

RTO: <div style="text-align: center; margin-top: 10px;"> <b>Australian Institute of Resources Training Pty Ltd, trading as</b>  <b>Host Safety and Training</b>  <b>RTO 40772</b> </div>					
DOCUMENT No: <div style="text-align: center; margin-top: 10px;"> <b>HST-MGT-PRO-001</b> </div>					
DOCUMENT TITLE: <div style="text-align: center; margin-top: 10px;"> <b>Student Handbook</b> </div>					
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## 1 WELCOME

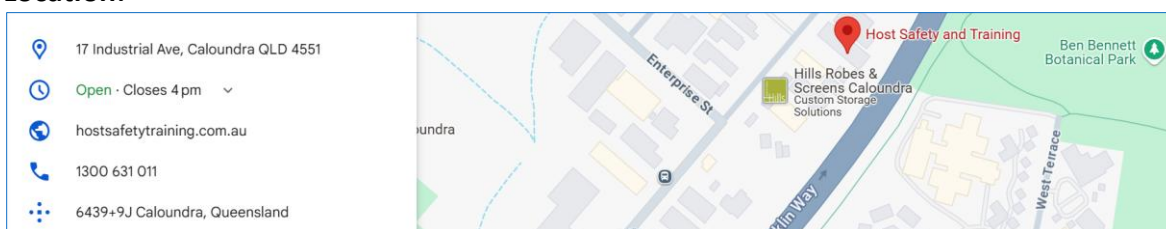
This Student Handbook is intended to provide you with information regarding your student journey and participation in training with Australian Institute of Resources Training Pty Ltd trading as Host Safety and Training RTO 40772. It is recommended that you read and understand this Handbook as it encompasses information relevant to your training prior to your commencement.

If you have any questions or queries regarding your learning journey, please do not hesitate to speak with our Host Safety and Training Administrator or to your appointed Trainer.

## 2 ABOUT US

Host Safety and Training is an Australian Skills Quality Authority (**ASQA**) registered training organisation (RTO 40772) commencing in 2018. Host Safety and Training prides itself on providing quality emergency response, medical and industrial safety training to students across Australia. Our personnel have extensive training and industry experience to provide students with training to the highest standard.

### Location:



Address 17 Industrial Ave, CALOUNDRA WEST, QLD, 4551

Telephone 1300 631 011

Email [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au)

Website <https://hostsafetytraining.com.au/>

Our contact details are listed above. Please feel free to contact us with any query you may have regarding your learning experience and journey with Host Safety and Training.

## 3 LEGISLATION AND STANDARDS

The objectives of the Standards for Registered Training Organisations 2015 are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (**VET**) system. The standards specify the key requirements to be met by Registered Training Organisations (**RTO**).

The standards do not specify detailed processes but explain the outcomes to be achieved through the application of each standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each standard.

As an RTO, Host Safety and Training is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015.
- The Fit and Proper Person Requirements.
- The Financial Viability Risk Assessment Requirements.
- The Data Provision Requirements.
- The Australian Qualifications Framework.

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Current legislation and Standards for Registered Training Organisations (RTO's) 2015 is available at:  
[www.legislation.gov.au/Details/F2014L01377](http://www.legislation.gov.au/Details/F2014L01377)

Additionally, Host Safety and Training abides by a range of other legal requirements at a State and Commonwealth level when applicable, including, but not limited to the following legislation:

- Anti-discrimination;
- Apprenticeships and Traineeships, Children and Young People;
- Copyright;
- Corporations;
- Employment and Workplace Relations;
- Equal Opportunity;
- Fair Work;
- Privacy and Personal Information Protection;
- Student Identifiers;
- Taxation; and
- Workplace Health and Safety.

#### **Commonwealth Legislation**

- Fair Work Act 2009, as varied or amended.
- Copyright Act 1968, as varied or amended.
- Commonwealth Privacy Act 1988, as varied or amended.
- Commonwealth Sex Discrimination Act 1984, as varied or amended.
- Commonwealth Racial Discrimination Act 1975, as varied or amended.
- Commonwealth Age Discrimination Act 2004, as varied or amended.
- Commonwealth Disability Discrimination Act 1992, as varied or amended.

