



# **ComSafe** Training Services

WORKPLACE EMERGENCY RESPONSE PROFESSIONALS (RTO 91245)

# Student Handbook

RTO 91235 | V1.2 2020

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## Introduction

This handbook is designed to provide you with information about the services provided by ComSafe Training Services and our approach to providing a safe, fair and supported environment. This handbook does not provide specific information about a course offered by ComSafe Training Services.

ComSafe Training Services is a professional fire, safety and emergency response training body. Our Trainers are experienced Officers of Fire and Rescue NSW (FRNSW) and receive ongoing training and coaching to remain current in their discipline and in the industry.

As a Registered Training Organisation (RTO 91235), we deliver nationally recognised training. In addition, we also take pride in our ability to tailor programs specifically to meet participant and student needs to ensure the training we provide is practical, relevant and that skills learnt are transferable in the workplace. ComSafe Training Services provides safety and emergency response training in a practical environment by combining simulated, realistic fire and emergency situations with the highest quality of instruction available.

## Our Training Philosophy

ComSafe Training Services is committed to providing high quality and innovative education to industry and the community to help prevent incidents from happening and prepare them for action when they do. We aim to protect the irreplaceable.

ComSafe Training Services maintains full compliance with all standards of the Australian Quality Training Framework (AQTF) for RTO's, the Vocational Education and Training Act and registration requirements with the Australian Skills Quality Authority (ASQA).

As an RTO, we make full assurance that we provide nationally consistent, high quality training and assessment services for our participants. In addition to our values, policies and philosophy, ComSafe Training Services operate its own internal quality assurance system to maintain its RTO status through:

- Policies, procedures and guidelines
- Staff and Participant Conduct and Responsibilities
- Work Health and Safety in the workplace
- State and National Legislation
- Strategic Business Plan
- Financial Plan
- Code of Practice.

## Code of Practice

ComSafe Training Services maintains high professional standards and as a Registered Training Organisation delivering accredited training, to operate within the Principles and Standards of the Australian Quality Training Framework (AQTF) and the Essential Conditions and Standards for Continuing Registration. Our policies and management practices adopt high professional standards in the delivery of vocational education and training services and safeguard the educational interests and welfare of participants.

This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. Trainers will maintain a learning environment that is conducive to the success of participants and will have the capacity to deliver the nominated courses, provide adequate facilities and use appropriate methods and materials accordingly. We also ensure all premises/equipment used in the delivery of our services adhere to state legislative requirements regarding Work Health and Safety.

All Trainers are aware of the implications of relevant legislation that affects their duties including; Workplace Health and Safety Act 2011, Workers' Compensation and Rehabilitation Act 2003, WorkCover, Anti-Discrimination Act 1977, Vocational Education, Training and Employment Act 2000 and Regulation, Copyright Act 1968 and Privacy Act 1988.

## Code of Conduct

FRNSW is committed to the highest standards of conduct, honesty, ethical behaviour and fairness to support our reputation as a highly trusted organisation. FRNSW Code of Conduct sets the standard for behaviour that all Trainers must adhere to.

Our Code of Conduct is centred around treating all people at all times with respect, courtesy, honesty and fairness and having proper regard for their interests, rights, safety, health and welfare. Trainers will take all necessary steps to prevent and deal with harassment, bullying and discrimination in the work/training environment and report incidents should they occur.

ComSafe Training Services requires students to adhere to the following Code of Conduct:

- The right to be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have any disputes in which they are involved, settled in a fair and rational manner
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to always be treated with politeness and courtesy
- The right to be free from all forms of intimidation.

ComSafe is required under Australian law to ensure we provide a workplace/training environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that our participants feel valued, respected and treated fairly.

Trainers encourage open and honest discussions within all courses to maximise learning benefits. It is important to be aware that diversity may appear in many ways, including diversity of thought, opinion and values. We encourage all learners to be respectful of that diversity and refrain from using inappropriate comments. Should such inappropriate comments occur, Trainers will intervene as it is his/her role to monitor the dialogue in each program.

