HOST

SAFETY AND TRAINING

RTO 40772

STUDENT HANDBOOK

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Foreword

The contents of this handbook are accurate at the time of publication and are updated regularly to ensure that the information remains current. Enquires about any information contained in this booklet should be directed to Host Safety and Training Pty Ltd (HST) by contacting:

<div align="center">

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MESSAGE FROM THE CEO

Thank you for choosing Host Safety and Training (HST) as your Registered Training Organisation (RTO). HST is a highly respected provider of quality vocational training. One of the many strengths of HST is our commitment from staff and providers to deliver quality training and assessment services to our students. We strive to not only meet but exceed our student's expectations.

We value you and acknowledge that all students come to us with different life and educational experiences. Whether you are straight out of school or are a mature age student with life experiences, we can provide you with the highest quality of training and services to help you achieve your goals.

HST staff are dedicated Industry professionals who have extensive vocational and training experience within their respective industries. We are committed to ensuring our training is delivered in a professional manner to meet the needs of both clients and students.

This handbook outlines some important information you need to know to ensure that your training experience with HST is an enjoyable and rewarding one.

I trust the information in this handbook is beneficial, and I extend my personal appreciation as well as that of my staff to you for choosing Host Safety and Training for your training needs. I wish you all the best in your studies, and hope this is the start of an amazing career!

Matthew Keating
Chief Executive Officer
Host Safety and Training

STUDENT HANDBOOK

This handbook is designed to provide an outline of the policies and procedures you as a student require when enrolling in and/or undertaking a course with Host Safety Training (HST). The policies and procedures referenced in this Handbook form part of the Quality Framework that has been developed to ensure students receive quality training and assessment services.

## 1.	INTRODUCTION

Registration

Australian Institute of Resources Training Pty Ltd, trading as Host Safety and Training (HST) (RTO# 40772) is a Registered Training Organisation. As an RTO we comply with the legislative requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Fit and Proper Person Requirement 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2012

The national regulator for Australia's Vocational Education and Training sector is the Australian Skills Quality Authority (ASQA). They are responsible for regulating courses and training providers according to the VET Quality Authority Framework. More information regarding ASQA can be located at www.asqa.com.au.

## 2.	ABOUT HOST SAFETY AND TRAINING

Host Safety and Training (HST) gained initial registration as and RTO in 2013. Our Business has expanded rapidly over this time and we now offer over 20 different qualifications/ courses across Australia. Our primary focus is on the delivery of training services in the resources industry and will maintain the scope of registration required to train and assess qualifications, skill sets and units of competency required by the business. This is the initial focus for the business and other areas of operation and development will be reviewed and analysed to adapt to as the business grows.

We have multiple delivery locations throughout Queensland and offer assessment by correspondence and in the workplace. Making our training easily accessible to everyone.

Host Safety Training is continually engaging Industry professionals to maintain current compliance and expertise in all aspects of training. Our continuous Improvement Approach with these links to industry ensure our staff and students always receive the most valuable and up-to-date training.

3.   SERVICES

Host Safety and Training (HST) is a highly respected nationally Registered Training Organisation (RTO). We are currently offering quality training in:

- Emergency Management
- Safety Consulting
- Civil Construction Training
- Industry Short Courses
- Mining Resources Training

4.   HOST SAFETY AND TRAINING'S VISION, MISSION AND CORE VALUES

We envisage our future in this industry must be based on our philosophies and values for providing high quality services and products to our clients in mutually beneficial relationships. This can only be achieved by having clear business objectives and starting with the end in sight, that being satisfied clients who provide ongoing business. We also believe to enable clear business objectives we must have well defined vision, mission, and values to measure ourselves against, they are:

Our Vision

To be respected and be the preferred organisation for training and emergency response services.

Our Values

We are **Safe**
In every decision and in every endeavour, Host is committed to providing and maintaining a safe working environment for our workers, our clients, and the public.

We work **together**
Focussed on open and clear communication, we work as one team to achieve a successful outcome for all stakeholders.

We are **proud** of what we do
Driving our client's needs through integrity and quality processes, we pride ourselves on performance and reputation, which is recognised foremost by our customers.

We make it **work**
Our systems and structure allow us to be agile and responsive to meet customer requirements. We recognise that thinking outside of the box, efficiency and innovation ensures we make it work.

We have a **purpose**
Our business and our people are dedicated to delivering success. This is achieved through reliability, adding value, and accurate project and task management.

We are **accountable**
Understanding our responsibilities, and demanding accountability at every level is necessary for Host to maintain positive relationships and results.

5. OUR EXPECTATION FROM YOU

Whilst participating in HST Courses, we expect you:

- To participate in learning in a positive manner
- Be respectful of other students, regardless of gender, race, sexual preference, political affiliation, disability, or religious beliefs
- Comply with the rules and regulations of HST
- Do not falsify work or information
- Do not conduct yourself in any way that may cause injury or offence to others
- Monitor your own progress by ensuring that assessment deadlines are observed.
- Utilise HST facilities with respect and to honor our copyrights
- Respect other students and HST staff and their right to privacy and confidentiality.

6. LEGISLATION

As an RTO, Host Safety and Training are required to adhere to all Commonwealth and State or Territory Legislation ensuring that management, staff, and students are informed of their obligations.