Legislation can be accessed via [www.comlaw.gov.au](http://www.comlaw.gov.au) and <https://www.worksafe.qld.gov.au/>

#### **Consumer Protection**

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was replaced with the Competition and Consumer Act 2010 (**Australian Consumer Law**).

The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws.
- Enhanced enforcement powers and redress mechanisms.
- A National unfair contract terms law.
- A new National product safety regime.
- A new National consumer guarantees law.

For more information refer to:

- [treasury.gov.au/Policy-Topics/Consumer](http://treasury.gov.au/Policy-Topics/Consumer)
- [consumerlaw.gov.au](http://consumerlaw.gov.au)
- Australian Competition and Consumer Commission (**ACCC**). (The ACCC is an independent Australian Government statutory authority)

The ACCC promotes competition and fair trade in the marketplace to benefit consumers, business and the community. It also regulates national infrastructure services. Its primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer protection laws.

#### **Continuous Improvement**

Continuous improvement is an integral part of the Australian Qualifications Framework (**AQF**).

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Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of students, clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

An effective quality system includes processes that encourage and achieve continuous improvement. For RTOs, this means developing a planned and on-going process to systematically review and improve policies, procedures, products, and services through analysis of relevant information and collection of data from clients and other interested parties, including staff.

As part of Host Safety and Training's commitment to continuous improvement, from time to time, you may be asked to contribute feedback as part of this process.

## 4 CODE OF CONDUCT

As a responsible member of the RTO community, Host Safety and Training follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

### **Host Safety and Training's Code of Conduct Provides That:**

Host Safety and Training is committed to providing a workplace that is professional, harmonious, and productive. To achieve this, it is important that all employees and the Executive of Host Safety and Training act with the utmost professionalism in their interactions with students, colleagues, clients, contractors, suppliers, and the general public.

Similarly, Host Safety and Training has expectations for student behaviour to ensure a harmonious and productive learning environment and student journey.

Host Safety and Training views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO.

Consequences of student misconduct vary depending on the nature of the misconduct but may include up to expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating;
- Harassment, bullying and/or discrimination;
- Falsifying information;
- Any behaviour or act that is against the law;
- Any behaviour that endangers the health, safety, and wellbeing of others or the training environment; and/or
- Intentionally damaging equipment and/or materials belonging to Host Safety and Training and/or a partner organisation such as a workplace.

Consequences for misconduct will vary depending on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning);
- Suspension from the course;
- Student to reimburse the costs incurred by any damage caused;
- Cancellation of the course without refund and/or credit; and/or
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process outlined in this Student Handbook.

### **Academic Misconduct**

Plagiarism and cheating are serious breaches. Students engaging in this behaviour will face disciplinary action which could include cancellation of enrolment.

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## 5 WORKPLACE HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at Host Safety and Training. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately to Host Safety and Training staff.

## 6 DRUGS AND ALCOHOL

As per Host Safety and Training's Drug and Alcohol Policy, students are not permitted to train with a Blood Alcohol Level greater than 0.000 or under the influence of illicit drugs or prescription drugs that may impair their ability to participate safely in training activities. Students are subject to "for Cause" drug and alcohol testing if reasonably suspected to be under the influence of the same by exhibiting signs such as, but not limited to:

- Slurred speech;
- Altered behaviour; and/or
- Sleeping, vomiting, or displaying other irregular symptoms or behaviours.

Students suspected to be under the influence of drugs and/or alcohol shall be removed from training and their employer informed (if employer provided training). The training will be re-scheduled, and the student is required to undergo a drug and alcohol test at their own expense prior to recommencing training.

**Note:** If it is employer provided training, your employer may request Host Safety and Training to conduct a breath alcohol test prior to course registration.

## 7 PRIVACY

Host Safety and Training and its related bodies corporate believe privacy is an important right of individuals. In addition to the requirements of the Standards for Registered Training Organisations 2015, we take steps to protect your personal information from misuse and to use your information responsibly in accordance with both our privacy policy and the Privacy Act (Cth) 1988 (**Privacy Act**).

Please note that this Privacy Policy does not apply to personal information collected, or otherwise obtained, by Host Safety and Training in relation to current and former employees which relates directly to the employment relationship that exists, or existed, between Host Safety and Training and its current and former employees.

