



Trading as Height Safety Engineers and Firefect – RTO 91227

# Student Handbook

Version 7.0 – July 2019

Welcome to Elbon Consulting Services Pty Ltd. We are a Registered Training Organisation (RTO No. 91227) , trading as Height Safety Engineers and Firefect.

Our Registered Training Organisation assists our clients to properly use and maintain safety equipment and systems in the workplace, such as those systems and equipment that, when used correctly will eliminate or minimise the risk of injury.

Our trainers and assessors are highly qualified and have extensive experience in a range of industries. We are here to support you throughout your training programs and we hope you have an enjoyable learning experience.

For any enquiries, complaints or appeals please call or write to:



Height Safety Engineers  
Unit 1, 4 Austool Place  
Ingleburn NSW 2565  
1300 884 978



Firefect  
87B River Street  
Dubbo NSW 2830  
02 6885 3000

## Head Office Postal Address:

P.O. Box 108  
Ingleburn NSW 1890



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## The Australian Skills Quality Authority (ASQA)

You are about to consider becoming a participant in the process that can result in achieving a nationally recognised qualification.

This qualification can only be delivered to you by an organisation that has met the requirements of the regulator responsible for the registration of RTOs. This government body is referred to as the Australian Skills Quality Authority, also known as ASQA.

As the national regulator for the Vocational Education and Training (VET) sector, ASQA seeks to make sure the sector's quality is maintained through the effective regulation of the items below relevant to our RTO. ASQA also regulates other areas of the Australian skills sector:

- Vocational education and training providers, and
- Accredited vocational education and training courses.

## Participant Rights and Responsibilities

### Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behaviour
- To be given adequate information about the course and trainer expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability (consistent with requirements of the unit in question)
- To receive co-operation from other participants
- To receive support from other participants in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times.

### Responsibilities:

- To provide a safe and supportive learning environment for fellow participants and trainers
- To treat all participants and trainers with respect, regardless of gender, race, culture, religion, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognise that people are not all the same – treating everybody the same is not necessarily fair
- To co-operate with fellow participants and trainers
- To use appropriate language and behaviour at all times and present themselves in a fit state to learn.

If the RTO ceases to deliver the agreed training or assessment during the course the participant has the right to request a refund from the RTO and/or lodge a complaint in accordance with the complaints and appeals policy below.

### RTO Responsibilities

The RTO is responsible for the issuance of AQF certification and documentation.

The RTO is responsible for the compliance of training and assessments.

### Client Complaints and Appeals

We, the RTO, will deal with any participant complaints or appeals against our decisions in an effective and timely manner.

- Academic Appeals must be lodged in writing within six (6) months of assessment decision
- Each complaint and appeal and its outcomes will be recorded and acknowledge in writing within fourteen (14) days of being received
- Each appeal is heard by the National Training & Operations Manager
- Each appellant:
  - Has the opportunity to formally present his/her case
  - Is given a written statement of the appeals outcome, including reasons for the decision
- We will act upon any substantiated complaint and provide you with an update of the status of your complaint within fourteen (14) days from the date of such complaint. The update will be on the progress of your complaint and what we have done up to that point to address it.
- Should an appeal decision be appealed further, the appeal will be reviewed by the RTO Compliance Manager and CEO
- Should more than sixty (60) days be required to process and finalise a complaint or appeal the RTO will notify the complainant/appellant in writing

If an appeal for re-assessment is approved we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned. There is no cost to the participant for re-assessment in the event of an appeal being approved.

Copies of the Complaints and Appeals forms are available from the contact person below from 9:00am to 5:00pm, Monday to Friday:

**RTO Compliance Manager**  
**1300 884 978**

All complaints and appeals are reviewed at our monthly management meetings. Monthly management meetings occur on the first Friday of each calendar month.

Appeals and the process of appeals along with any complaints you may raise with us will be included in our Continuous Improvement Register. The Continuous Improvement Register is managed by:

**RTO Compliance Manager**  
**1300 884 978**

The Continuous Improvement Register is overseen and actions recommended in the register are managed by:

**Chief Executive Officer**  
**1300 884 978**

If the participant is still not satisfied with the resolution of the complaint or appeal they may contact ASQA to lodge a formal complaint.

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that providers, such as us, are delivering quality training and assessment services.

The ASQA website includes the following statement regarding complaints:

*“ASQA accepts complaints about training providers from all members of the community.*

*ASQA takes a risk-assessment approach to student complaints, which allows us to focus on risks to the quality of vocational education and training in Australia.*

*ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.”*

The website link to make a complaint electronically is: <https://www.asqa.gov.au/complaints>

To speak to an ASQA representative, please contact the ASQA Info Line on 1300 701 801 between 9:00am and 7:00pm (EST), Monday to Friday, or email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

### **Legislative Requirements**

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This obligation governs our obligations as a Registered Training Organisation, our obligations to our clients, and relates to the industry that we are conducting training for.

