



WORKSAFE CONNECT

RTO

STUDENT HANDBOOK



Version: 1.0
Date Issued: 1 July 2011

Contents

1. QUALITY POLICY	2
2. CODE OF PRACTICE	2
3. COURSE INFORMATION	4
4. VOCATIONAL OUTCOMES	4
5. ASSESSMENT CRITERIA	4
6. CHANGE OF ADDRESS DETAILS	4
7. ACCESS, EQUITY AND DIVERSITY POLICY	4
8. COURSE ADMISSION POLICY	6
9. CERTIFICATION POLICY	6
10. FEE STRUCTURE	7
11. REFUND POLICY	7
12. RECOGNITION OF PRIOR LEARNING (RPL)	7
13. NOTIFICATION	10
14. APPEALS	10
15. MUTUAL RECOGNITION	10
16. CREDIT TRANSFER POLICY	10
17. ASSESSMENT POLICY	10
18. COMPLAINTS POLICY	11
19. APPEAL POLICY	12
20. APPEAL PROCEDURE	12
21. RECORDS MANAGEMENT POLICY	13
23. WORKPLACE HEALTH & SAFETY POLICY	16
24. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES	16
25. STUDENT SUPPORT SERVICES POLICY	17
26. ACADEMIC ETHICAL BEHAVIOUR POLICY	18
27. AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)	21
28. PRIVACY POLICY	21
29. COPYRIGHT POLICY	23

1. QUALITY POLICY

WorkSafe Connect Registered Training Organisation (RTO) is committed to providing quality training services. Our quality system is based on the requirements of the 2010 Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration for Registered Training Organisations, the Vocational Education, Training and Employment Act 2000 and the Vocational Education, Training and Employment Regulation 2000 and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality objectives are to:

- Provide quality training and assessment services;
- Grow our business by looking after our customers, and the staff of the organisation;
- Use the quality management system as a tool in achieving best practice outcomes across the organisation;
- A commitment to ensure continuous improvement;
- To comply with the relevant Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

2. CODE OF PRACTICE

As a Registered Training Organisation, WorkSafe Connect RTO has agreed to operate within the conditions and standards of the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the Australian Qualifications Framework qualifications and statements of attainment issued by another RTO.

2.1 *Legislative Requirements*

WorkSafe Connect RTO will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement standards will be met at all times.

2.2 *Access and Equity*

All students will be treated in an ethical and responsible manner and consistent with the requirements of the human resource policies within the WorkSafe Connect RTO. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the participant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

2.3 *Quality Management Focus*

WorkSafe Connect RTO has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

2.4 Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Fees, Charges and Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our student and client information will ensure that all fees and charges are known to students and clients before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

2.5 External Audit

WorkSafe Connect Registered Training Organisation has agreed to participate in monitoring and audit processes required by the Training and Employment Recognition Council. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

2.6 Management and Administration

WorkSafe Connect Registered Training Organisation has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. WorkSafe Connect Registered Training Organisation has adequate insurance policies.

2.7 Marketing and Advertising

WorkSafe Connect RTO markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

2.8 Training and Assessment Standards

WorkSafe Connect RTO has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

2.9 International Students

WorkSafe Connect RTO will be bound to the Commonwealth Education Services for Overseas Candidates (Registration of Providers Financial Regulations) Act 1991.

2.10 Sanctions

WorkSafe Connect RTO will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

3. COURSE INFORMATION

Course information will be provided additional to this handbook.

4. VOCATIONAL OUTCOMES

Vocational outcomes information will be provided additional to this handbook.

5. ASSESSMENT CRITERIA

Assessment information will be issued to students and clients as part of the course specific information.

You will be issued with assessments for each of the units of competency within the course and these will have to be completed and competency achieved before a Qualification or Statement of Attainment can be issued.

6. CHANGE OF ADDRESS DETAILS

You must advise WorkSafe Connect RTO if your address changes after you have enrolled.

7. ACCESS, EQUITY AND DIVERSITY POLICY

This policy is to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of students achieving positive learning outcomes.

To achieve these aims WorkSafe Connect RTO will:

- Ensure the establishment of non-discriminatory student admission procedures which encourage fair access for members of under-represented groups;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients;

- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators who deliver courses to under represented groups.

