

HAZCON Pty Ltd
Health Safety and Environmental Services
1800 429 266
www.hazcon.com.au
RTO Code: 21519
ABN: 87 068 411 941



Student Handbook

[HSE Management](#)

[Occupational Hygiene](#)

[Asbestos Services](#)

[Environment](#)

[Training](#)

Welcome from the Chief Executive Officer

Thank you for selecting HAZCON for your training requirements. Our goal is to enhance your capabilities and at the same time, make your learning experience with us an enjoyable one. This handbook outlines our Code of Practice for training and provides other information that may be useful to you.

People learn best by doing, and to that end, we endeavour to maximise your hands-on training and encourage you to actively participate and seek out answers to questions that you may have. Every person has a unique range of experiences that can contribute to the adult learning environment.

HAZCON prides itself on being a dynamic organisation that is capable of adapting to suit the clients' requirements in a rapidly changing environment. We are proud to be a Registered Training Organisation that specialises in the areas of Environmental and Occupational Health and Safety. All of our trainers have extensive experience and qualifications in their particular field of expertise and are always willing to share their experiences and knowledge.

Our organisation has been built on a set of fundamental business excellence principles and values and hence we remain committed to providing excellence to clients and to our basic mission statement.

Shane Shepherd
Chief Executive Officer

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About HAZCON

Since 1994, HAZCON has been committed to offering quality HSE and training services to our clients. Our extensive experience and knowledge of HSE in Australian workplaces gives us the ability to provide our clients with professional HSE assistance and training that is coherent, targeted and relevant to each workplace.

HAZCON has earned an excellent reputation from clients based Australia wide in business, industry and government as a provider of quality, professional HSE consultant and training services. The point of difference is our people, our knowledge and our experience; with our HSE personnel providing educational services in the industries they consult in.

Our People, Our knowledge, Our Experience

- HAZCON HSE consultants offer expertise in an extensive range of HSE services and are knowledgeable across OHS/WHS and Environmental legislation requirements.
- The qualifications held by our consultants include; Degrees in Environmental Science, Science, Environmental Health, Engineering and Management; and various Post Graduate qualifications.
- We have consultants certified as Principal or Lead OHS Auditors with Exemplar Global.
- We have consultants who are Certified Chartered Generalist OHS Professional and Practitioner members as well as general members of the Safety Institute Australia.
- We have certified practitioners/members of Safety Institute Australia.
- Some of our consultants are members of Environment Institute of Australia and New Zealand and Fellow of The Australian Institute of Training and Development.
- Our trainers hold Certificate IV in Training and Assessment TAE40110 (upgrade) /TAE40116 or higher.

Our Associations

- HAZCON maintains a Quality Management System certified to ISO 9001:2015.
- National Association of Testing Authorities (NATA Accredited Laboratory – Chemical Testing – ISO/IEC 17025. Accreditation Number 13234 for the provision of asbestos air monitoring and sample identification services by HAZCON personnel.
- Certificate of Registration NVR Registered Training Organisation (RTO). RTO Code: 21519. HAZCON offers a range of accredited training courses which are held at one of HAZCON’s training facilities and are available to be held on client sites.
- HAZCON is a provider of a number of internationally recognised occupational hygiene modules, which are supported by the International Occupational Hygiene Association (IOHA).
- HAZCON are an approved provider of WorkSafe Victoria courses and offer both HSR Initial OHS and HSR Refresher OHS training courses at our training facilities as well as on client sites.



Supported By



Vision Mission Values

VISION

HAZCON Pty Ltd is to be universally recognised as the leading provider of Health, Safety and Environmental services and training.

MISSION

HAZCON Pty Ltd will:

- Provide high quality Health, Safety and Environmental services and training.
- Help our clients to meet their business and regulatory objectives.
- Ensure our team is highly trained and professional.
- Support the community as a good corporate citizen and model employer.
- Be financially responsible.

