
Australian
SAFE

WORKPLACE TRAINING



ASTT Pty Ltd

RTO 21852

**Client Information
Handbook – 2023**

Client Information Handbook

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Introduction

Welcome to Australian Safe T Training Pty Ltd

Established in 2006, Australian Safe T Training Pty Ltd (ASTT) is a Registered Training Organisation (Australian Safe T Training) number 21852 that provides training and consultancy services. Located in Bunyip we deliver services to clients throughout Victoria.

Training programs are tailored to meet specific industry requirements and are generally based on National guidelines.

Our principle purpose is to provide high quality training and consultancy services to satisfy our client's requirements. Our training courses are Australian Quality Framework (AQF) nationally recognised and accredited to meet vocational and educational training standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our clients and consistently meet their expectations. Quality is maintained in compliance with the Australian Quality Training Framework (AQTF) and Victorian Registration and Qualification Authority (VRQA) guidelines and through our continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all clients should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

All ASTT trainers have relevant, valid and current industry knowledge and experience and are professional, friendly, supportive and dynamic individuals.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our clients receive the appropriate amount of in-depth training and the necessary support they require.

The purpose of this Client Information Handbook is to introduce you to the services available to you at ASTT.

Location

ASTT conduct training at various locations, please see your enrolment confirmation to see your training course location.

Staff Contacts

Function	Staff	Phone	Email
Director/CEO	Fiona Cope	03 5615 9530	admin@austrsafet.com.au
Training Manager	William Cope	03 5615 9530	admin@austrsafet.com.au
Administration	Fiona Cope Carly Lane	03 5615 9530	admin@austrsafet.com.au
Accounts	Fiona Cope	03 5615 9530	admin@austrsafet.com.au
Full Time Trainer/Assessor	William Cope	03 5615 9530	admin@austrsafet.com.au
Part Time Trainers/Assessors	Tom McCormack Peter Holliday Rick Goldie Kate DÁssisi	03 5615 9530	admin@austrsafet.com.au

Staff can be contacted between 9:00am and 5:00pm Monday to Friday or via email after hours.

All training will be delivered and assessed between 7:00am and 5:00pm Monday to Friday.
Saturday training is available upon request.

Training and assessing in all courses does not last more than 8 hours in any one day.

Pre-Enrolment

Recognition of Prior Learning (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a client's experience to the requirements in a unit of competency and assess if recognition can be granted.

Different Units of Competency will have differing RPL processes and requirements. When individual units are offered RPL may be offered through a process of assessment only.

Clients may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. To apply for RPL the ASTT Enrolment form is available on request from the Training Manager.

Credit Transfer (CT)

ASTT recognises qualifications and statements of attainment issued by other Registered Training Organisations. Candidates who have successfully completed whole units of competency contained within one of our courses with another ASTT can apply for credit transfer.

Both processes allow the candidate to reduce the time, study load and cost associated with achieving a qualification.

Clients may apply for Credit Transfer by submitting a Credit Transfer application using the ASTT Enrolment form along with original certificates/ statements of attainment to the Training Manager. The ASTT Enrolment form is available on request from the Training Manager.

Further information on the RPL/ CT process can be accessed by contacting the Training Manager.

** Please note that RPL and CT applications can only be considered for whole units of competency.

Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this information handbook in full
2. Contact the Training Manager with any questions
3. Seek clarification on any area relating to your course and enrolment
4. Complete and sign the ASTT Pre-Training Review Process and have this reviewed by ASTT Staff (includes language, literacy and numeracy assessment)
5. Complete the Enrolment Form
6. Sign the Enrolment Form to declare that you understand all of the information provided and agree to the terms and conditions.
7. Return the Enrolment and ASTT LLN Forms forms to the Training Manager, ASTT Po Box 77 Bunyip, 3815 or by e-mail to admin@austrsafet.com.au
8. ASTT will assess your application and notify you of the outcome
9. If successful you will receive confirmation of the course start time and date

Unique Student Identification Number

As of the 1st January 2015 all students will need to provide a unique student identification number (USI) if they wish to undertake nationally recognised training. This can be done by visiting www.usi.gov.au and registering your details, you will need identification such as a Drivers licence or Medicare card.

The USI initiative is protected under the Student Identifiers Act 2014 and the Privacy Act 1988 (Cwlth). The Student Identifiers Act 2014 prevents anyone from other than the individual collecting, using or disclosing the USI without the express or implied consent of the individual unless permitted by the Act.

The purposes permitted under the Act include:

- To enable the Registrar to perform his/her functions
- For research related to education or training, where the purposes of the research meets the requirements specified by the Industry and Skills Council of Ministers
- For law enforcement purposes or in the case of unlawful activities or
- As authorised by the Student Identifiers Regulations 2014 (the Regulations).

ASTT collects Unique Client Identifier (USI) data from each enrolled client to ensure compliance with this requirement.

Clients are requested to supply their USI at enrolment. Clients may instruct ASTT to collect the USI on their behalf by completing the relevant section on the enrolment form.

Clients may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

If you do not have a USI you cannot be issued your qualification or Statement of attainment.

If you do not wish to create your own USI, ASTT will create your USI for a fee of \$20.

Language Literacy and Numeracy

To ensure that we are placing clients in the appropriate course and cater for their individual learning needs we assess Language, Literacy and Numeracy (LLN) skills on application in accordance with regulatory guidelines.

At ASTT we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate clients with LLN needs where feasible. We also can refer you to organisations that can assist clients who have LLN needs that cannot be accommodated by our training staff.

We welcome clients with LLN needs are encouraged potential or current clients to contact the Training Manager for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require.

Some examples of the type of support that we can offer include:

Literacy

- Providing examples and models of completed tasks.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.

Numeracy

- Providing clients with calculators.

Pre-Training Review

To ensure clients are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying. Clients are asked to complete this Pre training review during the enrolment process by providing details of their existing knowledge, skills and experience relevant to the course.

Clients Language, Literacy and Numeracy ability are also assessed in conjunction with their knowledge, skills, experience and qualifications. This process is completed using the Department of Education Foundations Skills Assessment Tool. The LLN assessment is completed online using a PC at the IQRA VET training facility.

The results of the pre training review are used to determine if the client possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

The Pre training review (including the LLN assessment) and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the clients learning needs.

Access & Equity

ASTT has an Access & Equity policy that outlines our commitment to treating all clients fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. ASTT provides access and equity to candidates with special learning needs.

As special needs extend to more than identify physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

ASTT trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Individual learning needs

Prior to applying to undertake a course, clients are encouraged to think about their individual learning needs. Clients should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study or the duration of time you have to complete a course or timings of the course
- Preferred learning style/ s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an Enrolment form all clients should read this handbook in full. Particular attention should be paid to the sections that outline how ASTT and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support clients who have problems understanding the terminology in a subject.

Course information pages provide details on e.g. course aims, course durations and course demands, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Clients should think about whether the course and support mechanisms address their learning needs.

Clients should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Clients should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows clients to appropriately address the assessment requirements.