This includes but is not limited to:

- Anti-Discrimination Act 1991
- Disability Services Act 2006
- Fire and Rescue Service Act 1999
- Fair Trading Act 1989
- National VET Regulator Act 2011 (Cth)
- Privacy Act 1999 (Cth)
- Vocational Education and Training Act 2000
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Commission for Children and Young People and Child Guardian Act 2000
- Coal Mining Safety & Health Act 1999 & Regulations 2001
- Mining and Quarrying Act 1999 & Regulations 2001
- Mining Act 1978 & Regulations 1981

You will be advised of legislative and regulatory requirements specific to individual units of competency Current Legislation is available at www.austlii.edu.au

7. WORK HEALTH AND SAFETY

At Host Safety and Training, we are committed to providing and maintaining a healthy and safe work environment for our workers and stakeholders.

Our Integrated Management System embodies continual improvement and strengthens our resolve that health and safety is a shared responsibility across all our workers, students, and stakeholders.

At Host Safety and Training, our commitment is to:

- Provide a supportive health and safety culture through visible and accountable leadership.
- Continually eliminate and minimize hazards, and their associated risks.
- Engage with our workers and stakeholders and ensure effective health and safety consultation is established through our committees and other consultative processes.
- Ensure health and safety training is available as appropriate, and competencies are identified and maintained.
- Allocate adequate and appropriate resources to support the implementation of safe work practices.

- Monitor work practices across all work sites to ensure they are safe.
- Engage only competent and capable suppliers, and continually monitor and evaluate their performance.
- Comply with all our obligations including legislation, codes, and industry guidelines.
- Design health and safety into our equipment and work practices as early as possible to eliminate and control hazards and risks.
- Ensure that reported safety related incidents and occurrences are investigated, and that corrective actions are implemented.
- Take prompt and appropriate action when procedures and practices are not followed.
- Ensure our management system conforms to the requirements of ISO45001.

This will be achieved through:

- Ensuring this Policy and our processes are understood and implemented.
- Establishing effective objectives, targets and KPIs for our business to eliminate harm to our personnel.
- Establishing a positive and cohesive culture that reinforces life is to be valued, and everyone has a responsibility to each other to ensure we all go home unharmed.

8.   EQUAL OPPORTUNITY AND ANTI DISCRIMINATION POLICY

Host Safety and Training (HST) are committed to developing a diverse workforce, providing an environment for equal opportunity within our workplace, free of any unlawful discrimination, harassment, and vilification. We believe all people, including our employees and external stakeholders, are valued on their own merits, and treated with respect without regard to other factors such as sex, marital status, pregnancy, parental status, age, race, religion, political belief, criminal record, union activity, social origin, lawful sexual activity, and social preference.

Our approach is characterised by effective two-way communication, consultation and partnering to better understand any differences and create successful working relationships.

Specifically, Host Safety and Training will also work in partnership with clients and Indigenous peoples to make sustainable improvements for Indigenous people providing appropriate employment, mentoring, training resources and support services.

At Host Safety and Training, our commitment is to:

- Ensure all persons are treated equally and are not subjected to workplace harassment or unlawful discrimination.
- Recruit the best people against clearly defined employment criteria, demonstrating fair and transparent processes in assessing applicants.
- Ensure equal access to opportunities in employment, as defined within the employment criteria.

We will achieve this through:

- Taking immediate action if we become aware of any breach of this policy.
- Proactively identifying and eliminating any unlawful discriminatory practices, maintaining a workplace free of harassment.
- Valuing everyone for who they are and what they can achieve.
- Enabling all members of our workforce, and our broader community, to contribute to our business success, creating a culture of inclusion.
- Ensuring all employees are entitled to access promotion, training, transfers, and benefits of employment based on merit, assessed on their skills, qualifications, abilities, and aptitude.

Everyone is personally responsible for ensuring their behaviour does not offend or intimidate others or create a hostile work environment. Disciplinary action will apply where personnel have breached the intentions of this policy.

9.   BULLYING AND HARASSMENT

Harrassment

Host Safety and Training (HST) is committed to providing all employees, students, contractors, and associates with a harassment-free environment.

Harassment is a form of discrimination. It consists of unwelcome, embarrassing, unsolicited, offensive, abusive, belittling or threatening behaviour directed at an individual or group because of some real or perceived attribute such as a person's ethnicity, sexuality, or disability in circumstances which a reasonable person, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Harassment can be any one or more of the following:

- practical jokes
- swearing
- bullying
- a demand or inappropriate request for sexual/romantic favours
- crude jokes, derogatory comments, offensive messages, or phone calls
- graffiti with racial overtones
- name calling, physical threats and offensive gestures
- campaigns of hate and silence
- leering, patting, pinching, touching
- displays of offensive posters, pictures, or graffiti

If such behaviour makes an individual (or group) feel offended, humiliated, or intimidated, then harassment and/or discrimination is occurring in the workplace and immediate action is required.

Harassment can occur based on any of the grounds of discrimination.

Any form of harassment in the workplace will not be tolerated. There will be disciplinary consequences for employees / contractors who engage in harassment in the workplace. This may include termination. Any HST associates who engage in harassment in the workplace may have their contracts terminated.

Bullying

Work bullying is aggressive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying can be defined as the repeated less-favourable treatment of a person by another or others in the workplace, which is considered unreasonable and inappropriate workplace practice. Examples of bullying at work may include sabotaging someone's work or their ability to do their job by not providing them with vital information, appropriate training and/or resources. Bullying often results from one person or a group needing to dominate or show superiority over another person.

Any form of bullying in the workplace will not be tolerated. There will be disciplinary consequences for employees / contractors who engage in harassment in the workplace. This may include termination. Any HST associates who engage in harassment in the workplace may have their contracts terminated.

Workplace Violence

Violence and aggression include verbal and emotional abuse or threats, and physical attack to an individual or to property by another individual or group. The impact of violence on a victim depends on the severity of the violence, his or her own experiences, skills, or personality.