These legislation are continually being updated and all staff are made aware of any changes.

Current legislation is available online at <https://www.legislation.gov.au/>

The legislation and codes that particularly affect your participation in Vocational Education and Training includes, but is not limited to:

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Australian Information Commissioner Act 2010
- The Privacy Act 1988 (Privacy Act)
- National Vocational Education and Training Regulator Act 2011

- Child Protection (Prohibited Employment) Act 1998
- Workplace Health and Safety Act 2011

### Work Health and Safety (WHS) Policy

The Workplace Health and Safety Act 2011 describes our duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- A clean and suitably designed workplace with safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floors and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure participant safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations are recognised and reported
- Implement regular fire drills and provide first aid courses to all staff
- Display first aid and safety procedures for all staff and participants to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### Harassment and Discrimination Policy

We are required under Australian Law (Racial Discrimination Act 1975 and the Sex Discrimination Act 1985 and other laws, regulations and codes) to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by process of training, communication, mentoring and by example. We will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**Bullying** – is unwelcomed and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**Confidentiality** – refers to information kept in trust and divulged only to those who need to know.

**Discrimination** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religion, political conviction, gender history, impairment, age or sexual orientation. Victimization is also treated as another ground of discrimination.

**Harassment** - is any unwelcomed and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**Personnel** – refers to all employees of Elbon Consulting Services, including Height Safety Engineers and Firefect.

**Racial Harassment** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of materials prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**Sexual Harassment** – is any verbal or physical sexual conduct that is unwelcomed or uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimile or messages, offensive noises or displays of sexually graphic or suggestive material.

**Victimization** – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to work environment; denial of access to resources or work.

## Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination has the responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained
- Whenever possible, all complaints should be resolved by a process of discussion, co-operation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation
- Both the person making the complaint, and the person whom the complaint has been made against, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

## Privacy

Elbon Consulting Services Pty Ltd takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act 1998 as amended to 14 September 2006 and the Privacy and National Privacy Principles (2001).

In some cases as required by law and as required by ASQA we will need to make your information available to others. In all other cases we ensure that we will seek written consent of the participant.

The ten Privacy Principles are defined below:

1. Collection – we will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected
2. Use and Disclosure – personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies
3. Data Quality – we will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date
4. Data Security – we will take all reasonable steps to protect the personal information we hold from misuse and loss from unauthorised access, modification or disclosure
5. Openness – we will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information
6. Access and Correction – the individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual



7. Unique Identifier – Commonwealth Government identifiers (Medicare Number or Tax File Number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently
8. Anonymity – wherever possible, the organisation will provide the opportunity for the individual to interact with them without identifying themselves
9. Trans-border Data Flows – The individual’s privacy protections apply to the transfer of personal information outside of Australia
10. Sensitive Information – we will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

### Vocational Education and Training Requirements and Policies

These are described in more details in the following laws:

- National Vocational Education and Training Regulator Act 2011
- The Standards for NVR Registered Training Organisation 2011
- Vocational and Training Act 2005 and Vocation and Training (Commonwealth Powers) Act 2010
- Skills Australia Act 2008
- Skilling Australia’s Workforce Act 2005 (amended 2010)
- The Skilling Australia’s Workforce (Repeal and Transitional Provisions) Act 2005

### Apprenticeships and Traineeships

Elbon Consulting Services Pty Ltd currently does not deliver Apprenticeships or Traineeships, however, should our scope change and we begin to deliver these, we will ensure that we comply with the relevant legislative requirements.

### Working with Children

We do accept people under the age of 18 into some of our current programs. Due to this we ensure that we comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

Further information on the Working with Children Check is available from:

**RTO Compliance Manager**  
**1300 884 978**

## Fees and Refund Policy

Fees are levied on all of our training programs.

Full details of fee payment options and terms and conditions are available on our website and supplied during initial enrolment.

Group fees and charges applicable to privately booked corporate training programs are negotiated directly with the participant's employer.

Any fees due must be paid by credit card online, via EFTPOS in person at our office or via direct deposit only. Cash and/or cheque payment are not accepted.

Payment or Purchase Order must be received by the RTO prior to course commencement. If not received, training will not proceed.

All invoices, payments and receipts will be recorded in the onCourse student management system.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our student management system in sufficient detail so that training progress can be monitored against fees paid.

## Refunds

We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us.