VALUES

TRUST: Engender trust in our interactions with each other.

INTEGRITY: Behave professionally and honestly with our colleagues and stakeholders.

TEAM: Work together towards mutually agreed goals.

RESPECT: Acknowledge our differences and treat each other with respect.

POSITIVITY: Develop and maintain a positive attitude towards our work and towards the work of others.

Quality Policy

HAZCON aims to be the quality leader in Occupational Health and Safety Consultancy in Australia. We will deliver comprehensive, quality solutions for our clients based on a close relationship and understanding of their needs. We are committed to meeting or exceeding our client's expectations.

The quality and reliability of our work is the concern of all staff members as well as any contractors who provide services on behalf of HAZCON. Quality will come from understanding and mutually agreeing to the individual needs of each client and will continue from the planning and development stages through to the final output. Quality output from all levels is essential for the continued growth and long-term well-being of the company and maintaining ongoing relationships with clients.

To assist in reaching and maintaining the required level of quality, the directors of the company have determined that the company will strive to comply with the requirements of ISO 9001:2015 *Quality Management Systems requirements*. In addition;

- All asbestos monitoring and sample identification, work will be conducted to also comply with NATA accreditation requirements and the standard AS ISO/IEC 17025 *General requirements for the competence of testing and calibration laboratories*.
- All nationally accredited training course on HAZCON's scope of registration will comply to ASQA Standards 2015; refer Appendix 3 and
- All WorkSafe HSR training courses will comply with WorkSafe Victoria's Conditions of Approval.

This policy is issued to clearly indicate to all that the Chief Executive Officer is committed to continual improvement of the management system and the pursuit of excellence in all work performed by the company.

HAZCON's Code of Practice

This Code of Practice summarises some of the key procedures that HAZCON operates under as a Registered Training Organisation. Management and our team of trainers are committed to our clients who, together with our supporting procedures, will ensure quality training experiences and outcomes. Members of our staff will be only too willing to answer any queries regarding our Code of Practice and training programs. You can contact our training and administration department on 1800 429 266 or training@hazcon.com.au

Scope of Training

HAZCON is approved as a Registered Training Organisation (RTO) to conduct training and assessment of Nationally Recognised Training Programs nominated in its Scope of Registration.

Our scope of training is listed on the National Register. The link to our registration is:

<https://training.gov.au/Organisation/Details/21519>

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOS) 2015 which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

At the time of publication HAZCON offers the following accredited units of competence:

- CPCCE3015A Remove friable asbestos
- CPCCE3014A Remove non-friable asbestos
- CPCBC4051A Supervise asbestos removal
- RIIWHS204D Work safely at heights
- RIIWHS202D Enter and work in confined spaces
- TLID2003 Handle dangerous goods/hazardous substances



For further details on these units, please contact HAZCON.

<https://training.gov.au/Organisation/Details/21519>

Standards for National VET Regulators Registered Training Organisations

HAZCON maintains procedures that comply with the Standards for National VET Regulators (NVR) Registered Training Organisations (RTO) 2012, as required by the Australian Skills Quality Authority (ASQA). The standards for NVR RTOs 2015 incorporates a set of eight clauses against which HAZCON is regularly audited, both internally and externally.

Student Information

Unique Student Identifier

The Unique Student Identifier is a National Government initiative for all learners from 1st January 2015. Your USI account will contain your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1st 2015 is required to provide HAZCON with a verified USI before we can issue any certification for an accredited course.

For further information on what a USI is and how this number will affect you, please refer to the USI website: <http://www.usi.gov.au/Pages/default.aspx>

Confidentiality

HAZCON maintains client information strictly confidential and uses procedures that secure personal information. Information is only provided to third parties with written authorisation from the student. Learners may access their personal files on request.

Discipline Procedures

HAZCON operates a discipline policy that ensures safety and a learning environment that is conducive to quality outcomes. All learners are required to maintain a strict sense of discipline in their attendance and application to the training situations with personal safety being of paramount importance. Breaches of discipline will be dealt with strongly and fairly under the HAZCON Discipline Procedure.