This policy is a mechanism to demonstrate WorkSafe Connect RTO commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996- 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

7.1 *Equity*

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes.

Underpinning the principles of equity is the recognition by WorkSafe Connect RTO:

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- there remain many common systemic barriers for equity groups.

7.2 *Diversity*

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience
- Cultural diversity
- Language and/or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of WorkSafe Connect RTO planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. Where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- Resource allocation
- Support personnel
- Staff training

- Curriculum product development and delivery
- Marketing and promotion; and
- Research

All staff employed by WorkSafe Connect RTO are responsible for, and will adhere with access and equity requirements and WorkSafe Connect RTO will monitor and review its equity performance in order to:

- comply with national and state legislation and policies;
- meet national and state reporting requirements; and
- modify and improve performance to better achieve access, equity and diversity objectives

8. COURSE ADMISSION POLICY

This policy is to confirm that if there is some doubt as to the requirements or outcomes of a course WorkSafe Connect RTO will provide assistance in clarifying the suitability of the course to the students' skill development requirements. All potential course participants are encouraged to check the competencies and/or learning outcomes of courses to ensure they understand the performance requirements prior to enrolment.

The training costs and fees associated with courses are outlined in the relevant course information provided additional to this handbook.

9. CERTIFICATION POLICY

On successful completion of a course or nationally recognised training package qualification, within 21 days of completion, as required by the Vocational Education, Training and Employment Act 2000, participants will be awarded with the approved award outlined on the relevant course information brochure. A list of all units of competency completed will be included on, or attached to the qualification.

Successful participants completing any recognised short course offered by WorkSafe Connect RTO are awarded with a Statement of Attainment.

On completion of an individual module/competency contained within a course or nationally recognised training package qualification, within 21 days of completion, as required by the Vocational Education, Training and Employment Act 2000, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that a participant has successfully completed a part of a course, and in order for the participant to gain a credit transfer for the modules/competencies with WorkSafe Connect, or another registered training provider either within the state of Queensland or interstate, should they wish to complete the course at a later time.

10. FEE STRUCTURE

Information regarding fees payable will be provided additional to this handbook.

11. REFUND POLICY

An 85% refund is available if cancellation notice is given to our office no later than 5 working days prior to the commencement of the course. A 15% non-refundable deposit will be retained as an administrative charge. The refund will be paid in the most convenient way for WorkSafe Connect.

No refund is available where cancellation is made less than 5 working days prior to the course commencement.

Paypal surcharge fees are non-refundable.

Full course fees will be charged for failure to provide cancellation notice.

Business/ Group courses that are cancelled without adequate notice will incur full course charges (any out-of-pocket expense will be included). Any request to rebook will require the payment of the course fees before a time and date can be scheduled.

In some cases management may agree to rebook an individual that failed to provide cancellation notice and as a result incurred full fee charges. However if the individual fails to attend or provide adequate cancellation notice a second time they will not be rebooked a third time until the full course fee is paid again.

If an individual is rebooked they must attend the course within 1 month from the original date of enrolment. Failure to attend within the 1 month will result in the attendee having to reenroll and pay the full course fees again.

A substitute may be nominated to attend the original course without penalty.

In the case WorkSafe Connect cancel a course the full fees will be refunded to the attendee. Any purchase orders will not be invoiced and will be returned to the Company/Business.

Refunds are not available to attendees that are deemed 'Not Yet Competent' or attendees that leave before the course completion.

A refund or transfer of funds can be arranged in the case of sickness or bereavement. WorkSafe Connect reserve the right to ask for proof in any such circumstance e.g. Medical Certificate, Death Notice. WorkSafe Connect can request this application to be made in writing before a refund or transfer is granted.

A request for a transfer of fees to another course being held by WorkSafe Connect can be organised by contacting our office. The attendee will need to pay any difference in price if the fee is higher than the original course they enrolled into.

Any refund terms and conditions that are specified in a quote may override the refund conditions stated above.

Attendees that arrive more than 15 minutes late for a course will not be allowed to enter the course. They will be re-booked according to the terms stated above.

12. RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning refers to the acknowledgement of skills and knowledge as a result of formal training, work experience and/or life experience. Recognition of Prior Learning is available to any student enrolling with

WorkSafe Connect RTO. To apply for RPL contact your Instructor or Assessor. RPL procedures and application forms can be obtained from your Instructor, Assessor and the WorkSafe Connect administration desk.

To assist in your RPL application a RPL/RCC guide has been developed and can be obtained by on request from your instructor or assessor.

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the AQTF, competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience, or general life experience. In order to grant RPL, the assessor must be confident that the candidate is currently competent against the 'Unit(s) of Competency' within the Training Program. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is:

Current

This relates to the recency of the experience, learning and/or qualification. The qualification should be no older than 5 years with regular use of the knowledge/skill gained since the qualification was issued.

Authentic

The evidence must be accurate and bona fide – it must relate to the performance of the applicant and not that of another.

Valid

Evidence of competency must cover the broad range of knowledge, skills and the application of such knowledge and skills specified. Assessors need to ensure that the evidence collected focuses on the appropriate knowledge and skills specified in the performance criteria and evidence guides.

Sufficient

This relates to the amount of evidence provided. Assessors must ensure that enough evidence has been provided to satisfy that the person is competent across all elements according to the performance criteria taking into account the range of variables.

All RPL/RCC applications are to be conducted in accordance with the WorkSafe Connect RTO Policy POL-1008 Recognition of Prior Learning and Procedure PRO-1109 Recognition of Prior Learning.

12.1 Trainer / Assessors

All trainer / assessors are to ensure that students understand the RPL/RCC Policy and Procedure and have access to:

- WorkSafe Connect RTO Student Information Recognition of Prior Learning Form FRM-2519

12.2 Training Manager

The Training Manager investigates and confirms the RPL/RCC applicant's apparent ability to successfully complete the RPL/RCC process and forwards the application to the Managing Director. The Training Manager should monitor the assessment process and advise the applicant of the outcome in writing.

The Training Manager must check that awards issued by organisations other than the WorkSafe Connect RTO contain the same unit(s) of competency requirements as those issued by the WorkSafe Connect RTO.

12.3 Managing Director

It is the responsibility of the Managing Director to appoint suitably qualified RPL/RCC assessors to act as assessors for the relevant competency/qualification. The Managing Director will implement training programs for RPL/RCC assessors on an as required basis.

12.4 RPL/RCC Assessor

It is the responsibility of the appointed 'RPL/RCC assessor' to ensure the applicant is competent within the requirements of the unit(s) of competency.

12.5 Applicant

The applicant is responsible for providing the evidence to support his/her competency. He/she must comply with the WorkSafe Connect RTO Procedure ADPR005 – RPL/RCC Application Process, ensuring all evidence provided is current, authentic, valid and sufficient and is correctly aligned against each of the performance criteria.

12.6 Assessment

Assessments for RPL/RCC purposes rely on the same process for conducting assessments as other forms of assessment, but there is greater reliance on indirect or supplementary forms of evidence for example, portfolio of evidence of previous achievements, qualifications and references from people who are familiar with the person(s) being assessed.

RPL can be applied to any previous qualifications held by the applicant.

RPL/RCC may be granted for a 'Unit of Competency'. It will not be granted for a part of a 'Unit of Competency'.

12.7 Qualifications and 'Elective' Units of Competency

Some training programs contain 'elective' units of competency that may differ from the requirements of a qualification issued by WorkSafe Connect RTO.

If a person holds a qualification issued by other than the WorkSafe Connect RTO that does not contain the same 'Unit of Competency' requirements, although the qualification is still valid, the additional unit(s) of competency (required by WorkSafe Connect) must be successfully completed.

12.8 Evidence

Evidence is needed to support an applicant's claim to competency. It must enable the assessor to measure knowledge, skills and understanding against a unit of competency.

There are three different sources of evidence; direct, indirect and supplementary. A piece of evidence can be used more than once in a portfolio if relevant to more than one performance criteria.

Direct Evidence	Indirect Evidence	Supplementary Evidence
Observation Demonstration Simulation Role play	Portfolio of evidence Work samples Workplace documentation Third party reports Individual/group projects	Oral questioning Written tests/exams Oral presentation Hypothetical

13. NOTIFICATION

The applicant is to be informed in writing of the RPL/RCC assessment outcome by the Managing Director.