If you wish to cancel a training course, you must provide Elbon Consulting Services with at least 7 Business Days' prior written notice before the relevant Training Course start date. You may email your cancellation and refund requests to [training@heightsafety.net](mailto:training@heightsafety.net)

If you cancel the Training Course and provide less than 7 Business Days' notice, you must pay the following cancellation charge:

- if you give less than seven(7) Business Days' notice, a cancellation charge of 50% of the Fees will apply
- if you give less than three(3) Business Days' notice, a cancellation charge of 100% of the Fees will apply.

If a participant fails to attend a scheduled course without any prior notice of inability to attend, the course fees will be forfeited in full.

Participants are entitled to a ten(10) day cooling off period after making a booking and/or payment. If a student wishes to withdraw their booking within this period they are entitled to a full refund. Where the course date falls into the above cancellation periods the above policies remain effective and relevant cancellation charges will apply.

Participants in exceptional circumstances can make application for special consideration to:

**Chief Executive Officer**  
**1300 884 978**

## Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising the confidentiality of the records or your privacy.

Individual participant records will be stored in our student management system, onCourse, which is PCI DSS compliant. All data across the onCourse student management system network is data encrypted to ensure absolute security. We further protect our records by password protection, maintaining up to date virus, firewall and spyware protection software. Hard copies of your personal information will be stored in a locked record management system.

We conduct a weekly full backup and daily incremental backup to external devices, stored at an offsite location; this is the responsibility of our IT Department.

Our software and hardcopy systems will retain participant results for a period of not less than 30 years. In the event that we cease to operate as a RTO we will comply with the legislative requirements imposed in those circumstances.

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

Where we are required to submit statistical data on our participants (AVETMISS) we will comply with this requirement.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant training records will be limited to those required by the NVR Standards such as:

- Trainers and Assessors to access and update the records of the participants whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers from Department of Education and Communities (DEC), ASQA, NCVER, or their representatives for activities required under the NVR Standards for Registered Training Organisations.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. subpoena, search warrants, social service benefits, evidence etc.)

Or

- Participants authorising releases of specific information to third parties in writing
- The participant's themselves, after making application in writing

## Recognition of Other Qualifications

All ASQA qualifications and statements of attainment issued by other Registered Training Organisations will be fully recognised by Elbon Consulting Services Pty Ltd.

These qualifications will be recognised and where appropriate could be used to reduce the duration of a training program being offered by us.

## Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English backgrounds, Indigenous Australians, and rural or remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carers responsibilities.

Any issues or questions raised regarding access and equity can be directed to:

**Chief Executive Officer**

**1300 884 978**

## Client Selection

There are no pre-requisites to enrolling in our training programs other than the willingness to learn and/or specific Training Package requirements, where applicable. Where there are Training Package specific requirements and pre-requisites, the participant will be notified prior to enrolment.

## Enrolment

While we take training program bookings and payment over the telephone and internet, all participants will not be considered as 'enrolled' until they have received and reviewed this Student Handbook and completed an Enrolment Form.

Both the Participant Handbook and the Enrolment Form are available prior to course commencement on our website.

At the rear of this Student Handbook is an acknowledgement form that is to be signed and returned to our administration office. This acknowledgement will then be kept on file within your individual participant file.

## Induction

Once all participants have arrived for their training, they will complete an induction program at the commencement of training which will cover:

- Introduction to Elbon Consulting Services training staff
- Location of amenities, exits, safety marshalling points, contact details etc.
- Confirmation of the course to be delivered
- The training and assessment procedures, including methods, formats and purpose of assessments
- Qualifications to be issued upon successful completion of training and assessment.

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

## Language, Literacy and Numeracy (LLN) Assistance

Our course materials contain written documentation and some numerical calculations.

We recognise the need for Language, Literacy and Numeracy requirements and our training and assessments take this into account for each Unit of Competency as well as for the qualification and target audience.

We will endeavour to help where we can to accommodate anyone with difficulties with Language, Literacy and Numeracy.

A basic test is available to students who believe themselves to require assistance with Language, Literacy and Numeracy. To apply for assistance please call our office or email the RTO Compliance Manager at [training@heightsafety.net](mailto:training@heightsafety.net).

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as:

### Reading Writing Hotline

<https://www.readingwritinghotline.edu.au/>

**1300 655 506**

## Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programs.

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their trainer, or another member of the RTO staff.

The Staff member will ensure that full resources of the RTO are made available to ensure that the participant has access to relevant resources in order to achieve the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the participant's needs exceed our capacity we will refer them onto an appropriate external agency.

In the event that the participant is not satisfied with support a trainer from our RTO has provided them, they can contact the below person to assist them further:

### National Training Operations Manager

**1300 884 978**

## Flexible Delivery and Assessment Procedures

Elbon Consulting Services Pty Ltd recognises that not all participants learn in the same manner, and that with an amount of 'reasonable adjustment' participants who may not learn best with traditional learning and assessment methods may achieve good results.

