IAC
SAFETY SERVICES®
OPERATING SINCE 1996

[Non-Confidential Authorised Persons]

Student Kit

✉ registrar@iacsafetyservices.com.au

📞 1300 887 317

🌐 iacsafetyservices.com.au

Version 4, February 2018 RTO number 91031

Thank you for choosing IAC Safety Services
as your provider.

We understand that any training and assessment you
choose to undertake is a significant investment of
your time, money and effort.

To assist you before you make any such investment,
we offer the following information, to provide you
with all the relevant information required prior to
your enrolment.

IAC
SAFETY SERVICES®
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Providing OHS Training and Consultation Services since 1996.
IAC Safety Services, RTO Number: 91031, ABN 90 003 817 294.

p   1300 887 317
e   enquiries@iacsafetyservices.com.au
w   www.iacsafetyservices.com.au

![IAC Safety Services — Operating Since 1996]

The **Student Journey**

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1. POLICY OBJECTIVE

The purpose of this Training and Assessment Policy ('Policy') is to provide guidance on training and assessment in connection with authorised work for IAC Safety Services Pty Ltd (the 'Company').

2. APPLICATION OF POLICY

This Policy applies to all employees of the Company and persons authorised to provide training and assessment services on the Company's behalf.

It is the responsibility of all employees of the Company and persons authorised to provide training and assessment services on the Company's behalf to understand and comply with this Policy; and the responsibility of Company managers to assist with monitoring and enforcing the terms of the Policy.

This Policy does not form part of an employee's contract of employment ("Contract") or any other user's contract ("Contract").

3. GUIDELINES

IAC Safety Services is committed to ensuring that all training and assessments services conducted are performed in a manner which complies with the requirements and guidelines that apply to the Vocational Education and Training sector:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework 2013, 2nd Edition

IAC Safety Services will only advertise, market, deliver, assess and issue qualifications and/or Statements of Attainment for courses as per its scope of registration as an RTO (91031).

IAC Safety Services training and assessment practices are relevant to the needs of industry and informed by ongoing and regular industry engagement and consultation.

All persons authorised to conduct training and assessment services on behalf of IAC Safety Services are appropriately qualified, experienced and subject to ongoing professional development and quality control measures to meet the following requirements:

- Hold the TAE40110 Certificate IV in Training and Assessment TAE40110 (or its successor) or a diploma or a higher-level qualification in adult education
- Hold relevant vocational competencies at least to the level being delivered and assessed.
- Can demonstrate current industry skills directly relevant to the training and assessment being provided.
- Continue to professionally develop (PD) their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence.

The roles and responsibilities of all persons involved in training and assessment services are clearly defined, disseminated, understood and accepted.

All records associated with training and assessment services will be treated as confidential, created and captured in a full and accurate manner, appraised, appropriately classified and committed to IAC Safety Services' Record Management System.

IAC Safety Services has implemented an assessment system that complies with the assessment requirements of the relevant training package/s as accessed at training.gov.au (TGA).

Evidence will be gathered by means of established predetermined assessment tools developed within the rules of evidence. The evidence will then be judged within the predetermined guidelines. All assessments (including recognition services) will be conducted in accordance as per RTO standards:

- Principles of Assessment:
  - » Fairness
  - » Flexibility
  - » Validity
  - » Reliability
- Rules of Evidence:
  - » Validity
  - » Sufficiency
  - » Authenticity
  - » Currency

All necessary training and assessment information will be provided to the appropriate stakeholders i.e. students, trainers and assessors, and administrators to enable consistently valid training and assessment services. Direct access will be provided to:

- The current version of the units of competency, certificates, training and assessment requirements, relevant Training Package and companion volumes.
- Necessary facilities, resources, guidelines, tools and support materials relevant to their areas of delivery and assessment to ensure that the requirements of each unit of competency and certificate are successfully implement the program.
- Necessary resources for making reasonable adjustments to meet the requirements of students with special needs.

The rights and responsibilities of the students involved will be explained verbally immediately prior to undertaking training and / or assessment tasks; and where necessary, during and after their assessment. In addition, appropriate literature will be provided to the students to support their understanding of their rights and responsibilities, including but not limited to current versions of the:

- Refund policy
- Complaints and appeals process
- Student Kit
- Recognition Kit

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the Student is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

IAC Safety Services will undertake all reasonable steps in an attempt to identify each individual's training, assessment and support services that may be required; and provide a referral service to the appropriate referral service for the student.

While adjustments can be made to assessment procedures, the integrity of the unit of competency and/or qualification must be upheld. Students still need to achieve the standards that employers and training providers expect. A Student with a disability or special requirements can have training and assessment that is fair depending on the IAC Safety Services' attitude, preparation and application of adjustments.

Feedback will be provided to all stakeholders within structured guidelines without compromising confidentiality at all stages of assessment.

Consultation with all stakeholders will occur at all stages of the process.

The entire training and assessment process will be subject to quality assurance and continuous improvement. Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Feedback leading to changes will be recorded on the Continuous Improvement Register. Information gained will form part of any review of materials and in the validation and moderation processes.

Students enrolled in a superseded training product will be able to complete their training and assessment and be issued with the relevant AQF certification or will be transferred to a current training product within one year of the replacement being published.

4. BREACHES OF POLICY

Any breach of this Policy will be considered serious and may result in disciplinary action up to and including summary dismissal for employees and expulsion for students.

5. CHANGES TO POLICY

The Company reserves the right to amend this Policy from time to time in accordance with legislative changes and business requirements. Stakeholders will be informed of any changes that are made.

Responsibility is vested in the Managing Director to ensure that this code of practice, which outlines the ethical conduct of IAC Safety Services in the provision of all of its products and services, is achieved without compromise.

Marketing our Products and Services:

- We will market our products and services with integrity and accuracy, avoiding vagueness and ambiguity. We will not provide false or misleading comparisons between our products and services and any other provider(s).

- We will not detract from the reputation and interests of other providers when marketing our products and services.

- We will market in accordance with our current marketing and commercialisation operational manual.

- We will only issue AQF qualifications and statements of attainment that are within our scope of registration and certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages, or qualifications, competency standards or modules specified in accredited courses.

- We will only use the nationally recognised training (NRT) logo on our AQF qualifications and statements of attainment issued within our scope of registration, in accordance with the NRT specifications.

- We accept responsibility for the actions of our agent(s) in relation to the marketing of our products and services and will ensure that agent(s) act in an ethical manner in the best interest of our customers and IAC Safety Services.

Provision of our Products and Services:

- We follow policies and procedures to ensure professional standards in the delivery of all of our products and services, and which safeguard the interests and welfare of our customers.

- Our training and assessment meets the "Standards for Registered Training Organisations (RTOs) 2015" required by Registered Training Organisations (RTOs).

- We will establish and maintain an environment conducive to learning, ensuring delivery within agreed time periods.

- We will ensure that adequate facilities and appropriate resources are allocated.

- We recognise relevant AQF qualifications issued by other RTOs and reserve the right to contact the RTO to verify information presented.

- We will register our courses on a State and National Register.

- We will ensure that our staff are suitably qualified and experienced, sensitive to the needs of individuals including issues of cross-culturalism and persons with disabilities, and that they provide reasonable adjustment measures as deemed appropriate.

- We will monitor and assess the attendance, performance and progress of course participants and take appropriate action when required.
- Enrolment is subject to availability, sufficient enrolment, entry requirements and payment conditions being met.
- We will, upon the completion of the provision of each product or service, elicit feedback from all relevant stakeholders.
- We will, upon completion of the provision of a product or service, provide relevant stakeholders with a written report detailing all relevant information if requested.