During enrolment clients will be asked to identify any individual learning needs that require support during their course. It is recommended that clients provide ASTT full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

ASTT encourage clients to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Training & Assessment

Training Guarantee

ASTT will take all reasonable steps to ensure we provide a course to a client/s once it has been confirmed. In the unlikely event of ASTT being unable to fulfil its commitment to provide a course at the agreed date it will offer the client a full refund or re-schedule the course. ASTT takes a collaborative approach with client's and provides support to facilitate the successful completion of their course within agreed timeframes.

ASTT implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that clients are fully informed of the process and subsequent arrangements.

If for any reason ASTT has to make any changes to the services that we agreed to provide the client pre-enrolment, we will notify the client as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Clients will be notified of the changes and impact on them as soon as practicably possible.

ASTT is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to clients.

When delivering Australian Qualification Framework courses to clients, ASTT will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

Client Induction

Induction is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the client and ASTT during the course. It is also an opportunity for clients to ask any last minute questions.

Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Amount of Training

Delivery and learning methodologies are tailored for each particular course and each particular client. The amount of training required may differ per client, as their existing skills and knowledge and or their capacity to grasp a concept during the formative stage of the training may result in more or less training for a particular individual.

The amount of training may also be influenced by the mode of delivery, be it face-to-face and/or on-the-job or on-line. *(NB. ASTT does not currently deliver any on-line delivery mode).*

ASTT strives to ensure all clients develop the required knowledge and skills of the unit of competency so they are able to successfully perform the assessment tasks at the summative stage of the training and subsequently to enable them to confidently perform associated tasks in the workplace on completion of their course to the level of competency required by the training package and to the level expected by their employer or industry.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our training site or in the client's workplace and will involve a mixture of classroom and simulated work-based environments to develop competency.

Assessment

Client's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the clients' submission will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Clients are normally given 3 attempts to demonstrate competency at each assessment. If clients are still unable to demonstrate competency at this point, they must re-enrol and undertake the assessment and in some limited circumstances the training again. This will incur a fee. Refer to the fees and refund policy and procedure for further details.

Course progress

ASTT will monitor clients course progress and provide assistance if the client is experiencing difficulties and not progressing through their course as per their course schedule. The Training Manager will arrange a time to meet with clients who are not progressing satisfactorily and ascertain the reasons for this.

Access to appropriate supports services will then be offered to assist the client in successfully completing their course within the scheduled duration. ASTT may refer clients to external sources if they are unable to sufficiently provide support for clients learning needs. ASTT may refer clients to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

ASTT will take all reasonable and feasible steps to assist clients so they can successfully complete their course within the course schedule

Academic Support

Client's who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

ASTT can provide and/ or arrange English language/ academic support including but not limited to:

- Helping clients adjust to the learning and assessment process
- Provide guidance and assistance with addressing homework issues
- Reviewing learner materials with the client
- Arranging extra tuition, materials and exercises,
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises to develop understanding
- Arranging access to computers
- Arranging access to modified resources
- Provide opportunities to re-attempt assessments
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays
- Providing opportunities to catch up
- Providing guidance with organisation/ time management skills

Welfare Support

We understand that our clients sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. We can refer clients to an external professional welfare service if required. Clients who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff. Clients are liable to pay the fees incurred if they access external welfare support services during their studies at ASTT

Client Feedback

To ensure we continually improve our training services and facilities ASTT encourages clients to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

Certificates, Record of results and Statements of attainment

ASTT is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible clients a Certificate and Record of results or a Statement of attainment.

ASTT will issue clients a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to clients once all course related fees due to ASTT have been fully paid by the client.

Upon successful completion of all the units of competency in their course of study, clients will be issued a Certificate and Record of results. A client who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Clients who successfully complete a qualification with ASTT may be able to access job opportunities. However, clients should note that successfully completing a course at ASTT does not guarantee that they will gain employment in a job role/ industry.

Code of Conduct

ASTT practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

Equality of Opportunity

ASTT ensures that:

- all clients and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling clients
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- staff and clients are required to comply with access and equity requirements at all times.

Management

ASTT ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to the ASTT and the clientele
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate client learning
- it maintains appropriate insurances
- it will inform the regulator of any significant changes to the control, senior management and scope of the ASTT.
- it provides the regulator with the required data in soft and hard copy when requested. (free of charge).
- it fully cooperates with all regulatory bodies during audits
- Courses delivered are current and in accordance with training package requirements

Administration Management

ASTT ensures that:

- academic records are stored for a period of 30 years
- personal records will be treated as confidential and stored on and off site
- it maintains appropriate systems to record and store client details relating to attainment, attendance AVETTMIS details and related correspondence
- it adopts an AVETMISS compliant client management system
- staff and clients are to be able to access their own records at no cost.
- statements of attainment and certificates will be awarded to clients who successfully complete our courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information

Training & Assessment

ASTT ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non accredited courses.

- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and clients
- the opportunity for recognition of prior learning and credit transfer are provided to clients
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to clients
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- training occurs between 8.00am and 10.00pm
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and ASTT information is provided to clients pre enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

Staff

ASTT ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a Certificate IV in Workplace Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow ASTT policies and procedures when training and assessing
- treat all clients in a fair and equitable manner
- treat clients in a non discriminatory manner

Marketing & Enrolment

ASTT ensures that it will:

- provide appropriate pre enrolment information to clients to enable them to make an informed choice of course
- not provide false or misleading information about the ASTT or its courses
- perform marketing activities with integrity and accuracy
- identify all AQF accredited and non accredited courses in all its materials
- identify the ASTT name and number on all its materials
- only place clients in courses appropriate to their needs
- systematically review its marketing materials to ensure currency and accuracy
- employ a systematic, fair and equitable approach to enrolling clients

Client Support Services

ASTT ensures that:

All clients will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition, clients will be provided access to appropriate academic and personal support services during their course

Client Code of Conduct

All clients have the:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre enrolment information
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from their trainers
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Complaints and Appeals policy to resolve disputes/ complaints

All clients are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating or plagiarism
- submit work when required.
- meet the terms of enrolment
- attend all classes
- participate in course learning and assessment activities
- follow all ASTT instructions during learning and assessment activities
- treat other clients and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin

General Information

Support Service Contacts

Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
Lifeline 24-hour Counselling Services	Phone 131 114
Doctor	4 Bank Place, Drouin (03) 5625 3000
Dentist	103 Princes Way, Drouin. (03) 5625 1718
Counsellors	Life Resolutions , Suite 614, 530 Little Collins Street, Melbourne (03) 9380 4444
Legal assistance	Law ASTT of Victoria 470 Bourke St, Melbourne, VIC 3000, Hotline: (03) 9602 5000
	Victorian Legal Aid Phone 9269 0120
Academic support	Phone (03) 5615 9530
Access to records	Phone (03) 5615 9530
Training Manager	Phone (03) 5615 9530
Training staff	Phone (03) 5615 9530

Occupational Health and Safety

ASTT has an extensive range of OH&S policies and procedures and conducts regular Health & Safety reviews covering all ASTT operations to ensure our facilities, equipment, materials and practices comply with all OHS legislation and associated regulations. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/risk.

