MEDICAL · RESCUE · FIRE

SDS

SAFETY · SECURITY · TRAINING

PARTICIPANT HANDBOOK

Version 3.0

Welcome to Safety Direct Solutions

Thank you for choosing Safety Direct Solutions as your training provider and allowing us to play a role in your learning journey.

It is important that you take the time to read and understand this handbook as it contains vital information that is applicable to all participants.

We hope you will enjoy your time with us and wish you every success in your learning.

SDS Team

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INTRODUCTION

The purpose of this handbook is to provide you with the necessary information required when undertaking training at SDS. It provides information about our training programs, policies and processes, roles and responsibilities guiding you through your learning experience with SDS.

Safety Direct Solutions Pty Ltd (SDS)

SDS is a Registered Training Organisation (RTO #51632) and a leading provider of industrial safety, fire, rescue and medical training and emergency services personnel in the Australasian region. SDS was founded in 2004. SDS transformed its management system into an Integrated Management System and was awarded ISO 9001 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 OH&S Management System.

The SDS logo in the form of the stag symbolises wisdom, strength, leadership, integrity and protection. These are some of the key attributes that SDS as a company have built on and integrated into the company culture.

In 2019 SDS signed a partnership agreement with International SOS (ISOS). International SOS is the dedicated and specialised lead for the delivery of high-quality medical support to national governments and Non-Government Organisations operating in complex and demanding environments around the world.

The medical and operational combination of both companies enables SDS to provide the full suite of healthcare and occupational health services, provides greater resilience and enhances overall service quality, efficiency and capability.

Specifically, SDS is the International SOS dedicated and specialised lead for delivery of high-quality medical and emergency response support in Australasia.

SDS provides both clinic-based and remote site services including pre-hospital emergency response, primary health, dental and physiotherapy services, trauma management, deployment of medical capability to remote areas, provision of equipment and supplies, as well as development of medical emergency response plans. From a compliance perspective, we provide operational oversight; SDS manages medical, safety, health, wellbeing, and occupational health services compliance.

SDS set the benchmark in Australia for excellence in safety training and emergency management. Our people have extensive industry experience, and we train them to an even higher standard, where our clients can depend on them to respond to and effectively manage any emergency situation. SDS's approach to projects are to Achieve Excellence and deliver the highest standards of clinical care in the environments in which we operate, through a combination of multinational emergency response personal, local knowledge and an integrated global clinical governance, training and medical supply.

Vision Bringing people home safely.

Mission To take the lead on high-risk activities for our clients so they can focus on winning at their core business.

Values
- We favour autonomy and take ownership.
- We place the customer at the centre of every decision.
- We believe that excellence and continuous improvement are intertwined.
- We focus on solutions not problems.
- We embrace simplicity over complexity.

We aim to deliver high quality, innovative and engaging training that is relevant to our clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards. Our Facilitators are well experienced and dedicated to the industry. We put our participants' needs first and ensure our participants have a world class learning experience with us.

Location

Classes will be delivered at our custom-built Centre of Excellence training facility in Balcatta.

Western Operations – Perth Head Office

143 Balcatta Road, Balcatta, WA

The venue offers a comfortable learning environment as well as the necessary equipment to ensure high quality training, such as: dedicated training rooms equipped with participant desks, chairs, heating, cooling, ventilation, projector screens and white boards.

Other onsite facilities include male, female and disability toilets, participant kitchen and an area for participants to relax during lunch breaks. Free car parking is also available for participants.

Other SDS locations:

Eastern Operations - Sydney

3/7 Jullian Close, Banksmeadow NSW

Northern Operations – Darwin

5/124 Coonawarra Road, Winnellie NT

SDS has full capability to deliver training onsite.

TRAINING PROGRAMS

SDS delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry. Our holistic approach ensures our clients' needs are met.