Violent acts include:

- Verbal abuse, in person or over the telephone
- Written abuse
- Harassment
- Threats
- Ganging up, bullying and intimidation
- Physical or sexual assault
- Armed robbery
- Malicious damage to the property of staff, customers, or the business

Workplace violence may not always be a critical or extreme situation from the outset. It sometimes follows a pattern of escalating behaviour – from agitation, expressed anger or frustration and intimidating body language, to verbal/written abuse and threats, physical threats, or assault. Violence can be internal to the organisation or from external sources.

Workplace violence will not be condoned by Host Safety and Training and serious disciplinary consequences, including summary dismissal will apply for offences.

The complaints procedure should be followed in the event of a complaint of workplace violence, however in a severe instance of violence you are required to immediately remove yourself from the situation and report the instance to a company Director. The same potential outcomes described in the procedure will apply.

10.   WORKING WITH PERSONS UNDER THE AGE OF 18

Host Safety and Training (HST) complies with all Commonwealth and State legislation concerning working with children. Students under the age of 18 must have a parent or guardian consent to them enrolling into course with Host Safety and Training.

HST staff may at their discretion contact the student's parent/guardian and request they be present when attending Training.

11.   CONFIDENTIALTY AND PRIVACY POLICY

Host Safety and Training (HST) is obliged to comply with the Privacy Act 1988, an Australian law that regulates the handling of personal information.

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 introduced many significant changes to the Privacy Act, including 13 Australian Privacy Principles (APPs) that apply to the handling of personal information. HST is obliged to adhere to the Australian Privacy Principles contained within the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Personal Information	A broad range of information, or an opinion, that could identify an individual. Personal information may include (but not limited to): ▪ an individual's name, signature, address, phone number or date of birth ▪ sensitive information ▪ photographs
Sensitive Information	Sensitive information is personal information that includes information or an opinion about an individual's: ▪ racial or ethnic origin ▪ political opinions ▪ membership of a professional or trade association ▪ religious or philosophical beliefs ▪ sexual orientation or practices ▪ criminal record that is also personal information; or ▪ health information about an individual ▪ genetic information about an individual that is not otherwise health information ▪ biometric information that is to be used for the purpose of automated biometric verification or biometric identification Generally, sensitive information has a higher level of privacy protection than other personal information.

Collection of personal information

Personal information (and sometimes sensitive information) is collected by Host and Safety (HST) to carry out its functions properly and efficiently as a Registered Training Organisation (RTO). HST only collects the relevant information for purposes that are reasonably necessary to, or directly related to, its functions and duties under the *Standards for RTOs 2015*. Personal and sensitive information is collected only with the consent of the individual, who gives consent by completing an enrolment form and returning it to HST.

HST may also collect personal information for its recruitment and human resource management processes.

Use and disclosure of personal information

Host Safety and Training (HST) will only use and disclose personal information for the primary purposes for which it was collected. Personal information is not otherwise disclosed except, if an individual is at risk of significant harm, or, as required by law.

Security of personal information

All personal and sensitive information collected by Host and Safety (HST) is held on a secure closed network. Access to information is restricted to authorized HST persons only.

Host and Safety (HST) takes all reasonable steps to protect the personal and sensitive information it collects against misuse, loss and unauthorised access or modification.

All Host and Safety (HST) personnel and contractual associates are bound by the terms of a Confidentiality Agreement for the duration of their employment or association, and after which their employment / association ceases.

12.   FEES AND CHARGES

Host Safety and Training (HST) operates as a "Fee for Service" Registered Training Organisation (RTO). Meaning all Training and course will attract a Fee. These fees are paid by the student, student's employer, or a government agency.

Fee Structure

Each qualification and course offered by Host Safety and Training has a specific course fee. This course fee is the maximum fee that will be charged to the student for their training program.

This fee is inclusive of:

- Administration
- Support
- Training delivery and assessment
- Tuition
- Reference material and textbooks
- Equipment

All fees will be competitive when compared to others in the marketplace and may be varied or discounted at the discretion of HST to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/Territory Government contracts.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs is provided as an attachment to this information.

Changes to agreed services

Where there are any changes to agreed services, Host Safety and Training (HST) will provide advice to the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements to ensure the learner is not disadvantaged and can continue the course of learning.

Two types of information must be provided to the learner/client as soon as is practicable when changes to their services occur.
1. Course information: information on the actual qualification/ course.
2. General information: Changes to any of these must be included in a document available to clients:

- Access and equity
- Access to records
- Appeals policy
- Complaints policy
- Course cancellation

- Learning and assessment arrangement
- Legislative compliance
- Recognition or prior learning
- Refunds policy
- Replacement certificates and Statement of Attainments

- Course extension
- Credit transfer
- Disciplinary procedures
- Employability skills location
- Language, literacy and numeracy

- Selection and induction
- Support services
- Third party arrangements
- Fees and charges (see requirements above)

13.   MAKING PAYMENTS

Host Safety and Training welcomes the following payment methods

- Cash
- Cheque/ Money Order
- EFTPOS
- Direct Deposit
- Credit card payment via Secure Pay (Mastercard, VISA or American Express only) **3% surcharge applies**

When do I pay course fees?

All courses below $1,500.00 require full payment of the course fee prior to commencement. Courses that are priced above $1,500.00 will require a minimum 25% deposit with the balance paid as per the HOST SAFETY AND TRAINING Schedule of Fees. Where courses are paid for by a third party such as an employer, students remain responsible for ensuring that course fees are paid.

Corporate clients will be required to pay for the course in full, pending the receipt of a Purchase Order and the commencement of the course.