Please view Schedule 1 of the National VET Data Policy (P28-29) here:

<https://www.dewr.gov.au/download/7025/national-vet-data-policy/32426/national-vet-data-policy/pdf>

### Access to Your Records

If you wish to access your student information file, please direct your enquiry to:

[info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au).

## 8 ENROLMENT

Your student journey begins with your enrolment.

The enrolment process may vary depending on the type of course you intend to study.

A copy of this Student Handbook is available on our website [www.hostsafetytraining.com.au](http://www.hostsafetytraining.com.au) alternatively, it will be supplied for you to read and understand as a part of your enrolment process.

This will either occur via email or you will be provided a hard copy.

An Enrolment Form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Host Safety and Training may be unable to provide special assistance with a course that may be required to meet your individual needs unless you have requested this specific need, and it is agreed to in advance.

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Your enrolment to our HOST run courses may be subject to your medical condition, your physical abilities, your years of experience in your industry, and any other relevant prerequisites required for you to undertake our Units of competency. Further details can be found below at **Clause 9 – Entry Requirements**.

Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon with the individual student or their employer.

Once all Enrolment Forms have been completed, you will be enrolled into the relevant qualification and a trainer and assessor will be assigned to help you through the course.

Pre-requisite evidence **must be provided at the commencement of your enrolment in the course**, in a format that meets the Standards for RTOs 2015:

- AQF certification documentation issued by an RTO or other AQF-authorized issuing organisation, or
- an authenticated VET transcript issued by the Registrar.

To do so please email [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au).

### The Enrolment Process:

There are multiple steps, processes and interactions through your enrolment and training process.

The following lists your student interactions through the enrolment process, once your enrolment has been accepted and your prerequisites verified:

1. The course arranger will receive a 'Course booking confirmation' email (individual student/employer/arranger) detailing course information such as unit of competency, dates, times etc.
2. Once received, you are to click on the link from the 'Course booking confirmation' email and register with Host Safety and Training.
3. **aXcelerate™** (Host Safety and Training student management system) will send you an email which confirms enrolment and provides all relevant unit information. This must occur 24 hours before face-to-face training.
4. You are then required to complete the online training and assessment materials.
5. You will then attend face to face training (at the advised location) and complete all assessment materials.
6. The Host Safety and Training trainer assesses students and completes all training assessment materials in accordance with RTO Standards.
7. Our Administrator will upload all training material to your student profile in **aXcelerate™** and **aXcelerate™** will issue compliant Statement of Attainments/Certificates to you.

If you are unable to register or enrol online, please contact the Host Safety and Training Administrator at:

- E: [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au); or
- Ph: 1300 631 011.

We will be able to assist you with an alternative means of registration or enrolment (i.e., hardcopy etc) if you cannot enrol online. The Host Safety and Training team will be available to support and guide you through the enrolment and training process. Please also feel free to contact the Host Safety and Training Administrator if you have any other queries.

## 9 ENTRY REQUIREMENTS

Please contact Host Safety and Training to confirm any pre-requisites that are required for entry to the course in which you are interested participating in.

Entry requirements may relate to things such as:

- Previous workplace experience;

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- Previous completion of another qualification that is specified as a pre-requisite for a course;
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role;
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced;
- Access to a computer that has appropriate software and capacity to access learning and assessment materials fee;
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection); and/or
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

## 10 UNIQUE STUDENT IDENTIFIER (USI)

A USI is your individual education number for life.

It also gives you an online record of your VET training undertaken in Australia.

A USI is required for all students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Host Safety and Training cannot issue accredited Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment for all accredited courses.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## 11 PERSONAL LEARNING PLAN

Host Safety and Training will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances, if required.

This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required. Your personal learning plan is tailored to the training being undertaken however, in accordance with the AQF, Host Safety and Training is not permitted to change the contents of an assessment where the changes depart from the requirements of a unit(s) of competency from a national training package.

### Reasonable Adjustments Made for Students

Reasonable adjustment will be provided to meet the needs of individuals.

Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study.

Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

Specific strategies may include:

- Modification of training facilities;
- Modifying or providing equipment;
- Adapting assessment methods while maintaining the integrity of the unit requirements;
- Adapting course delivery;
- Seeking advice from support organisations; and/or
- Negotiated arrangements with students.