Fees, Charges and Refunds

HAZCON sets fees for the courses we run, in line with our normal commercial rates and practices and offer a range of Fee for Service training courses

HAZCON operates a refund policy based on fairness to clients. We recognise that situations arise that prevent clients from continuing after enrolment. In general, full refunds are made on withdrawal from a course prior to commencement where sufficient notice is given, more than five business days. If preferred, a credit transfer for future training can be arranged.

HAZCON charges fees for other activities including:

- Full payment of training course fee is due at time of enrolment where the full course fee is less than \$1500.00.
- A payment plan is applied where course fees are greater than \$1500.00. The first payment of \$1500.00 is due at the time of enrolment and the remaining amount is due prior to the completion of the last 'face to face' training session of the course which the student will attend.
- Recognition of Prior Learning; price on application
- Issuing of duplicate Certificates and/or Cards.
 - Certificate \$10.00 plus GST;
 - Wallet Card \$15.00 plus GST; and
 - Both \$25.00 plus GST
- Five working days' notice is required to cancel or change a booking date. Failure to give this required notice will incur a 50% fee of the course charge.
- If HAZCON cancels a training course, HAZCON will refund you the fee amount in full.

[Terms and Conditions](#) are available on HAZCON's website.

Course Information

Our web site has a comprehensive range of information that will help you make an informed decision concerning the training we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required.

Enrolling in a course with HAZCON

HAZCON staff are available to discuss with you your training needs and what you aim to achieve upon completion of training.

Prior to Enrolment

Do call us *prior to enrolment* to:

- Discuss your work/life experience to determine what course would be most suitable for you;
- Aspirations, current knowledge and the skills that you require;
- Explain whether there are any special requirements for you to enrol in the course (pre-requisites); and how the delivery and assessment of the training will occur;
- Explain the different training options available to you e.g. workplace training etc;
- Discuss your responsibilities and requirements to complete the course;
- Discuss the option of Credit Transfers (CT) and Recognition of Prior Learning (RPL) for accredited training; and
- Explain the fees, charges and payment requirements for your course. Once you have been provided with all of the information as outlined above and are then satisfied that HAZCON offers you a course that suits your needs, you can then commence the enrolment process as outlined below.

Enrol

Once you are ready to enrol, there are several options available to you;

- Book online via our website;
- Call us on 1800 429 266
- Email: training@hazcon.com.au

A HAZCON staff member shall then contact you to assist you complete your enrolment with HAZCON.

HAZCON staff shall work with you to ensure that the course you are enrolling in is appropriate to meet your individual training needs and is relevant to any previous experience, formal/informal learning that may apply

HAZCON shall send a confirmation email to you which:

- Advises you of the personal and private information we require as evidence that demonstrates your Australian residency
- Proof of identification requirements
- Credit Transfer and RPL processes are available
- Language, Literacy and Numeracy (LLN) assessment requirements to determine if you require any additional support for you to be able to successfully complete your training course with HAZCON. Further information is available in this handbook; refer to the Learning, Literacy and Numeracy (LLN) section.

HAZCON shall issue an invoice prior to the commencement of the course so that arrangements for the payment of your fees are known and can be made.

Health and Safety

Learners are required to adhere to relevant Acts, Regulations, Codes of Practice and work site procedures at all times. It is important for everyone's safety that Duty of Care is exercised with diligence, and unsafe situations are brought to the attention of trainers and/or assessors as soon as they are recognised. HAZCON's trainers and assessors will suspend immediately the training or assessment of a student or learners who are working in an unsafe manner and are at risk of injury to themselves or others; or are in danger of causing damage to plant and equipment.

Access and Equity

In accordance with obligations under Commonwealth legislation, HAZCON is committed to promoting a fair and equitable environment for staff, clients and participants that is free from discrimination, harassment and vilification.