Product and Services Information:

- We will provide you with relevant, accurate and current information to assist you to make the right decision when purchasing our products and services.

Student Recruitment and Placement:

- We will conduct recruitment in an ethical and responsible manner. Placement will be offered based upon an assessment of the extent to which the qualification, proficiencies and aspirations of the applicant are matched by the educational opportunity offered.

Grievances:

- We follow an established grievance procedure to manage situations in which a customer feels that they may have been treated unfairly, discriminated against or harassed.

Customer Support Services:

- We are sensitive to cross-cultural issues and the special needs of our customers, especially those under the age of eighteen years. We will ensure that adequate orientation, counselling and welfare services are available to vulnerable persons.

Records:

- IAC Safety Services will maintain all records in relation to the provision of its products and services in accordance with AS 4390 Records Management (series) and as per our Privacy Policy.

Legislation Awareness

- IAC Safety Services abides by the following State and Territory legislative and regulatory requirements that may affect the delivery of training and assessments:

  • Vocational Education and Training (VET)

  • Work Health and Safety (WHS)

  • Consumer Protection

  • Human Rights

  • Child Protection (Working with Children) {If applicable}

Authorised by Mr David Conyngham
Version 4, January 2018

All students must observe the following behaviours whilst studying with IAC Safety Services:

- You must take responsibility and manage within reason, your own learning and assessment requirements.

- You must raise any concerns that you may have regarding any stage of your student journey, with either your trainer or assessor and / or by calling our office on 1300 887 317.

- You must actively participate in and complete any induction or pre-enrolment process.

- You must honestly and thoroughly complete any required administration forms to establish and maintain your enrolment; and advise IAC Safety Services in writing at your earliest convenience of any changes.

- You must disclose any condition, illness or injury and / or any special needs / requirements that you have both at the time of enrolment and during your studies with IAC Safety Services should your situation change.

- You must seek out, read and take all reasonable measures to comply with all of IAC Safety Services current and relevant training and assessment policies, procedures, rules and guidelines.

- You must not act in an anti-social or disruptive manner.

- You must advise IAC Safety Services in writing, at your earliest convenience if you will be withdrawing from your studies.

- You must not attend a training or assessment event impaired by alcohol or drugs.

- You must act in a professional, respectful, fair, co-operative and responsible manner.

- You must behave in a non-discriminatory, non-harassing, non-bullying manner.

- You must not allow any other person or entity to complete any of your assignments.

- You must not plagiarise or copy another person's work without proper reference to the source.

- You must not submit another person's work as your own, for example during practical competency assessments.

- You must, when required to work in a team, co-operate, be constructive, actively participate and contribute to the assignment.

■■ You must not steal or remove any property or resources from a fellow student, host employer or IAC Safety Services without written permission. This includes but is not limited to physical items and intellectual property.

■■ You must be punctual at all times, including start and finishing times, returning from scheduled breaks, attending meetings and appointments, submitting assignments, etc.

■■ You must attend 100% of your scheduled training and assessment events, [Attendance at less than 90% must be approved by the Managing Director].

■■ You must notify IAC Safety Services at your earliest convenience if you are unable to attend a scheduled training or assessment event.

■■ You must switch off or turn to silent or vibration your mobile phone and / or electronic devices whilst undertaking training or assessment activities with IAC Safety Services except in the following situations:

- You must use the device for directly capturing evidence of your competence, or
- Undertaking approved e-learning activities directly associated with your studies; or
- In situations where you have sought permission from your trainer / assessor to use the device without interfering with or disrupting / disturbing others.

■■ You must clean up after yourself both in common areas, food preparation areas, classrooms and at the completion of your assignment return all plant and equipment to their correct storage, and ensure that the area is acceptable for use by the next student.

■■ You must attend and participate in scheduled meetings with IAC Safety Services, host employer(s), and any other relevant parties to discuss your progress.

■■ You must accept constructive evaluation of your performance and provide constructive evaluation when asked.

Workplace Health and Safety (WHS) and Duty of Care

You may be exposed to a range of WHS hazards whilst studying with IAC Safety Services. These include but are not limited to climbing and working at heights, traffic, manual handling, hazardous substances, working with various items of plant and equipment, and working on or near energised electrical apparatus at various voltages.

WHS 'duty of care' is the responsibility 'legal obligation' of a person or organisation to avoid acts or omissions (which can be reasonably foreseen) to be likely to cause harm to others. Whilst studying with IAC Safety Services your duty of care that must be exercised is to:

- Take reasonable care for your own WHS;
- Take reasonable care that your acts or omissions do not adversely affect the WHS of other persons;
- Comply, so far as your reasonably able, with any reasonable instruction that is given by the IAC Safety Services to enable it to comply with its WHS obligations.

Apprentices and Trainees

Further to the above responsibilities, if you are an apprentice or trainee, studying with IAC Safety Services, your obligations are also specified in the:

- *Apprenticeship and Traineeship Act 2001; and*
- *Apprenticeship / Traineeship Training Contract; and Training Plan.*

As an apprentice or trainee you must make reasonable efforts to:

- *acquire the competencies of the trade or traineeship vocation;*
- *obtain the appropriate qualification or qualifications for that vocation;*
- *discharge your obligations under the apprenticeship or traineeship as an employee of the employer, and*
- *discuss with the employer and RTO any issues that may affect completion.*

Source: NSW Department of Industry - Training Services

It is important that you are aware of your responsibilities as breaches may lead to student disciplinary proceedings occurring.

Whilst studying with IAC Safety Services you have the following rights:

- To be treated fairly and respectfully whilst studying with IAC Safety Services.

- To learn in a safe and supportive environment, free from harassment, bullying and discrimination.

- To have electronic access to IAC Safety Services' policies, procedures, guidelines and rules associated with your studies.

- To be properly informed of all fees, charges, applicable payment terms and conditions, deposits, and refunds prior to enrolment.

- To be properly informed about your individual training and assessment strategy including but not limited to the training package requirements for the course of study that you are enrolled in, delivery locations, volumes of learning, amount of training, duration and schedules and timetables, modes of delivery, entry requirements, education and support services, assessment tasks and arrangements including the rules of evidence.

- To be properly and promptly informed of any proposed or actual changes to your agreed training or assessment arrangements.

- To be properly informed of any third party study arrangements that IAC Safety Services has with training partners associated with your studies, including changes of agreed training and assessment services, ownership and the cessation of trade.

- To have access to appropriate resources to facilitate the highest possible outcomes associated with your training and assessment.

- To be able to lodge a complaint or appeal without fear of retribution or victimisation; and to have that complaint or appeal heard in fair and just manner.

- To receive results of any assessments and be provided with regular feedback on the progress of your studies.

- To receive ongoing support whilst studying with IAC Safety Services.

- To have your personal details managed in accordance with our Privacy Policy and Practices.

- To contact IAC Safety Services during office hours to discuss any concerns that you might have.

For comprehensive details of any of the rights outlined you may contact us directly on 1300 887 317.

What it means to be competent: Competence is made up of a number of concepts. For you to be regarded as competent there must be appropriate evidence of:

• Your ability to perform an activity (in one or more contexts) in accordance with the elements and performance criteria of the relevant units of competency;

• Sufficient knowledge of relevant principles, procedures and legislation to understand 'why', 'what if', 'how' and 'when', as defined in the evidence guide of the units of competency;

• Your ability to adapt those skills and knowledge to other contexts falling within the bounds described by the range statement of the units of competency;

• Your capacity to satisfy all the aspects of competency (task skills, task management skills, contingency management skills and job/role environment skills); and

• Your ability to apply the set of generic or enabling skills usually referred to as the key competencies.