Clients must also act in manner that safeguards their own health and safety and that of their fellow classmates. When ASTT staff are providing OHS information it is important that this is understood, and instructions followed. If a client spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the Safe Work Australia and WorkSafe Victoria websites.

Client Safety

We are committed to providing a safe, secure and supportive environment for our clients. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

When attending the ASTT:

- The ASTT will be staffed at all times during day and evening time classes and all entrants asked for identification
- Clients will be asked to display identification at all times when entering the ASTT
- Visitors are not permitted into the ASTT without express permission from the Training Manager
- Please contact the nearest member of staff if you:
 - feel threatened or unsafe at any time
 - have concerns about someone else's behaviour
 - are worried about someone harming themselves or someone else
 - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.
- For further information on public safety and advice on how to make your time at ASTT as enjoyable and safe as possible please refer to Victorian Police Community safety website:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

Attendance

ASTT staff will record client attendance at each session, and this will be recorded in accordance with ASTT policy and procedure. Clients must attend all scheduled classes at the times indicated if they have enrolled for face to face training. ASTT recognizes that sometimes clients may be unable to attend due to unforeseen circumstances. If for any reason a client is unable to attend all or part of a planned session, they are to contact the Training Manager on 0419 876527.

ASTT will monitor client's attendance and provide appropriate support to ensure successful completion within the scheduled period.

Privacy

The ASTT will treat all client personal information confidentially and will not disclose any details to a third party without the client's prior written consent.**

**Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and supply client data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), VRQA, WorkSafe Victoria and other regulatory bodies or to a court of Law.

Access to Records

Clients may access their personal records free of charge at any time by contacting the Training Manager on admin@austrsafet.com.au. The Training manager will arrange an appointment within 5 working days to view the records and ask the client to bring confirmation of identity. Photo ID (e.g. driver's license) is best.

Academic Misconduct

Clients are also required to adhere to Code of conduct. If a client is found to have acted in a way that ASTT deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct clients are expected to approach learning and assessment activities in an ethical manner. At ASTT our clients almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the client's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a client fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a client copies another client's work and passes this of as their own, then this is also a form of plagiarism and cheating.

During assessment clients will read about ideas and gather information from many sources. When clients use these ideas in assignments, they must identify who produced them and in what publications they were found. If clients do not do this, they are plagiarising. If clients are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at admin@austrsafet.com.au.

Submitting plagiarised work during assessments will result in the client's assessment submission being invalidated.

Collusion

Collusion is the presentation by a client of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more clients in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the client's assessment submission being invalidated.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the client being removed from the course and their client visa being cancelled. No refund is available to the client in such circumstances. All clients have access to the Code of Conduct. The Code of Conduct is printed in the Client information handbook and a copy of the Academic misconduct and Training and assessment policies and procedures are available on request by contacting the Training Manager at any time on admin@austrsafet.com.au.

Assessors review all completed assessment submissions to identify instances of cheating, plagiarism or collusion. During the quality assurance processes undertaken on completed files a further review of completed assessment submissions to identify instances of cheating, plagiarism or collusion. If instances are identified, action is taken in accordance with the Academic misconduct policy and procedure.

If clients have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Clients may be penalised by any of the following ways as:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled.

If a client has an issue with any aspect of their course or ASTT services, they should bring this to the attention of their trainer or another ASTT staff member. Clients can lodge a complaint in relation to our trainers, assessors, fellow clients or any third-party providing services on ASTT's behalf.

ASTT staff will attempt to resolve this in an informal manner to the client's satisfaction. If the client is dissatisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be processed in accordance with the Complaints and appeals policy and procedure, also located in appendix one of this handbook.

Clients have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the Complaints and appeals form located in appendix one of this handbook. The appeal will be processed in accordance with the Complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal, clients must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the client is still dissatisfied by the outcome of an internal appeal, they have the right to access the external appeals process.

An appeal is lodged with a third party independent of the ASTT. The independent organisation or person will review the matter to identify if ASTT has followed the process as outlined in the ASTT Complaints and appeals policy when dealing with the matter. The external party does not review the outcome of the complaint or appeal.

Clients' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.

As part of the continuous improvement process, information gathered during the complaints and appeals process will be analysed, outcomes considered, and appropriate action implemented to eliminate or mitigate the likelihood of the issue/ s reoccurring.

Notifying you if things change

ASTT will notify you promptly if there are any changes to our ASTT, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, the ASTT will advise the learner as soon as practicable, including changes to any new third party arrangements, a change in ASTT ownership or changes to existing third party arrangements.

Complaints and Appeals

If client's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another ASTT staff member. ASTT staff will attempt to resolve this in an informal manner to the client's satisfaction.

If the client is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Clients have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form clients must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the client is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.

An external party appointed by the ASTT will review the case to identify if the ASTT has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Clients' have the right to seek advice from and be represented by an independent external party/ies (of their choice) at any time during the complaints and appeals process. The cost of this will be borne by the client.

If you require further information or clarification of the content in this handbook you can do so by contacting:

Further information

William Cope
Training Manager
ASTT
PO Box 77
Bunyip VIC 3815

Tel: 03 5615 9530

Email: admin@austsafet.com.au

Course Information

ASTT delivers the following nationally endorsed training package course:

RII30820 Certificate III in Civil Construction Plant Operations

Course description

This qualification reflects the role of a skilled operator working with civil construction plant, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the qualification.

Target market

This course is aimed at clients who wish to develop the knowledge and skills to become a skilled operator working with civil construction plant. The course is suitable for those who require this course to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency.

Duration

This course is delivered over 91 weeks including holidays. This includes 77 weeks of term time and 14 weeks' holiday. Term time consists of seven 11-week terms. Holiday periods include six 2-week term holidays and a 2-week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week (over 2 days). Clients are also required to undertake independent study (homework, research, preparing for and undertaking out of class assessments) for 8 hours per week during term time. Total course hours = face to face training and assessment = 1,232 + 616 = 1,848 hours.

Hours are approximate as learners take differing amounts of time on independent study and out of class assessment activities. The course duration can be amended to cater for individual client requirements.

Course delivery

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, simulated workplace environment including role play and group work.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training. Assessment methods include short answer questions, presentations, demonstrations/ observation, role-plays in a simulated workplace environment, and written assessments.

Clients must demonstrate satisfactory performance against all unit requirements to be deemed competent. Clients are provided with opportunities for re-assessment if they fail to demonstrate satisfactory performance during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto RII40615 Certificate IV in Civil Construction Operations or other related civil construction courses at certificate IV or Diploma level

Employment Pathway

This qualification may provide opportunities to access employment in the following or related roles: Roles that involve operating civil construction plant and machinery and/ or providing theoretical advice and support to a construction team.

Location

Training and assessment will take place at the This course will be delivered at the ASTT facility at 26 Bunyip-Modella Road, Bunyip VIC 3815 or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.

