

PARTICIPANT INFORMATION HANDBOOK



Risk Response + Rescue

ACN 082 420 620

ABN 41 082 420 620

RTO Provider Code 90774

T +612 4283 9300
F +612 4285 9008

Unit 1, 277 Princes Hwy,
Corrimal NSW 2518 Australia

info@riskresponse.com.au
www.riskresponse.com.au

Specialised training, equipment and consultancy for high risk operational environments
Land + Alpine + Underground + Aviation + Maritime

About Risk Response + Rescue

Mission Statement

To be recognised as the leading provider of training in the fields of risk management, safety, emergency and rescue. We strive to provide “Competence with Confidence”.

“Skill, Knowledge, Safety”

Company Profile

Risk Response + Rescue (RR+R) is a Registered Training Organisation (RTO), RTO Provider Code 90774, 100% Australian owned and operated and conducts Nationally Recognised Training (NRT) throughout Australia.

RR+R provides a range of specialist training services in the field of risk management, safety, emergency and rescue. We specialise in training services for high risk operations, emergency response and rescue and environments including land, alpine, underground, aviation and maritime.

RR+R is dedicated to providing the highest quality trainers and practically-based assessment to ensure real outcomes for each participant. The focus of our training courses is to make the person and team truly capable of operating at the required level. Our programs teach life skills to increase safety in the workplace.

As part of this capability, RR+R provide nationally accredited and industry recognised training throughout Australia. This includes a suite of general industry programs, as well as specifically developed and customised programs to suit organisational protocols and equipment.

A current list of competencies provided by the company may be viewed on the National Register of VET at www.training.gov.au/90774. This is the National Register for training in Australia and contains the authoritative information about Registered Training Organisations (RTOs), Nationally Recognised Training (NRT) and the approved Scope for RTOs to deliver NRT as required in the national and jurisdictional legislation within Australia.

Please note that all course advertising and promotion accurately reflects the course content and qualifications. There are no intentionally vague, misleading or ambiguous statements made about course, trainers, other providers, our organisation or any other matter that could falsely enhance the program or services.

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for the vocational education and training (VET) sector. ASQA monitors the quality of the VET sector through the regulation of:

- vocational education and training providers
- accredited vocational education and training courses, and
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers including those delivering English Language Intensive Courses to Overseas Students (ELICOS).

RR+R is a Registered Training Organisation under the jurisdiction of ASQA and complies with the Standards for RTOs 2015.

Code of Conduct

RR+R complies with all Commonwealth and State legislative and regulatory requirements related to its operation. RR+R is particularly aware of its duty of care in relation to Anti-Discrimination and Occupational Health and Safety Acts.

Directors, trainers, consultants, staff and contractors employed by RR+R will conduct themselves in a professional and ethical manner at all times to ensure that RR+R and its services are of the highest quality and not compromised.

RR+R will ensure that clients and participants are treated with respect and dignity. RR+R is committed to ensuring that staff knowledge and skills are current and will take into account the clients and participants own competence and experience.

Privacy

RR+R is committed to the protection of client and participant work and personal information. RR+R will ensure the integrity, confidentiality and security of personal information, records and any other relevant materials in line with relevant Privacy legislation.

RR+R collects personal information about training participants solely for the purpose of operating as an RTO under the Standards for RTOs 2015. RTO reporting requirements result in some personal data being released for the purposes of audit, and for the generation of statistics for state and national reporting.

RR+R will use the information you provide for the purposes of general participant administration, identification, communication, course evaluation, business evaluation and RTO reporting requirements. Information may be provided to ASQA, the National Centre for Vocational Education Research (NCVER) and state and national funding bodies as required in line with specific funding agreements.

Your information will be held securely. You may access the information held about you or correct your personal details by contacting the RR+R Support Centre and providing proof of your identity.

RR+R use photographic and audio-visual devices to capture evidence of programs and/or assessment strategies. Any photographic or audio-visual evidence may be used by RR+R for general marketing

purposes. All participants will be given the opportunity through the enrolment process to advise if they do not wish for this to occur.

Child Protection

RR+R strictly observes the requirement of NSW Child Protection (Working With Children) legislation. A Working with Children Check has been undertaken on all RR+R staff that may come into contact with children in the course of their work.

Work Health and Safety (WHS)

RR+R is committed to providing a safe and healthy work environment for staff and participants in compliance with statutory requirements and awards. This includes training and assessment environments and any WHS requirements of courses and assessments. We regularly conduct and review safety and hazard checks to ensure clients, staff and participants are aware of their rights and responsibilities according to WHS requirements.

Copyright and Intellectual Property

Unless otherwise noted, all materials distributed on the program are the intellectual property of RR+R and protected under the Copyright Act 1968.