Rules of Evidence:

Evidence will be assessed to ensure that it meets the following established rules e.g.

Validity Your assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency Your assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.

Authenticity Your assessor is assured that the evidence presented for assessment is the student's own work.

Currency Your assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Your evidence must meet the performance criteria outlined in each element within the unit of competency in the Training Package.

In addition to the short courses offered by IAC Safety Services, a range of both Certificate II & Certificate III level AQF qualifications are available to study. The table below explains the various AOF Certificate levels for you to consider.

AQF Qualification Type Learning Outcomes Descriptors				
Purpose	Knowledge	Skills	Application of knowledge and skills	Volume of Learning

⯈ CERTIFICATE II LEVEL 2

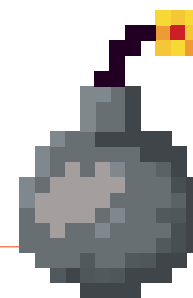| Purpose	Knowledge	Skills	Application of knowledge and skills	Volume of Learning
The Certificate II qualifies individuals to undertake mainly routine work and as a pathway to further learning	Graduates of a Certificate II will have basic factual, technical and procedural knowledge in a defined area of work and learning	Graduates of a Certificate II will have: • cognitive skills to access, record and act on a defined range of information from a range of sources • cognitive and communication skills to apply and communicate known solutions to a limited range of predictable problems • technical skills to use a limited range of equipment to complete tasks involving known routines and procedures with a limited range of options	Graduates of a Certificate II will demonstrate the application of knowledge and skills: • with some accountability for the quality of own outcomes and some responsibility for own outputs in work and learning • with limited autonomy and judgement in the completion of own defined and routine tasks in known and stable contexts • with limited autonomy and judgement to complete routine but variable tasks in collaboration with others in a team environment	The volume of learning of a Certificate II is typically 0.5 – 1 year

⯈ CERTIFICATE III LEVEL 3

Purpose	Knowledge	Skills	Application of knowledge and skills	Volume of Learning
The Certificate III qualifies individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning	Graduates of a Certificate III will have factual, technical, procedural and theoretical knowledge in an area of work and learning	Graduates of a Certificate III will have: • cognitive, technical and communication skills to interpret and act on available information • cognitive and communication skills to apply and communicate known solutions to a variety of predictable problems and to deal with unforseen contingencies using known solutions • technical and communication skills to provide technical information to a variety of specialist and non-specialist audiences • technical skills to undertake routine and some non-routine tasks in a range of skilled operations	Graduates of a Certificate III will demonstrate the application of knowledge and skills: • with discretion and judgement in the selection of equipment, services or contingency measures • to adapt and transfer skills and knowledge within known routines, methods, procedures and time constraints • in contexts that include taking responsibility for own outputs in work and learning including participation in teams and taking limited responsibility for the output of others within established parameters	The volume of learning of a Certificate III is typically 1 – 2 years. Up to 4 years may be required to achieve the learning outcomes through a program of indentured training/employment

Foundation Skills Assessment (FSA)

One of our obligations as an RTO is to ensure that you are capable of achieving the Foundation Skills at the certificate level you are studying. [These levels are detailed in the training package].

To meet these obligations, we use the Australian Government – Department of Education and Training Foundation Skills Assessment Tool.

You must undertake a FSA before you start your studies with us.

Full details of when, how and where will be provided to you closer to the event.

Australian Government
Department of Education and Training

Transmission, Distribution and Rail Sector Training Package

The majority of units of competency, certificates and skills sets within UET12 are set a level 3 as tabled below along with the relevant sections of the Australian Core Skills Framework (ASCF) sections that must be undertaken by our students:

	Reading	Writing	Numeracy
Package level	03	03	03
ACSF Section	03 & 04	05 & 06	09, 10 & 11

Students are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 "Literacy and Numeracy".

Source: UET12 Transmission, Distribution and Rail Sector Training Package.

Fees and Charges: Upon receipt of your payment you will be issued with an electronic receipt and a confirmation email from our website verifying that you are aware you are enrolled. Travel and accommodation fees apply in certain situations. Additional fees and charges may occur if you choose to purchase any of the reference material(s); or licence or membership fees as mentioned in the student's guides.

See also the PPE reference on page 31.

You will not be considered as enrolled into a short course(s) until you have booked and paid online, or had a purchase order approved by IAC Safety Services.
For courses greater than $1,500.00 a Student Payment Plan may be applied, once you have been approved to study by our course registrar.

Refunds: A refund will only be paid if:

• You have overpaid the fee.

• You have enrolled in a course that has been cancelled by IAC Safety Services.

• You are enrolled in a 'Qualification' or 'Statement of Attainment' only to repeat a failed 'Qualification' or 'Statement of Attainment' but then are granted a pass in that 'Qualification' or 'Statement of Attainment' subject to the review process.

• You advise, before classes commence, that you are withdrawing from the course. However, a percentage of the original fees and charges may apply depending on the notice given and costs already incurred by IAC Safety Services.

• The Managing Director is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund. In this case a part refund may be made, based on the notice given and costs already incurred by IAC Safety Services.

• In any case, all materials must be returned in an acceptable condition to IAC Safety Services® prior to any refund being granted.

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Student Payment Plan

You will be asked to pay a $1,500.00 deposit to secure your placement on the course and a further payment by EFT on Day 1 of the course.

So you will need to pay:

$1,500.00 deposit to secure you placement on the course.

$2,000.00 part payment on Day 1 of the course (to cover your course materials, cables and kits etc).

$3,000.00 upon completion of your studies, prior to your Qualification/Statements of Attainment being issued.

Transfer details are provided below, and for any enquiries, please contact us on 1300 887 317.

nab	BSB:	082-574
	Account Name:	**IAC Safety Services Pty Ltd**
	Account No:	**398 122 269**

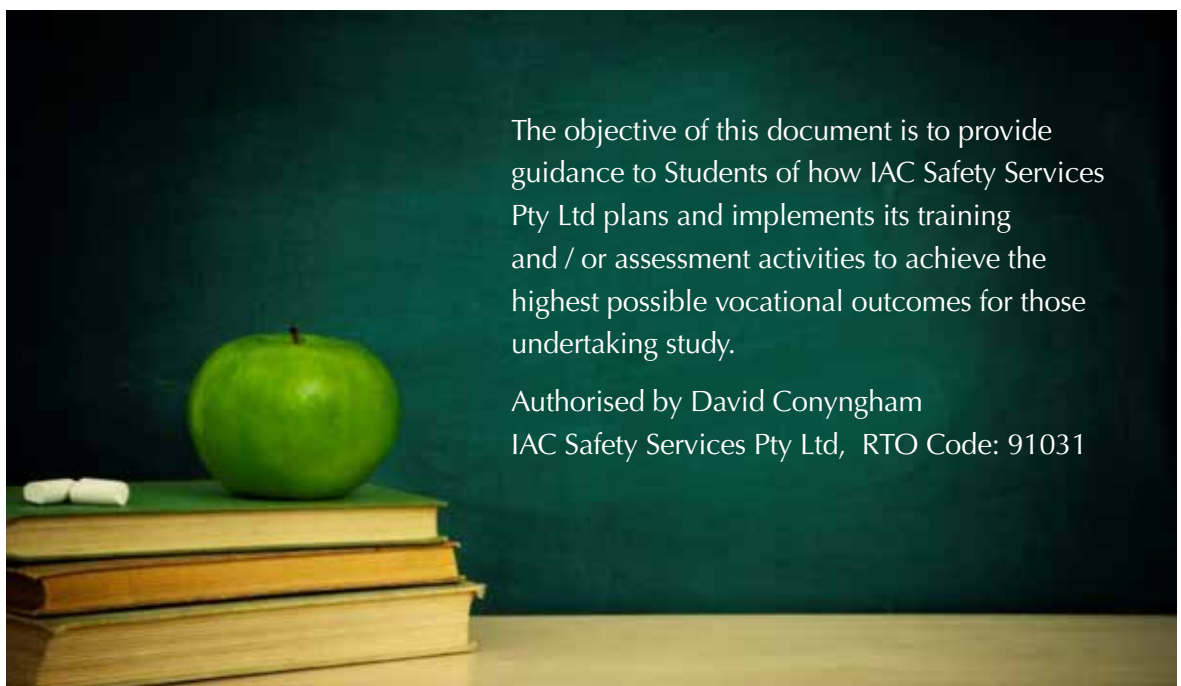When making an electronic transfer, please provide your name in the 'Comments' field to allow ready identification.