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## 12 ACCESS AND EQUITY

Host Safety and Training will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services.

Host Safety and Training prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background and/or
- Parental status

Host Safety and Training will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes LLN support, flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at Host Safety and Training to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us at Host Safety and Training [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au) or on 1300 631 011 to discuss matters further.

## 13 ADDITIONAL SUPPORT SERVICES

Host Safety and Training is at all times concerned for the welfare of its students.

If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help, including:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

For our **Employment Assistance Program** (EAP) complimentary phone counselling services, please contact TELUS on: 1300 361 008

## 14 FEES, PAYMENTS AND REFUNDS

Each course, unit of competency or accredited course offered by Host Safety and Training has a specific course fee. Information about fees and charges can be obtained by contacting Host Safety and Training.

Several factors will determine how much your course will cost.

This includes things like:

- Which course you study;
- Course duration;
- Study load and mode (full time, part time, face-to-face, online etc.);
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency; and/or
- Your eligibility for subsidies or concessions.

Costs will be discussed prior to enrolment with you (if a direct fee-paying student) and/or the third party (such as employer, school etc.) will be paying the fees. Please contact Host Safety and Training if you have any questions related to our course fees.

If you are an individual fee-paying student, fees are payable when the student has received notification of enrolment. A deposit must be paid once an Enrolment Form has been completed and an invoice issued. The balance must be paid at the commencement of the course.

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For employers and organisations enrolling participants, a Purchase Order must be raised and provided to Host Safety and Training Accounts Team and payment completed as per the relevant account terms as agreed to between the parties.

Host Safety and Training reserves the right to refuse a participant entry into a training course if the relevant fees are not paid as required or a Purchase Order has not been received.

For a full list of current fees and charges, please contact us.

#### Other Fees

Additional fees and charges may be applicable at times.

These may include charges by Host Safety and Training for things such as:

- RPL application
- Late submission of assessment
- Assessment resubmission
- Replacement of transcript
- Replacement of certificates
- Replacement of training materials
- Any fees associated with withdrawal from the course
- Credit transfer and/or
- Cancellation.

#### Replacement of Training Materials

Host Safety and Training will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with our Administrator on 1300 631 011 if replacement materials are required.

#### Re-issuance of Transcripts

An administration fee of \$50 applies for Host Safety and Training to re-issue a copy of your Certificate or Statement of Attainment.

#### Re-issuing of Certification

Should a student require a new copy of their certification, the following fees apply to the extent permitted by law:

- Qualification - \$100
- Statement of attainment - \$50
- PDF electronic copy – no charge up to one (1) certificate per person in a 12-month period.

#### Payment Options

Payment of course fees can be made to Host Safety and Training via electronic funds transfer.

Fees must be paid by the due date agreed to between the parties.

This will be clearly stated prior to your enrolment.

#### Please note:

*Outstanding and/or unpaid fees may result in cancellation of your enrolment and/or Host Safety and Training withholding the issue of qualifications until all fees are paid, to the extent permitted by law. If you have trouble paying your fees, please contact us to discuss options.*

#### Failure to Make a Payment

If payments are not made according to the agreed terms between the parties, Host Safety and Training may find it necessary to suspend training until payment is received.

Failure of the student and/or their employer to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery to the extent permitted by law.

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If you are experiencing financial difficulty, please contact Host Safety and Training as early as possible to discuss options.

### Fee Arrangements

In accordance with Clause 7.3 of the RTO Standards 2015, Host Safety and Training can only accept a maximum initial payment (i.e., prior to course commencement) of \$1,500 for any course that costs more than \$1,500. Once the course has commenced, Host Safety and Training can then accept payments (i.e., after course commencement) for the remaining balance. Please see an example below:

**Prior to course commencement:** Student makes an initial payment of \$1,500 for a course that costs \$5,500 – this payment secures their booking.

**After course commencement:** Student makes another payment of \$4,000 for the remaining balance.

## 15 COURSE WITHDRAWALS AND CANCELLATIONS

Please be advised that cancellation of the course will be subject to a cancellation fee at the following rate:

- 25% within 2 weeks of the course commencing;
- 50% within 1 week of the course commencing; and
- 100% within 48 hours of the course commencing.

