safe work training

Student Handbook

RTO No. 21604

Workplace Safety Training by Safety Specialists
03 5442 5449
www.safeworktraining.com.au
admin@safeworktraining.com.au
72 Powells Avenue, East Bendigo VIC 3550

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About Us

Thank you for choosing Safe Work Training. We are dedicated to helping our clients build stronger safety cultures through comprehensive training and OHS consulting support.

As safety professionals, we deliver tailored training programs backed by extensive industry experience and practical knowledge of diverse work environments. Our Trainers continuously refine their technical expertise to provide relevant and impactful safety solutions.

At Safe Work Training, your satisfaction is our priority. We are committed to delivering exceptional training programs that exceed your expectations.

Contact us to discover how we can support your safety journey.

Yours sincerely

Paul Flood
Chief Executive Officer
Safe Work Training Pty Ltd

Disclaimer:

This Student Handbook has been prepared to assist course participants in understanding the obligations of Safe Work Training Pty Ltd (trading as Safe Work Training) and the participant. The information contained herein is correct at the time of distribution. Changes to legislation or to Safe Work Training may impact the accuracy of the contained information. Safe Work Training may change or update the information without notice. Please seek any changed information, updates or newer versions of this handbook by contacting Safe Work Training.

All course participants and training managers should read the policies and procedures contained within the handbook.

Trainer/Assessor Role

What is the role of your Trainer/Assessor?

At Safe Work Training, our Trainers provide quality training for your needs. They will create a safe, engaging and inclusive learning environment by:

- Assisting students in developing the skills and knowledge to understand the training content.
- Provide students with feedback and guidance.
- Clearly define assessment requirements for each training product.
- Make reasonable adjustments where practicable and requested.
- Be approachable for discussion and queries.
- Maintain a safe and productive learning environment by adhering to workplace policies, procedures and legislative requirements.

Contacting Safe Work Training staff members:

If you need to contact Safe Work Training staff about your training, please use the information below.

Address	72 Powells Avenue, East Bendigo VIC 3550
Business hours	Monday to Friday: 8:00 am – 5:00pm Saturday and Sunday – Closed
Contact number	(03) 5442 5449
Email address	For general inquiries regarding available courses, the enrolment process or to update your booking please email us at: admin@safeworktraining.com.au
Chief Executive Officer	Paul Flood Email: paul@safetysystems.net.au Phone: (03) 5442 5449
Senior Trainer	Justin Weston Email: justin@safeworktraining.com.au Phone: (03) 5442 5449
Training Coordinator	Alaisa Penano Email: alaisa@safeworktraining.com.au Phone: (03) 5442 5449 Select option 2
For all online enrolment services & annual training calendar	www.safeworktraining.com.au

Student Information:

Student Policy

Safe Work Training is dedicated to providing you with the opportunity to develop new practical skills within a safe, inclusive, and supportive environment.

The student can expect:

- That any information obtained will be confidential and won't be disclosed to a third party without written consent (except where legal requirements exist).
- At the commencement of training, the trainer will provide an overview of the course, the learning outcomes and assessment processes of the training.
- To be treated with respect and fairly by all our staff and by other students.
- Access to personal training records in a timely manner.
- To be given access to fees and policies.
- Access to the complaints and appeals process.
- To be notified of any changes to the agreed services in a timely manner, by phone, text message or email.
- Access to this Handbook which contains the support services Safe Work Training offers.

Student Responsibilities

- To behave in a way to ensure the health and safety of yourself and others.
- To have a respectful attitude towards other students, staff and property.
- To smoke and vape in designated smoking areas.
- To not be under the influence of alcohol or illicit drugs.
- To be responsible for all your personal possessions whilst attending the training.
- To ensure mobile phones are used respectfully.
- To report all injuries and incidents to the trainer immediately.
- To advise Safe Work Training, prior to starting of the course, of any issues that may affect the successful outcome of this course. Examples include medical conditions, disability, language, literacy and/or numeracy difficulties.
- To provide true and correct information on all documentation.
- To provide a USI Number prior to training and/or receiving their certification documentation.