■■■ You have a right to be properly informed about your individual training and assessment strategy including but not limited to the training package requirements for the course of study that you are enrolled in, delivery locations, volumes of learning, amount of training, duration and schedules and timetables, modes of delivery, entry requirements, education and support services, assessment tasks and arrangements including the rules of evidence.

■■■ All studies with IAC Safety Services have an associated Student's Training and assessment guide which is available at your student page.

The objective of this document is to provide guidance to Students of how IAC Safety Services Pty Ltd plans and implements its training and / or assessment activities to achieve the highest possible vocational outcomes for those undertaking study.

Authorised by David Conyngham
IAC Safety Services Pty Ltd, RTO Code: 91031

	Code	Title	Release Number	Release Date
Qualification	UET20612	Certificate II in ESI - Asset Inspection	Release: 2	5/11/2014
Training Package:	UET12	Transmission, Distribution and Rail Sector Training Package	Release 2.1	5/11/2014

Students enrolling into course after 1st January 2015 must supply their USI number at the time of enrolment.

Australian Government

USI Unique Student Identifier

STUDENT QUICK GUIDE

HOW TO CREATE A USI

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Agree To Terms and Conditions

▼

Select 'Create USI'

▼

Follow the steps to create a USI

▼
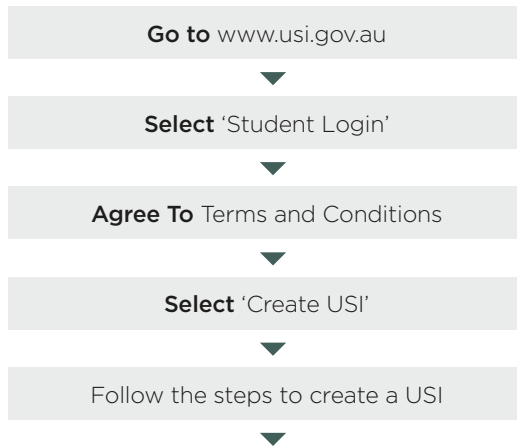
You will need a form of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

> Your USI is yours for life and you will need to take it with you every time you enrol in training

> Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

> Enter all of your name(s) as they appear on the form of ID you are using to create your USI

> If your ID does not verify click "Next" two more times to show the Request Help link. Create a Help Request and write down your HR number

> Your Help Request will be sent to the USI Office so that we can help you with the creation of your USI

> If your account is not activated you won't be able to view your transcript

> You will need a current form of ID if you want to change your name(s) or date of birth

HOW TO ACTIVATE YOUR USI ACCOUNT

If a training organisation created a USI for you, activate your USI account by:

1. Clicking on the link that was sent to either your e-mail address or mobile number.
2. Once you have clicked on the link you will be asked to set up a password and two check questions.
3. You will then be able to login to your USI account. Your training organisation cannot do this part for you.

HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'.

If you have given your training organisation permission to update your details they can make the changes for you.

How to get started

There are three ways in:

| 1. Direct enrolment | 2. Apply to study | 3. Apply for recognition |

This is where you simply book and pay online via our website: **iacsafetyservices.com.au**

These are typically Certificate Level studies with associated trainee or apprenticeships. It includes studies that involve evidence of successfully achieved pre-requisites.

If you believe that you are already competent in an area of study, all RTOs are obligated to recognise this (within the rules of evidence). On enrolment we will provide you with the opportunity to apply for recognition.

For our short courses you can simply book and pay online via our website: **iacsafetyservices.com.au**
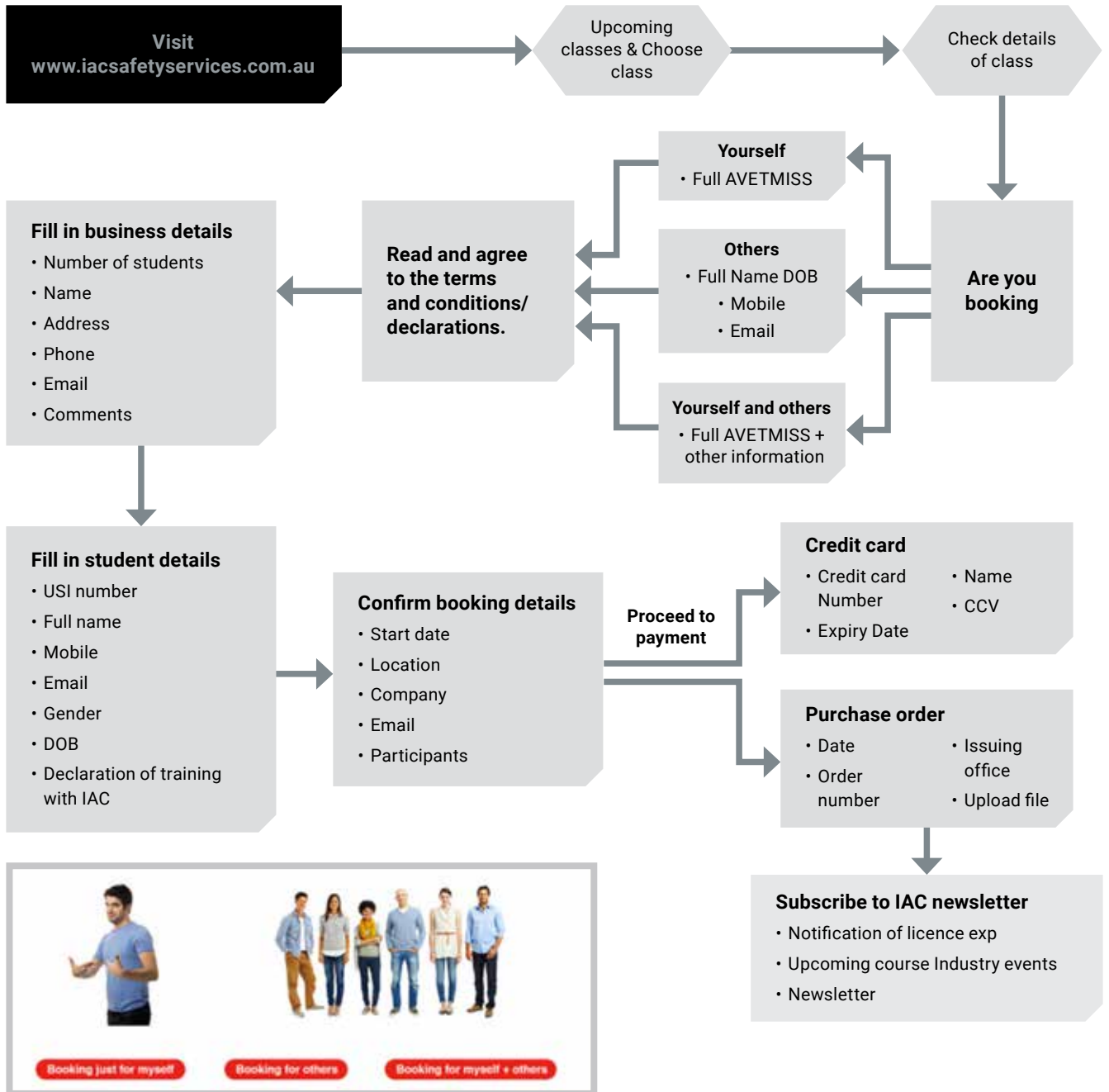
STOP