The following courses are currently available:

Accredited Training

MEDICAL TRAINING

- HLT21015 Certificate II in Medical Service First Response
- HLT41115 Certificate IV in Health Care
- HLT51015 Diploma of Paramedical Science
- Emergency First Aid for Carers and Teachers
- Manage Injuries at Emergency Incident
- Occupational First Aid
- Provide Advanced First Aid
- Provide Cardiopulmonary Resuscitation (CPR)
- Provide First Aid
- Provide First Aid in Remote Situations

FIRST RESPONSE TRAINING

- CPP20511 Certificate II in Fire Protection Inspection and Testing
- Chief Warden
- First Attack Firefighting (Fire Extinguisher Manual Handling)
- Fire Suppression Systems
- Fire Warden
- Hydrocarbon Spill response
- Test and Tag First Response Fire Equipment

INDUSTRIAL TRAINING

- Confined Space Entry (Resource Industry)
- Gas Testing
- Height Safety Equipment Inspector
- Height Safety Supervisor
- Issue Work Permits
- Operate Breathing Apparatus
- Work Safely at Heights

INCIDENT COMMAND TRAINING

- Communicate in the Workplace
- Coordinate Incident Response
- Manage Incident Response
- Process Emergency Incident Calls and Enquiries
- Respond to Local Emergencies and Incidents

EMERGENCY RESPONSE TRAINING

- PUA20619 Certificate II in Public Safety (Firefighting and Emergency Operations)
- PUA30619 Certificate III in Public Safety (Firefighting and Emergency Operations)
- RII30715 Certificate III in Mine Emergency Response and Rescue
- Conduct Fire Team Operations
- Confined Space Rescue
- Hazmat
- Height Safety Supervisor – Twin Line Lowering (Level 2 Vertical Rescue)
- Operate Breathing Apparatus (Emergency Response)
- Operate Pumps
- Prepare, Maintain and Test Response Equipment
- Road Crash Rescue
- Urban Fire
- Wildfire
- Vertical Rescue (Level 3 Vertical Rescue)
- Vertical Rescue with Abseil (Level 4 Vertical Rescue)

GENERAL SAFETY TRAINING

- Local Risk Management
- Maintain and Monitor Site Quality Standards

SERVICE COMMITMENT

SDS is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

OUR OBLIGATIONS AS AN RTO

As a Registered Training Organisation (RTO) #51632, registered with Australian Skills Quality Authority (ASQA), SDS has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our operations. We also must participate in audits with ASQA upon their request.

Our responsibility as your chosen RTO is to issue your Australian Qualification Framework (AQF) certification documents in line with our AQF certification policy (issuing of your qualification) as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook.

PARTICIPANT RIGHTS AND RESPONSIBILITIES

SDS conducts its training courses to suit client needs, course type, and learning styles. The following client etiquette guidelines will help foster a healthy learning environment for all clients.

Unique Student Identifier (USI)

A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

A USI is for life! You only have to create it once.

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training provider you train with when you enrol.

To create your USI visit https://www.usi.gov.au

Participant Code of Conduct

All participants have the right to:

- Be treated fairly and with respect by all participants and SDS personnel.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information SDS holds about them.
- Make appeals about procedural and assessment decisions.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to SDS on the participant services, training, assessment and support services they receive.

Participants' responsibilities

All participants, throughout their training and involvement with SDS, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by SDS personnel.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to SDS in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify SDS if any difficulties arise as part of their involvement in the program.
- Be punctual and professional at all times while on participant work placement, including making arrangements in advance for appropriate placement hours and sticking to any arrangements made.
- Notify SDS if they are unable to attend a training session as soon as possible.
- Make payments for their training within agreed timeframes, where relevant.

ATTENDANCE

Attendance in training is recorded each day. These records are required for workplace, learning and health and safety reasons.

Participant attendance in class is paramount to the successful completion of learning and assessment outcomes. Participants are expected to attend all training sessions.

It is expected that participants arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the SDS Training Administration Team prior to course commencement.