14. APPEALS

Applicants may seek a review if recognition is denied. The WorkSafe Connect RTO appeals process is to be followed.

15. MUTUAL RECOGNITION

WorkSafe Connect RTO will recognise the qualifications and statements of attainment of individual units of competency, within its scope of registration, that have been issued by other RTOs.

Evidence of qualifications and statements of attainment (as defined above) from another RTO must be presented to WorkSafe Connect RTO staff prior to its recognition.

The student wishing to have their qualification and/or statement of attainment recognised must provide either an original copy or a certified copy of the original prior to its recognition.

Qualifications and/or statements of attainment from another RTO shall be recorded in the student's training file.

Where a unit of competency, issued by another RTO, is older than 3 months a knowledge assessment will be undertaken to assess the student's currency of underpinning knowledge. This knowledge assessment is required for WorkSafe Connect to gather evidence that meets the rules of evidence and the requirements of the particular assessment benchmark.

16. CREDIT TRANSFER POLICY

This policy is to confirm that Credit Transfer is available to any student enrolling with WorkSafe Connect RTO.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or training packages with another Registered Training Provider. Verification of qualifications will be undertaken by WorkSafe Connect for any request for credit transfer.

17. ASSESSMENT POLICY

The WorkSafe Connect RTO has in place an assessment policy that details the principles of competency-based assessment to be applied within assessment systems used by WorkSafe Connect RTO. The application of these principles will result in the valid, reliable and fair assessment of persons enrolled in training programs.

The policy applies to assessment activities (including RPL) carried out with respect to all training programs delivered, whether directly by, or on our behalf.

17.1 Assessment Directives

- Assessment conducted by WorkSafe Connect Registered Training Organisation will observe the following directives as required by the *Competency Standards from the Training and Assessment Training Package (TAE10)*
- *Competency Based Assessment* - Assessment must take place within a competency based assessment system within established procedures as defined in the *TAE10 Training and Assessment Training Package*;
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess;
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- *Fairness* - Assessment procedures will be fair, this is they will not disadvantage particular learners. Assessment procedures will:
 - be equitable and culturally appropriate;
 - involve procedures in which criteria for judging performance are made clear to students
 - employ a participatory approach; and
 - provide for students to undertake assessments at appropriate times;
- *Flexibility* - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in WorkSafe Connect RTO supporting Recognition of Prior Learning Procedures.
- *Cost Effectiveness* - Assessment conducted by or on behalf of WorkSafe Connect RTO will be completed in a cost effective manner. Our facilitators are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decision made in this regard are to be made clear to students before they commence their training programs; and
- *Comparability* - The review of assessment systems and procedures and the outcomes of assessment must be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality review procedures. WorkSafe Connect RTO will utilise a network of consultants to maintain comparability of assessment at the delivery level.

18. COMPLAINTS POLICY

The aim of this policy is to ensure any complaints are dealt with in a timely manner.

The WorkSafe Connect RTO have in place processes for course students to lodge complaints in relation to any matter other than academic decisions in relation to a WorkSafe Connect RTO course or service.

The complaints process will be conducted in accordance with the WorkSafe Connect RTO Procedure PRO-1125 *Complaints*.

All complaints are recorded and reviewed at Management Review Meetings.

Results of all complaints are communicated in writing to the student.

19. APPEAL POLICY

This policy is to ensure any appeal is dealt with in a timely manner. WorkSafe Connect RTO have processes in place for course students enrolled in a course seeking to appeal against an academic decision or other procedural matter in relation to a WorkSafe Connect RTO course.

An appeal process may be instigated if a student is deemed 'not yet competent' in any component of a training program assessment and genuinely believes that he/she has grounds to appeal the result.

The appeal process is to be conducted in accordance with the WorkSafe Connect RTO Procedure PRO-1110 *Appeals Process* irrespective of who employs the student.

Results of all appeals decisions and the reason for the decision will be communicated in writing to the student. All appeals are recorded and reviewed at Management Review Meetings.

20. APPEAL PROCEDURE

A student enrolled in a course who is seeking to appeal against an academic decision or other procedural matter should undertake the following steps:

In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.

Assessment will be reviewed having due regard to submissions made by the appellant.

