty Ltd staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Commonsense Safety Training Pty Ltd management.

Enrolment

The enrolment procedure commences when a student contacts Commonsense Safety Training Pty Ltd expressing interest in a training program(s). Commonsense Safety Training Pty Ltd staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do

not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Commonsense Safety Training Pty Ltd to discuss their training needs and alternative opportunities.

Pre-course letter

As an additional support to enrolling students, Commonsense Safety Training Pty Ltd will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-course evaluation checklist

A pre-course evaluation of each student may be conducted. Questions are designed to identify the student's needs, so Commonsense Safety Training Pty Ltd staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated Commonsense Safety Training Pty Ltd staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Commonsense Safety Training Pty Ltd staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all students will undergo an induction process including:

- Introduction to Commonsense Safety Training Pty Ltd training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook provided

Access and Equity

Commonsense Safety Training Pty Ltd is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Commonsense Safety Training Pty Ltd ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Commonsense Safety Training Pty Ltd will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Commonsense Safety Training Pty Ltd has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Commonsense Safety Training Pty Ltd , all staff is provided with copies of the policies which they must adhere to throughout all their operations as a Commonsense Safety Training Pty Ltd staff member. Students are made aware of the access and equity policy via the Commonsense Safety Training Pty Ltd student handbook, and informed of their rights to receive access and equity support and to request further information.

Commonsense Safety Training Pty Ltd access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Commonsense Safety Training Pty Ltd entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Commonsense Safety Training Pty Ltd 's management for consultation.

Language, Literacy and Numeracy Assistance

Commonsense Safety Training Pty Ltd course information and learning materials contain written documentation and in some cases, numerical calculations.

Commonsense Safety Training Pty Ltd recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by Commonsense Safety Training Pty Ltd staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Commonsense Safety Training Pty Ltd will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Commonsense Safety Training Pty Ltd staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

Student support

Student support policy

Commonsense Safety Training Pty Ltd will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. Commonsense Safety Training Pty Ltd will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. Commonsense Safety Training Pty Ltd will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Commonsense Safety Training Pty Ltd staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Commonsense Safety Training Pty Ltd to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Commonsense Safety Training Pty Ltd who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Commonsense Safety Training Pty Ltd can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Commonsense Safety Training Pty Ltd staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures

Commonsense Safety Training Pty Ltd recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Commonsense Safety Training Pty Ltd respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Commonsense Safety Training Pty Ltd staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Commonsense Safety Training Pty Ltd can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

APPRENTICESHIPS AND TRAINEESHIPS

Commonsense Safety Training Pty Ltd recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

DISCIPLINE

Commonsense Safety Training Pty Ltd makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

Commonsense Safety Training Pty Ltd Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Commonsense Safety Training Pty Ltd complaint procedure.

Commonsense Safety Training Pty Ltd staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Commonsense Safety Training Pty Ltd, and appropriate action will be taken.

Plagiarism

Definition²

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Commonsense Safety Training Pty Ltd 's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

COMPLAINTS AND APPEALS

Commonsense Safety Training Pty Ltd has a defined complaints and appeals process that will enable student's complaints and appeals are addressed effectively and efficiently.

Commonsense Safety Training Pty Ltd strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor or Trainer. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Commonsense Safety Training Pty Ltd . The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Commonsense Safety Training Pty Ltd management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Commonsense Safety Training Pty Ltd management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Commonsense Safety Training Pty Ltd continuous improvement procedure.

It is the responsibility of Commonsense Safety Training Pty Ltd management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

² From www.wikipedia.org

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Appeals

The Commonsense Safety Training Pty Ltd appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Commonsense Safety Training Pty Ltd for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Commonsense Safety Training Pty Ltd management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Commonsense Safety Training Pty Ltd have access to the following procedure:

Informal complaint / appeal:

- An initial complaint or appeal will involve the student communicating directly with Commonsense Safety Training Pty Ltd verbally or by other appropriate means. Commonsense Safety Training Pty Ltd management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Commonsense Safety Training Pty Ltd 's decision may initiate the formal complaint procedure

Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Commonsense Safety Training Pty Ltd management
- On receipt of a formal complaint, the *CEO* will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
 - A representative of Commonsense Safety Training Pty Ltd management
 - A Commonsense Safety Training Pty Ltd staff member
 - A person independent of Commonsense Safety Training Pty Ltd (i.e. Richard Turner of TBS Consulting)
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at Commonsense Safety Training Pty Ltd monthly management meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Commonsense Safety Training Pty Ltd policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Contact Us

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APPENDIX: GLOSSARY

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
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C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer
COAG	Council of Australian Governments
COAGISC	Council of Australian Governments Industry and Skills Council
CPA	Certified Practising Account
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

E

EFTPOS	Electronic Funds Transfer Point of Sale
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G

GST	Goods, Services Tax
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I

ISC	Industry Skills Council
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J

JP	Justice of the Peace
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M

MS Access	Microsoft Access
MS Excel	Microsoft Excel

N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NVR	National Vet Regulator
NGO	Non-Government Organisation

O

OHS	Occupational Health and Safety
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P

PDF	Portable Document Format
PPE	Personal Protective Equipment

Q

QI	Quality Indicators
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R

RTO	Registered Training Organisation
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S

SNR	Standards for Initial Registration
SWOT ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis

T

TAE	Training and Education
TESTAMUR	Certificate of Merit or Proficiency

U

USI	Unique Student Identifier
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V

VET	Vocational Education and Training
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W

WHS	Work Health and Safety
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