All classroom sessions are designed to provide participants the essential knowledge and skills required for relevant units of competency. It may be expected that participants undertake additional reading and research.

Fitness for Work; Drug & Alcohol

Participants, whilst attending any SDS training course, are to comply with SDS Fitness for Work, Drug & Alcohol policy. When participants are sent for a course by their employer; they also have to comply with their employer relevant policies/procedures.

SDS is committed to ensure health, safety and welfare of all employees, visitors and course participants by providing a safe working environment. SDS reserves the right to suspend from a training course any participant(s) that is disruptive or unsafe.

Participants who are adversely affected by drugs and alcohol are deemed not fit for work. They pose a hazard to themselves, other participants, trainers and employees. In line with this, any participants who are adversely affected by either alcohol or drugs will be turned away from training.

Some training courses provided by SDS may involve physical exertions in conditions that can be mentally and physically stressful. In some courses, it will be inappropriate for injured workers or workers currently involved in Worker's Compensation claims or rehabilitation activities as part of a return-to-work plan, to participate in the course. SDS reserves the right to suspend from their training courses participants who are unable to actively participate in the course activities as a result of injury. Should this situation arise, immediate and discreet contact will be made with the participant to discuss future training options for the individual concerned.

Due to the physical nature of our courses and increased risk which some of the course activities may pose to participants' health and safety, women who are pregnant will not be permitted to undertake any of the practical components of the courses. Should this situation arise, immediate and discreet contact will be made with the participant or booking contact to discuss future training options for the individual concerned.

In the event a participant is turned away from training because of 'Fitness for Work' concerns the participant's employer will be contacted. SDS shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to 'Fitness for Work' issues.

PUNCTUALITY

As a courtesy, all participants must be punctual throughout the training day, including returning from breaks on time. Punctuality shows respect and is essential to avoid disruption to other participants and the trainer/assessor.

BEHAVIOUR

Participants are expected to behave appropriately in a mature and professional manner at all times. All participants are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

• Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);

• Interfering with another person's property;

• Removing, damaging or mistreating SDS property or equipment;

• Cheating/plagiarism;

• Interfering with another person's ability to learn through disruptions during training;

• Breach of confidentiality;

• Inappropriate language;

• Serious negligence, including WHS non-compliance;

• Discrimination, harassment, intimidation or victimisation;

• Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other participants and the trainer/assessor is expected.

SDS retains the right at all times to remove disruptive participants from the training environment.

• You will be expected to treat staff and fellow participants with respect and observe any participant etiquette requirements, which appear in this handbook or requested during the course by a trainer/assessor.

• Inappropriate language and actions will not be tolerated.

• Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.

• Treat facilities and equipment with due care and respect.

• You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

• Interrupting the trainer whilst delivering the course content.

BREAKS

Your trainer will advise of timing for all breaks. Typically, the following break times have been allocated, although they may vary:

- **15 minutes** duration for morning and afternoon tea breaks
- **30 minutes** duration for lunch breaks

CHANGE OF PERSONAL DETAILS

Participants are required to ensure their personal details recorded with SDS are up to date at all times. Should your circumstances or details change please update your records by emailing bookings@sdsaus.com.au

DISCIPLINARY PROCESSES

SDS may implement participant discipline processes should a participant be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The participant being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

DRESS & HYGIENE REQUIREMENTS

Our aim is to provide a safe workplace for both participants and SDS personnel, and in keeping with our values, the following SDS dress standards applies.

Footwear – Shoes must be closed in. Work boots are acceptable and preferred for most courses.

Clothing – Pants and long sleeve shirts are required. Professional high-vis clothing is preferred, although jeans with a long sleeve top are acceptable.

PPE may be required for specific courses. Participants will be advised of necessary PPE via Course Confirmation email sent by Training Services.

As you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

Site specific dress standards and PPE requirements may also apply if course is delivered on clients' site.

