

STUDENT HANDBOOK

OHSA OCCUPATIONAL HEALTH SERVICES AUSTRALIA

OHSA Occupational Health Services Australia Pty Ltd
[ACN: 099 344 822] RTO: 31092

STUDENT HANDBOOK

1.0 Introduction

At OHSA Occupational Health Services Australia Pty Ltd, our commitment to valuing people, both permeates and underpins every aspect of our organization. It is reflected in our information, advice and support services and all policies and programs of our college.

Our College offers both accredited and non-accredited courses. We employ a variety of training and assessment techniques that can be customised to benefit our students' situation. Training and assessment can be undertaken at work sites, College premises, by distant learning or through a combination of any of these.

We aim to ensure that our courses offer only the most current and relevant information for our students. Regular reviews of all our programs and procedures are undertaken to ensure our students are industry ready.

We pay particular attention to the needs of our students, and our staff is available on request to discuss any aspects of the training and assessment requirements and college policies.

If after reading our handbook you have further questions concerning training at the College, please do not hesitate to contact us at 1300 647 200 and we will arrange a time for a personal interview with a member of our training staff.

We look forward to the opportunity of working with you and assisting you in the development of your career path with training and expert support. Our desire is that your experiences at our College will be constructive, positive and valuable, and our programs and policies are developed with this aim in mind.

1.1. Nationally Recognised Training

OHSA is a Registered Training Organisation (RTO 31092).

OHSA offers competency-based training programs that meet the Australian Qualifications Framework (AQF) standards. This means that courses are nationally recognised in post- compulsory education and training within Australia.

The Company conducts courses that are accredited and recognised by the relevant government bodies and educational institutions; qualifications received at OHSA are portable between all Registered Training Organisations.

1.2. Australian Qualification Framework (AQF)

OHSA is a Registered Training Organisation (RTO) registered by ASQA. In order to maintain our registered status, we must comply with the AQF standards which outline the basis upon which all RTOs must operate. The AQF provides the basis for a nationally consistent, high-quality vocational education and training system.

1.3. Compliance with AQF Standards and Legislative Requirements

The Company complies with and maintains up to date copies of all relevant legislative acts.

1.4. OHSA Aims & Objectives

OHSA provides a common sense, practical approach to training. Our trainers are fully qualified and have extensive practical and theoretical experience in industry. You will learn the skills and competencies required by learning from professionals who 'practice what they teach'. This enables us to bring the expertise and knowledge of a 'real life situation' to our training environment.

1.5. OHSA – Our Commitment

OHSA undertakes to provide a level of service matching industry best practice. OHSA provides training and assessment best suited to meet the individual learner's needs. This includes learning through distance learning or face to face. We review our courses to maintain standards and develop improvements to the education and training process.

1.6. Contacting Us

We welcome student and employer enquiries. We can be contacted by the following methods:

Email: info@ohsa.com.au

Phone: 1300 647 200

1.7. Access & Equity

The Company encourages access to its courses subject to the prerequisites required to participate in a particular course. The Company will provide a learning environment that is free from discrimination and harassment and ensure that participants are treated with respect and in a fair and considerate manner whilst studying with us.

2.0 Course Fees

Details of In-house Course Fees have been provided in the quotation for each course. In most cases, students are nominated by the employer. If the situation should arise where we cancel or postpone the start date of your company's course, we will offer an alternate date. Public course fees are clearly stated on our website.

3.0 Course Cancellations, Refunds and Transfer Policy

3.1. All Course cancellation and transfer requests must be received in writing. The following cancellation / transfer policy applies:

3.1.1. Cancellation of booking 10 or more Business Days' notice before the scheduled commencement date – no charge to transfer (unless if the course being transferred to is more expensive and an additional fee may be payable) and any Fees paid may be refunded within 30 business days from end of month of the received cancellation request. Application for transfer / refund must be made in writing.