Credit Transfer

Clients who have successfully completed whole units of competency included in this course with another ASTT can apply for Credit Transfer (CT).

Course structure

This qualification can be obtained by successfully completing 19 units of competencies [14 core & 5 elective units].

Core units

RIIBEF201D Plan and organise work
RIICCM201D Carry out measurements and calculations
RIICCM202D Identify, locate and protect underground services
RIICCM203D Read and interpret plans and specifications
RIICCM205E Carry out manual excavation
RIICCM206D Support plant operations
RIICCM207D Spread and compact materials manually
RIICCM208D Carry out basic levelling
RIICOM201D Communicate in the workplace
RIISAM201D Handle resources and infrastructure materials and safely dispose of non-toxic materials
RIISAM203D Use hand and power tools
RIISAM204D Operate small plant and equipment
RIIWHS201D Work safely and follow WHS policies and procedures
RIIWMG203D Drain and dewater civil construction sit



Elective units

RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIMPO338E Conduct rigid haul truck operations
RIIMPO326E Conduct civil construction water cart operations
RIIMPO317F Conduct roller operations

Qualification

On successful completion of this course clients will be awarded a RII30815 Certificate III in Civil Construction Plant Operations and a Record of results. A Statement of attainment will be provided to clients to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Fees

The total fee charged for this course is \$7,000 (includes enrolment fee and learning materials). \$1,000 is payable on accepting course offer. \$1,000 is payable two weeks before the commencement of terms 2 -7.

Further Information

Contact the Training Manager at admin@austrsafet.com.au for further information.

Short courses

ASTT delivers the following nationally recognised training package short courses:

CPCWHS1001 Prepare to work safely in the construction industry

Course description

This unit of competency specifies the mandatory occupational health and safety training required prior to undertaking construction work. The unit requires the person to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to self and others.

It covers identifying and orally reporting common construction hazards, understanding basic risk control measures, and identifying procedures for responding to potential incidents and emergencies. It also covers correctly selecting and fitting common personal protective equipment (PPE) used for construction work.

This unit meets the general construction induction training requirements of division 3 of Part 5.1 of the Occupational Health and Safety Regulations 2007 for Victoria.

Graduates from this course may use the qualification to address Victorian licensing, legislative or certification requirements in some jurisdictions. Relevant occupational health and safety regulatory authorities should be consulted to confirm jurisdictional requirements.

Target market

This course is aimed at clients who wish to develop the mandatory work health and safety knowledge and skills required to work on a construction site in Australia. The course is suitable for those who require this unit to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency.

Duration

Clients undertake 2 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 6 hours over one day. Total approximate course duration = 8 hours. Hours are approximate as learners take differing amounts of time on pre- course reading. The course duration can be amended to cater for individual client requirements.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations and group work.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training.

Assessment methods include:

- 1.Theory task - Multiple choice questions. clients are required to read each question and select the correct response from given alternatives.
2. Theory & practical task - clients are required to provide oral responses to written questions and demonstrate correct use of personal protective equipment (PPE). The assessor will observe performance when demonstrating how to use PPE.

Clients must demonstrate satisfactory performance against all unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate satisfactory performance during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto other related construction services qualification/s.

Employment Pathway

This qualification may contribute to workers securing employment in a role that requires the post holder to possess this unit of competency. e.g. construction worker.

Location

This course will be delivered Bunyip Hall, 38 Main Street, Bunyip VIC 3815 or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.



Qualification

On successful completion of this course clients will be awarded a Statement of attainment for CPCWHS1001 Prepare to work safely in the construction industry.

Fees

The total fee charged for this course is \$200 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austsafet.com.au for further information.

RIIWH5205E Control Traffic with a Stop Slow Bat and RIIWH5302E Implement Traffic Management Plans

Course description

The aim of this course is to develop the knowledge and skills required to use a stop-slow bat to control traffic. The course also develops the knowledge and skills required to implement traffic management plans. The course develops knowledge and skills relevant to Civil construction, resources and infrastructure environments.

Graduates from this course may use these qualifications to address Victorian licensing/ regulatory requirements for working in a variety of Civil construction, resources and infrastructure environments and using a stop slow bat and/ or implementing traffic management plans.

Target market

This course is aimed at clients who wish to develop the knowledge and skills required to control traffic using a stop-slow bat and implement traffic management plans. The course is suitable for those who require these two units to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the units of competency.

Duration

Clients undertake 8 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 8 hours over one day. Total approximate course duration = 16 hours. Hours are approximate as learners take differing amounts of time on pre- course reading. The course duration can be amended to cater for individual client requirements.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The two units in this course are delivered concurrently (i.e. at the same time in a clustered delivery mode). The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate traffic management situations. This is achieved by re-creating traffic management situations/ conditions, and employing equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training. The two units in this course are assessed concurrently (i.e. at the same time in a clustered assessment mode).

Assessment methods include:

- 1.Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task – clients are required to demonstrate how to prepare, implement and monitor a traffic management plan (including using a Stop slow bat) in a simulated workplace environment. Clients are also required to provide verbal responses to questions. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate satisfactory performance during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto other related construction services qualification/s.

Employment Pathway

This qualification may contribute to workers securing employment in a role that requires the post holder to possess this unit of competency. e.g. construction worker.

Location

This course will be delivered at a location confirmed in the enrolment confirmation or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.

Credit Transfer

Clients who have successfully completed whole units of competency included in this course with another ASTT can apply for Credit Transfer (CT).



Qualification

Upon successful completion of the two assessments in this course clients will be issued a Statement of Attainment indicating the units: RIIWHS205E Control Traffic with a Stop Slow Bat and RIIWHS302E Implement Traffic Management Plans. The two units of competency in this course are assessed via a clustered assessment method. Clients must satisfactorily complete all course assessment tasks to be issued a Statement of attainment for either unit.

Fees

The total fee charged for this course is \$350 (includes enrolment fee and training materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austsafet.com.au for further information.

AHCMOM213 Operate and maintain chainsaws

Course description

This course develops the skills and knowledge required to safely operate a hand-held chainsaw and maintain it in working condition. The course includes cross-cutting fallen timber using safe cutting techniques.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Target market

The course is suitable for individuals who apply low risk work procedures and comply with worksite health and safety requirements when operating hand-held chainsaws to carry out routine work. The course is suitable for those who require this unit to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency.

Duration

Clients undertake 2 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 8 hours over one day. (not including breaks).

Total approximate course duration = 2 hours pre- course reading, and 8 hours face to face training and assessment. Total hours = 10 hours. Hours are approximate as learners take differing amounts of time on pre- course reading.

The course duration is adjusted to cater for individual client's requirements. Clients who do not wish to undertake assessments at the end of training delivery can be accommodated the next time the course is delivered.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate workplace situations. This is achieved by implementing workplace conditions, equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training.

Assessment methods include:

- 1.Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task - clients are required to demonstrate how to complete workplace activities relevant to the unit of competency in a simulated workplace environment. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots during the course.