We will make any necessary adjustment to meet the needs of a variety of participants. The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that

the participant can verbally demonstrate competency and that assessment critical evidence is satisfied for that particular training package and unit of competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record participant's spoken responses to assessment questions.

Elbon Consulting Services undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an external agency that may assist.

Any further questions can be referred to your trainer or the National Training Operations Manager.

## Discipline

Elbon Consulting Services Pty Ltd attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

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

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and the National Training Operations Manager and the appropriate action will be taken. If in doubt, contact:

**National Training Operations Manager**  
**1300 884 978**

## Recognition of Prior Learning (RPL)

Elbon Consulting Services Pty Ltd recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by us should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning (RPL) at any time during the training program.

An RPL application form is available from:

**RTO Compliance Manager**  
**1300 884 978**

## Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration by written application to the RTO Compliance Manager via [training@heightsafety.net](mailto:training@heightsafety.net).

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally recognised training package qualifications with another Registered Training Organisation.

## Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally recognised training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds TAE40110 qualifications at minimum.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as being competent against the unit/s of competency in the applicable training package.
- All of our assessments will be:
  - **Valid** – Assessment methods will be valid, that is, they will assess what they claim to assess
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
  - **Fair** – Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
    - Be equitable, culturally and linguistically appropriate
    - Involve procedures in which criteria for judging performance are made clear to all participants
    - Employ a participatory approach
    - Provide for participants to undertake assessments at appropriate times and where required in appropriate settings and locations
  - **Flexible** – Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials
- An understanding of the definition and practical application of the above definitions

Concerns over the fairness, validity, reliability or flexibility of assessments can be addressed in the first instance to:

**RTO Compliance Manager**  
**1300 884 978**

## Assessment Criteria

All our assessments will provide for applicants to be informed of the context, purpose and process of the assessment.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment.

## Assessment Methods

Our assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job role environment skills (managing your job and its interaction with others around you)
  - Other skills as specified in various training packages or Units of Competency as required

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

## Certificate Issuance

It is the responsibility of the RTO to:

- Issue to a person whom has been deemed competent in accordance with the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that:
  - Meets the Australian Qualification Framework (AQF) requirements;
  - Identifies the RTO by its National Provider Number (91227); and
  - Includes the NRT logo in accordance with current conditions of use.
- The RTO will meet the requirements for implementation of a national Unique Student Identifier (USI). The RTO obtains a Unique Student Identifier for each student at enrolment. Transcripts provided through the Unique Student Identifier Agency database will be recognised.
- AQF documentation will be issued to a learner via the SkillsOnCourse Portal within thirty (30) calendar days of the learner being deemed competent in all requirements of the Training Package or Accredited course, except where the learner owes fees for the delivery of the



training and assessment, or where a valid Unique Student Identifier has not been provided to the RTO.

- The RTO will retain client records of attainment of units of competency and qualifications for a period of thirty (30) years.
- In order to obtain a replacement certificate or Statement of Attainment, the student will need to speak to the Training Coordinator who will verify the identity of the student, advise the replacement fee and check the student has been issued with a Unique Student Identifier prior to processing. Reissuance fees must be paid in advance of certificate reissuance.

### Emergency Exits and Onsite Induction

All of our programs start with a site induction and an explanation of fire evacuation procedures and marshalling points. During the induction your trainer will identify key staff, wardens and available amenities and facilities.

## Acknowledgement – Receipt of Student Handbook

This section must be returned to the administration office on the day of your training course.

Please complete your details below to acknowledge receipt of:

- Student Handbook – Version 6.0
- Class Induction, including:
  - Introduction to training staff
  - Locations of amenities, exits, safety marshalling points, contact details
  - Confirmation of the course to be delivered
  - The training and assessment procedures, including methods, formats and purposes
  - Confirmation of qualifications to be issued upon successful completion

I, \_\_\_\_\_ acknowledge receipt of the Student Handbook issued by Elbon Consulting Services Pty Ltd (trading as Height Safety Engineers and Firefect) prior to my course and acknowledge my rights, responsibilities and the contents of the Student Handbook.

I hereby confirm receipt of the following during the class induction, on the day of training:

- Class Induction, including:
  - Introduction to training staff
  - Locations of amenities, exits, safety marshalling points, contact details
  - Confirmation of the course to be delivered
  - The training and assessment procedures, including methods, formats and purposes
  - Confirmation of qualifications to be issued upon successful completion

<b>Signature:</b>	(Signed as being received and read)
<b>Date:</b>	
<b>Telephone Number:</b>	