Punctuality

An email confirmation will be sent to the student prior to the training date. This email will include details of the course such as, date, duration and start time and location of training. All students should arrive to the training centre before the scheduled start time of their course. Please call our office if you are going to be late.

If students are more than 15 minutes late without notice, the Trainer reserves the right to deny admittance.

Attendance, Absence & Refunds

Payment

Public students are required to pay full cost in advance to secure their booking.

Student bookings from a business, will be invoiced on 30-day term.

Bookings made online are payable by credit card (surcharges may apply).

Phone or email bookings may be made via EFTPOS by phone or via payment options on invoice (surcharges may apply).

Cancellation policy*

It is the responsibility of the student or employer representative to notify Safe Work Training if they need to cancel or reschedule their training. If the student is unable to attend a scheduled course, notification must be provided in writing (email preferred) or by contacting our office. Applicable refunds are typically processed within 14 business days.

The course seats are subject to student numbers. This means we may need to reschedule your training if adequate student numbers are not met. When a course is rescheduled by Safe Work Training, and the student is unable to accept or secure a place in another available course date, a full refund will be provided.

Notice period to withdraw/reschedule	Refund applicable, if any
10+ business days prior to scheduled training	Full refund (excluding credit card surcharges)
1-9 business days prior to scheduled training	Partial refund. 40% admin fee of the full course cost retained. No refund provided for credit card surcharges.
Less than 24 hours on the business day of the scheduled training or no-show	No refund

**Special circumstances for an unexpected serious medical condition may be considered with supporting documentation.

Our business days are Monday to Friday, 8:00am to 4:00pm (excluding Public Holidays).

Registration Transfer to future date or alternate attendee

Registrations may be transferred to a future training date, within the following conditions:

- The request is made 2 weeks (10 working days) before the original training date (above notice period rules apply)
- Transfers within two weeks may be granted in exceptional circumstances at the discretion of Safe Work Training
- Requests should be made in writing to Safe Work Training Client Services team (admin@safeworktraining.com.au).

Registrations may be transferred to another participant within your organisation within the following conditions:

- The request is made in writing at least 3 working days prior to the training date
- The full name, position, email address and phone number of the new attendee are provided by email within 3 working days.
- Requests should be made in writing to Safe Work Training Client Services team (admin@safeworktraining.com.au).

**This cancellation policy applies to non-accredited training where enrolment occurs via the Safe Work Training website or by arrangement with our team. For accredited course refund requests, please refer to the RTO Fees and Refunds Policy. For private or onsite program service clients, please refer to the terms and conditions of your quote or service agreement.*

USI – Unique Student Identifier

Any student undertaking nationally recognised training within Australia is required to have a Unique Student Identifier (USI). Students must provide their verified USI prior to being awarded a Statement of Attainment.

You can create a USI by visiting the following webpage: www.usi.gov.au. The application process should only take a few minutes and will generate your 10-digit USI number for you. Should you require any assistance either locating your USI or creating one please contact us.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that allows individuals to have their existing skills, knowledge, and experience, gained through formal or informal learning—recognised towards the achievement of a nationally recognised qualification or unit of competency.

At Safe Work Training, RPL is granted only where sufficient, valid, current, and authentic evidence demonstrates that a candidate meets the requirements of the relevant training package or accredited course, as outlined in the Standards for RTOs 2025.

To support an RPL application, individuals may need to provide evidence such as:

- Current licences, qualifications, or certificates
- References from employers or supervisors
- Work samples or portfolio evidence
- Testimonials from clients or colleagues
- Records of professional development or on-the-job training

An assessor will review your evidence and may conduct further assessment activities (e.g. interviews, practical demonstrations) to confirm competency in line with industry standards. Please note that RPL is not offered for all training products.

For more information about RPL or to begin your application, please contact Safe Work Training on (03) 5442 5449.