3.1.2. The cancellation takes effect from when we receive our OHSA Course Cancellation / Refund Request Form.

3.1.3. A 24-hour cooling off period applies for all courses (other than online courses that have been accessed by the student) – notification of cancellation within this period will result in a full refund less any third-party transaction fees.

3.1.4. Cancellation within 10 Business Days prior to the scheduled commencement date – forfeit of the full Fee.

3.2. OHSA may cancel or reschedule, in its sole discretion, any particular Public Course. In the event a specific Public Course is cancelled, participants will be contacted by OHSA to arrange a transfer to an alternative course date or will otherwise be provided with a full refund if no alternative course date and location is reasonably available to the Client. OHSA will use all endeavours to give as early advice as possible about any course changes or cancellations.

3.3. Transfer to another Course at the Client's request is acceptable if notice is received in writing to OHSA up to two (2) Business Days prior to the course commencement and may incur an administration fee of \$50 (plus GST).

3.4. Substitute of participant is acceptable prior to Course commencement at no charge.

3.5. Non-attendance of any Course will not entitle the Client to any refund, set-off, waiver or reduction of the Fee, and the Client remains required to pay all Fees in respect of courses that it does not attend, unless otherwise agreed in writing with OHSA.

3.6. Fees for courses are clearly identified in promotional material and on the website. Payment of fees does not mean a participant is guaranteed successful completion of a course.

3.7. Distance / On-Line Learning Courses

3.7.1. For Distance Education / On-Line training, refunds of Fees will only be provided where cancellation is within 24 hours of enrolment, however there will be no refund if the student has accessed any distance learning / online course content / material.

3.7.2. Where logon details for an online course or unit have been issued to the student, but no access has been made, an administration fee equivalent to 25% of the course or unit fee will be retained if a refund is requested.

3.7.3. Transfer from an online course to a face to the equivalent face to face course for the same student is permissible in most circumstances but is at the discretion of OHSA and will incur an additional fee where there are price differences between those two course delivery modes and any costs incurred to third parties. A refund will not be considered should an online course student transfer to a face-to-face course and then apply for a refund.

3.8. A student nominally has a period of time to complete each course / unit / qualification. We base our timeframes on what is a reasonable period to complete any course / unit / qualification on AQF / ASQA standards, volume of learning, guidelines etc. As such we allow periods of up to 3 years' completion depending on what the VET AQF Qualification Level the course / unit / qualification is based on. Should a student not commence at all or only complete some units from within a qualification / course they may get statements only for those completed units and may apply in writing for a refund of courses and / or units not commenced.

3.9. Students who have a complaint with the application of this policy may take action in accordance with the Complaints and Appeals Procedure in this Student Handbook.

4.0 Proof of Identification

Some courses require Proof of Identification at the start of the course. If you cannot satisfy the Proof of Identity requirements by the start time on the training day you may not be able to stay for the course. Proof of identity documentation is displayed on our website and is also forwarded with the course joining instructions. Refunds are not provided for students who are unable to provide suitable identification.

5.0 Workbooks and Materials

Course workbooks and materials may be provided for courses. Distance correspondence materials will either be posted or emailed to you or access will be provided to you where you may have access to them for study purposes.

6.0 Selection and Admission

Employers can nominate staff that will attend training. Individuals can enrol on any public course, as long as you meet the entry and personal identification requirements. Some of our training courses are aimed at participants with specific workplace safety responsibilities.

7.0 Training overview

All participants, on commencement of a course will be taken through an outline of the delivery and assessment process for each course. All assessments meet the Australian Quality Framework (AQF) Principles.

8.0 Training Delivery and Assessment procedures

8.1. Participant Appeals and Grievance Procedures

Every participant has the right to appeal assessment decisions or lodge a grievance. The procedures for doing so are outlined later in this document.

8.2. Participant Induction

We talk to your employer prior to the course and to participants at the start of each course. We can answer questions during breaks. Do not hesitate to ask us if there is something about the training that concerns you.