All rights are reserved. No part of RR+R's materials, either text or image, may be used for any purpose other than personal use. Therefore, reproduction, modification, storage in a retrieval system or retransmission, in any form or by any means, electronic, mechanical or otherwise, for reasons other than personal use, is strictly prohibited without prior written permission.

Staff, contractors, VET Partners and students of RR+R shall not sell, licence, assign or in any other manner, give away intellectual property belonging to RR+R, without permission from the CEO or Managing Director of RR+R.

Courses

Course Information

Information about the courses, units, elements, topics, additional entry requirements, enrolment procedures, payment and any other course information are available from the RR+R Support Centre.

Entry Requirements

Access to courses and programs is open to all members of the community and will not be limited by any reasons that contravene anti-discrimination legislation. Within this context the only consideration given to the eligibility of a participant to enrol is their likely ability to complete the course.

Training conducted by RR+R may expose participants to both physical and psychological challenges and activities. It is the responsibility of the participant / client to advise the trainer of any known physical, medical or psychological conditions e.g. known phobias, injuries, asthma, blood pressure, heart conditions, etc. Disclosure of these conditions will not prejudice the participant's opportunity to achieve the course outcome but will allow the trainer to cater for any special needs where required.

Where the safety of participants or trainers may be affected by the physical, medical or psychological condition of a participant, RR+R reserves the right to refuse that participant's involvement in exercises, activities or the course itself.

Pre-requisites

In some cases, there are specific pre-requisite requirements before participants will be permitted to undertake training. These usually involve the requirement for participants to hold specific qualifications or units of competency. Evidence that participants meet all course pre-requisites is required before acceptance to a course.

Enrolments

Enrolments are to be made by completing a RR+R Enrolment Form. This is to be completed prior to or upon course commencement.

This form requests a range of personal information, which is required to meet our data reporting requirements to state and federal government agencies (please see our Privacy Statement for more information):

- Full name (as it appears on your birth certificate and/or passport), home and postal addresses and date of birth are required for issuance of a qualification or Statement of Attainment.
- Language, Cultural Information: about participants' language and cultural diversity
- Disability and Language, Literacy and Numeracy issues : Information on any special needs, educational and employment history is gathered to help Facilitators identify any special needs and determine support we can provide to the Learner.
- Educational and Employment History: required for all nationally recognised training as part of RR+R's quality reporting

Unique Student Identifier (USI)

From 1 January 2015, all individuals who are enrolled in, or completing Nationally Recognised Training will require a USI. As an RTO, RR+R must have participant's valid USI number before a certificate can be issued. You can apply for a USI at no cost by visiting <http://usi.gov.au> or alternatively RR+R can apply on your behalf if you complete the 'USI Application Form' provided to you.

What to Expect

Learning and Assessment opportunities are provided through a mix of theory and practical training sessions – emphasis is placed on 'learning and assessment through doing'.

Assessment will be conducted through:

Theory Activities: You will be required to complete workbooks/written questions. You will be verbally challenged at any time throughout the program on a range of questions to determine your current underpinning skills, knowledge, experience and the skills and knowledge developed over the course of the program. Responses will then be discussed with you or through an interactive forum and training facilitated in areas of weaknesses and key components.

Practical Activities: Assessment will be conducted primarily by observation of practical tasks through simulation. You will be briefed on exercises/scenarios and will be required to competently perform a range of roles and tasks through various exercises/scenarios as outlined in the Assessment Tool provided at the commencement of the program.

You may be assessed over a period of time or may be required to demonstrate that you can perform these competencies over a period of time, over a number of occasions. You will be required to provide evidence as outlined in the Assessment Evidence Checklist in the Assessment Tool or by other arrangements made with your assessor.

Additional evidence - portfolio

Where portfolio evidence has been identified in the Assessment Evidence Checklist, you will be required to provide this evidence at the time of assessment or by other arrangements made with your Assessor. Assessors may also record photographic or audio-visual evidence to support competency decisions. Your Assessor will discuss this further if required.

Recognition of Prior Learning (RPL) and Direct Credit Transfer (DCT)

RR+R recognises both AQF Qualifications/Statements of Attainment and the current competencies of participants as per the Standards for RTOs 2015.

Participants are provided with the opportunity to indicate their interest in applying for Recognition of Prior Learning (RPL) or Direct Credit Transfer (DCT).

- Recognised Prior Learning (RPL) provides the opportunity for individuals to seek formal recognition of their current knowledge and skills regardless of where and when their learning occurred.
- Credit Transfer provides the opportunity for individuals to seek credit for units of competency or qualifications they have already attained through formal learning activities with another RTO.

Participants are required to identify their interest in RPL/DCT at the time of enrolment, by completing the relevant sections on their Enrolment Form.