Accessing your records

At Safe Work Training, students have the right to access their personal and training records in accordance with the Privacy Act 1988 (Cth) and the Standards for RTOs 2025. Access can be arranged by appointment and must occur in person at our office under the supervision of an authorised staff member.

For privacy and security reasons, records cannot be copied, photographed, or taken off the premises. Identity verification may be required before access is granted. To request access or to ensure your information is accurate and up to date, please contact our office on (03) 5442 5449 to arrange a suitable time.

Changing your personal details

If for any reason you require an update of any personal or contact information, please contact our office. All updates need to be verified to ascertain that they are lawful and correct (e.g., driver's license).

Student Orientation

Students will be provided with an enrolment form to be completed and a declaration confirming their agreement to the RTO's policies and procedures regarding training and occupational health and safety.

Car Parking

Parking within the Safe Work Training grounds is limited with spots being in high demand. Powells Avenue does have public on street parking available and students are encouraged to utilise these spots. Please obey all parking and road signs.

As spaces can be limited during peak times, we ask that students factor this into their arrival time.

Security

Any personal items and portable devices brought onto site are the responsibility of the owner. Safe Work Training recommends leaving any expensive or non-essential portable devices at home.

Both trainers and students must always follow Health & Safety protocol. If any Health & Safety concerns arise, please direct them towards your trainer who will ensure that it is dealt with or escalated appropriately. If you wish to access Health & Safety documents, this can be accessed on the website.

It is expected that students wear, work and weather appropriate clothing and follow all safety & hygiene regulations as directed.

Sun Smart Procedure

To mitigate risks associated with sun exposure, it is recommended that all staff and students comply with the following guidelines when completing outdoor activities as part of the training program:

- **Suitable Clothing:** It is recommended to wear garments made from, light weight fabric with a SPF 30+ rating. Long sleeve shirts and pants are preferred.
- **Hat:** Broad brimmed or legionnaire style hats should be worn outside.
- **Sunglasses:** A close fitting, wrap-around style of sunglasses with sufficient UV protection should be worn.
- **Sunscreen:** Sunscreen should be applied prior to commencing your training and reapplied according to the packaging instructions. It is recommended to use a broad-spectrum sunscreen with an SPF of 30+be used.

Note: A hat and sunscreen can be provided for anyone undertaking outdoor training

Flexible Learning Methods

Our courses employ multiple tools including manuals, group discussions and practical exercises to support students and maximise their learning outcomes.

Onsite Training

When training occurs at the student's workplace, our trainers will adhere to the Safe Work Training and workplaces policies and procedures. Our trainers are covered by professional and public insurance.

Enrolment at Safe Work Training

Selection Criteria – Pre-requisite

To gain entry into a course, you must complete an enrolment form and fulfil any course prerequisites (if applicable).

Fees and Charges

Individual course fees are listed on the Safe Work Training website.

Booking can be made by:

- Online at www.safeworktraining.com.au
- Call our office on 5442 5449.
- Email our team at admin@safetysystems.net.au

A booking confirmation will be sent to your nominated email address along with any pre-requisite reading and assessment if applicable.

All public course students are required to pay for their course in full in advance. Other arrangements can be made for workplaces by contacting our office. Should you need to discuss payment plans or alternative arrangements, please call our office. Our invoices detail the payment methods we accept.

Assessments

What is Assessment?

At Safe Work Training, assessment is defined as the process of collecting and evaluating evidence to determine whether a student has achieved the required skills and knowledge outlined in the unit of competency.

How will I be assessed?

Each training product delivered has a written assessment. It may also include a practical assessment. Assessment methods may include but not limited to:

- Observation of practical activities or demonstration.
- Written assessment
- Paper based activities (e.g., Filling out worksheet)
- Re–assessment if required.