### Individuals

If you wish to withdraw from a course, you must advise Host Safety and Training in writing of your decision within 15 days of the course commencement to avoid penalties. Send your notification to request a refund to [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au) and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for cancellation/refund request

Your request will be reviewed, and you will be advised of the outcome within 5 business days.

### Corporate Clients/Groups

If you wish to cancel a course to which a purchase order has been issued or payment has been made, the following terms apply to the extent permitted by law:

- 25% within 2 weeks of the course commencing,
- 50% within 1 week of the course commencing; and
- 100% within 48 hours of the course commencing.

Notwithstanding the above, if you withdraw from or cancel a course, an administration fee of 10% of the total cost will be chargeable, to the extent permitted by law. This is because Host Safety and Training will have already expended resources associated with setting up student records and providing materials.

### Withdrawal After Commencement of the Course

If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started.

If applicable, any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

The final decision and fees will be clearly communicated to the individual or employer.

### Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided.

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- A non-refundable administration fee of 10% will be deducted from any eligible refund to the extent permitted by law.
- Any refund will be at the discretion of Host Safety and Training, to the extent permitted by law.

#### Cancellation of Course by Host Safety and Training

In the event that a course is cancelled by Host Safety and Training for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

## 16 COURSE INFORMATION

#### Duration

How long your course will take depends on a number of factors.

Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Further, the level of the qualification being undertaken will impact on course duration.

The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years.

This is known as the 'Volume of Learning'.

#### Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice, and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF QUALIFICATION LEVEL	TYPICAL VOLUME OF LEARNING
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/framework/australian-qualifications-framework>)

More information on Volume of Learning can be accessed at: <https://www.aqf.edu.au/publication/volume-learning-v2-2014>

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## 17 COMPETENCY BASED TRAINING

Competency Based Training (**CBT**) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and in its relevant industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge. The alternative is to deem you not yet competent.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessments are conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment is successful, the student will be deemed '*Competent*'.

Assessors will look for evidence against which to base their judgements of competency. Students who do not successfully achieve competency after three attempts will be deemed not yet competent (NYC) and will be required to re-enrol and re-recommence the course.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as '*Competent*' or, if applicable, '*Meeting Requirements*', include:

- Being observed as you work/performance the tasks and activities;
- Respond to verbal questioning;
- Written responses to theory questions;
- Responding to a role play or case study;
- Conducting a project;
- Submitting a written report;
- Compiling a portfolio of work samples; and/or
- A combination of the above.

Host Safety and Training has a Training and Assessment Strategy for each of the qualifications and/or units of competency we deliver, and we outline our approaches for conducting assessments in those strategies.

## 18 TRAINING AND ASSESSMENT STRATEGIES

Host Safety and Training staff are appropriately qualified and have sufficient relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessments in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (**RPL**), Recognition of Current Competencies (**RCC**) and Credit Transfers (**CT**).

All documents are stored on the Host Safety and Training's SharePoint server as a redundancy backup.

### Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessments. This means we will work with you to provide options that are responsive to your individual needs, and that maximised learning outcomes and access to learning activities can be achieved.

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## 19 THIRD-PARTY AGREEMENTS

Host Safety and Training does not currently engage in any third-party agreements. If this changes, Host Safety and Training will advise any students of any third-party agreements which it has in place.

## 20 RECOGNITION PROCESSES

Host Safety and Training offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### Recognition of Prior Learning (RPL)

RPL is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- **Authentic** – it must be your own work.
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past.
- **Valid** – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au) to discuss your options.

### Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has *“...previously successfully completed the requirements for a unit of competency ... and is now required to be reassessed to ensure the competence is being maintained”*.

Please refer to **Annexure A** for an overview of the Recognition Process.

### Credit Transfers

Host Safety and Training recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that immediately precede the current unit and have been studied in the past.

To apply for a direct credit transfer, you will need to supply a certified copy of your documentation (Certificates and/or Statements of Attainment) etc.

Credit Transfer Application Forms can be obtained from the training administrator, and full details on the requirements for credit transfer applications, please contact Host Safety and Training on 1300 631 011 [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au).

### Foundational Skills

All training and assessment delivered by Host Safety and Training contain Foundational Skills.

Foundational Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundational Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self/time-management.