Training Pathway

Clients who successfully complete this course may progress onto other handheld machinery operation related courses.

Employment Pathway

This qualification may contribute to workers securing employment as a chainsaw operator in a variety of industries.

Location

This course will be delivered at a location confirmed in the enrolment confirmation or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.



Qualification

On successful completion of this course clients will be awarded a Statement of attainment for AHCMOM213 Operate and maintain chainsaws.

Fees

The total fee charged for this course is \$300 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austsafet.com.au for further information.

TLILIC0003 Licence to operate a forklift truck

Course description

This course develops the skills and knowledge required to operate a forklift truck safely in accordance with all relevant legislative requirements.

Forklift truck means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other attachments that can be raised 900 mm or more above the ground, but does not include a pedestrian-operated truck or a pallet truck.

This unit requires a person operating a forklift truck to:

- plan for the work/task
- prepare for the work/task
- perform work/task
- pack up

A person performing this work is required to hold a forklift truck High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to operate this plant. Graduates from this course may use the qualification as part of their license application.

Target market

This course is aimed at clients who wish to develop the knowledge and skills required to operate a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other attachments that can be raised 900 mm or more above the ground, but does not include a pedestrian-operated truck or a pallet truck.

The course is suitable for those who require this unit to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency. Clients will be at least 18 years of age.

Duration

Clients undertake 4 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 16 hours over two days. (not including breaks).

Total approximate course duration = 4 hours pre- course reading, and 16 hours face to face training and assessment. Total hours = 20 hours. Hours are approximate as learners take differing amounts of time on pre- course reading.

The course duration can be adjusted to cater for individual client's requirements. Clients who do not wish to undertake assessments at the end of training delivery can be accommodated the next time the course is delivered.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate workplace situations. This is achieved by implementing workplace conditions, equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training.

Assessment methods include:

1. Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task - clients are required to demonstrate how to complete workplace activities relevant to the unit of competency in a simulated workplace environment. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must be at least 18 years of age. Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto other Forklift operator or related courses e.g. TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Employment Pathway

This qualification may contribute towards securing employment in the following or related roles:

- Warehouse operator
- Forklift truck operator

Location

This course will be delivered at the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.



Qualification

On successful completion of this course clients will be awarded a Statement of attainment for TLILIC0003 Licence to operate a forklift truck.

Fees

The total fee charged for this course is \$650 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austsafet.com.au for further information.

TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Course description

This unit specifies the skills and knowledge required to safely operate a boom-type Elevating Work Platform (EWP) where the length of the boom is 11 metres or more in accordance with all relevant legislative requirements. Competence in this unit, does not in itself result in a HRWL licence to operate this plant.

Boom-type elevating work platform means a telescoping device, hinged device, or articulated device, or any combination of these, used to support a platform on which personnel, equipment and materials may be elevated.

A person performing this work is required to hold a boom-type elevating work platform High Risk Work Licence (HRWL). This unit requires a person operating an EWP to:

- plan for the work/task
- prepare for the work/task
- perform work/task
- pack up

A person performing this work is required to hold a forklift truck High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to operate this plant. Graduates from this course may use the qualification as part of their license application.

Target market

This course is aimed at clients wishing to secure a WorkSafe Victoria HRW license to operate a boom type elevated work platform (EWP). The course is suitable for those who require this unit to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency. Clients will be at least 18 years of age.

Duration

Clients undertake 4 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 16 hours over two days. (not including breaks).

Total approximate course duration = 4 hours pre- course reading, and 16 hours face to face training and assessment. Total hours = 20 hours. Hours are approximate as learners take differing amounts of time on pre- course reading.

The course duration can be adjusted to cater for individual client's requirements. Clients who do not wish to undertake assessments at the end of training delivery can be accommodated the next time the course is delivered.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate workplace situations. This is achieved by implementing workplace conditions, equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training.

Assessment methods include:

- 1.Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task - clients are required to demonstrate how to complete workplace activities relevant to the unit of competency in a simulated workplace environment. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must be at least 18 years of age. Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto other EWP operator or related courses e.g. TLILIC0003 Licence to forklift truck

Employment Pathway

This qualification may contribute towards securing employment in the following or related roles:

- Arborist
- Technician

Location

This course will be delivered at the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.

**Qualification**

On successful completion of this course clients will be awarded a Statement of attainment for TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Fees

The total fee charged for this course is \$650 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@ausstsafet.com.au for further information.

AHCCHM304 Transport and store chemicals and AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases

Course description

This course develops the knowledge and skills required to safely handle, transport and store chemicals. The course also develops the knowledge and skills required to safely prepare and apply chemicals for the control of pests, weeds and diseases, using general application equipment.

The course applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

Graduates from this course may use the qualification to apply for a license to use chemical in the workplace. The application is accessed and submitted to Auschem.

Target market

This course is aimed at clients who wish to develop the knowledge and skills required to handle, prepare apply, transport and store chemicals. The course is suitable for those who require these two units to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency.

Duration

Clients undertake 4 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 8 hours in one day. (not including breaks).

Total approximate course duration = 4 hours pre- course reading, and 8 hours face to face training and assessment. Total hours = 12 hours. Hours are approximate as learners take differing amounts of time on pre- course reading.

The course duration can be adjusted to cater for individual client's requirements. Clients who do not wish to undertake assessments at the end of training delivery can be accommodated the next time the course is delivered.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The two units in this course are delivered concurrently (i.e. at the same time in a clustered delivery mode). The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate workplace situations. This is achieved by implementing workplace conditions, equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client's performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training. The two units in this course are assessed concurrently (i.e. at the same time in a clustered assessment mode).

Assessment methods include:

- 1.Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task - clients are required to demonstrate how to complete workplace activities relevant to the unit of competency in a simulated workplace environment. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course unit requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

Clients who successfully complete this course may progress onto other related Agriculture, Horticulture and Conservation & Land Management qualification/s in chemical use. e.g. AHCCHM404 Develop procedures to minimise risks in the use of chemicals.

Employment Pathway

This qualification may contribute to workers securing employment in a role that requires the post holder to possess the two units of competency. e.g. a farm worker role that requires the use of chemicals.

Location

This course will be delivered at a location confirmed in the enrolment confirmation or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.



Qualification

Upon successful completion of the two assessments in this course clients will be issued a Statement of Attainment indicating the units: AHCCHM304 Transport and store chemicals and AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases. The two units of competency in this course are assessed via a clustered assessment method. Clients must satisfactorily complete all course assessment tasks to be issued a Statement of attainment for either unit.

Fees

The total fee charged for this course is \$550 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austsafet.com.au for further information.

Accredited Short courses

ASTT delivers the following accredited short course:

VU23165 Observe and manage the safe operation of plant and equipment around overhead and underground assets

Course description

This course provides initial training in accordance with the requirements of Energy Safe Victoria to be authorized as a “No Go Zone” spotter. This course is designed to develop competency in warning personnel operating mobile plant and equipment against unsafe approach to overhead electrical apparatus and services.