8.3. Distance Learning Handbook

Participants enrolled in a correspondence course will receive an additional distance learning handbook and or have a direct email from the trainer outlining how the course is structured and to give additional support.

8.4. Learner Support and Assistance

Most of our courses are short workshops. So, we do not have extensive support services for our participants. But we want our participants to succeed in their learning. If participants are having difficulties our trainers and assessors can provide the following types of learner support assistance.

Participants are encouraged to discuss any problems or issues they may have in learning. The trainer will try to identify together with the participant what issues the participant may face in learning and adjust the class accordingly. Such assistance may include:

- Explanations of parts of the learning that have not been understood.
- Repeat of classes (subject to availability)
- Extra time on practical's and testing as appropriate
- Individual or group coaching subject to agreement by the employer
- Large font workbooks.
- We do not offer guidance or welfare advice given the length of our courses and our expertise; however, we can work with learners to identify suitable options.

9.0 Equal Employment Opportunity

All clients and participants are entitled to and will be given equal consideration and treated with equal respect. OHSA staff will in no way discriminate on the basis of race, gender, sexual preference, belief, or age.

10.0 Harassment

Harassment and victimisation are offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes:

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons, etc.),
- making offensive telephone calls,
- making suggestions about sexual activity or sexual favours with threats or promises,
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability,
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

OHSA will follow up on complaints of harassment. You should first talk to the Trainer about your circumstances. You may also wish to talk to your employer. There is a process to follow such complaints that are fair and meet our legal obligations. Alternatively, you can contact our office on 1300647200 for assistance. Once a complaint is received OHSA will investigate the concern and keep all parties updated.

You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

11.0 Disability

OHSA will make reasonable adjustments in order to cater for the needs of clients and students who have a disability. Training venues and facilities where possible will be accessible. Our evacuation training will take into account the needs of people with specific needs.

12.0 Language and Literacy Adjustments

Support persons such as signers and interpreters are welcome in our classes. We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class. We will use Plain English and explain terminology with practical examples. Assessment will be both written and practical.

13.0 Workplace Health & Safety

OHSA trainers and assessors are informed of:

- The workplace health and safety legislation as it relates to their educational environments. Principles and practice of effective WHS management.
- Common hazards in educational environments.
- WHS management systems, policies and procedures for reporting to OHSA management.

13.1 Evacuation

In the case of an emergency requiring evacuation, the trainer will notify his/her class that they will be evacuating the building and will follow the designated procedures. The trainer will outline this procedure at the commencement of each course.

14.0 Copyright

OHSA adheres to the Copyright Act. All course materials and software are licensed or owned by OHSA.

15.0 Security

Personal property – Participants are responsible for their own personal belongings. OHSA will not accept any responsibility for stolen or damaged personal property.

Participant records – Records are kept in a lockable filing cabinet in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

16.0 Training Delivery

OHSA can deliver:

- Off-the-Job Training – in training rooms at your workplace or training centres.
- On-the-job Training – On the location designated by your Company.

17.0 Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set out for that course against the industry regulations.

Qualifications or credentials cannot be purchased and payment for any course does not guarantee that the Participant will achieve the competencies required or receive the qualification or credential.

17.1. Assessment Results

You will be assessed as Competent (C) or Not Yet Competent (NYC)

If the participant receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency and given a second opportunity to undergo re-assessment. This opportunity may involve repeating the course.

A participant who still cannot demonstrate competency will be counselled and advised of options. This may include further training for which a fee may be payable. Resubmissions after a second submission of a student's work / assessment will ordinarily incur a fee dependent on the volume of work to be reviewed and time involved by the assessor to review the material. The fee will be a minimum of \$50 per resubmitted unit but may be more by prior arrangement / agreement with the student / employer.

The results of your assessments are provided where possible on the day of training.

The results of your assessments are entered into our databases as a long-term record. They may also be forwarded to the employer.

Assessment records are confidential and remain the property of OHSA. Participants have the right to sight their records.