Assessment Feedback

Feedback will be provided to each student following the completion of the assessment.
Individual assessment tasks will be marked as either:

Competency Achieved (C) – this is used when a student has demonstrated the required level of competency within this area/task.
Competency Not Achieved (NC) – This will be used when a student has not demonstrated the required level of competency within their assessment.

If the Trainer deems that you are not competent, you will be given the opportunity to re-sit the assessment. The Trainer will provide you with feedback and/or further guidance to prepare you for your second attempt.

Students can re-sit their assessment under supervision of their trainer or another staff member, however this is based on the availability of the staff. There may be a short waiting period to re-sit the assessment. If you are unable to complete your assessment on the day, please see your trainer.

Student Feedback

We appreciate all honest feedback and constructive criticism from our students and we use this as part of our continuous improvement activities. For us to monitor the quality of our training service, we ask that all students complete a Student Survey at the completion of their course.

All information recorded will be collated by the administration staff and submitted to the NCVER, in accordance with our requirements as an RTO. Please be aware that this information does not contain the student's name and your privacy will be maintained throughout this process.

Certification Documentation

Once you have successfully completed your training, you will be issued with a Statement of Attainment. This formal document can only be issued once we have a copy of your USI number and you have successfully completed all the required assessments.

You will a receive a copy of you certification document via a digital copy (via email).

We will also forward your certification documentation to your employer if you have checked the permission box on your enrolment form.

Policies and Procedures

Equal Opportunity Policy

This policy applies to all staff and students including contractors and covers activities including external and internal training courses delivered by Safe Work Training .

The objective of Safe Work Training ' Equal Opportunity Policy is to improve business success by:

- Delivering our services in a safe, respectful, and reasonably flexible way

Discrimination, Sexual Harassment and Bullying

Safe Work Training is committed to providing a workplace free from discrimination, sexual harassment, and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken.

For the purposes of this policy, the following definitions apply:

- ***Direct discrimination*** occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.
- ***Indirect Discrimination*** occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate based on sex, as women tend to be shorter than men.
- ***Sexual harassment*** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated, or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated, or intimidated.
- ***Workplace bullying*** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g., physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Safe Work Training provides equal opportunity to students without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Any student found to have contravened this policy will be subject to disciplinary action, which may include dismissal from the training course as outlined in the complaint procedure below.

Employees and Students must report any behaviour that constitutes sexual harassment, bullying or discrimination.

Students will not be victimised or treated unfairly for raising an issue or making a complaint.

Complaints and Appeals Procedure

General information

Complaints, appeals and grievances will be dealt with in a timely manner unless they are exceptionally complex or involves allegations of misconduct or serious misconduct. Usually, we will resolve issues within 4-weeks of the compliant being lodged. We will advise you if your complaint, appeal or grievance may take longer than this and the outcomes.

All complaints will be managed in accordance with the principles of procedural fairness, ensuring that every party has the opportunity to present their case and that the decision is made impartially

What is a complaint?

A complaint can be filed when the student is dissatisfied with the procedures, outcomes or the quality of service provided by employees of Safe Work Training . A complaint is deemed to be formal when it is made in writing.

Prior to initiating a formal appeal process, Safe Work Training encourages all Students to discuss any concerns with their Trainer to resolve any issues informally and promptly.

Students can file a complaint in relation to.

- Enrolment
- Training and delivery
- Training/competency assessment, including recognition of prior learning.
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services.
- Other issues such as discrimination, sexual harassment, student amenities, etc.

To file a complaint please provide a detailed, dated and signed complaint in writing to the administration team via e-mail to admin@safeworktraining.com.au

What is a grievance?

If a satisfactory outcome is not reached, you can elevate the complaint to a formal grievance. A letter should be written to the CEO who will investigate the grievance. Your privacy will be maintained during this process and we will adhere to the principles of natural justice. We will notify you in writing on the process and outcome of your grievance.

You have the right to engage a third-party mediator at your own cost. If you believe that further action should be taken and no more internal processes can be accessed, you may explore your external options.

What is an appeal?