Due to the high risk nature of activities on our scope and the requirements of legislation and national standards that these are regularly maintained, RR+R may also require persons seeking RPL or DCT to provide additional evidence to demonstrate the currency of their competency in the relevant units of competency.

How We Conduct Assessment

In vocational education and training, assessment is conducted against units of competency. These describe the skills, knowledge and standards of performance that are needed to work competently in industry. Only participants who can meet the required standards in full can be assessed as 'competent'.

Assessment covers all dimensions of competence as follows:

- Task skills - Performing the task/job to the required standard.
- Task management skills (variables) - Able to do more than one thing at a time and managing the tasks correctly.
- Contingency management skills - Responding appropriately to irregularities and breakdowns in routine within a job or workplace.
- Job/role environment skills (outcomes) - Able to deal with the responsibilities and expectations of the work environment.

Participants may be asked to prove their identity and that submitted work is their own.

RR+R's assessment decisions are made as follows:

- **Competent** – An assessment decision has been made and competency has been demonstrated.
- **Not Yet Competent** – The participant is not yet able to demonstrate competency and further training and assessment will be required to be conducted.
- **Not Assessed** – There was no assessment opportunity to determine competency.

RR+R ensures that its assessments are valid, reliable, flexible and fair. Participants are advised prior to each course of the assessment procedures in terms of context and purpose as well as how they will be assessed.

Evidence is collected under the Rules of Evidence to ensure validity, sufficiency, authenticity and currency.

All RR+R assessors are qualified in Cert IV Training and Assessment TAE10 (or equivalent) as a minimum. Additional specialists and qualified assessors may conduct assessments on occasion as required. Flexible arrangements can be made for language, literacy and numeracy to help participants complete the course, where appropriate.

Course Feedback

Clients and participants are encouraged to provide course, staff and organisation feedback. For courses, participants are requested to complete a course evaluation form at the end of the course.

For all other feedback please send to the Support Centre, anonymously if required. Please let us know how we can improve our service to you.

Issuing of Certificates and Statements of Attainment

- Participants who complete a full qualification with RR+R will receive a Certificate for the nationally recognised Qualification.
- If you are assessed as competent in one or more units of competency within the training program, you will receive a nationally recognised Statement of Attainment from RR+R.
- Should you attain partial competency in the program you will receive a nationally recognised Statement of Attainment from RR+R denoting only those units you have achieved competency in.
- Failure to demonstrate competency in any of the competencies assessed within a program will deem you ineligible to receive a Qualification Certificate or Statement of Attainment.

Each Certificate and Statement of Attainment issued by RR+R will include the full code and title of the Qualification and/or units of competency you have attained, as well as the Nationally Recognised Training (NRT) logo.

Where RR+R is engaged by an organisational client/employer, our standard practice is to post all certificates directly to the organisation's nominated point of contact. In accordance with the Standards for RTOs 2015 certification will be forwarded to the participant within 30 calendar days of the participant being assessed as meeting the program requirements (providing all outstanding fees have been paid). A participant is able to indicate on the enrolment form if they do not wish for this certificate to be provided to the nominated point of contact, in which case it will be forwarded to the participant's nominated postal address.

Participants may request a copy of a Certificate or Statement of Attainment which will be provided at no charge with proof of identity. If a participant requests a re-issue or replacement copy of a Certificate or Statement of Attainment a \$55 administration fee will apply.

Fees and Charges

All course fees and associated costs are clearly stated in proposals supplied to the client prior to acceptance of enrolment. Course administration such as issuance of certificates, is completed upon remittance.

Refunds and cancellation

Course fees will be charged in full where the participant fails to attend and fails to provide notice of intention of non-attendance, or the participant's representative fails to provide notice of intention of non-attendance.

Where notice of non-attendance is provided either by the client, individual participant or participant's representative, the following fees will be charged:

- Notice 0 - 7 days prior to course commencement: 100% of the course fee
- Notice 7-10 days prior to course commencement: 50% of the course fee

Failure of participants or the participant's representative to meet course pre-requisites as per pre-program course participant advice will result in full fees being charged at the discretion of RR+R.

Where non-attendance is advised due to circumstances beyond the participant's control and these reasons are communicated to, and deemed valid by, RR+R, the cancellation fee may be waived in the form of credit for future course attendance. This credit is transferable.

Courses offered through negotiation with organisational or individual clients and subject to a contract will operate under the conditions of the contract.

In all other cases, course fees are refunded in full to affected participants if:

- The course is already full;
- RR+R cancels the course for whatever reason;
- RR+R has determined that the training has not met usual quality standards; or
- The course did not substantially meet the agreed course outcomes.