DUTY OF CARE

Under Occupational Health and Safety legislation, participants have a duty of care to maintain a safe environment for both themselves and their fellow participants.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your facilitator/assessor immediately.
- Immediately report hazards to your facilitator/assessor.
- Seek assistance from a member of SDS personnel if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with SDS emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Smoking on the premises is only allowed within designated areas and within designated break times. Drinking alcohol is not permitted anywhere on the SDS premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so SDS can provide support or treatment should an emergency arise.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by SDS in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of SDS;
- Ensure that you are not affected by the consumption of drugs or alcohol.

EVALUATION AND FEEDBACK

Your feedback is important, SDS values all feedback from participants and employers as it assists us to continuously improve the products and services we offer. Participants are encouraged to provide us with feedback, both positive and constructive.

Feedback forms will be emailed to all participants and employers on course completion. We also welcome feedback from you at any time by email and phone.

SDS monitors course participant feedback and initiates action to ensure that any inadequacies are corrected, if practicable.

We thank you in advance for your comments.

LEARNER SUPPORT SERVICES

SDS has identified a number of support services for participants who have special needs or require additional support and assistance to undertake or complete their learning.

Educational and support services may include, but are not limited to:

- Pre-enrolment materials
- Mentoring, coaching and guidance on course content, as well as effective learning and study techniques Language, Literacy and Numeracy (LLN) programs or referrals to these programs
- Additional time to complete assessments
- Written assessments modified to oral assessments
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Payment of fees such as payment plans and guidance on other fee support that may be available
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace
- Any other services that SDS considers necessary to support learners to achieve competency.

LEARNING MATERIALS

Participants receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

MAKING THE MOST OF YOUR TRAINING

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this.

To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities if required;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

MOBILE PHONES

All phones must be turned off/placed on silent during training, as a courtesy to the Trainer/assessor and other participants. Unless it is an emergency, no phone calls are to be answered during class time.

SECURITY

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. SDS accepts no responsibility for any belongings that may be stolen or go missing.

ACCREDITED TRAINING PROGRAMS

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all participants regardless of where they are, or the mode of training delivery provided. You could be a full-time participant in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Performance evidence/critical aspects of evidence;
- Knowledge evidence;
- Assessment conditions;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment requirements are stated in the pre-course information which can be found on the SDS website or relevant SDS marketing material and reiterated throughout your program.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved, to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance
- Projects
- Case studies;
- Role plays/ simulations;
- Demonstration of skills;
- Online assessments;
- Portfolio of evidence.

Certification will only be given to participants who successfully complete all assessment requirements for the course.

SDS is required to meet stringent quality requirements in the conduct of all assessments.

SDS has carefully constructed and developed assessment resources to meet these quality requirements, as well as being user friendly to participants.

Assessment submission

All assessments must be complete and submitted on the day of training unless otherwise stipulated. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

SDS has a no tolerance policy for plagiarism, cheating and collusion. SDS regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised.

Participants are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

- *Cheating -*
  All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

- *Collusion -*

  Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other participants do not have opportunity to copy your work.

- *Plagiarism -*

  Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work, which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

  You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: • Reflecting the learner's needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner'[s needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Rules of Evidence and Assessment

SDS is required to ensure that all evidence provided by participants, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to participants and are outlined within learner / assessment resources.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you may have.

Some courses require assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed, where possible.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read. If your assignment is illegible, it will not be accepted.
- All assignments are to be submitted in PDF or Word format with all pages included. Jpeg/photos etc will not be accepted.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 30 standard business days of receipt.
- Participants are entitled to two assessment resubmissions. If the re-submissions are still deemed NYC, participants may be offered the opportunity to re-submit at a fee. Further resubmissions are at the discretion of SDS.

Assessment results

Results of assessment are provided to participants as soon as is practical and in writing. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the participant is received in advance.

Reasonable adjustments

Participants with disabilities are encouraged to discuss with SDS any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the SDS to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must submit your request in writing to bookings@sdsaus.com.au or discuss with your assessor on the day of the course.