Conduct within courses should be guided by common sense and basic etiquette. The following are good guidelines to follow:

- Avoid overtly harassing, threatening, or embarrassing fellow learners. If you disagree with someone, respond to the subject, not the person
- Class norms of conduct may vary, but hateful statements are NEVER tolerated. In short, be polite and respectful of other learners.

If the behaviour of any participant is deemed by the Trainers and Assessors to affect the health, safety, comfort or well-being of the other participants in the course, then that person may be approached for an interim discussion outside the course activities. The person will have the circumstances of their behaviours explained in detail and be asked to refrain or alter their behaviour in line with the requirements of the course. Subsequent failure to adopt these requests may require the person to sit these activities out or in the most severe cases, be asked to leave the course.

## Privacy

ComSafe Training Services takes the privacy of our participants seriously and we comply with all legislative requirements. As an arm of Fire & Rescue NSW, we are bound by NSW privacy laws: The Privacy and Personal Information Protection Act 1998 and the Health Records & Information Privacy Act 2002.

Under the *Data Provision Requirements 2012*, ComSafe Training Services is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by ComSafe Training Services for statistical, administrative, regulatory and research purposes. ComSafe Training Services may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating RTO student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

The FRNSW Privacy Policy can be obtained at <https://www.fire.nsw.gov.au/page.php?id=700>

If you have any enquiries about our privacy policies, contact us by writing to the following address:

Privacy Officer – Fire & Rescue NSW  
Locked Mail Bag 12  
Greenacre NSW 2190  
Email: [info@fire.nsw.gov.au](mailto:info@fire.nsw.gov.au)

### Course Material

Each participant will receive handouts and digital reference materials. Some of our courses have pre-requisites, evidence of prior learning and/or health declarations may need to be produced prior to commencement.

### Mobile Phones

Whilst training and assessment activities are underway, all Trainers and participants are required to have their mobile phones turned off or on silent.

### Dress

When undertaking training outside of the classroom, suitable clothing must be worn for work health and safety reasons. Enclosed footwear is essential.

### Access and Equity

ComSafe Training Services are committed to ensuring that we offer training opportunities to all individuals on a fair and equal basis.

Our Policy is to eliminate the barriers and obstacles faced by those people of diverse backgrounds.

Participants should expect fair and friendly behaviour from ComSafe staff, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission.

### Enrolment

As a participant undertaking training and assessment with us, you will have rights and responsibilities. When you sign your Training Course Enrolment form you agree to abide by the Terms and Conditions and information provided in this handbook.

Enrolment occurs through completion of the Booking and Enrolment forms, which are returned by email to [comsafe@fire.nsw.gov.au](mailto:comsafe@fire.nsw.gov.au)

Course fees are to be paid prior to the course commencement and in line with our set Terms and Conditions.

Your details are captured when you complete the booking form. This information along with any certificate issued is stored electronically and the results of your training are linked to this enrolment information.

ComSafe Training Services is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

### Emergency Procedures and First Aid

Each Participant will receive emergency evacuation instructions upon arrival (Public programs hosted at a ComSafe Facility). The ComSafe Trainer will provide more instructions in the event of an emergency. As a member of FRNSW, every Trainer is a qualified First Aid Officer.

Upon completing an Enrolment Form, we do ask for details of a nominated Emergency Contact. It is the participants responsibility to ensure the information provided to ComSafe Training Services is up-to-date and accurate.

### Work Health, Safety and Welfare

ComSafe Training Services agrees to abide by all WHS legislation in the delivery of its services. Compliance to all relevant WHS legislation is incorporated into all courses.

Our facilities, equipment, training and assessment materials are systematically reviewed and are checked for currency, sufficiency and effectiveness for our training purposes.

Prior to commencing some of our more physically demanding courses, you may be required to complete a voluntary release waiver/medical indemnity form.

Medical conditions that could impact on your ability to complete aspects of the course are to be disclosed. Whilst all information is treated with the utmost confidentiality, refusal to complete may result in the Trainer refusing participation in practical/physical activities in the course.

All participants are reminded of their personal requirements and individual responsibilities for safe conduct.