Online course fees can be paid at time of purchase. If a third party is paying the fees, a manual payment and enrolment can occur, however fees must be paid before a student is enrolled.

Payment Receipts

A tax invoice/ receipt will be issued for all payments received by Host Safety and Training.

14.   REFUND POLICY

Host Safety and Training (HST) has established and maintains the following credit / refund procedure for all Companies and/or individuals who register and/or attend our training courses.

The learner/client must advise of cancellation in writing or by email.

All agreements are subject to a five-day cooling off period whereby the learner can choose to terminate the agreement without penalty and receive a refund in full for any monies paid. Thereafter, all monies, less a 20% administration fee, will be refunded if cancellation occurs before any training or assessment takes place. Cancellation after training or assessment begins attracts 20% administration fee and the deduction of full cost of any training or assessment the learner had access to up until cancellation date.

In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material.

Should cancellation by the organisation or individual booking services occur fourteen (14) days or more prior to the commencement date of the service, no penalty will be applied, and a full refund provided if payment has been received in advance. Alternatively, the organisation or individual can choose to have

funds held in credit for a maximum period of 6 months from the original invoice date, after which time, if unused the credit or refund is deemed null and void.

If cancellation should occur eight (8) to thirteen (13) days prior to the commencement date of the service, 25% of the total cost will be retained / invoiced as a non-refundable booking fee.

If cancellation of the service is made seven (7) or less days before commencement of the course, 100% of the total service cost will apply as a non-refundable booking fee. Additionally, if such cancellation occurs within two working days or less of the training date, any travel and accommodation costs incurred (if quoted) will be charged at the full quoted cost.

No refund is available to organisations or individuals who do not attend training on their scheduled course dates or who have commenced their training course and who choose to terminate or leave before their training course is completed unless they can provide a Medical Certificate or show extreme personal hardship or pressing domestic necessity. In these cases fees may be refunded on a pro rata basis or reduced to cover program or course materials or held in credit for a maximum period of 6 months from the original invoice date, after which time, if unused the credit or refund is deemed null and void.

Should an individual wish to finalise an incomplete program at a future time, the original fee can be used as credit for a maximum period of 6 months from the invoice date, after which time the credit is deemed null and void. Additional fees may be payable to cover any difference in current course pricing within the 6-month credit period.

Management reserves the right to make discretionary decisions regarding conditions of refunds if necessary.

Should an organisation or individual be dissatisfied with our Credit / Refund Policy they shall be encouraged to submit a grievance if an immediate solution is not agreed to by both parties.

The procedure to apply for a refund is as follows:

1. Written notification of cancellation completed and received by HST.
2. Refund reviewed by Management and a determination is made.
3. Learner is notified of the outcome of the determination.
4. Refund request form filled out and given to Accounts.
5. Accounts refunds monies.
6. Note made in learner/client's file.

HOST SAFETY AND TRAINING will refund the full course fee if:

- The course has been cancelled by HOST SAFETY AND TRAINING and the student elects not to reschedule
- The student cancels up to five (5) business days before course commencement.

HOST SAFETY AND TRAINING may retain 25% of the course fee if:

- The student cancels within five (5) business days before course commencement

HOST SAFETY AND TRAINING may retain 100% of the course fee if:

- The student cancels less than two (2) days before course commencement, or
- The student does not attend the course without cancellation
- The student departs the course once they have commenced

15.   CONSTRUCTION SKILLS QLD (CSQ) SHORT COURSE REFUND

Host Safety and Training (HST) requires a minimum of 72 hours' (3 full working days) cancellation notice prior to commencement of a course to receive a refund. Cancellations with less than 72 hrs notice, the deposit is not refundable. Students will need to reapply for any future funding.

16.   ENROLMENT REQUIREMENTS

Some of Host Safety and Training's (HST) programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly located on our website and marketing materials.

These entry requirements outline the minimum qualifications, knowledge, skills, and experience that the student must hold to be eligible for entry into some courses.

Entry requirements may include but is not limited to:

- Previous work experience or education
- Specific levels of Language, Literacy, and numeracy (LLN) skills
- Access to workplace where practical components are required

17.   ENROLMENT

Host Safety and Training (HST) is committed to assessing our clients needs through initial engagement and or enrolment interviews to enable us to determine student's suitability and capability before enrolling into our courses.

Our staff provide all prospective students timely and accurate advice to students prior to enrolment to make sure they are enrolling into the best suitable course. We will respond in a reasonable time frame for all requests of information about or Training services.

Enrolment Procedures

The enrolment procedure commences when a student first makes initial contact with Host Safety and Training Services (HST) expressing their interest into our training programs. HST staff will respond via email with the following information

1. Course Information and / or training proposal which contains
   - Course code and title of qualification, unit of competency or short course
   - Total training costs
   - Training duration
   - Training location
   - Course outline including any work placement *if applicable
   - Entry requirements
   - Enrolment form
2. This Student Handbook which contains
   - Policies and procedures
   - Legislation
   - Fees
   - Refund Policy
   - Student expectations
   - HST obligations

Host Safety and Training Staff ensure all students understand the terms and conditions of enrolment and that these are agreed to prior to accepting a student's enrolment into a course. HST will send a confirmation of enrolment letter to students prior to the commencement of training. Information includes the time, date and location of training, what students are required to bring to the course.

In some instances, student's may be asked to undertake a Language Literacy and Numeracy Test prior to the course commencing. This enables HST staff to evaluate the information submitted to make necessary changes to meet's the student's learning needs and provide additional support if required.