Complaints and Appeals

Assessment decisions, or other decisions, can be appealed under certain conditions. You may appeal an assessment decision by requesting a review of the evidence or a formal reassessment. If you believe you have been unfairly treated, you may request another Assessor. Clients or participants who do not agree with an assessment can appeal in the first instance to the trainer/assessor. An appeal may also be lodged in writing by completing an RR+R Appeals Form and submitted to Support Centre.

Where the complaint or appeal is against the trainer/assessor, the appeal may be lodged in writing with the Managing Director. All complaints and appeals must be lodged within 7 days of course completion. Every effort will be made to resolve the complaint within 7 days of lodgement.

If an Appeal and/or a Complaint is not resolved using the process outlined above, a complaint may be made to the Registering body, Australian Skills Quality Authority (ASQA) by calling 1300 701 801 or by submitting a complaint online at <http://asqa.gov.au/>.

Participant Responsibilities and Support

RR+R are committed to providing learner support during the program. Participants will identify any learner needs on their Enrolment Forms, including Language, Literacy or Numeracy, Disability and other medical conditions that may affect their participation in the training and assessment.

Assessment may be modified in response to language, literacy or numeracy needs or to accommodate a disability. If you feel that you will require further learner support during the program please contact the support centre on 02 4283 9300.

Participants will also need to identify any learner support requirements on their enrolment forms and advise the trainer and assessor/s of these needs.

Introduction

At the beginning of each course, information relating to course content, outcomes, assessment methods, pathways, RPL and where to get support for language, literacy or numeracy needs, is disseminated to participants. Courses are delivered using appropriate teaching strategies and using adult education principles.

Pre-program administration will be carried out during the introduction and will include;

- Emergency procedures – site and scenario.
- Facilities
- Breaks
- Meals
- Mobile phones
- Smoking
- Start and finish times.

Participant Forms (complete and sign):

- Attendance sheet
- Name Tags – first names or 'nicknames'.

Reference material for participants (as appropriate to the specific program):

- Learner Guide(s)
- Workbook
- Handouts.

Safety

Site safety procedures are to be followed and adhered to, at all times.

In the event of an actual emergency during a scenario, assessment task, or the general conduct of the program, the following terminology is to be used to signify it is not a simulation or part of the learning and assessment strategies.

NO-DUFF, NO DUFF, NO DUFF or THIS IS REAL, THIS IS REAL, THIS IS REAL

These calls or terminologies are only to be used for actual emergencies or in cases where persons are at risk of harm.

Any person may call the NO DUFF or THIS IS REAL call. Upon hearing the call the participants should safely stop their activity, assess the situation around them and respond appropriately or act on the guidance of the directing staff.

The ability to work safely is a core requirement to attain competency in all RR+R programs. Where a participant breaches a critical safety practice or protocol they will firstly be given a warning and counselling. A second offence may, at the lead trainer/assessor's discretion, result in the participant's withdrawal from the program.

Smoking

Smoking is NOT ALLOWED in any training area.

Drugs and alcohol

Throughout the program participants may be subject to site policies for drug and alcohol testing. Zero tolerance is applied for both drug and alcohol tests. Should a participant's test results be positive for drugs or alcohol at any time during the course hours, the participant will be immediately withdrawn from the program. This may also affect the ability of the participant's team members to complete this program.

Emergencies and Evacuation

If a participant suffers an injury or accident while undertaking the course, the trainer must be advised in order to arrange for medical assistance. An incident / injury /accident Form must be completed and lodged with Support Centre.

It is important that participants advise the trainer of any illnesses such as epilepsy or diabetes that require medical assistance. This information is kept strictly confidential and is necessary for the trainer to assess course requirements in relation to the participant health and safety.

Information regarding venue evacuation procedures will be provided to participants at course commencement.

GLOSSARY

ASQA: The Australian Skills Quality Authority - the national regulator for Australia's vocational education and training sector.

Assessment: Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration

Direct Credit Transfer (DCT): DCT is recognition of the AQF Qualifications and Statements of Attainment issued in accordance with AQF guidelines.

Certificate: Official document confirming that a qualification has been awarded to an individual. This may also be referred to as an award, testamur, parchment or laureate.

Participant: Learners engaged in training to be delivered by RR+R

Recognition of Prior Learning (RPL): RPL is an assessment process that determines competency based on previous learning experiences and demonstration of current competency. RPL is considered prior to or at enrolment.

Registered Training Organisation (RTO): Organisations registered to deliver nationally recognised vocational education and training. RR+R is an RTO.

Standards for RTOs 2015: replace the former Standards for NVR RTOs and are now the standards. All RTOs that fall under the jurisdiction of ASQA must comply with the Standards as a condition of their registration

Statement of Attainment: A statement of attainment recognises that one or more accredited units has been achieved

Trainer/Assessor: A qualified person working for a RTO who is responsible for training, assessment and the determination of competency.