If after completing the aforementioned process the appellant still believes they have a case then an appeal process may be instigated.

Appeals must be lodged in writing within 28 days of the appellant being advised of his /her assessment result.

The appellant lodges an appeal in writing to his/ her Training Instructor/Assessor detailing the argument and providing suitable evidence.

The Training Instructor/Assessor forwards the appeal to the Managing Director. The Managing Director may consider it necessary for the Training Instructor/Assessor to submit an additional written report if the circumstances are relevant to the appeal.

The Managing Director will appoint an 'Assessment Appeals Panel' consisting of the following persons who have no prior involvement with the training and assessment in question or the appeal process under consideration:

- A WorkSafe Connect RTO Training Instructor/Assessor
- A person with the qualifications to conduct an assessment of the competency(ies) in question

- A Human Resource Management representative

The panel may call on advice from other persons considered necessary during the investigation.
The panel will investigate the appeal and make appropriate recommendations to the Managing Director.

The Managing Director will advise in writing the appellant (through his/her Training Instructor/Assessor) and the pertinent assessor(s) of the appeal result and if necessary instigate any remedial processes.

If an appellant is unsatisfied with the results of an appeal, he/she may lodge a grievance in accordance with the WorkSafe Connect RTO Complaints and Appeals Policy POL-1008..

21. RECORDS MANAGEMENT POLICY

This policy is to ensure systems are in place for recording personal details of course/program students, enrolments, systems used for recording evidence of assessment, competencies achieved and results of assessment.

21.1 Record Maintenance

WorkSafe Connect RTO is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf.

All records are maintained through a combination of manual and computer based systems designed to ensure we could provide detailed and timely information to our clients.

Only authorised personnel at WorkSafe Connect RTO can access client records.

21.2 Personal Details

During the enrolment process personal details of students are recorded (i.e. name and address) on an internal database. All personal details are kept confidential.

No details provided to WorkSafe Connect RTO are sold or otherwise released to a mailing list or other organisations without the express permission of the individual concerned, in writing.

21.3 Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by WorkSafe Connect RTO are maintained in accordance with Australian Quality Training Framework requirements.

WorkSafe Connect RTO use simple and user-friendly systems for recording evidence. Training Instructors complete all required program assessment documents on students (e.g. student assessment books, work task plans) as completed throughout their study program. These records are updated as soon as practical after completion of assessment to ensure up to date information is available on students and authorised clients on request.

Assessment results are retained by the WorkSafe Connect RTO for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and under normal circumstances for a minimum of twelve months after the completion of the relevant course/program. Student results will only be released for legal, educational or individual student, or their authorised client, requirements as necessary.

22. ANTI-DISCRIMINATION and SEXUAL HARASSMENT POLICY

22.1 Anti-Discrimination

It is the policy of WorkSafe Connect RTO to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts.

Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

WorkSafe Connect RTO is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain organisational standards or service.

The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

22.2 Sexual Harassment

The policy of WorkSafe Connect RTO is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. The organisation believes that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

Managers and Supervisors must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or witnesses, are not victimised in any way.

22.3 What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of one of his or her personal characteristics. Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”;
- Judging someone on their political or religious beliefs rather than their work performance;
- Using stereotypes or assumptions to guide decision – making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

22.4 What is Sexual Harassment?

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter. Sexual harassment can be a single incident, it depends on the circumstances. Obviously some actions, or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is not onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don’t do it.

If another person’s behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

WorkSafe Connect RTO will not tolerate discrimination or harassment. WorkSafe Connect RTO will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of WorkSafe Connect RTO may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimises a person involved in making a complaint.

22.5 What To Do If You Are Discriminated Against or Sexually Harassed?

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don’t let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop; or
- Make a complaint to one of the staff from WorkSafe Connect RTO; or
- Make a complaint under Anti-Discrimination Legislation to the:

Anti-Discrimination Commission Queensland:

Level 2, St James Place

155-157 Denham Street

Townsville Qld 4810

Telephone: 1300 130 680

Fax: (07) 4799 7021

23. WORKPLACE HEALTH & SAFETY POLICY

The management of WorkSafe Connect RTO is committed to providing a workplace that is safe and healthy.

WorkSafe Connect RTO will work together with all relevant employees and key stakeholders in workplace health and safety matters.