The enrolment process includes the sourcing and/ or validating of each student' s Unique Student Identifier form the USI Registrar in the accordance with the requirements of the Student Identifiers Act 2014.

18.   UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
The USI is available online and at no cost to you. This USI will stay with you for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015.

19.   ACCESS AND EQUITY

Host Safety and Training (HST) is committed to ensuring that training opportunities are offered to all people on an equal and fair basis, including women where under-presented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians. All clients have equal access to our training programs irrespective of their ender, culture linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, or sexual orientation.

If students feel they are being disadvantaged, they should approach trainer/assessor and or another staff member to raise their concerns.

All students studying with Host Safety and Training (HST) have the right to discuss matters of access and equity with relevant staff members without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint is available and will be actioned according to HST's policies and procedures

20.   LANGUAGE LITERACY AND NUMERACY (LLN)

When a student enrols into any course with Host Safety and Training (HST) they are required to complete a Language Literacy and Numeracy (LLN) test before commencing their course. This allows staff the opportunity to determine the student's suitability, eligibility, and capability for the chosen course.

Host Safety and Training (HST) recognise that not all students are able to read, write and perform calculations to the same standard. HST will endeavour to provide assistance to students having difficulty with Language, literacy, or numeracy to accommodate their needs.

In the event that a student's needs exceed the ability of Host Safety and Training's staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

21.   STUDENT SUPPORT SERVICES

As part of the overall engagement process, Host Safety and Training (HST) will assist all students in their efforts to complete training programs by all methods available and reasonable. HST is committed to ensuring that all students receive adequate learning support to ensure they are reaching their full potential.

Staff will ensure students have access to the full resources of Host Safety and Training (HST) to assist them in achieving their desired outcome.

All students are provided with a range of learning support and resources to help achieve full competency. This include but is not limited to;

- Mentoring form trainers or staff
- Additional Tutorials
- External support services

22.   DELIVERY MODES

Flexible Delivery

Flexible delivery allows the Student to study what they want and when they want through an interactive set of learning resources designed for self-paced progress. Interactive tutorials and peer support programs provide Students with personal assistance. Web-based student noticeboards inform students of upcoming events and important announcements.

Face to face Delivery

For those who prefer the personal experience we provide face-to-face delivery options. Facilitated by experienced professionals, these sessions are interactive, interesting, stimulating, and exceptional value for money.

Blended / On-Line

This mode of learning offers a combination of online (up to 100%) and other modes of study.

23.   FLEXIBLE ASSESSMENT

All assessments conducted by HST will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of a written test and practical demonstration but are flexible and at the tutor's discretion in some courses as long as they meet AQTF guidelines and minimum requirements for competency in the specific course.
Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Personal presentation appropriate to the environment.
- Verbal and non-verbal communication.
- Problem solving. E.g. learning to learn, decision making, creative thinking.
- Working with others in teams.
- Organise own schedules to achieve goals.
- Third party reports.

Where a Student has been assessed as being Not Yet Competent (NYC), HST offers further opportunities to be re-assessed. Generally, this 're-assessment' is at no extra cost, however HST reserves the right to charge a re-assessment fee should a FULL reassessment be required, or the

assessor feels no attempt has been made to study for the test or other Students have been disadvantaged by the actions of the Student.

The Student may appeal this decision by writing to HST who will consider the matter and advise the Student in writing of the outcome. This process is outlined our Appeals Policy below.

A flexible assessment process will be undertaken to consider the needs of people with special needs or situations including:

- LL&N difficulties.
- Other trauma, special needs, or reasons.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing, and where applicable, will be forwarded to or included in, reports to the Registering Authority. In line with HST policies, Students will have access to personal information and will be advised of all outcomes in writing.

24. COMPETENCY BASED ASSESSMENT

Competency based assessment does not use a marking scale but rather deems the student as having satisfactorily or not satisfactorily completed an assessment activity

- Satisfactory completion of all assessment activities within this unit will result in a competent result
- Unsatisfactory results in any assessment activity within this unit will result in a not yet competent result
- Note; In the event that you are unable to demonstrate your ability in any area of the assessment you will re-assessed. Re-assessment may include demonstrating a skill, answering questions, providing further information. All students are given two (2) opportunities to be reassessed
- On the occasions were participants are unable to demonstrate competency after two (2) re-assessment attempts they should speak to their training consultant about further opportunities to complete the unit.

25. REASONABLE ADJUSTMENT

Where the Host Safety Training trainer and assessor identifies a requirement to vary the program of study to support an individual student, 'reasonable adjustment' will be applied. Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance vary and where the outcome of the assessment is not altered.

While reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Assessors must submit a reasonable adjustment request, to the Training Manager that outlines the adjustment to be considered and the reason for the adjustment to be applied. The Training Manager must provide a response (approval or non-approval) for any reasonable adjustment request.

26. ASSESSMENT AND FEEDBACK

Completed and submitted work will be assessed within four (4) business days and feedback provided to the student as soon as possible thereafter. Where a student's work is assessed to be unsatisfactory, they will be provided with additional advice, coaching, or tutoring and the opportunity to re-submit the work with a view to having it assessed as satisfactory.

27. RECOGNITION OF PRIOR LEARNING POLICY

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes, specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

Host Safety Training appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills. Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to Host Safety Training's RPL policy which is contained in the Host Safety Training student handbook and is available on request. Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the Host Safety Training enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

Provide the student with copies of an RPL application form
Provide the student with information about the types of evidence that can be used to support an RPL application
Assess the student's information and notify students of the outcome of the RPL process

Recognition of prior learning fee

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

28. CREDIT TRANSFER (CT)

Host Safety and Training (HST) recognises all Nationally Accredited Qualifications issued by approved AQF Providers. Credit transfer may be applied to equivalent units of competency and related qualifications that the student has previously been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules listed in the qualification the student is enrolling into, this information can be found at www.training.gov.au

Student can apply for credit transfer at any time; however, we strongly encourage students to apply for credit transfer before commencing their course. This will reduce unnecessary training and provide the student a more accurate timeframe and list of units to complete to receive certification.