Target market

This course is aimed at clients who wish to develop the knowledge and skills required to operate as a workplace spotter. Clients may require this unit to satisfy employment requirements. Clients may also undertake the course to access further study opportunities.

It is anticipated applicants will not possess experience of applying the knowledge and skills in the contexts outlined in the unit of competency.

Duration

Clients undertake 2 hours pre- course reading prior to undertaking the face to face training. The face to face training and assessment is delivered in 8 hours in one day. (not including breaks).

Total approximate course duration = 2 hours pre- course reading, and 8 hours face to face training and assessment. Total hours = 10 hours. Hours are approximate as learners take differing amounts of time on pre- course reading.

The course duration is adjusted to cater for individual client’s requirements. Clients who do not wish to undertake assessments at the end of training delivery can be accommodated the next time the course is delivered.

Course delivery

Clients will be forwarded learning materials to read approximately one week prior to commencement of face to face delivery. Clients can contact their trainer via phone and/ or e-mail for support prior to the face to face sessions. Clients are encouraged to contact their trainer during this time.

Client will attend the face to face training. The following techniques are used during face to face training: Power Point presentations, trainer demonstrations, individual tasks, practical demonstrations, role play/ simulated workplace environments and group work. Simulated workplace environments are used during training and assessment to recreate workplace situations. This is achieved by implementing workplace conditions, equipment, technology, materials, legislation and quality standards. Clients role paly workers and complete tasks to workplace standards.

Opportunities for Formative assessment are also provided during delivery. Trainers provide feedback to clients on what areas they are demonstrating competency and areas for improvements to facilitate the development of appropriate knowledge and skills to prepare them for summative assessment.

Assessment

Client’s performance when completing tasks in accordance with the unit of competence requirements is assessed at the completion of face to face training.

Assessment methods include:

- 1.Theory task - clients are required to read each question and provide an appropriate written response.
2. Practical task - clients are required to demonstrate how to complete workplace activities relevant to the unit of competency in a simulated workplace environment. The assessor will observe performance.

Clients must demonstrate satisfactory performance against all course requirements to be deemed competent and be awarded a Statement of attainment. Clients are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Entry Requirements

Clients Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications to ensure their learning needs are addressed by the course. This assessment takes place when you complete and submit the Enrolment and Pre-Training Review forms when applying for the course. On completion of the assessment ASTT determines if the course is suitable for the client and addresses their learning needs.

Clients must supply and wear their own safety boots or shoes during the course.

Training Pathway

There are no relevant spotting articulation pathways for course graduates, although clients may transition into other related Civil construction qualification/s.

Employment Pathway

This qualification may contribute to workers securing employment in a role that requires the post holder to possess this accredited unit.

Location

This course will be delivered at a location confirmed in the enrolment confirmation or the client's workplace.

Course Start Dates

ASTT offer courses throughout the year to suit clients' requirements.

Recognition of Prior Learning (RPL)

All clients are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this.

Qualification

On successful completion of this course clients will be awarded a Statement of attainment for 22597VIC Course in Workplace Spotting for Service Assets.

Fees

The total fee charged for this course is \$250 (includes enrolment fee and learning materials). This is payable on confirmation of course booking. Fees are subject to change without notice.

Further Information

Contact the Training Manager at admin@austrsafet.com.au for further information.

Appendix 1

Complaints and Appeals policy and procedure

Policy

- 1.1 If a client has a complaint that they wish to raise with ASTT they are encouraged to do so through the Complaints and Appeals procedure. Clients are also encouraged to appeal any ASTT decision if they feel they have grounds via the Appeals process as per this policy.
- 1.2 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.3 The Training Manager is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.4 This policy will be implemented in compliance with the requirements of AQTF Essential conditions and standards for continuing registration. Element 2.2, 2.7.
- 1.5 The following procedure outlines how clients will have their complaints and appeals processed.

Procedure

2 Informal process - General complaints

- 2.1 Clients are encouraged to approach any member of ASTT staff and make an informal complaint about any issue relating to their training.
- 2.2 Where possible staff members may utilise advice, discussions, and general mediation in relation to the issue / complaint. Staff members should try and resolve the issue informally.
- 2.3 Any staff member can be involved in this informal process to resolve issues.
- 2.4 Staff members should refer clients to the Training Manager if they feel they cannot, or it is not appropriate for them to try and resolve the complaint/ issue.
- 2.5 Staff may ask the client to come back at an arranged time if further investigation is required.
- 2.6 The outcome of the investigation should be communicated to the client within an agreed timescale.
- 2.7 If the complaint is against the Training Manager another member of staff should be approached and deal with the complaint.
- 2.8 Clients who are not satisfied with the outcome of the informal process should be encouraged to lodge a formal complaint.
- 2.9 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

3 Formal process - General Complaints

- 3.1 The client will incur no cost to themselves during the complaints and appeals process unless they seek external representation.
- 3.2 Clients should lodge formal complaints using the Complaints & Appeals form located in appendix one of this handbook.
- 3.3 Clients should complete the Complaints & Appeals form (with assistance from the Training Manager if required).
- 3.4 Complaints & Appeals forms are to be submitted to: Training Manager ASTT PO Box 77, Bunyip VIC 3815 or via e-mail to admin@austrsafet.com.au.
- 3.5 If the complaint is against the Training Manager another member of staff should be approached and deal with the complaint. Refer to the client handbook for contact details.
- 3.6 The ASTT will process the complaint/ appeal within 10 working days of lodgement.
- 3.7 The Training Manager will give the client every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the client where possible.

- 3.8 The Training Manager will investigate the complaint and liaise with appropriate staff if necessary, to ensure all the facts are considered prior to making any decision.
- 3.9 The Training Manager may delegate the handling of the complaint to an appropriate staff member if appropriate.
- 3.10 The Training Manager may arrange a meeting with the client during the investigation process if appropriate.
- 3.11 Clients' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.
- 3.12 The Training Manager will notify the client in writing of ASTT's decision within 3 working days of the decision being made.
- 3.13 Clients will also be notified of their right to appeal any decision within 20 working days if they are not satisfied with the outcome of the process.
- 3.14 All formal complaints and outcomes are to be recorded in the Complaints and Appeals Register.
- 3.15 If a client's complaint is substantiated through this process the Training Manager will take immediate corrective action.
- 3.16 All relevant documentation relating to the complaint must be stored in the clients file.
- 3.17 If a client is dissatisfied with ASTT's decision regarding the complaint, they have the right to appeal the decision via ASTT's Appeals Policy. The procedure is outlined below.