CLINICAL PRACTICE

Some of the courses available at SDS require participants to undertake a clinical practice in the workplace as part of the assessment requirements of the unit of competency and/or qualification.

SDS may be able to assist with suitable placement for each participant.

For participants, clinical practice is an opportunity to:

- Learn in a workplace relevant to their future career
- Talk, listen and learn from experienced workers who will help participants put theoretical learning into practice, and answer questions about wider areas of work and future opportunities in the industry
- Practice skills over a period of time in real life situations, in different contexts and with different individual participants
- Have access to real work technologies, equipment, participants and procedures
- Have exposure to both normal operating procedures and unplanned contingencies

During clinical practice, participants are required to:

- Acts in a professional and courteous way and respects the rights of other people in the workplace including participants
- Follow the policies and procedures of the host workplace and SDS including emergency procedures and the dress and nail code

- Be punctual at all times and advise the trainer assessor/mentor or supervisor if late or unable to attend a service
- Keep information about the host business confidential unless agreed to by the employer
- Pro-actively seek to develop skills and knowledge during the placement to ensure readiness for workplace assessments
- Be appropriately equipped and prepared (e.g. assessment, pens, log book etc.)
- Actively participate in the work activities required and complete the log book and any other documentation required for assessment purposes.

The following checks maybe required prior to clinical practice. The participant is responsible for any costs associated with obtaining the following:

- National Criminal History Record Check or National Police Certificate
- Working with children check
- Vaccination record check
- Drug and Alcohol screen

FairWork Australia has a factsheet available referring to 'Vocational Placement', which makes it clear that under the FairWork Act there are, conditions which must be met for a person to be recognised as on a vocational placement. These conditions can be summarised as:

- Must be a placement, arranged by the training provider or participant as a course requirement
- Must be no entitlement to pay
- Placement must be done as a requirement of an education or training course
- Placement must be approved (all RTOs that are implementing the requirements of units of competency will meet this as they are 'approved' by their regulator to deliver the program)

CERTIFICATES

Types of Certification

In general, four types of certificates are issued by SDS. Certificates can only be awarded by SDS in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the participant has been deemed competent across all the relevant units of competency making up the qualification.

- **Record of Results –** accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.

- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a participant is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

- **Certificate of Attendance/Certificate of Participation** – for non-nationally recognised training. Issued when a participant attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the participant must have a satisfactory attendance/participation rate.

Certificates are issued electronically in PDF Format to the participants nominate email address provided on enrolment. The onus is on the participant to ensure their email address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the participant. Duplicate or replacement copies of certificates incur a fee.

COURSE DELIVERY

SDS ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by SDS meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the participant.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- Audio/visual presentations
- Group participation/ discussions
- Trainer/facilitator instruction
- Practical activities
- Self-paced activities
- Individual projects
- Workplace based training
- Case studies

FLEXIBLE DELIVERY

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

SDS offers various forms of delivery to accommodate the varying needs of participants. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace–based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

LANGUAGE, LITERACY AND NUMERACY

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the SDS must abide.

SDS makes appropriate concessions for language, literacy and numeracy issues of participants where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

RECOGNITION

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT).

All participants have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

SDS aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Participants who consider they already possess the competencies identified in all or part of any course/qualification offered by SDS may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our team by emailing your request to bookings@sdsaus.com.au who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a participant through:

- Previous formal training
- Work experience, and/or
- Life experience.

Recognition therefore determines the subsequent advanced standing to which the participant is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the participant to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed, and you will then be contacted by our Training Coordinator and advised about further RPL process.

From here, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the nature of the unit, observation of your work skills in your workplace.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

SDS is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see our Recognition policy.

Credit Transfer

SDS recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer.

Credit Transfer is applicable when a Statement of Attainment or qualification provided by a participant has the same national competency codes as those that form part of the training and assessment program within which the participant is enrolled or is intending to enrol. If a course title and/or code are not an exact match, a mapping process to identify whether the unit requirements have been met will need to be undertaken.