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## 21 ASSESSMENT INFORMATION

Host Safety and Training is committed to supporting our students through their learning journey and ensuring that assessments are conducted in a fair and impartial manner. As part of this process, it is important that students understand the training and assessment processes of Host Safety and Training.

All student assessments are conducted in a transparent, accountable, flexible, and fair manner. All assessments and trainers must maintain consistent academic standards.

### Submitting Assessments

You are expected to complete assessments for all units as part of your enrolment.

You will need to submit assessments by the due date for a result to be recorded.

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. **Please ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.**

### Resubmissions

You may receive feedback stating: *"You will need to provide more evidence to support your claim for competency."* This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task/skill again.

Host Safety and Training charges a fee for resubmission of assessments, which will be advised to you.

If, after two (2) resubmissions, your work is still unsatisfactory, you will be awarded a result of 'Not Yet Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to Host Safety and Training's Administrator for more information regarding this.

All of the staff at Host Safety and Training will take every reasonable effort to help you succeed in your course and ensure you are supported through your student and learning journey.

### Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise of that unit.

## 22 PLAGIARISM

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Host Safety and Training.

To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from;
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response;
- Presenting work that was done as part of a group as your own;
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s); and/or
- Unintentionally failing to cite where information has come from.

## 23 REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Citation guides can be found at the following links:

**APA:** <http://libguides.jcu.edu.au/apa>

[http://guides.is.uwa.edu.au/ld.php?content\\_id=17350815](http://guides.is.uwa.edu.au/ld.php?content_id=17350815)

**Harvard:** [https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard\\_Complete.pdf](https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf)

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Host Safety and Training expects that you use a consistent style of referencing when writing your assessments. More information about how to do this can be found within the following documents:

- **HST-ADM-PRO-001-Document Management.**
- **HST-ADM-PRO-003-Technical Writing Standard Procedure.**

These documents are available upon request from Host Safety and Training.

The Host Safety and Training team area available to assist students at all times through their learning journey and can be contacted utilising details previously provided.

## **24 APPEALS AND COMPLAINTS**

Host Safety and Training treats every complaint seriously and it will be handled and investigated impartially, fairly, independently, and confidentially.

As a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your trainer and/or assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Should you not be satisfied with any aspect of your student journey (either with Host Safety and Training, a learner of Host Safety and Training or a third party if applicable) and have raised your concerns with our training team to no resolve, please raise the complaint or appeal as per the below:

### **Complaints should be directed to:**

Attn: Chief Executive Officer – Host Safety and Training  
Address: 17 Industrial Avenue, Caloundra QLD 4551  
Email: [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au)

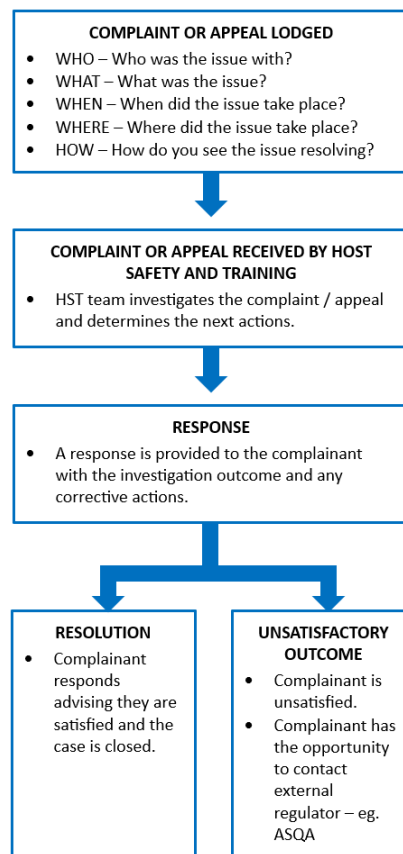
Host Safety and Training will acknowledge the receipt of the complaint or appeal within 5 business days and will respond in writing within 30 business days to the complainant. Should Host Safety and Training be unable to respond within 60 calendar days to ensure a full and thorough investigation takes place, we will advise the complainant of the reasons why and provide regular updates on the progress of the matter.

Host Safety and Training will always securely maintain records of all complaints and appeals and their outcomes. Following the closure of the complaint, Host Safety and Training will identify potential causes and take appropriate corrective action to mitigate a future reoccurrence.