4 Internal appeals process – General appeals

- 4.1 If clients are not satisfied with ASTT decisions, they may ask ASTT to reconsider the decision by lodging an appeal.
- 4.2 Appeals may be made in relation to the following areas:
 - The outcome of a formal complaint
 - The outcome of action being brought against the client for breaching the code of conduct
- 4.3 Clients must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.4 The appeals process will commence within 10 working days of lodgement.
- 4.5 The Training Manager can assist clients with completing the Complaints and Appeal form.
- 4.6 The Training Manager is not able to assist clients in establishing if they have reasonable grounds for an appeal.
- 4.7 If the appeal is in relation to the Training Manager and or his decisions another member of staff will deal with the process.
- 4.8 Clients must lodge an appeal within 20 working days of being notified by ASTT of any decision they wish to appeal.
- 4.9 Clients may be accompanied by a representative at any meetings during the appeals process.
- 4.10 On receiving a Complaints and Appeals form ASTT will arrange a time and venue for a meeting to take place and inform the client in writing.
- 4.11 The meeting shall be attended by the clients and representative (if requested), Training Manager and one other appropriate member of staff.
- 4.12 During the meeting clients will have the opportunity to present their evidence and the ASTT will make a decision based on all evidence supplied to date.
- 4.13 At the completion of the internal appeals meeting a written statement of the outcome including reasons and details for the decision will be discussed with the complainant and signed by the complainant and the Training Manager.

- 4.14 The outcome will either be in favour of ASTT or the client.
- 4.15 If the outcome is in favour of the client, the Training manager will immediately commence corrective action.
- 4.16 Clients will be sent written notification of the outcome within two working days of the meeting taking place. This will include the outcome including reasons for the decision.
- 4.17 This written notification will also inform the clients that they have the right to access ASTTs External Appeal process (if appropriate) and how they go about doing this.
- 4.18 The complaints and appeals register will be updated.
- 4.19 All evidence will be placed in the clients file.
- 4.20 If clients are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure.

5 Internal appeals process – Assessments

- 5.1 If a client feels they have been unfairly assessed or there are circumstances that impacted their performance, they may appeal the assessment decision.
- 5.2 Client should approach their assessor in this case outlining the reasons for their appeal.
- 5.3 If the assessor feels there is reasonable grounds for the appeal, he/ she may decide to re-assess the client.
- 5.4 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.5 If the assessor decides to refuse the client an opportunity for re-assessment, the client may lodge a formal appeal by submitting a complaints and appeal form. The client must provide reasons for the appeal along with any supporting evidence.
- 5.6 Complaints & Appeals forms are to be submitted to: Training Manager ASTT 110 Gardner & Holman Road Drouin Victoria 3818 or via e-mail to admin@austrsafet.com.au.
- 5.7 If the appeal is in relation to the Training Manager's decision another member of staff will deal with the process.
- 5.8 If the Training Manager or other staff member handling the process decides that the clients appeal be upheld the following will apply.
- 5.9 The assessment in question will be marked by a different trainer (or from a trainer from another ASTT if appropriate and feasible) and the outcome communicated to the client.
- 5.10 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.11 The client will be awarded the grade that gives them the most favourable outcome between the two gradings.
- 5.12 If the clients appeal is refused, they will be sent written notification of the outcome within five working days of the meeting taking place. This will include the outcome including reasons and details for the decision. The letter will also inform the client of their right to access the external appeals process.
- 5.13 Clients can only appeal an assessment decision once.
- 5.14 If clients are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure.
- 5.15 Clients must inform the ASTT in writing if they are accessing the external appeals process

6 External appeals process

- 6.1 External appeals may only be lodged if a client thinks ASTT has not followed its Complaints and Appeals policy and procedure.

- 6.2 External appeals may be lodged with Anthony Vogrig of Wakefield and Vogrig Lawyers 2 /22-26 Princes Way Drouin 3818. Phone (03) 5625 4688.
- 6.3 Anthony Vogrig will also advise the client that in general, the purpose of the external appeals process is to determine whether ASTT has followed its internal complaints and appeals policies and procedures.
- 6.4 Anthony Vogrig will not review the evidence or make a decision in place of the one made by ASTT.
- 6.5 ASTT will pay the costs for the appeal.
- 6.6 All documentation must be placed in the clients file.
- 6.7 Anthony Vogrig will provide a written statement of the outcome including reasons and details for the decision to the complainant and ASTT at the completion of the external appeals process.
- 6.8 If the outcome of the internal or external appeals process results in a decision favouring the client, ASTT will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The client will be advised as to the course of action taken by ASTT as per Anthony Vogrig's advice.
- 6.9 The client will be contacted within 24 hours of receiving notification from Anthony Vogrig of the decision.
- 6.10 The client may access and receive the outcome of only one external appeals process.

Further information

ASTT's Complaints and Appeals policy in no way effects the clients right to access consumer affairs legislation and legal representation.

The client also has the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against ASTT.

Victorian Registration and Qualifications Authority

Level 6, 35 Spring Street

Melbourne

Victoria

3000

Phone: 03 9537 2806

Fax: 93 9651 3266

Email: vrqa@edumail.vic.gov.au

Website: www.vrqa.vic.gov.au

Documents to be employed in conjunction with this policy and procedure:

- Complaints and appeals form
- Complaints and appeals register
- Client files

Appendix 2

Complaints and Appeals Form

Clients who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint** **Appeal**

Client name:

Date:

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate).

Note. Please attach all supporting evidence and submit this form to the Training Manager ASTT PO Box 77, Bunyip VIC 3815 or via e-mail to admin@austrsafet.com.au

Signed:

Fees & Refunds Policy & Procedure

1. Policy

- 1.1 ASTT has a fair and reasonable course refund policy and provides this information to all clients' pre enrolment.
- 1.2 ASTT implements financial practices to ensure that client fees are processed in compliance with Australian Standard Accounting practices.
- 1.3 ASTT will notify the regulator of any significant changes fee payment arrangements and TAS/ fee assurance arrangements (if employed).
- 1.4 ASTT takes all reasonable steps to ensure we provide a course to a client/s once it has been confirmed. In the unlikely event of ASTT being unable to fulfill its commitment to provide a course at the agreed date it will offer the client a full refund of fees paid to date or re-schedule the course. ASTT takes a collaborative approach with client's and provides support to facilitate the successful completion of their course within agreed timeframes.
- 1.5 This policy and procedure applies to all clients enrolled in ASTT courses, organisational partnerships and marketing, enrolment and finance staff.
- 1.6 This policy will be implemented in compliance with the requirements of AQTF Essential conditions and standards for continuing registration condition 5 and VRQA VET Guideline 1.

2. Fees

Full qualifications

- 2.1 Fees are collected in advance of course commencement and at the identified points during each course.

RII30820 Certificate III in Civil Construction Plant Operations

Total course fee - \$7,000 (including \$50 enrolment fee and training and assessment materials).

\$1,000 is payable on accepting course offer.

\$1,000 is payable two weeks before the commencement of terms 2 -7.

Enrolment fee

The enrolment fee for all courses is \$50. This amount is included in the total course fees advertised for each course.

- 2.2 The fees for each course are outlined below:

Short courses

Full course fees are payable on booking course once client application has been assessed and has accepted course offer.