29. VALIDATION AND MODERATION

Often considered one of the most contentious aspects of the VET sector, several varying definitions and opinions fuel the contention and debate. Host Safety Training will observe the explanation provided in the ASQA Fact Sheet published 13 May 2015.

'Validation is a quality review process that confirms your RTO's assessment system can consistently produce valid assessment judgements. A valid assessment judgement is one that confirms a learner holds all of the knowledge and skills described in a training product. Validation activities are generally conducted after assessment is complete so that an RTO can consider the validity of both assessment practices and judgements.

Validation involves checking that your assessment tools have produced valid, reliable, sufficient, current, and authentic evidence that allows your RTO to make reasonable judgements about whether training product requirements have been met. The validation process involves reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes if applicable. The validation process also includes acting upon any recommendations for future improvement.

As part of validation, your RTO must have a documented plan which describes:
- *who will lead and participate in the validation activities?*
- *which training products will be the focus of the validation*
- *when assessment validation will occur, and*
- *how the outcomes of those activities will be documented and acted upon'*

Host Safety Training will continue to regularly review its training and assessment methodologies. Trainers and assessors are encouraged to discuss and evaluate the way courses and training packages are delivered and how each qualification is assessed with full regard to the criteria of validity, flexibility and fairness. Industry experts may be involved in validation to ensure there is the combination of expertise identified in (a) to (c) below.

Host Safety Training will ensure that systematic validation of assessment is to be undertaken by person(s) who are not directly involved in the training or assessment delivery of that qualification and have:
a) Vocational competencies and current industry skills relevant to the assessment being validated.
b) Current knowledge and skills in vocational teaching and learning; and
c) Prior to 31 March 2019, the training and assessment qualification or assessment skill set referred to in Item 1 (TAE40110 Certificate IV in Training and Assessment or its successor) or Item 3 (TAESS00001) of Schedule 1
d) After 1 April 2019, the training and assessment qualification or assessment skill set referred to in Item 2 or Item 5 of Schedule 1

Industry experts may be involved in validation to ensure there is the combination of expertise set out above.

All assessment undertaken by Host Safety Training is systematically validated and conducted in accordance with the Principles of Assessment and the Rules of Evidence. This planned and ongoing process ensures that each training product on Host Safety Training's scope of registration is validated at least once every five years with 50% validated in the first three years of the cycle.

30.   DEVELOPMENT OF NEW ASSESSMENT TOOLS

As new assessment tools are developed, the Host Safety Training management team will meet with trainers and assessors and stakeholders for the relevant qualification or course, and meet with relevant stakeholders to review, compare and evaluate the assessment processes, tools and evidence that will contribute to their appraisal - the validation meeting.

- Assessment validation meetings are initially conducted to contribute to the development of new assessment tools. The meetings will confirm that the tools, assessment methods and processes adhere to the requirements of the training package and the Standards for RTOs 2015 and are therefore ready for operation.
- Relevant records and meeting minutes will be completed to record all processes, comments, and continual improvement activities, including timelines and the responsibilities of the Host Safety Training management team.
- An assessment validation tool is distributed to key stakeholders during the development phase. The feedback and information received is collated and utilised to design and refine the respective assessments.
- This exercise may be repeated several times during the assessment design phase with different stakeholders engaged where practical.

31.   REVIEW OF EXISTING ASSESSMENT TOOLS

A review of assessment tools that have been completed and made available to students must be conducted. This validation of assessments that have been offered to students, completed, and returned for assessment is an equally important phase of the assessment validation process.
Timing and frequency of this aspect of the overall validation process will be based on the nature of the training and assessment and the number of students who have used the new material. A review at three (3) months and again at six (6) months is considered optimum.

- To ensure that the Standards for RTOs 2015 and training package requirements for competency have been understood and correctly implemented, a review of samples from past assessments is an essential part of the validation process.
- The assessment validation tool is utilised once again. The document is distributed to key stakeholders as well as trainers and assessors. The feedback and information received is collated and utilised to design and refine the respective assessments.
- All issues that arise from the validation process of assessment tools will be documented and tabled prior to the commencement of the next program to ensure further issues are prevented. This may take place at the monthly management meeting unless the next program commences earlier, in which case an extra meeting will convene to address the issue.

32.   ASSESSMENT ALTERATION, VALIDATION, AND IMPACT TEMPLATE

As an additional phase of Host Safety Training's validation process, each trainer and assessor are encouraged to consider changes, system development and assessment validation, on an ongoing basis. Trainers and assessors are expected to be proactive in the implementation of their ideas and initiatives. When making submissions regarding alterations and/or improvements to the assessment process, it will be necessary for the proposer to complete an assessment alteration, validation, and impact template prior to team meetings. The assessment alteration, validation and impact template is intended to provide the required evidence underpinning the proposal, so management is able to wholly and accurately consider its implications and benefits.