An appeal occurs when a student is unsatisfied with a decision made by Safe Work Training.
An appeal can be in relation to an assessment result, belief that you have been treated unfairly or can relate to another decision E.g., Trainer deciding to exclude the student from an activity.
An appeal is deemed to be a formal when it is made in writing.

Prior to initiating a formal appeal process, Safe Work Training encourages all students to discuss any concerns with their Trainer to resolve any issues immediately.

Upon receival of the appeal, the Safe Work Training will assess the appeal and the situation in detail. For more information on the appeals policy and procedure, please contact our team.

All appeals will be handled in a timely manner, outcomes recorded in writing and communicated to the student.

Students have the right to request any of the courses of action listed below:

A complaint or appeal against an RTO decision	can be filed by way of email to admin@safeworktraining.com.au when the student is dissatisfied with the procedures, outcomes or the quality of service provided by employees of Safe Work Training in relation to the following processes: ○ enrolment ○ training delivery ○ a training/competency assessment, including recognition of prior learning. ○ issuing of results, certificates and/or statements of attainment ○ any other activities associated with the delivery of training and assessment services. ○ other issues such as discrimination, sexual harassment, student amenities, etc.
Informal Complaint	is a complaint or appeal verbally communicated to a staff member of Safe Work Training other than the CEO, which is resolved between the two parties.
Formal Complaint	A complaint or appeal communicated directly to the CEO in writing.
Independent Hearing	The consideration of a formal complaint or appeal by party(ies) outside the RTO who are equipped with the knowledge and skills to bring about a resolution. While the resolution may not be "agreed" - the outcome must be based on processes of natural justice. This may incur a financial fee to the student.

Student Discipline Procedure

Students are expected to act in an appropriate manner whilst attending training sessions. Incidents of serious misconduct will result in exclusion from training and will be dealt with in accordance with relevant State or Commonwealth law. Serious misconduct means theft, assault, being under the influence of alcohol or illicit drugs, causing risk of injury or a dangerous event occurring.

Academic Misconduct Procedure

Academic misconduct is that which "gives unfair advantage or disadvantage to a student(s) in their training or assessment".

Cheating	Plagiarism
Copying other students work. Asking another student to complete your tasks or completing tasks for other students. Taking materials into an assessment which have not be authorised. Falsifying information to gain a competitive advantage in an assessment. This may include saying a family emergency prevented your attendance, when this was not true.	Copying or downloading directly from a source without crediting them. E.g., copying from a book or webpage. Using or paraphrasing other people work or ideas without crediting them. Using photographs, graphics or images without crediting the source.

If we find students have plagiarised or cheated during their training, we may:

- Provide verbal and written warnings.
- Require the student to complete the task again.
- Mark the student's assessment as NC.
- In serious cases of academic misconduct, we may cease, cancel or suspend the students training.

Support Services

Additional Support

Safe Work Training is committed to delivering the best learning outcome possible whilst supporting students to be successful within their chosen course. If you require additional support services, please refer to the Student Support Services Policy (insert policy number) or contact the administration team who will assist you.

Student queries

Safe Work Training will respond to student phone calls and walk-ins in the day of the query and emails will be responded to within two business days.

Reasonable Adjustment

Safe Work Training allows for reasonable adjustment for all students where it may be required for the students with a disability, the Trainer/Assessor is the contact person for the student to discuss reasonable adjustment on a case-by-case basis. In the event where a reasonable adjustment is not practicable, reasons shall be given to the student in a timely manner.

Diverse Inclusion and Wellbeing

Safe Work Training is committed to fostering a safe, inclusive and supportive environment where all students, staff and stakeholders are treated with dignity and respect. Safe Work Training also fosters culturally safe learning environment for First Nation people. Further information is available on the diversity inclusion and wellbeing policy.

Course information

Course information including content and vocational outcomes can be viewed on our website (https://www.safeworktraining.com.au/) or by calling our office on (03) 5442 5449 and asking for course information to be sent to you.