In line to the Standard 5 of the ASQA Standards for Registered Training Organisations (RTO's) 2015 HAZCON ensures that clients and participants are aware of the program and support services provided; the responsibilities and obligations by HAZCON, client and participant; and the delivery and assessment structure.

All participants are recruited in an ethical and responsible manner consistent with the requirements of the curriculum or National Training Package. HAZCON's Access and Equity Policy ensures that the participant selection decisions comply with Equal Opportunity Legislation.

Privacy Policy & Access

HAZCON is committed to protecting employee, client and participant privacy and confidentiality in line with State and Federal Privacy legislation. Except as required under the Data Provision Requirements 2012, Government Contracts or by law, information about participants will not be disclosed to a third party without the consent of the individual.

HAZCON's [Privacy Policy](#) is available on HAZCON's website.

Access for participants to their personal and academic records is available upon request to the Business Services Manager. Participants may contact the Business Services Manager to discuss a suitable time and method to view their file; access will only be granted once a Participant has made the request in writing.

Access shall be provided within a negotiated timeframe of confirming the student's identification and request.

Student Data

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

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

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

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

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

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

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

For more information on specific ID requirements for your course, refer to the training course available on the HAZCON website.

Participation in National Student Outcome Surveys

As part of our commitment to quality standards, AFHS Training participates in providing data to the National Centre for Vocational Education and Research (NCVET). You may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVET) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

Complaints and Appeals

If you are dissatisfied with a service offered or treatment received by HAZCON, then you have the right to lodge a complaint. If you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal. Please refer to the Complaints and Appeals Policy located on the HAZCON website www.hazcon.com.au for more information on how to lodge a complaint or appeal.

Training and Assessment Information

Quality Assurance

The HAZCON training system and procedures, which comply with and support the National VET Regulator Standards and with ISO 9001:2015 and are regularly audited internally and by independent external auditors. Learners, clients and staff participate in maintaining our high standards through client satisfaction surveys and business improvement systems.

Changes to the RTO

If there are any significant changes to the RTO you will be notified ASAP to these changes. If the RTO for any reason cannot deliver the course, you will be helped to find another provider.

Flexible Learning and Assessment

HAZCON delivers its Nationally Recognised Training programs in accordance with a Learning and Assessment Strategy for each of its courses and validates assessment and content regularly. Assessments are prepared and conducted so as to be valid, reliable and fair to all learners, and accurately reflect the course requirements. When delivered at a work site, the employer procedures may be incorporated into aspects of assessment. HAZCON provides a range of flexibility and approaches to its courses including:

- Learning on-site at workplaces.
- Off-site, in simulated workplace situations.
- Combinations of theory and practice.
- After course assistance.

Assessment is usually a combination of theory and practical tasks that must satisfy the standards specified in the units of competence. These standards are made known to learners. Learners are assessed using the same or similar equipment and facilities that are used during the learning phase. Learners who disagree with their assessment process and/or result, may appeal using the HAZCON appeals processes.

Competency Based Training

What is competency-based training?

In vocational education and training, people are considered to be competent when they are able to:

- Consistently apply their knowledge and skills to the standard of performance required in the workplace
- Transfer and apply skills and knowledge to new situations and environments.

Competency based training involves both workplace and off the job training and assessment aiming to ensure that the individual participating in the training has the competence to undertake their work role to the standard expected in a range of employment situations.

Definition of Competency:

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments (ASQA)

How is the training delivered?

Generally training will take place in one of the following ways:

On the job: This is where a trainer will come to your site and deliver and assesses the training at your workplace for single unit of competency training products and where full qualifications are being delivered ; visit you to conduct the training and assessing aligned with your work duties at your place of employment. You will be visited by your trainer every 3-4 weeks for 1.5 and up to 3 hours of training.

On the job: Training is completed away from the workplace in a training environment such as a classroom.