**Host Safety and Training's process for managing a complaint or appeal are outlined in the following flowchart:**

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### Who else can you lodge a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want to take the issue to an external authority, you can contact the following:

#### Contacting the Australian Skills Quality Authority (ASQA)

To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are also available through the Australian Government's Translating and Interpreting Service by calling 131 450.

You can also contact ASQA online by completing the ask ASQA a question online form, or email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

To provide feedback about ASQA, email: [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)  
 Alternatively, ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

**NOTE: ASQA requires that before lodging a complaint with them that our internal complaints/appeals process must have been followed first.**

**NOTE: ASQA cannot advocate on behalf of students or mediate between students and providers.**

#### Australian Competition & Consumer Commission (ACCC)

In accordance with the Australian Consumer Law, consumers are entitled to a set of basic rights known as consumer guarantees when they purchase goods or services.

For more information, please visit the following link: [Consumer rights and guarantees | ACCC](#)

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### Department of Commerce

In accordance with the guidelines provided by the Queensland Government Department of Commerce, training providers are obliged to understand and adhere to these consumer guarantees under the Australian Consumer Law. For more information, please visit the following link: [Training providers, training marketers and the Australian Consumer Law \(commerce.qld.gov.au\)](https://www.commerce.qld.gov.au/training-providers-training-marketers-and-the-australian-consumer-law)

### Student Feedback

Host Safety and Training is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

## 25 ISSUING CERTIFICATES

Upon successful completion of your coursework and provided all agreed fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Host Safety and Training and other RTOs under the Standards for RTOs 2015.

Please refer to section **15** of this Student Handbook for further details.

## 26 RECORD KEEPING

Host Safety and Training will securely retain all completed assessment items relating to each unit or module for six months from the date the decision on competence for the individual unit or module was made. All records will be maintained electronically on Host Safety and Training's document management system.

Host Safety and Training will also retain a record of your qualifications and statements of attainment issued for 30 years. Host Safety and Training must retain sufficient data to be able to reissue a qualification or statement of attainment during this 30-year period, regardless of the storage method used.

If, for some reason Host Safety and Training ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## 27 OTHER POLICIES AND PROCEDURES

The following Policies and Procedures underpin Host Safety and Training's operations:

- HST-ADM-PRO-001-Document Management
- HST-ADM-PRO-003-Technical Writing Standard Procedure
- HST-HRE-POL-001-Self Education Assistance Policy
- HST-HRE-POL-002-Young Worker & Student Policy
- HST-HRE-POL-008-Rehabilitation Policy
- HST-HRE-POL-009-Privacy Policy
- HST-HSE-POL-001-HSE Policy
- HST-HSE-POL-002-Quality Policy
- HST-HSE-PRO-002-Risk and Hazard Management Procedure
- HST-HSE-PRO-006-Internal Auditing
- HST-MGT-POL-001-Advertising & Marketing Policy & Procedure.docx
- HST-ADM-TEM-001-Student Enrolment Operating Procedure
- HST-HRE-POL-003- Student Drug and Alcohol Policy
- HST-MGT-PRO-001-Student Handbook

For more information, please contact us at [info@hostsafetytraining.com.au](mailto:info@hostsafetytraining.com.au)