### Certificates

On successful completion of your training program, ComSafe will issue a Statement of Attendance or Statement of Attainment, whichever is relevant to the course you are completing. ComSafe Training Services follows the guidelines outlined in the NSSC Policy on the Application of the AQF Qualifications Issuance Policy.

Certificates will be sent to you at your nominated address. You should receive this within 30 days of completing your course. Where a participant does not complete the full requirements of the course, a Statement of Attainment for the individual units successfully completed will be issued.

Statements of Attendance - Non-Accredited programs are not nationally recognised qualifications; however, they may be aligned to units of competency, such as our HealthCare Packages or the Policy directive for Health Care Facilities.

Statements of Attainment – A Statement of Attainment is issued to participants who have partially completed a Qualification or individual unit(s) of competency or a nationally recognised short course.

### Unique Student Identifier (USI)

All students undertaking nationally recognised training need to have a Unique Student Identifier (USI). If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. For further information please visit [www.usi.gov.au](http://www.usi.gov.au)

### Assessment Methods

Each participant enrolled in nationally recognised training will undertake assessment, with the aim of obtaining a Statement of Attainment. Assessments have been designed with a focus on workplace outputs.

ComSafe Trainers may build on this structure to conduct holistic assessments to gather evidence for more than one element. Each nationally recognised training program has its own Assessment Kit which provides an assessment tool designed to help you collect evidence of your competency.

Assessment Methods can include:

- Observation
- Assignments
- Practical demonstrations
- Interview
- Case Studies/problem Solving
- Questioning/multiple choice.

Trainers will have an outcomes sheet to record results. One of the below possible outcomes should apply:

**C** - Competency achieved/pass  
**NYC** - Competency not achieved/fail

Any participant graded NYC will be advised of the reasons for the mark and be given further opportunities for re assessment.

### Recognition of Prior Learning (RPL)

The Recognition of Prior Learning (RPL) process is available to all participants prior to enrolment, for all accredited courses offered by ComSafe Training Service.

Should you wish to make an application for RPL, please email your supporting evidence to [comsafe@fire.nsw.gov.au](mailto:comsafe@fire.nsw.gov.au). An assessment pathway will be offered to eligible students.

### Evidence

A "Portfolio of Evidence" is required to be produced by participants seeking recognition of prior learning and current competency. The Trainers can provide a list of the modules from the relevant Training Package.

The "Portfolio of Evidence" should be presented in a folder and contain the following:

- Resume including copies of relevant qualifications
- A "Recognition Self-Assessment Form" completed and clearly referenced to supporting evidence. Please give 2-3 dot point examples of your experience to support each positive response to your self-assessment questions
- Supporting evidence to be clearly tabbed and referenced back to each of the competency questions in the "Recognition Self-Assessment Form".

*Note:* Evidence must not be more than 5 years old.

#### **Credit Transfer**

Participants will need to provide ComSafe Training Services with an original or certified copy of their Certificate or Statement of Attainment. Upon verification with the issuing RTO, the participant will be granted credit for the units of competency previously completed and the participant's record will be updated with Credit Transfer noted against those units. Where the qualification does not meet AQF requirements, the participant will either be required to apply for RPL or undertake further training.

Please contact ComSafe Training Services, should you wish to know more about the credit transfer process.

#### **Program Participant Numbers**

Training participant numbers are not to exceed maximum numbers as indicated on the quote or brochure issued by ComSafe Training Services. All trainers have the right to refuse entry to participants in excess of the stated maximum number for each course.

An additional per participant rate will be charged where the maximum numbers are exceeded and or where additional Training Facilitators may be required to ensure safety of participants.

#### **Refunds**

Refunds will apply for the following reasons:

- Participants have overpaid the program fees
- Participants enrolled in training that has been cancelled by ComSafe and rescheduling is not possible
- In the opinion of ComSafe, the participant would be unreasonably disadvantaged if not granted a refund, for example, a participant meets with a serious misadventure and is unable to continue their enrolment due to unforeseen circumstances. Where this occurs a flat fee of \$75 per person will be retained by ComSafe Training Services.

Each review will be examined and determined on its merits by considering a client's claim together with independent supporting documentation substantiating the claim.