WorkSafe Connect RTO have established procedures for risk management which all employees, contractors, students and visitors will be required to adhere to. At all times, action will be taken immediately to correct any unsafe condition, which arises.

We will ensure all levels of our organisation actively participate in risk management processes, including training and compliance with workplace health and safety legislation.

WorkSafe Connect RTO will continually monitor and review our workplace health and safety control measures.

24. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

- Students MUST NOT act in a manner, which endangers the health and safety of themselves or any other person while at a course being run by WorkSafe Connect RTO;
- Students MUST carry out safety directions given by members of WorkSafe Connect RTO;
- Students MUST NOT willfully or recklessly interfere with anything provided in the interests of health and safety at WorkSafe Connect RTO.

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

25. STUDENT SUPPORT SERVICES POLICY

WorkSafe Connect RTO has a commitment to providing equity and to eliminating discrimination against students in vocational education and training. People with language, literacy and numeracy problems, a disability and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by WorkSafe Connect RTO.

WorkSafe Connect RTO will access appropriate participant support services, and ensure the necessary support services are provided for participants as required.

Details of participant support services available for our courses can be obtained by contacting our office on (07) 4728 9866. Advise for course facilitators regarding the procedure for accessing support services is provided in the WorkSafe Connect RTO Procedure PRO-1119 *Student Information*.

Students requiring counselling or support should discuss the matter with their instructor. The instructor will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact the relevant organisation themselves from the following list:

Adult English Language, Literacy and Numeracy:

TAFE Queensland
Language & Literacy Services
Phone: 3234 1666
Or contact your nearest TAFE Institute.

Learning Disability:

SPELD
Phone: 3262 9844
The Independent Living Centre
Phone: 3397 1224
Dyslexia Association of Brisbane
Phone: 3846 1559

Deaf and Hearing Impaired:

Queensland Deaf Society.
Phone (07) 3356 8255 or
Sign On Phone: 3391 5677

Vision Impairment:

Queensland Blind Association
Phone: 3848 8888
Queensland Foundation for the Blind
Phone: 3391 0277
Vision Queensland
Phone: (07) 3391 3686

Physical Impairment:

The Independent Living Centre
Phone: (07) 3397 1224
Headway;
Australian Quadriplegic Association (AQA);
Queensland Spastic Welfare League –
Equipment Technology Services
Telephone (07) 3865 4377

Intellectual Impairment:

The Independent Living Centre
Phone: (07) 3397 1224

Psychiatric Difficulty:

Mental Health Information and Support
Phone: (07) 3358 4988
Queensland Health Mental Health Unit
Phone: (07) 3234 0680

This list of organisations is a selection only; please discuss the matter with WorkSafe Connect RTO if you have any special needs or questions.

26. ACADEMIC ETHICAL BEHAVIOUR POLICY

26.1 Introduction

The following policy has been developed to assist in the elimination of all forms of breaches of academic ethical behaviour and maintain the integrity of the WorkSafe Connect RTO programs of study. Such breaches constitute academic dishonesty.

Course participants are expected to demonstrate honesty and ethical behaviour in their studies at all times.

Academic dishonesty is a serious offence and, particularly within Krause Safety & Training RTO, the skills of officers whose results of studies were obtained dishonestly may adversely impact on the safety of the community.

Therefore, it is important that the duties and rights of all those involved with the assessment process are clearly defined and communicated prior to assessment.

26.2 Purpose

To maintain the integrity of WorkSafe Connect RTO assessment processes and procedures and to assist in the elimination of all forms of academic dishonesty.

To provide adequate procedures to facilitate a consistent response when dealing with students reasonably suspected of engaging in dishonest practices constituting unethical academic behaviour.

26.3 Scope

Academic Ethical Behaviour applies to any aspect of operations within the WorkSafe Connect RTO, including but not restricted to:

- The education/training processes;
- Materials and/or resources used;
- Behaviour;

26.4 Definitions

Academic dishonesty may be defined as any attempt by a student, or any attempt by an individual to aid a student, to gain an unfair advantage in any assessment (including a practical assessment) by deceptive or fraudulent means.