Students under 18 years of age need a parent or guardian to sign a consent form prior to enrolment.

registrar@iacsafetyservices.com.au

1300 887 317

Visit www.iacsafetyservices.com.au → **Upcoming classes & Choose class** → **Check details of class**

Are you booking

Yourself
• Full AVETMISS

Others
• Full Name DOB
• Mobile
• Email

Yourself and others
• Full AVETMISS + other information

Read and agree to the terms and conditions/ declarations.

Fill in business details
• Number of students
• Name
• Address
• Phone
• Email
• Comments

Fill in student details
• USI number
• Full name
• Mobile
• Email
• Gender
• DOB
• Declaration of training with IAC

Confirm booking details
• Start date
• Location
• Company
• Email
• Participants

Proceed to payment

Credit card
• Credit card Number
• Expiry Date
• Name
• CCV

Purchase order
• Date
• Order number
• Issuing office
• Upload file

Subscribe to IAC newsletter
• Notification of licence exp
• Upcoming course Industry events
• Newsletter

Booking just for myself   Booking for others   Booking for myself + others

We will conduct recruitment for placements in an ethical and responsible manner. An offer for placement will be based upon an assessment of how your current qualifications, competence and ambitions match the opportunity offered in the qualification/Unit of Competency.

Application ➨ Approved /Enrolled ➨ Induction

To apply, go to **www.iacsafetyservices.com.au**, select your course of study, and follow the prompts. We will verify that we have received your application. However, this does not mean that it has been approved. In the application process, it is your responsibility to:

• Provide your Unique Student identifier (USI) or an exemption from it.

• Establish the application closing date.

• Check that you meet the requirements and address the selection criteria specified.

• Where requested, provide copies of your evidence, the originals of which must be verified by IAC Safety Services or by a Justice of the Peace with an authorisation number; or a barrister, solicitor or attorney; or a Police Officer the rank of Sergeant or above. In any case the following statement must by made by the verifier:

> *'I verify this to be a true copy of the document shown to me as the original'*

The copy must have the verifier's Name, Signature, Contact Details, the date and the Official Stamp or Seal of the verifier's organisation on the copy, if such a stamp exists.

• Keep a copy of your completed form.

Notes:
1. IAC Safety Services reserves the right to sight original documentation.
2. IAC Safety Services is not responsible for obtaining information that you have not provided. Such information cannot be verified or considered.
3. Do not send original(s) documents as all documents are destroyed and therefore cannot be returned.

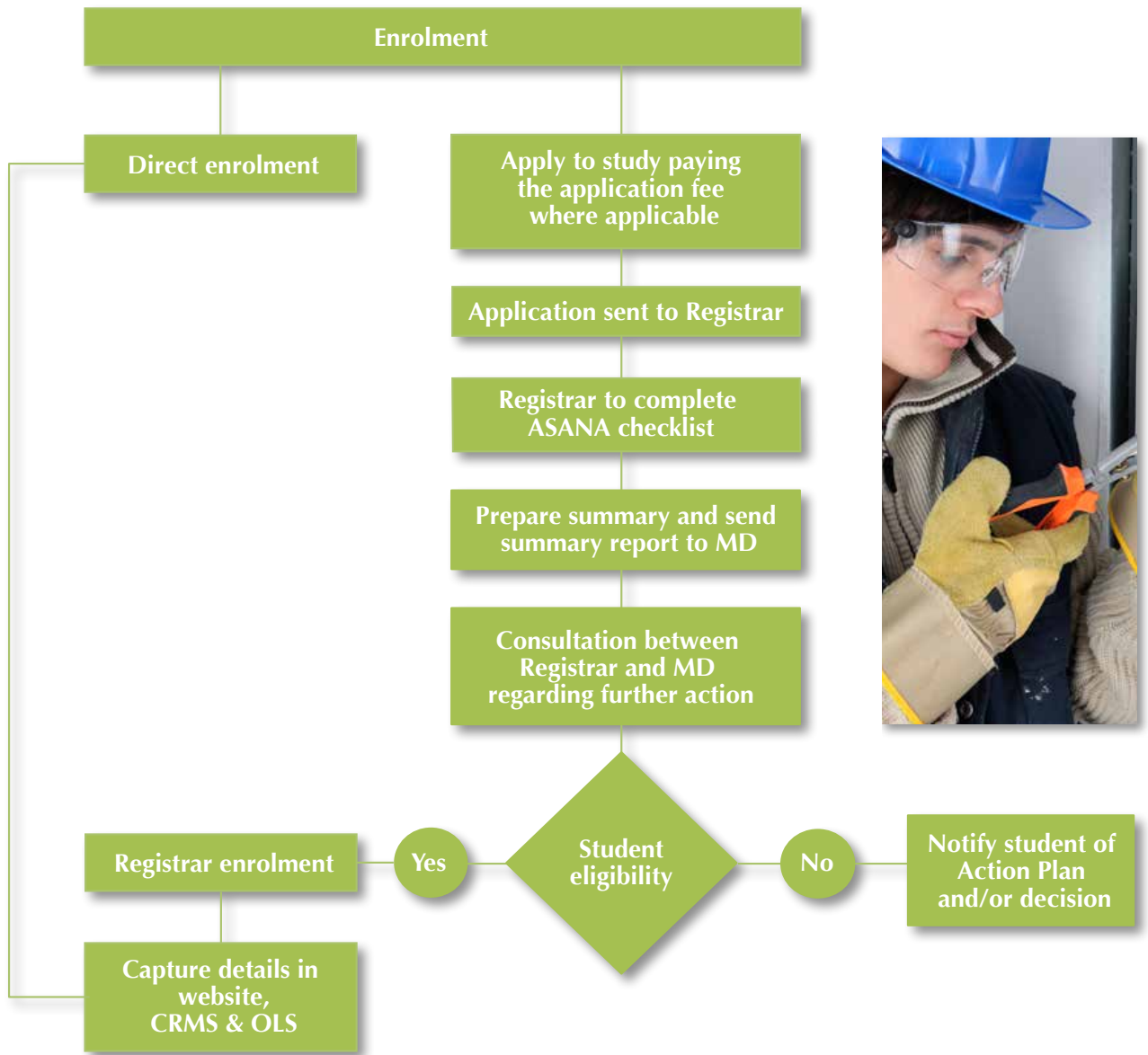This qualification/Unit of Competency may not be available to International Students.

In the approval / enrolment process, if successful IAC Safety Services will make you an offer informing you of the commencement date of your study or we will inform you that your application was not successful. Upon enrolment you are entitled to receive all of your learning materials; attend Class; have your competency(s) assessed; and receive eligible 'Certificates' or 'Statements of Attainment' (unless you have failed to provide your Unique Student identifier (USI) or an exemption from it).

Placement is available until the class is full or accepted continuously through the year.

An induction and orientation program will be held on the first day of the course.