Participants are required to formally apply for Credit Transfer and must provide a copy of their USI Transcript and/or original copies of Certificates. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you do not provide the required information.

SPECIAL NEEDS

Participants intending to enrol for training with the SDS are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Participants with disabilities or impairments are encouraged to discuss with the Manager Training Services any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Manager Training Services, in collaboration with the participant, will assess the potential for the participant to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the participant's learning.

TRAINERS AND ASSESSORS

All Trainers and Assessors are qualified and hold the necessary vocational competencies for which they are delivering. They have current industry experience and maintain their practical experience.

POLICIES

ACCESS AND EQUITY

SDS is committed to promoting, encouraging and valuing equity and diversity with respect to its participants and to providing them with a positive learning environment to achieve success. SDS will ensure services offered are provided in a fair and equitable manner to all participants, free from bias.

SDS abides by equal opportunity principles, providing access to the benefits of training and assessment to all participants regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All participants have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see our Access & Equity Policy.

APPEALS

SDS ensures that participants have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via SDS website.
- The appellant can provide detail of their appeal in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the participant.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- SDS may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise SDS will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.

- SDS strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

a) Appeal is upheld; in this event the following options will be available:

    i. The original assessment will be re-assessed, potentially by another assessor.

    ii. Appropriate recognition will be granted.

    iii. A new assessment shall be conducted/arranged.

b) Appeal is rejected/ not upheld; in accordance with SDS assessment policy the participant will be required to:

    i. undertake further training or experience prior to further assessment; or

    ii. re-submit further evidence; or

    iii. submit/undertake a new assessment

For further information, see our Appeals Policy.

PARTICIPANT ENROLMENT

To enrol in a training program simply do so via our website or contact the training administration team on 1300 955 097 or email bookings@sdsaus.com.au. To ensure you receive all the required information to make an informed decision on enrolling in a specific course, you will be provided with a copy of the relevant course information brochure consisting of any fees, course overview and requirements.

Enrolments must be received no later than 1 standard business day prior to course commencement. Enrolments will be considered tentative until payment has been received.

SDS will determine if you are eligible for RPL, RCC or credit on completion of the registration form.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, SDS will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All participants will receive an email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Should your booking be made by your employer, your confirmation will be forwarded to you by your employer unless otherwise agreed.

Participant Selection

If a training program is fully booked at the time the participant enquires about enrolment into that particular training program they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Participants on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis.

Participant Records

SDS maintains a Student Records Management System which contains records regarding your personal details provided to us, any training and assessment undertaken and completed.

In accordance with privacy laws and confidentiality requirements, your records are password protected and only accessible by authorised SDS personnel.

No other person/participant can and will have access to your personal file without your prior written permission.

If you would like access to your personal records simply contact the Training Administration team by emailing bookings@sdsaus.com.au

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Depending on the type of change, we may send a letter to your home address or send you an email. 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.

You can let us know of any changes to your details by emailing bookings@sdsaus.com.au

COMPLAINTS

SDS has a fair and equitable process for dealing with participant complaints.

All participants have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All participants have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO of SDS and/or their delegate or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise SDS will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the participant to the trainer /assessor/Director and/or their delegate.

The participant completes a Complaints Form to commence the process.

For further information, see our Complaints Policy and Procedure.

COURSE FEES

SDS has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

SDS accepts various methods of payment for course fees. Payment for courses can be made in the form of Visa card, MasterCard, Direct Deposit, or EWay.

Course fees up to $1,500.00 are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for qualification program may be paid via a payment arrangement in advance.

ENROLMENT CANCELLATION / WITHDRAWAL / DEFERRAL / AMENDMENT

Cancellation and Refund Policy

Should you find it necessary to cancel/transfer your booking please notify us as soon as possible, in writing to bookings@sdsaus.com.au as the following cancellation/transfer fees will apply:

- Course registration may be cancelled in writing up to three (3) standard business days prior to course commencement, with participants either transferring to another course or receiving a full refund.
- Course registration may be cancelled in writing up to two (2) standard business days prior to course commencement, with participants either transferring to another course or receiving a refund for 50% of the course cost.
- If no cancellation notice is received OR cancellation is made with less than one (1) standard business days' notice, no refund will be issued.

- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, transfer to another date may be possible at the discretion of Safety Direct Solutions management.

- Safety Direct Solutions reserves the right to cancel or postpone a course to an alternative date at short notice. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.

- If the participant arrives late (more than 15 minutes after the designated start time) then entry will not be permitted and no refund will be issued.

- If your assessor deems you as not yet competent on your assessment/s, a refund will not be issued and you will have to redo the course by paying the fees again.

RTO Cancellation of courses

SDS reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Participants already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a participant for the course will be made within seven (7) days. SDS has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by SDS.

EQUAL OPPORTUNITY

SDS is committed to equal opportunity policies and principles, as they affect participants and employees to ensure the elimination of discrimination and harassment.

The principles and practices adopted by SDS aim to ensure, that current and prospective participants, and other stakeholders are treated fairly and equitably in their dealings with SDS.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SDS provides equity in access to the level of training and support required by each participant. All participants are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All participants are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Rights and Responsibilities

SDS has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and participants.

SDS is committed to providing an environment which recognises and respects the diversity of employees, contractors and participants. SDS is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and participants to work and study in a safe and healthy environment free from such behaviour.

SDS will:

- Ensure that employees, contractors and participants understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and participants have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or participant feels harassed, vilified or bullied, the employee, contractor or participant is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or participant feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Director and/or their delegate should be contacted.

As a participant of SDS, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, participants and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness it the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and participants have an equal opportunity to work and study. SDS will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and participants to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and participants.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

• Race, colour, ethnic or ethno-religious background, descent or national identity.
• Sex.
• Pregnancy.
• Marital status.
• Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
• Sexuality (male or female; actual or presumed).
• Transgender.
• Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

• Intrusive or inappropriate questions or comments about a person's private life.
• Unwanted written, telephone or electronic messages.
• Promises or threats to a person.
• Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and participants.

Sexual harassment

SDS will not tolerate sexual harassment in the learning or work environment.

The SDS deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and participants have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

PRIVACY

SDS abides by the Privacy Act and respects participants, staff and trainer/assessors' right to privacy.

As an RTO, SDS is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from participants in secure participant records. All staff must be scrupulous in using participant information only for the purposes for which it was gathered. All participants always have access to their own records.

SDS collects information from participants upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. SDS may use personal information to advise participants of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

SDS will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see SDS Privacy Policy.

OCCUPATIONAL HEALTH & SAFETY (OSH)

SDS is committed to responsible Occupational Health and Safety (OHS) Management. Occupational Health and Safety risks are to be properly managed, satisfying the organisational vision and values, as well as all legal and ethical expectations.

SDS recognises our responsibilities and obligations to all of our employees, contractors and visitors and also relies on the support and cooperation of each individual to ensure the provision of safe and healthy working conditions and prevention of work-related injury and illness.

For more information and to view our OSH Policy please visit www.sdsaus.com.au

It is a great pleasure in welcoming you in your learning pathway to successfully complete and obtain a new qualification and skill set. We believe this will be extremely rewarding and exciting experience for you.

Safety Direct Solutions provide comprehensive training to ensure you are trained to the highest level and to provide you with the confidence and skills you need to start or enhance your career.

We ensure we will assist you in every way possibly to help you achieve your goals.

SCHEDULE OF FEES AND CHARGES *

Item	Fees (ex GST)
Electronic Certificate Re-Issue	$5.00
Re-assessment	$60.00
RPL Non-refundable application fee	$300.00
RPL unit fee	From $200.00
Re-printing of Learner Guides/Training Manuals	From $20.00
Wallet Card Re-print (client specific only)	$10.00

correct at time of publication but subject to change

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