If trainers feel a change to an assessment should be introduced, the initial project analysis (submitted on the assessment alteration, validation, and impact template) would include, but is not limited to:

- How the change will be assessed within the ASQA guidelines
- How the change may comply with or contravene work health and safety requirements
- Ensuring that the change can be assessed and recorded within Host Safety Training's assessment plan for the course/qualification in question

33. MODERATION OF ASSESSMENT PROCEDURE

Fundamentally, moderation occurs before the student is given the results. When a single trainer delivers a qualification/unit of competence/accredited course, it is advantageous to conduct the moderation process and evaluate/moderate the marking of assessments by another trainer(s).

In the case of multiple trainers delivering different aspects of the same qualification/unit of competence/accredited course, moderation is advised at least once per three (3) month period. Assessment moderation, when delivered by multiple trainers, aims to ensure that all assessment is conducted in accordance with the marking guides developed and/or approved by all the trainers of the relevant qualification/unit of competence/accredited course, and/or that different trainers are providing equal assessment.

One (1) trainer and assessor should assess submissions involving extended writing/projects/major assignments, and once the work has been assessed, the submission should be exchanged with another assessor for moderation. From each course group, a sample of approximately one fifth of submissions should undergo moderation; the sample assessments should include a range of levels of achievement.

Checking a result considered to be satisfactory by one (1) trainer and assessor against a detailed assessor checklist/marking guide should moderate assessments practical observation/role plays/simulations type assessments. In the case of a cross-assessor disagreeing with results of an assessment to be given to a student, the findings should be detailed and presented to the trainer for reconsideration. Any comments or notes made by the cross-assessor should be written on a separate document, labelled with the assessment item details and date, and filed in the review section of the relevant qualification/unit of competence/accredited course file.

Two (2) trainers and assessors should assess all oral and practical assessment presentations within a qualification/unit of competence/accredited course with more than one (1) trainer cooperatively, wherever possible. In cases where this is not possible, the presentation should be recorded audibly and/or visually. This ensures that a sample from a range of levels of achievement can be cross assessed by another trainer.

34. INDUSTRY CONSULTATION

Consultation has been conducted with organisations and individuals. Evidence of industry consultation is on file.

35.   TRANSITION REQUIREMENTS

Host Safety Training will observe the overarching principle that it must deliver the current training product to a student, unless the student would be genuinely disadvantaged by undertaking that training product and the genuine disadvantage to them in doing so outweighs the benefits of continuing training in and being issued with a qualification or statement of attainment for a superseded or deleted training package qualification or superseded/expired accredited courses. Host Safety Training will ensure that students are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways.

Host Safety Training will provide timely and adequate advice and guidance to students. The transfer of students will be undertaken in collaboration with the student and Host Safety Training in accordance with the Standards for RTOs 2015. If the qualification or course in which they are enrolled is superseded/deleted/expired the RTO will ensure students are given the opportunity to transfer to replacement training package qualifications and accredited courses or other currently endorsed training packages or accredited courses. Confirmation of correct transition and teach out requirements is ensured by complying with this Standard.

Subject to Clause 1.27 and unless otherwise approved by the VET Regulator, Host Safety Training will ensure that:

- Where a training product on Host Safety Training's scope of registration is superseded, all students' training and assessment is completed and the relevant AQF certification documentation is issued or students are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.
- Where an AQF qualification is no longer current and has not been superseded, all students' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.
- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all students' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and
- A new student does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified in Clause 1.26 do not apply where a training package requires the delivery of a superseded unit of competency.

36.   PRINCIPLES OF ASSESSMENT

This section explains how the principles of assessment are applied to this program:

Fairness

- Students are selected/screened prior to commencement of the course to ensure that they have sufficient skills, knowledge, and experience
- Students receive sufficient training, resources, and support to develop the required skills and knowledge to undertake the assessment
- assessments are based on the skills and knowledge that have been delivered, practiced, and is referenced in the learning materials
- where Students are assessed as; 'not yet satisfactory' they are provided with additional training, tuition and coaching and given the opportunity to be re-assessed
- The complexity of assessments is aligned to the standards required to perform the role in a workplace.

Flexibility

- an assessment task may be contextualised
- any contextualisation will not compromise the assessment outcome.

Validity

- assessment tasks address all the performance criteria, required skills, required knowledge and critical aspects for assessment
- the assessment tools are mapped to the training package. A mapping document is retained on file in our Cloud Assess online portal
- assessment tasks are based on current industry best practice and endorsed by multiple industry stakeholders
- assessment scenarios are based on real industry occurrences or scenarios that the Student will reasonably encounter when they enter the workplace
- assessments are conducted by assessors who have significant experience in a broad range of industry sectors relevant to the assessment tasks.

Reliability

- assessments are based on a standard assessment tool to be completed by all Students
- the assessor marking guides provide a standard range of benchmark responses and acceptable range of variables for assessing the Students' responses or performance.

37. RULES OF EVIDENCE

This section explains how the rules of evidence are applied to this program:

Validity

- assessment tasks address all the performance criteria, required skills, required knowledge and critical aspects for assessment
- the assessment tools are mapped to the training package. A mapping document is retained on file
- assessment tasks are based on current industry best practice and endorsed by multiple industry stakeholders
- assessments are conducted by assessors who have significant experience in a broad range of industry sectors relevant to the assessment tasks.

Sufficiency

- the assessment tools and processes for this course collect a significant quantity of evidence including the following:
  o Theory Assessment
  o Practical Assessment

Authenticity

- assessment of skills is observed directly by the assessor(s) therefore the evidence collected is confirmed to be authentic by the assessor
- Students complete a declaration when submitting the assessments to confirm all work is their own via our online learning and assessment portal which has a unique login specific to each individual apprentice.

Currency

- all assessment tasks are to be completed prior to the course end date to ensure currency of evidence.