Four dimensions of competency

Competency involves successful work performance and comprises of four dimensions:

- Task skills – undertaking a specific workplace task (s)
- Task management skills – managing a number of different tasks to complete a whole work activity
- Contingency management skills – responding to problems and irregularities when undertaking a work activity such as:
 - Breakdowns
 - Changes in routine
 - Unexpected or atypical results or outcomes
 - Difficult or dissatisfied clients
- Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - Working with others
 - Interacting with clients and suppliers
 - Complying with standard operating procedures
 - Observing enterprise policy and procedures
- Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - Working with others
 - Interacting with clients and suppliers
 - Complying with standard operating procedures
 - Observing enterprise policy and procedures

How will you be assessed?

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

In general, basic forms of skills and knowledge evidence include:

Direct evidence

Direct evidence is obtained when an assessor observes you actually performing in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks. For example, the assessor may:

- Observe you performing a range of skills at work;
- View a video of your performance;
- Examine a product made in the workplace by yourself.

Indirect evidence

Indirect evidence is used when it is not possible or desirable for you to be assessed on your actual performance of tasks in the workplace; it may be too costly, inappropriate or involve risks. Indirect evidence may include:

- Projects
- Simulations
- Examination of workplace documents.

Supplementary evidence from:

- Oral and written questioning
- Personal reports
- Third party sources.

Assessment timeframes

You will be given plenty of notice from your trainer regarding the time and form of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

Re-assessment Fees

If your assessment is found to be 'Not Competent' then you will be given the opportunity to re-complete the assessment at a mutually convenient time as arranged with your trainer. You may be required to re-attend class sessions or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will **not** incur any additional charges for the reassessment process.

How do we know someone is competent?

- We know whether someone is competent when assessment of the evidence presented verifies that all aspects of the Unit of Competency are demonstrated and can be applied in an industry context.
- An individual can be assessed during their training, at the end of their training, or without undertaking any training at all!

Welfare and Guidance

Where a student's welfare may be at risk, referrals may be offered to appropriate persons or organisations outside of HAZCON. Welfare issues are treated with extreme sensitivity and are only referred with the agreement of the student.

Learning, Literacy and Numeracy (LLN)

All HAZCON courses are delivered in English, with the expectation that learners will have appropriate written and oral language skills to complete the required assessments. Learners will be made aware of all LLN pre-requests at the time of enrolment. Should a student have any concerns regarding their written or oral ability's, they are encouraged to contact HAZCON, as assisted learning options are available. Such as, learner workbook and written assessment provided in larger print, verbal questioning and extra time.

Recognition of Prior Learning (RPL)

HAZCON recognises relevant prior learning for its Nationally Recognised Training programs. This means that learners, by providing evidence of their prior learning, may gain credits and therefore be able to shorten their formal training activities. Clients are encouraged to discuss with our trainers prior to enrolment, their relevant

experience and potential for RPL. They can then proceed with formal application for RPL, if appropriate. HAZCON will provide written advice of the cost associated with the RPL on application.

Would you like to apply for Recognised Prior Learning (RPL)

If you think you are eligible for RPL please send an email request am RPL Kit and Application Form from the Business Services Manager to hazcon@hazcon.com.au

Credit Transfer/National Recognition

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer/s for the unit of competency/s previously completed. If you wish to apply for a Credit Transfer then you will need to submit a copy of a certified Transcript or Statement of Attainment along with a copy of the enrolment form which is available on request from the Business Services Manager.

You can either submit your application to your trainer or to the Business Services Manager to:
hazcon@hazcon.com.au

The process of National Recognition will be completed within 14 working days from receipt of application where you will receive an email notifying you of the outcome of your application.

If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in a qualification, then the student will be offered the opportunity to complete an RPL assessment as another method towards achieving competency.

Recognition of Current Competencies (RCC)

This process will apply if a student has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence and currency is being maintained. In this case no extra skill or competencies are nationally recognised.