Course	Fee
CPCWHS1001 Prepare to work safely in the construction industry	\$200
RIIWHS205E Control Traffic with a Stop Slow Bat and	
RIIWHS302E Implement Traffic Management Plans	\$350
AHCMOM213 Operate and maintain chainsaws	\$300
TLILIC0003 Licence to operate a forklift truck	\$650
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	\$650
AHCCHM304 Transport and store chemicals and	
AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases	\$550
VU23165 Observe and manage the safe operation of plant and equipment around overhead and underground assets	\$250

Other qualifications, fees and charges

Enrolment fee	\$50 (included in all course fees)
Credit Transfer	No Charge
Issuance of first certificate/ statement of Attainment	No Charge
Issuance of replacement certificate or Statement of attainment	\$50
Re-training of a unit fee (full qualifications)	\$100% of pro rata unit fee
Re-training of a unit fee (short courses)	100% of total course fee
Re – assessment fee per unit (full qualifications)	50% of pro rata unit fee
Re – assessment fee per unit (short courses)	50% of total course fee
Recognition of Prior Learning fee	\$150 per unit
USI Creation Fee	\$20

The above fees are payable on accessing the product and/ or service.

Re – assessment fee - (Clients are permitted three attempts for each assessment task. Re-assessment fee is applied after the client has failed to demonstrate competence in an assessment task after three attempts)

Re-training fee - Clients are normally given 3 attempts to demonstrate competency at each assessment. If after 3 attempts clients are still unable to demonstrate competency, in *limited circumstances*, they may have to re-enrol and undertake the training again.

Limited circumstances – Clients will be asked to undertake training again if they fail to demonstrate competence in significant parts of all the assessment tasks for a unit of competency. From the submissions it will be clear that the client clearly does not understand concepts, is unable to address the performance criteria or possess the required knowledge and skills.

- 2.3 Fee information is provided to client's pre enrolment in the Client information handbook, Marketing flyers and the Enrolment form.
- 2.4 Fees are collected and placed in the organisation's bank account within 5 working days of collection.
- 2.5 All clients are provided with a receipt for fees paid.
- 2.6 All fee information is recorded against each client in accounting software. Fee information recorded:
 - Amount due for course
 - Amount paid to date for course
 - Balance due for course
 - Course cancellation/ refund information (where appropriate)
- 2.7 No more than \$1500 is collected in advance of course commencement from an individual client enrolling in a course.
- 2.8 Course fees collected are not accessed until the client commences their course.
- 2.9 Clients pay on going course fees prior to the commencement of each term (RII30815 only).
- 2.10 No more than \$1500 is collected from individual clients when paying fee installments.
- 2.11 Fee amounts include all course related fees including enrolment, tuition, materials fees, administration, and processing and issuing a first testamur. All clients must supply their own safety boots/ shoes.
- 2.12 Employers may pay fees for employees in advance and/ or as they fall due.
- 2.13 Employers paying fees for several clients (their employees) in advance of course commencement may pay ASTT in excess of \$1000 at any point. However, no more than \$1000 is collected in relation to any one employee.
- 2.14 Employers pay fees for their employees as they fall due.
- 2.15 Fees are subject to change without notice, there may be additional charges subject to negotiation in regards to travel distance or additional on site raining costs.

3. Refunds – All course

- 3.1 ASTT has a fair and equitable refund policy.
- 3.2 The refund policy is made available to all clients' pre enrolment via the Client handbook.

- 3.3 The enrolment fee for a course is non-refundable in all circumstances (except provider default).
- 3.4 ASTT provides applicants a 3-day cooling off period. This means that if a client accepts an offer of a place and pays ASTT relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the application fee – where applicable) will be provided. Clients must notify ASTT in writing within 3 days of paying ASTT any fees.
- 3.5 All client refund details are placed in their file.

If a client withdraws from a course after confirming and paying relevant fees the following terms and conditions apply:

4. Refund terms and conditions – All courses

- 4.1 If an enrolment in a course is cancelled more than 28 days prior to commencement of the course all fees less the enrolment fee is refunded.
- 4.2 If an enrolment in any course is cancelled within 28 days of commencement of the course or the client does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund of fees paid to date, unless the circumstances in item 4.3 of this procedure exist.
- 4.3 A full refund, less any enrolment fee will be provided to the client prior to commencement where:
- I. illness prevents the client from taking up the course;
 - II. illness of a close family member of the client (parent, sibling, spouse or child); or
 - III. other special or extenuating circumstances are accepted at the discretion of ASTT

Clients must provide original and verifiable documentary evidence to ASTT in support of the grounds listed in paragraphs I, II, III

Where evidence can be successfully provided to support the client's circumstances, course fees may be transferred to the next available course where applicable or a refund provided. This decision of assessing the extenuating circumstances rests with ASTT and shall be assessed on a case by case basis.

- 4.4 In the event where a client experiences compelling circumstances identified in item 4.3 of this procedure after the commencement of the course, a refund of course fees will be made for the proportion of the course not completed, less the enrolment fee.
- 4.5 It is the responsibility of the client to provide written advice of withdrawal, by submitting an email to admin@ausfsafet.com.au. The email must state the reasons why the withdrawal/ cancellation request is being made. Advice of withdrawal made by telephone will not be accepted.
- 4.6 The enrolment fee is non-refundable in all circumstances except if ASTT fails to deliver the course on the agreed start date and the client claims a refund.
- 4.7 Courses can be deferred to the next available intake where extenuating circumstances exist.

Applying, processing and payment of refunds – All courses

- 4.8 All clients can apply for refunds by submitting the request via email. The email must state the reasons why the request is being made.
- 4.9 Course refund/ withdrawal requests are to be submitted in writing to ASTT by email to admin@ausfsafet.com.au.
- 4.10 Clients requiring assistance with completing course withdrawal notification may contact us at 03 5625 1974 for assistance.
- 4.11 Course refund/ withdrawal notification must be submitted along with supporting documentation by email to admin@ausfsafet.com.au.
- 4.12 Refund/ withdrawal requests will be approved/ denied within in 15 working days of receipt.
- 4.13 Refunds are made in the same manner fees were paid. If a client paid fees through credit card, the refund amount will be credited to the credit card; and same holds for other methods of payments.
- 4.14 All clients will be notified in writing of the ASTT outcome of their application along with reasons why it was declined (if appropriate).

- 4.15 Clients have the right to access the Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 4.16 The client enrolment agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the client to take action under Australia's Consumer Protection Law.

5. Provider default – All courses

- 5.1 In the unlikely event that ASTT is unable to deliver the course in full, clients will be offered a refund of all the course money paid to date.
- 5.2 The following circumstances may be the cause of not providing the course in full:
- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
 - If the course ceases to be provided after the course starts but before the course is completed
 - If a course is not provided fully to the client because ASTT has a sanction imposed by the State VET Regulator.
 - If the RTO ceases to operate or for any other reason that results in the course not being provided.
- 5.3 The refund will be paid within 15 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at ASTT at no extra cost.
- 5.4 Clients have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a client chooses placement in another course, clients will be asked to confirm this via email indicating acceptance of the placement in an alternative course at ASTT.