#### **Additional Course Costs – Out of hours Operation and Travel**

Standard course costs apply for training scheduled within a 2-hour radius of Ingleburn (determined by 'whereis.com') or within 1 hour driving time from our Regional trainers. Any courses booked out of business hours (8:00am–4:30pm Monday to Friday) will incur an additional 40% surcharge to the final course cost.

Standard program costs apply for training scheduled within a 2-hour radius of Ingleburn, as determined by "whereis.com". All travel beyond this radius will incur a fee for excess travel time for forward and return journeys. This is charged at the rate of \$1,600<sup>per day</sup> (or part there of (to & from) @ approx. \$200 per hr) for excess travelling time.

Where overnight accommodation is required, a flat rate of \$250 per night will be applicable. Travel and accommodation charges will be invoiced on a separate invoice to that of the training.

#### **Cancellation/Rescheduling Policy**

Notifications of cancellations, refunds and requests for transfers must be made in writing to [comsafe@fire.nsw.gov.au](mailto:comsafe@fire.nsw.gov.au)

*More than 5 working days from program commencement* – In the event of a cancellation and the client does not opt to reschedule, ComSafe will charge 10% of the full course fee (refund 90%). This fee will not apply if weather conditions or operational needs prohibit the course from running.

*5 working days or less from program commencement* – In the event of notification of a cancellation 5 working days or less before the program commencement date, fees paid will not be refunded or allocated to another program. ComSafe cannot accept responsibility for changes to work commitments or personal circumstances within this 5 working day period.

You may send a substitute participant, however, please notify us of the change in participant details by contacting the ComSafe support team on 1800 787 848 prior to training commencement. If the client reschedules a program, a flat fee of \$150 will be charged.

Where less than 10 working days is provided, an administrative fee of \$350 will be charged. In all circumstances, written notice is required, and the new booking date must occur within 3 months from the original booking date. Subsequent requests to reschedule will be treated as cancellations and fees applied.

Where programs are rescheduled due to operational requirements or weather conditions, no charges will apply to reschedule. Courses will not be refunded.

#### **Complaints and Appeals**

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

ComSafe, as an RTO, has a complaints and appeals policy specific to its RTO operations and responds to complaints in relation to the quality of training and assessment; the quality of client service; and compliance with the VET Quality Framework, including allegations involving the conduct of:

- ComSafe's RTO
- Its Trainers and other RTO Support Staff
- Client/Participants of the RTO
- Any third parties providing services on behalf of ComSafe.

Please refer to our Complaints and Appeals Policy and form

<http://comsafe.com.au/complaints-and-appeals/>

#### **Retention requirements for completed student assessment**

As an RTO, ComSafe Training Services is required to securely retain all completed student assessment items for each student for a period of six (6) months from the date on which the judgement of competence for the student was made

#### **Participant and Employer Feedback/Data Reporting**

As a professional training body, we value your comments on the training session you have undertaken, as your feedback provides us with an important tool to continuously improve our training program. At the conclusion of each course, participants will be provided with a Course Evaluation form. We ask you to spend a few moments to complete the Course Evaluation form and return it to the trainer or email to [comsafe@fire.nsw.gov.au](mailto:comsafe@fire.nsw.gov.au)

Quality Indicators form part of the AQTF 2010 *Essential Conditions and Standards for Continuing Registration* for training organisations that wish to continue to deliver nationally recognised vocational qualifications and competencies.

ComSafe Training Services uses both the three Quality Indicators and their associated data collection instruments developed by ACER and NCVER on behalf of the National Quality Council and our own internal feedback process and tools to meet our obligations towards stakeholder feedback and continuous improvement.

Under AQTF 2007, RTOs are required to collect and use data on three quality indicators which have been endorsed by the National Quality Council (NQC):

- Learner Engagement
- Employer Satisfaction
- Competency Completion.

Commencing January 2015 all AVETMISS Data will also be reported as per the reporting requirements set by the registering body ASQA. Under our Conditions of Registration, ComSafe Training Services will provide our Registering Body with accurate and timely data relevant to measures of our performance