Plagiarism and Cheating

Plagiarism involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

Issuing of Qualifications

HAZCON is authorised to issue AQF qualifications within its Scope of Registration. Where a participant fails to complete a course, HAZCON will issue a Statement of Attainment for specific units of competency that have been successfully achieved, if the student is unable to complete the full qualification.

To obtain a Statement of Completion for a whole course that is not Nationally Recognised Training, learners must apply in writing on the prescribed HAZCON form and include evidence of satisfactory completion of all of the course requirements.

Accredited Training

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a certificate corresponding to the qualification you have completed within 30 calendar days from completion of your course, providing all agreed fees owed to HAZCON have been paid.

HAZCON will be the RTO issuing your statement of attainment.

If you only partially complete the qualification requirements, then you will be awarded with a 'Statement of Attainment'; which only outlines the unit of competency/s that you have successfully completed.

Learners are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided that the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Non-Accredited Training

Once you have attended the training course, you will be issued with a certificate of attendance corresponding to the training course you have completed within:

- Client site training and 'other' training - 30 calendar days from completion of your course, providing all agreed fees owed to HAZCON have been paid.
- Work Health and Safety Queensland - 14 days from completion of your training course, providing fee owed to HAZCON have been paid.
- WorkSafe Victoria HSR training - 10 days from completion of your training course

Pathways

Upon successful completion of your nationally accredited course, you may wish to further develop your skills and knowledge and enroll into another course that is relevant to your chosen field of interest. Your trainer can provide you with industry specific pathways however; the diagram below will give you an idea of the training pathway you can follow:

AQF Qualifications by Sector of Accreditations		
Schools Sector Accreditation:	Vocational Education and Training Sector Accreditation:	Higher Education Sector Accreditation:
<u>Senior Secondary Certificate of Education</u>	<u>Vocational Graduate Diploma</u> <u>Vocational Graduate Certificate</u> <u>Advanced Diploma</u> <u>Diploma</u> <u>Certificate IV</u> <u>Certificate III</u> <u>Certificate II</u> <u>Certificate I</u>	<u>Doctoral Degree</u> <u>Master’s Degree</u> <u>Graduate Diploma</u> <u>Graduate Certificate</u> <u>Bachelor Degree</u> <u>Associate Degree, Advanced Diploma</u> <u>Diploma</u>

Student Support Services

If you require additional assistance with your training then please approach your trainer. Alternatively, contact the Business Services Manager who can be contacted between 9am-5pm Monday to Friday where you can make an appointment to discuss the support you require.

Student Support Officer Contact Details

Business Services Manager

Ph: 1800 429 266

Call between 8:30AM – 5PM Monday to Friday

External Support Services

Subsequently, HAZCON Training may provide you with a referral to organisations that may assist you further with some of your needs. The services that HAZCON can refer you to are:

Type of Assistance Required	Name of Support Service	Contact Details	Contact User Pay/Free Call
Police, Ambulance, Fire	Police Ambulance, Fire	000	FREE CALL
Alcohol and Drugs	Direct Line	1800 888 236	USER PAY
Depression	Lifeline	13 11 14	USER PAY
Ethnic Issues	Ethnic Communities Council of Victoria	9349 4122	USER PAY
Financial Matters	Credit Helpline	9602 3800	USER PAY
Legal Assistance	Fitzroy Legal Services 124 Johnston Street, Fitzroy, VIC 3065;	9419 3744 or enquiries@fitzroylegal.org.au	USER PAY
Personal	Adult Multicultural Education Services, Australia (AMES)	13 26 37	USER PAY
Personal Issues	Lifeline Crisis Support, Suicide Prevention	13 11 14	USER PAY
Personal Issues	Sexual Assault Centre against Sexual Assault	9344 2210	USER PAY
Smoking Issues	Quit line	13 1848	USER PAY
Translating and Interpreting	Translating and Interpreting	13 1450	USER PAY
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	8663 7060	USER PAY