17.2 Certification and Issuing of Qualifications and Statement of Attainments

In order to receive any Australian Qualifications Framework (AQF) Qualification or Award, (i.e. Certificate or Diploma), you must demonstrate competence in every unit of that qualification.

Should you fail to complete the entire course, or choose to complete a short course workshop, you will be awarded an AQF Statement of Attainment outlining those units in which you demonstrated competence.

OHSA manages records to ensure their accuracy and integrity.

17.3. Recognition of Prior Learning (RPL)

Assessment only pathway – Participants who believe they do not need to complete the full course can book for an assessment only process where assessors come to the workplace.

The Company supports the process of RPL for participants who have undertaken appropriate studies or work experience and who can provide evidence of competency.

You may apply for RPL for competencies (skills and knowledge) that you already possess.

Applications for RPL must be made in writing and supported by sufficient evidence for a decision to be made against the competencies claimed.

Should you wish to apply for RPL, you should speak to your Trainer who will conduct the initial review, indicate where more evidence may be required and provide you with the RPL Application Form.

17.4. Participant Complaints & Assessment Appeals Procedures

All complaints and appeals must be dealt with in a constructive and timely manner. Steps to follow in an assessment appeal:

- For testing and assessments, if the participant appeals the results, the Assessor will immediately discuss the outcome to resolve the difference and reach agreement.
- If agreement cannot be reached, the participant has the right to be assessed again by the same assessor, or requests that another assessor undertakes the assessment.
- If agreement is still not reached, an appeals form must be completed or discussed with the Managing Director. Then the participant and Director, or nominee, shall meet to discuss the assessment. Details of the meeting will be recorded in writing and the participants informed of the decision.
- If agreement still cannot be reached, and the Participant wishes to make a formal appeal, then this appeal must be heard by an independent person or panel if resolution cannot be reached first.
- Steps to follow if clients or participants have a complaint with OHSA. We are customer focused and want to use complaints as an opportunity to improve our services.
- In the first instance, the complaint should be discussed with the relevant member of staff or the Managing Director. If not satisfied, a complaints form should be filled out and sent to the Managing Director.
- Details of any meetings with the complainant will be recorded in writing and the complainant informed.

OHSA will assist in gaining an independent review of the findings if relevant. This may be through an external consultant or mediator.

If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Department of Fair Trading or the Training Complaints Hotline.

18.0 Records and Privacy

Information that we collect from you is used only for the services that we provide and no client information is shared with other organisations. We agree to collect, manage, use and disclose personal information strictly in accordance with privacy legislation.

On occasions, and as required by law, OHSA may disclose the personal information of participants, staff and clients to organisations outside OHSA, providing such organisations are aware of the Privacy Principal and agree to comply.

The organisations to which we disclose information may include but is not limited to:

- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities
- Australian Skills Quality Authority (ASQA)
- ATO (Australian Taxation Office)

The Company may also disclose Personal Information to comply with subpoenas, court orders and other legal processes.

The Company also reserves the right to discuss a student's academic progress/attendance with employers if they have paid your course fees.

You have the right to access your personal information. Participants may be required to make such requests in writing. The Company reserves the right to charge a 'search fee' for locating access to your information.

19.0 How to get the most out of your OHSA Training Course

- Come well rested and have breakfast or a meal prior to commencing.
- Come ready to learn — determine to leave outside concerns and work behind for these few hours.
- Do not give people your mobile and tell them that you can be contacted during the course. This is very disruptive to the whole group. You will be asked to switch off your mobile during the training.
- Allow plenty of time — plan to be 15-30 minutes early. Pre-read any material we send you.
- Wear appropriate loose and comfortable clothing.
- Where personal protective equipment is a requirement, participants are expected to wear it.

20.0 Our Responsibility

We welcome feedback on the policy and aim to have a thorough and robust process in place to meet the needs of learners, employers and the RTO. Feedback can be given by calling the office on 1300 647 200 or by emailing info@ohsa.com.au