Enrolment

Direct enrolment

Apply to study paying the application fee where applicable

Application sent to Registrar

Registrar to complete ASANA checklist

Prepare summary and send summary report to MD

Consultation between Registrar and MD regarding further action

Student eligibility

Yes → Registrar enrolment

No → Notify student of Action Plan and/or decision

Capture details in website, CRMS & OLS

For further information: registrar@iacsafetyservices.com.au   1300 887 317   iacsafetyservices.com.au

If you believe that you are already competent in an area of study, all RTOs are obligated to recognise this (within the rules of evidence). On enrolment we will provide you with the opportunity to apply for recognition. Basically, the process is as follows:

1. Request an 'Application form', pay the associated fees, and book your compulsory 'consultation' session.

2. Participate in either a face to face or a phone 'consultation' session. In this session you will be provided with instruction on how to complete your application, confirmation regarding the requirements for addressing training package requirements, appropriate evidence to be gathered, and timelines for completion will be set.

3. Compile your evidence, address the requirements prescribed in the 'Recognition Kit' and discussed in your 'consultation' session, and submit it. IAC Safety Services will assess if your evidence is valid, current, sufficient and authentic, and form an opinion of your competence.
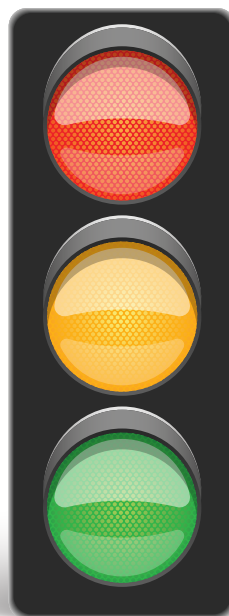
Unfortunately, your application did not meet the evidence requirements. You will be notified of the results and reason(s) why.

Your application is being assessed for validity, currency, sufficiency and authenticity.

Congratulaions, your application did meet the evidence requirements. You will be issued with the appropriate 'Statement of Attainment' or 'qualification'.

Recognition definitions

Recognition of prior learning (RPL): Means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
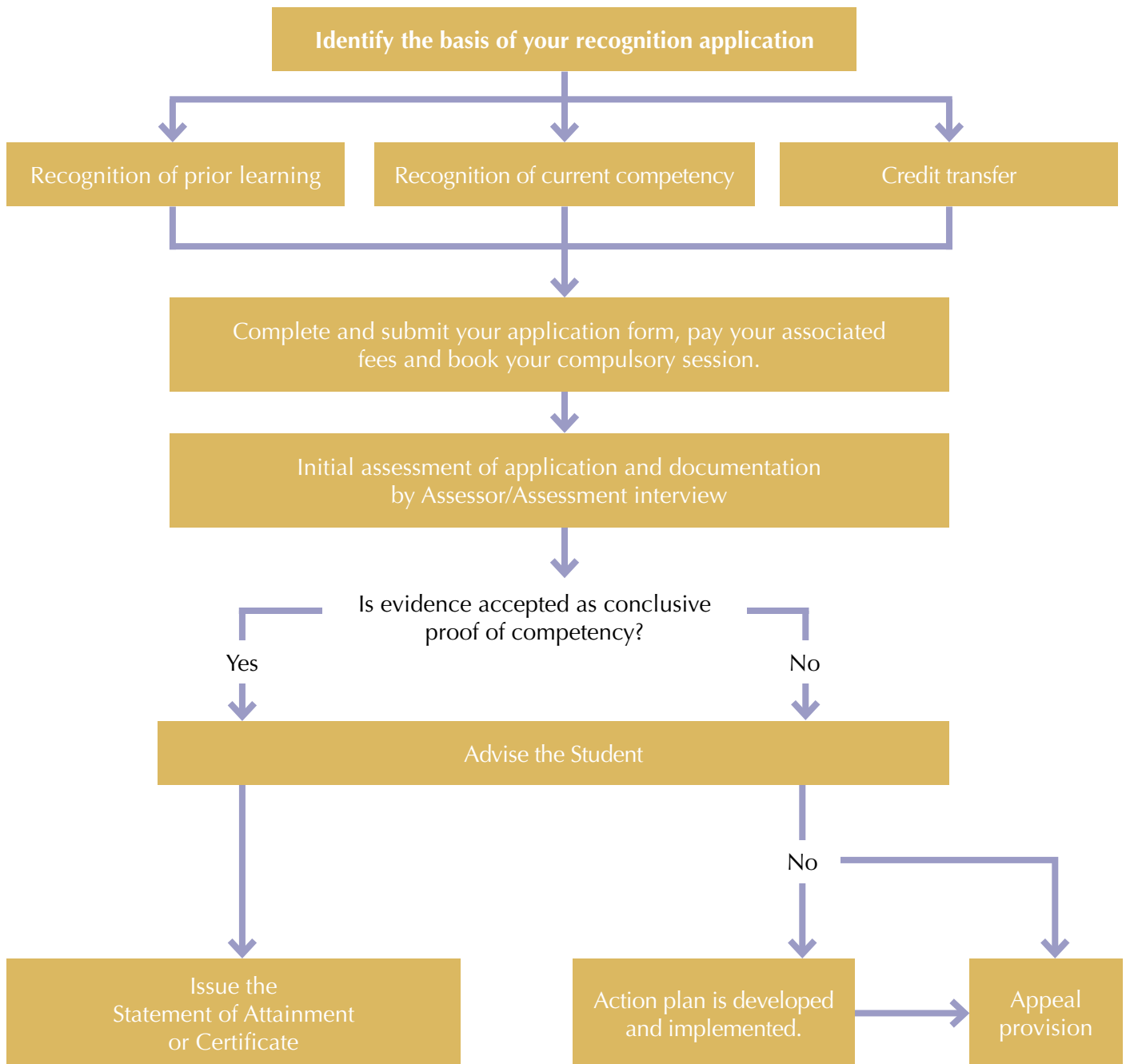
a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, Statement of Attainment, diploma or university degree received from institutions such as school; university; correspondence school; TAFE; or other RTOs.)

b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business, "toolbox" talk; formal "in-house" course or just experience gained through your place of work.)

c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Recognition of Current Competency (RCC) only applies if a student has successfully completed the requirements previously for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained (AVETMISS Standard Edition 2.3 November 2016). In this case no extra skill or competencies are recognised. RCC is an assessment process that may be required for licensing purposes or defined units of competency where skill requirements are regularly updated.

Credit Transfer relates to institutional recognition of any unit of competency or module a student has successfully completed at any other Registered Training Organisation (RTO). Credit transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications.

Identify the basis of your recognition application

Recognition of prior learning

Recognition of current competency

Credit transfer

Complete and submit your application form, pay your associated fees and book your compulsory session.

Initial assessment of application and documentation by Assessor/Assessment interview

Is evidence accepted as conclusive proof of competency?

Yes

No

Advise the Student

No

Issue the Statement of Attainment or Certificate

Action plan is developed and implemented.

Appeal provision

A range of pathways may be available to the student, depending on the outcomes of the process. For example, if the student is successful, pathways may include the issuing of a qualification or a Statement of Attainment or entry into a specified course or occupation within an industry classification. However, if a gap is found in the student's competence, pathways may include action to address the gap, such as further training, structured work opportunities with mentoring and coaching, directed self-study with a tutor or coach, or counseling on career options that better match the competencies actually demonstrated.

When applying for credit transfer you can use your transcript for accredited courses completed since 1 January 2015.

To do this, you will need to access controls in the USI Registry System to give permission to IAC Safety Services to view your transcript for a set period of time.

This Permission guide can be used to help you in setting up this function.