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## 28 REFERENCES

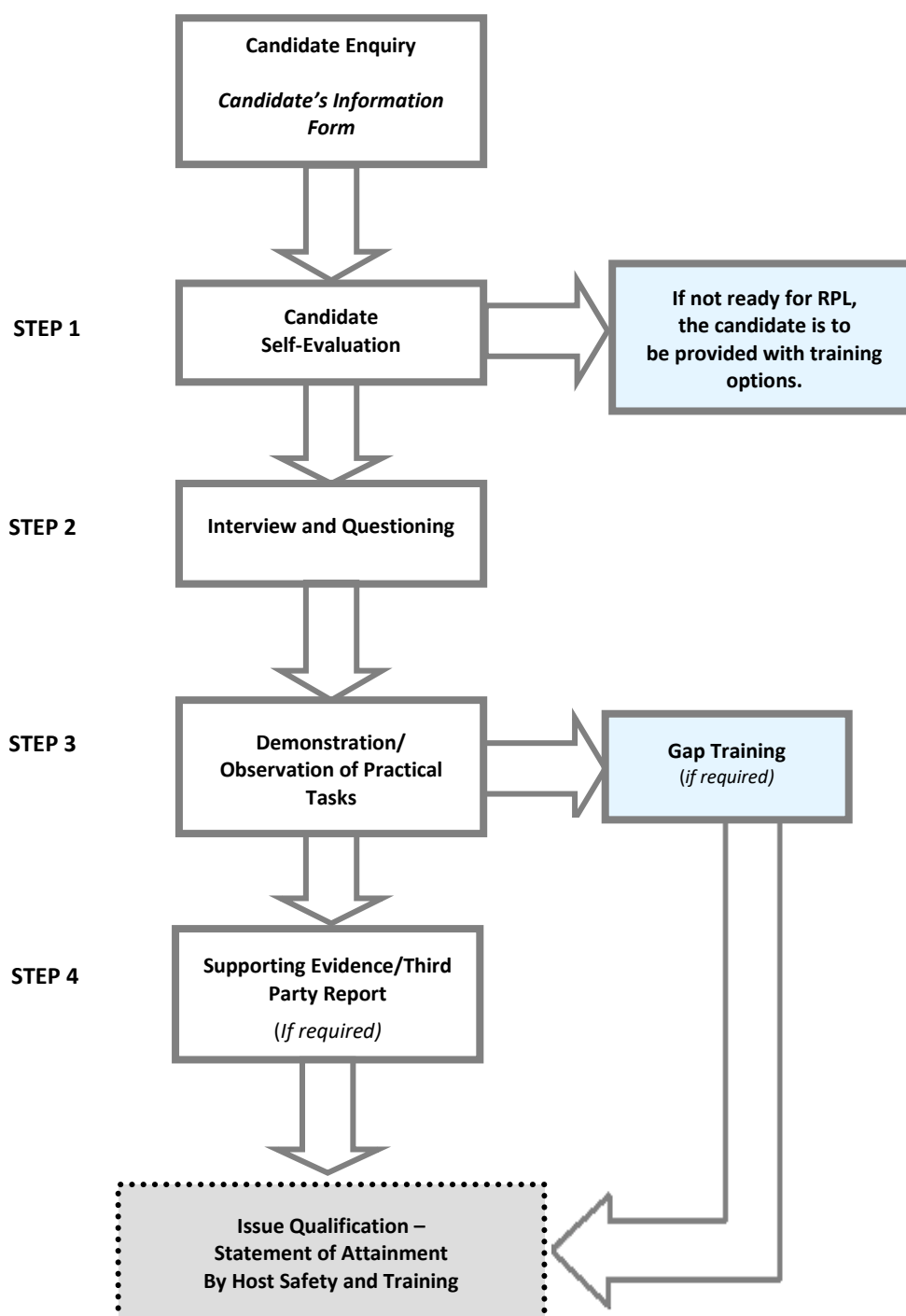
National Vocational Education & Training Regulator Act 2011;  
 Standards for Registered Training Organisations 2015;  
 AS/NZS ISO 9001-Quality management systems – Requirements;  
 AS/NZS ISO 10013-Guidelines for quality management system documentation;  
 HST-ADM-FRM-004-Toolbox Meeting  
 HST-ADM-PRO-001-Document Management  
 HST-ADM-PRO-002-Student Enrolment Operating Procedure  
 HST-ADM-PRO-003-Technical Writing Standard Procedure  
 HST-ADM-TEM-001-Document Template  
 HST-ADM-TEM-003-Comments Register Template  
 HST-HRE-POL-001-Self Education Assistance Policy  
 HST-HRE-POL-002-Young Worker & Student Policy  
 HST-HRE-POL-003-Drug and Alcohol Policy  
 HST-HRE-POL-008-Rehabilitation Policy  
 HST-HRE-POL-009-Privacy Policy  
 HST-HSE-POL-001-HSE Policy  
 HST-HSE-POL-002-Quality Policy  
 HST-HSE-PRO-002-Risk and Hazard Management Procedure  
 HST-HSE-PRO-006-Internal Auditing  
 HST-MGT-POL-001-Advertising & Marketing Policy & Procedure

**END OF DOCUMENT.**

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## 29 ANNEXURE A – OVERVIEW OF THE RECOGNITION PROCESS



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