38. PLAGIARISM

Plagiarism occurs when a person passes off someone else's work as his or her own and is a serious academic offence. Examples include failing to cite an author for ideas incorporated into a student's paper and handing in an assessment piece downloaded from the internet. All plagiarised assessments will instantly be assessed as **Not Yet Competent** and students will be required to resubmit their work.

39. REASSESSMENT

In the event a student is deemed NYC, they will be provided with feedback and assistance to gather further evidence and/or amend any corrections required. Any assessment re-submission must be provided within a timeframe agreed upon between the student and the assessor.

40. STUDENT BEHAVIOUR

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

In the first instance:

Students will be asked to cease any behaviour considered inappropriate either by Course Facilitators, assessors, workplace, or other students. No argument will be entered into in relation to individual

perceptions about 'appropriateness' – if the behaviour has offended, then it will be considered offensive and is therefore inappropriate.

In the second instance:

Failure to desist will result in a second request for specific behaviour to cease and may include temporary and short-term ejection to allow for reflection and cooling off and/or written advice. These interventions will be used at the Course Facilitator/assessors discretion.

In the third instance:

Failure to cease inappropriate behaviour will result in ejection from class for the day (For any training paid for/or organised by an employer or government assistance agency, they will be immediately notified of the behaviour and actions taken by HST). HOST Safety and Training reserves the right to permanently eject students for ongoing inappropriate behaviour without course refund. This decision will be made on a case by case basis considering evidence at hand and level of inappropriate behaviour.

41. ACADEMIC APPEALS

This policy/procedure supports the Standards for Registered Training Organisations 2015 in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Host Safety and Training (HST) will be viewed as an opportunity for improvement.

Despite all efforts of the Registered Training Organisation (RTO) to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

Grievances

If grievances / disputes cannot be resolved internally, we will advise students of the appropriate government body where they can seek further assistance. Circumstances that may result in a grievance could include:

- Verbal abuse.
- Discriminatory behaviour; and
- Unprofessional behaviour.

Students who believe they have cause to lodge a grievance should discuss the issue in the first instance with their Course Facilitator. If resolution is not reached, an invitation is open to contact the Learning and Development Manager.

Student complaints, appeals and grievances policy

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed. All complaints appeal and grievance feedback must be received within 14 days of the alleged incident.

General Complaints

Any student, potential student, or third party may submit a formal complaint to the RTO with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

A student wishing to submit a formal complaint or appeal can do so by completing the 'Host Safety and Training (HST) Complaints and Appeals Form' and state their case providing as many details as possible. This application form can be gained by contacting Host Safety and Training (HST) Administration at the RTO.

All formally submitted complaints or appeals are submitted to the RTO Administration Manager. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint; and
- Attachments (if applicable)

Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register'. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined resolution; and
- Date of resolution

Students can present their case in person and may always be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process.

Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Student Administration Coordinator shall notify the Training Manager of the complaint and provide any further documentation related to the matter.
The Training Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Training Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Students are referred to the Appeals procedure (Appealing a Decision).

The Training Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals register' by the Training Manager and on the students file. The RTO will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.

Appealing a Decision

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment; and
- Any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.

To activate the appeals, process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The Training Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

When appealing a decision:

- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged: and
- The Training Manager shall ensure that the RTO acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a student has appealed a decision or outcome of a formal complaint, they are required to notify the RTO in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the student administration manger shall ensure the details of the appeal are added to the 'Complaints and Appeals Register';
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal; and
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify the RTO if they wish to proceed with the external appeals process.

Assessment appeals

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted.

- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register';
- The Training Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by the RTO; and

- The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify the RTO if they wish to proceed with the external appeals process.

External Appeals

- If a student is still dissatisfied with the decision of the RTO, a student may wish to escalate the matter.

- Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a Student from a program. Clients should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should contact Australian Skilly Quality Authority (ASQA) by completing the online complaint form – http://www.asqa.gov.au/; and

- Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third-party mediator such as ASQA to satisfy the student's appeal as soon as practicable.

Note: Any complaints, appeals or grievance feedback not received within 14 days of the alleged incident may not be considered valid or acted upon. Only one formal appeal presentation will be entered into and the decision of the Learning and Development Manager and/ or Director/s will be final.

42.   AWARDS

Course Award

To be eligible for a Certificate (e.g. Statement of Attainment or Qualification) a student must have completed all program work and assessment set out in the program outline for that course. Each Qualification will include a Record of Results detailing the individual units completed.

Statement of Attainment

Students who successfully complete short accredited courses will be awarded a Statement of Attainment as partial completion of a full Qualification.

Academic History Reports

Students may request an academic history report that provides a statement of current academic history with Host Safety and Training (HST).

Students also have the option of referring to their secure online record via www.usi.gov.au to track all recognised training (VET) and Qualifications gained in Australia from 2015, regardless of the training organisation.

Certificate of Attendance or Participation

Certificates of Attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training.

43.   RECORD KEEPING

Host Safety and Safety (HST) will retain student records of qualifications, statement of attainments and units of competency for a period of thirty (30) years.

44.   ACCESS TO RECORDS

All students are entitled to access their individual training and assessment records. Access to these records is permitted after receiving a formal written request and suitable photographic proof of identity documents (i.e. passport or driver's license). Once these documents are received Host Safety and Training (HST) will provide the requested information to the applicant within a seven (7) day period.

45.   CLIENT FEEDBACK

Feedback we receive from our clients, our students and our colleagues are valuable to us because it provides us with an opportunity to improve the products and services we offer and the level of service we provide. HOST SAFETY AND TRAINING encourages positive and negative feedback and invite staff, students, and clients to provide feedback in the form of formal and informal methods.