Transcripts

- Transcripts for training completed before 1st of January 2015 will not appear in your USI account.

- Your transcript will show information from the certificates, diplomas or training records issued by your training organisation.

Your transcript does not replace the training certificates, diplomas or training records issued to you by your training organisation but will come in handy if you misplace your documentation

HOW TO MANAGE PERMISSIONS

A really useful tool that will save both you and your training organisation time

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Agree To Terms and Conditions

▼

Login To your USI account

▼

Select 'Provide your USI' tile

▼

Select 'Set up access to your USI Account / Permissions'

▼

Search Organisation by either their Organisation code or name

▼

Set Permissions and expiry date

▼

Transcripts: The training organisation can view your transcripts but cannot update them.

View Details: The training organisation will be able to view your personal and contact details.

Note: If you do not want your training organisation to view your contact details Select 'Update Contact Details' and click on 'Hide Contact Details'.

Update Details: The training organisation will be able to update your personal and contact details

We are committed to assisting you to achieve your goals.

IAC Safety Services will undertake all reasonable steps in an attempt to identify each individual's training, assessment and support services that may be required; and to provide a referral service for that student.

You may face a range of issues whilst studying that may affect you negatively. If this does occur, talk to us as soon as possible so that we can start the process of developing a plan to help. In the event of us being unable to help directly we will assist you to find the appropriate person or entity who may help at your cost.

For the full range of Student Support Services please go to the Student Support Web page below:
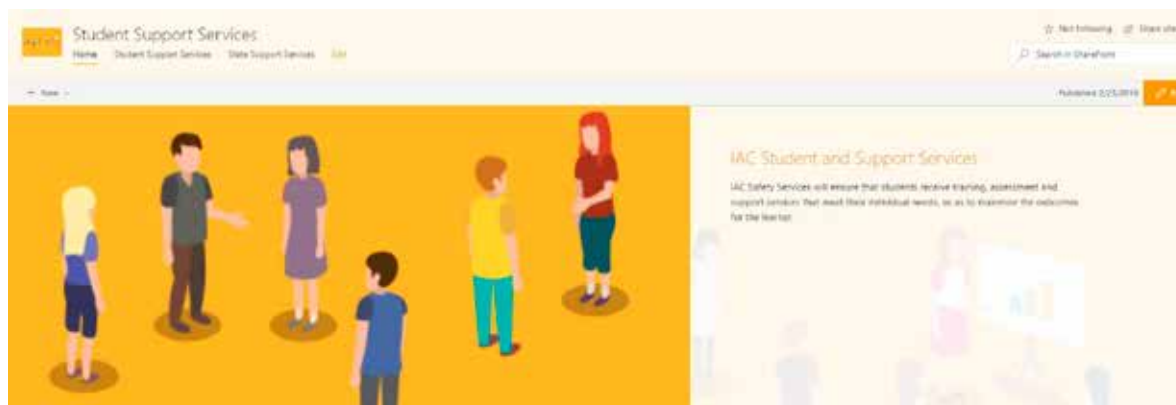
Reasonable Adjustment

Reasonable adjustment involves varying the assessment process to take into account any special student characteristics while ensuring the validity and reliability of assessment decisions is not compromised.

It is designed to ensure that all people are treated equally in the assessment process and therefore not disadvantaged.

If either IAC Safety Services or you believe that reasonable adjustment may need to be applied to your situation, then discuss it with your trainer / assessor first or call us on 1300 887 317.

Flexible Training and Assessment Arrangements:

You must balance your studies with family, personal and work life. To assist we may be able to offer you a range of options, which include but are not limited to:

- night school
- modified timetables
- full and part time studies
- various locations
- blended learning
- self paced learning

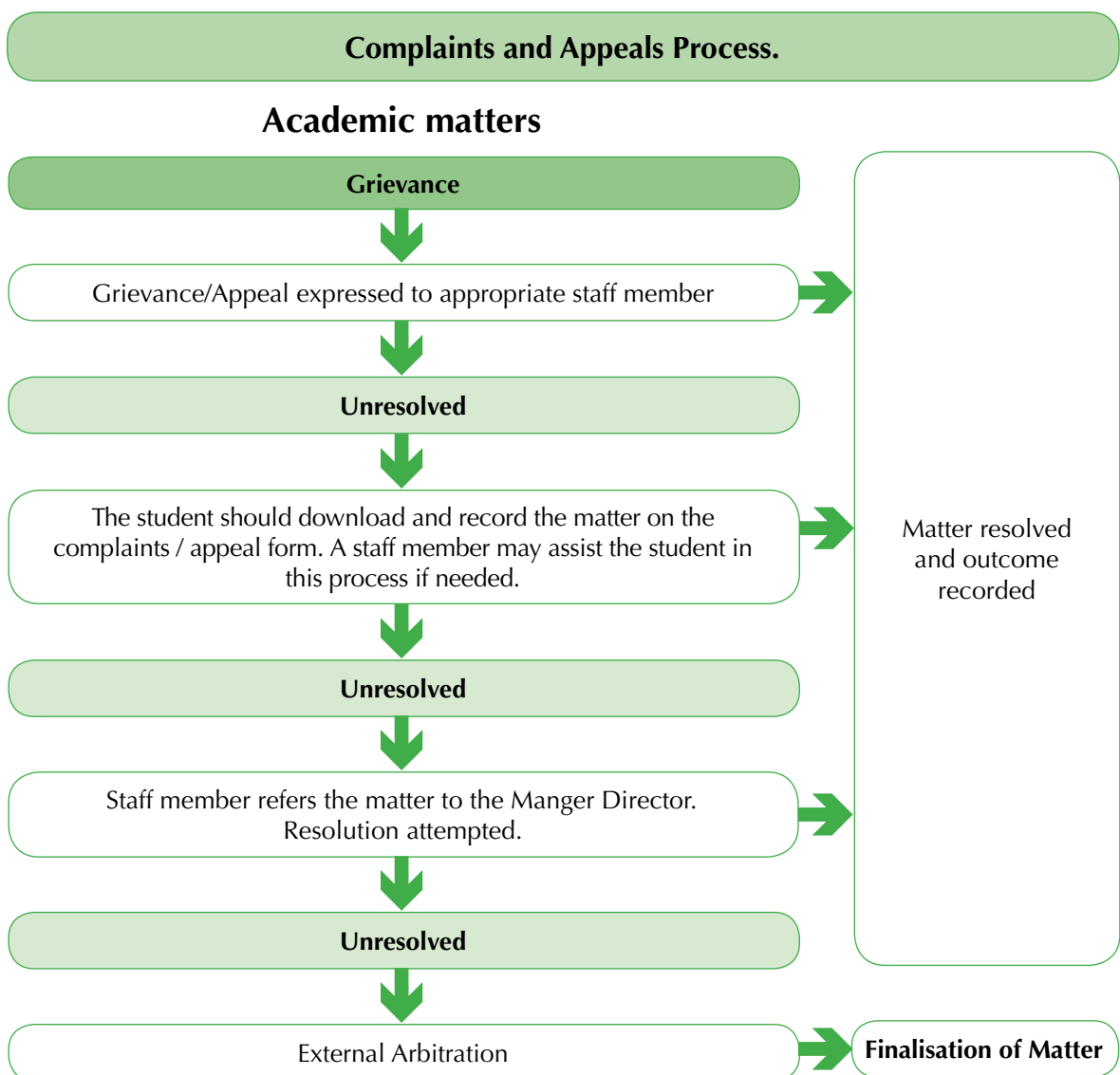**Appeals and Complaints:** You have the right to appeal or complain if you feel that you have been treated unfairly. Initially you should make every attempt to solve the problem with the person involved. If however you feel that you cannot raise the issue with that person, raise the issue with your trainer/assessor, who is responsible for conducting an initial investigation of the matter and reporting the matter to the Managing Director.

If your issue is with the trainer/assessor, or you believe that their resolution is unsatisfactory and requires further action contact:

Felicity Manarin on 1300 887 317; or

Write to: felicity@iacsafetyservices.com.au

Felicity will decide the appropriate action to take and whether the complaint should be referred to an external body. In any case, Felicity will endeavour to investigate the matter and report back to you within 5 working days.

Complaints and Appeals Process.

Academic matters

Grievance

↓

Grievance/Appeal expressed to appropriate staff member →

↓

Unresolved

↓

The student should download and record the matter on the complaints / appeal form. A staff member may assist the student in this process if needed. →

↓

Unresolved

↓

Staff member refers the matter to the Manger Director. Resolution attempted. →

↓

Unresolved

↓

External Arbitration →

Matter resolved and outcome recorded

Finalisation of Matter

Discipline Code: All stakeholders have the right to work in a safe, orderly learning environment in which the principles of respect for the rights of others are valued. Our intent is to foster high standards of behaviour based on co-operation, mutual responsibility and self discipline promoting positive non-discriminatory relationships, without intimidation, in an environment which maximises the opportunity to strive for excellence. This procedure sets appropriate disciplinary measures and the conditions under which expulsion may occur. Trainers and assessors are responsible for developing classroom strategies that are fair, reasonable and consistently implemented, balancing conflict prevention and behaviour management.

Graded sanctions: A range of measures needs to be considered when dealing with serious discipline matters, which will vary according to the nature and seriousness of the matter. When a student violates these rules, trainers and assessors will invoke appropriate consequences. Consequences will be graded in severity, with emphasis on students being accountable and taking responsibility for their behaviour.

Withdrawal from class: When a student's behaviour significantly interferes with the rights of other students to learn; or the capacity of a trainer or assessor to work effectively, that student may be required to leave the classroom for a specified period of time.

Discipline meetings: Informal meetings with a cooperative, problem-solving focus may be convened to exchange information and facilitate solutions to behavioural problems or difficulties.

Expulsion: The Managing Director has the authority to permanently exclude a student from IAC Safety Services if, whilst attending class or engaged in any related activity, the student breaches this code; or their behaviour is of such magnitude that a suspension is deemed inadequate to deal with that behaviour. Once an expulsion has been affected the student has the right to request a review of the decision by an Expulsion Review Panel, which can advise but not over-rule the expulsion decision.

Procedures for expulsion

1. The Managing Director will obtain and assess all of the available evidence.

2. The Managing Director will give the student an opportunity to be heard.

3. The Managing Director will provide the student with a notice of expulsion; accompanied by details of the review and appeal process. The expulsion commences from the date stated in the notice regardless of a review being initiated.

4. The student expelled may, within 5 working days of receipt of the notice of expulsion, seek a review of the expulsion decision. The request for a review is to be made to the Managing Director, in writing stating the grounds on which the review is sought and whether they wish to be heard in person at the review hearing. They may be accompanied at the review by another person who is not acting for fee or reward.

5. The Managing Director shall form an Expulsion Review Panel to review the case as soon as is practicable. The Expulsion Review Panel shall consider the case and forward a recommendation to the Managing Director:

   • If the Expulsion Review Panel recommends that the student be readmitted to class and the Managing Director agrees; re-admission shall occur immediately.

   • If the Expulsion Review Panel recommends that the student be readmitted and the Managing Director is not prepared to accept the recommendation; then the Managing Director's decision is final.

Expulsion Review Panel

The Expulsion Review Panel is to review the decision and make recommendations. The panel shall be composed of two or three members, none of whom has a direct interest in the case. To ensure an effective review they will be provided with a report of the events that led to the expulsion including the grounds on which the expulsion was made and the circumstances of the student's misconduct. The Expulsion Review Panel may interview relevant person(s) by invitation. However, attendance of qualified legal practitioner or agent acting for fee or reward is not permitted.

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Whilst attending our training facilities; and / or visiting a workplace whilst studying with us, you must obtain and wear task specific appropriate PPE. At a minimum, protective clothing and equipment shall:

- cover the body from neck to wrist to ankle. Shirt and jackets shall be fastened at both wrist and neck area;
- be worn such that shirts must be tucked into trousers and sleeves must be rolled down and fastened to protect against entanglement and arc flash injury;
- have non-metallic fasteners or have fasteners protected by a layer of the same material as that of the garment on both the top and undersides; and
- if being trained or assessed in electrical studies clothing shall be arc rated and flame retardant, with a minimum ARC rating of 4 cal/cm^2;
- insulation gloves and protective leather outers, safety eye wear shall also be worn;
- safety capped shoes must be worn;
- high visibility clothing must be worn when prescribed;
- hearing protection;
- working at height protective equipment when required;
- sunscreen in outdoor areas when required.

Non-compliance may result in you not being eligible to attend.

Students
Whilst studying at our premises your duties are as follows:

Other persons at the workplace duties

A person at the workplace (whether or not the person has another duty) must take reasonable care for **their own WHS**; and take reasonable care that **their acts or omissions** do not adversely affect the health and safety of other persons; and **comply**, so far as the person is reasonably able, with any reasonable instruction that is given by the IAC Safety Services to allow IAC Safety Services to comply with the WHS Act.

Report any hazards to your trainer/assessor immediately

Privacy Notice

Under the Data Provision Requirements 2012, IAC Safety Services 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 the enrolment form and your training activity data) may be used or disclosed by IAC Safety Services for statistical, regulatory and research purposes.

IAC Safety Services 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 statements of attainment or 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 programme 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).

Objective

IAC Safety Services respects the privacy and security of those who use our products and services. We are required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders.

IAC Safety Services is committed to maintaining the privacy and confidentiality of all student, client and personnel records.

IAC Safety Services will comply with all privacy legislative requirements which include the Commonwealth Privacy Act 1988 and the 13 Australian Privacy Principles (APPs) as outlined in the Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012.

IAC Safety Services' policy is to take reasonable steps to make students / individuals aware that it is collecting personnel information about them, the purpose for which it is collecting the information, and who, (if applicable), we might pass the information on to.

Overview

IAC Safety Services is a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA) which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information on students that have enrolled in nationally recognised training courses.

Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence.

Information is also collected and used by IAC Safety Services to enable compliance with Electricity Supply Industry Network Access Issues and Workplace Health and Safety compliance obligations in relation to the services we supply. We may use the information to remind you of licence expiration, upcoming events and marketing of products and services offered by IAC Safety Services.

Responsible Party

To assist in achieving the highest possible level of compliance with this policy statement, Executive responsibility is vested in Felicity Manarin who is responsible for control and issuance of the policy and this includes the design, establishment, implementation, maintenance and review of the overall privacy program in consultation with all relevant stakeholders. This also comprises the management of privacy risks at all stages of the information life cycle such as use, storage, disclosure, and de-identification and destruction.

In addition, this manager shall be responsible for ensuring that all policies, procedures, practices, rules and the like are consistent with all other business functions.

Stakeholders shall be made aware of our commitment to Privacy and also be expected to comply with all policies, procedures, practices, rules and the like within their level of authority.

Should you have an issue with any aspect to do with Privacy and IAC Safety Services, your contact is:

Privacy Officer, Felicity Manarin

Phone: 1300 887 317

Email: felicity@iacsafetyservices.com.au

Please refer to www.iacsafetyservices.com.au/privacypolicy where you can attain a free copy of our complete privacy policy and procedure.