A person who misleads others in relation to the authenticity of his/her achievement is academically dishonest, not only to those on whom the deception is practised, but also to himself/herself. The dishonesty relates to the process of education and training in that the evidence, on which the recognition of the qualification or a result is based, has been obtained in an unethical manner.

Academic ethical expectations embrace standards of conduct, both academic and non-academic, with respect to the rights of others. Violation of WorkSafe Connect RTO academic ethical expectations constitutes academic dishonesty.

Academic dishonesty may be exhibited in a number of ways of which the following are examples:

- **Aiding and abetting** a participant in any form of dishonest practice;
- **Bribery**: paying or offering inducements to another person to obtain or to attempt to obtain an unfair advantage;
- **Calculator fraud**: the use of unauthorised material stored in the memory of a programmable calculator with storage facilities;
- **Collusion**: the representation of a piece of unauthorised group work as the work of a single participant. Collusion also includes but is not limited to:
 - Writing an examination or assignment for another participant;
 - Soliciting another person to take an examination or writing of an assignment on one's own behalf;
 - Representing oneself as another person or failing to identify oneself forthrightly and honestly in the context of an academic obligation;
 - Representing, explicitly or implicitly, that work obtained from another source was produced by oneself.
- **Commissioning another person to complete an assignment**, which is then submitted as the participant's own work.
- **Computer fraud**: the use of material, which belongs to another person or organisation and which is stored on a hard drive, floppy disk, compact disk or the Internet, without acknowledgment and or without the written permission of the owner
- **Duplication**: the inclusion in coursework of any material, which is identical or substantially similar to material, which has already been submitted for any other assessment within the WorkSafe Connect RTO or elsewhere (for example, the use of essay banks).
- **False declarations** made in order to receive special consideration by an assessor or to obtain extensions to deadlines or exemption from course work.

- **Falsification of data:** the presentation of data, e.g. in reports, projects, assessment portfolios, based on work purported to have been carried out by the participant but which has been invented by the participant or which has been altered, copied or obtained by unfair means.
- **Forgery:** the falsification of signature(s) or documents related to certification or assessment.
- **Misconduct in examinations or tests (includes cheating)** is behaviour aimed at gaining an unfair advantage or interference with courses of instruction, e.g.:
 - taking unauthorised materials into an examination or test paper;
 - obtaining an advance copy of an "unseen" written examination or test
 - communicating, or trying to communicate, in any way with another participant during an examination or test;
 - copying from another participant;
 - leaving the examination or test venue to consult pre-hidden notes;
 - removing any items of stationery or other materials from the examination or test venue without permission or contrary to instructions;
 - theft or damage to intellectual property
 - These examples are not limiting.
- **Impersonation:** arranging or attempting to arrange for another person to take one's place in an examination or test; or being a party to an impersonation.
- **Plagiarism:** the practice of representing another person's work as one's own or the use of another person's work without acknowledgment, e.g.
 - the direct importation into one's work of more than a single phrase from another person's work without the use of quotation marks and identification of the source;
 - making a copy of all or part of another person's work and presenting it as one's own by failing to disclose the source;
 - making extensive use of another person's work, either by summarising or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgment;
 - the use of the ideas or graphic forms (e.g. art, film) of another person without acknowledgment of the source, or the submission or presentation of work as one's own which is substantially the ideas or intellectual data of another.
 - These examples are not limiting.

(Reference: Bournemouth University, 2002, *Policies and Procedures Manual*)

- **Plagiarism** also includes:
 - sham paraphrasing – material copied verbatim from text and source and acknowledged in-line but represented as paraphrased;
 - illicit paraphrasing - material paraphrased from text without in-line acknowledgment of source;
 - verbatim copying - material copied verbatim from text without in-line acknowledgment of the source;
 - recycling – the same assignment submitted more than once for different courses;
 - ghost writing - an assignment written by a third party and represented as one's own work.
 - purloining - an assignment copied from another participant's assignment or any other person's paper without that person's knowledge.

(Reference: Walker, 1998, Candidate Plagiarism in Universities: What are we doing about it? *Higher Education Research & Development*, vol 17, no1, p, 103.)

27. Australian Quality Training Framework (AQTF)

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. AQTF 2007 is the current version of the framework, effective from 1 July 2007.

The AQTF 2007 Quality Indicators form part of the AQTF 2007 Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies.

Training organisations must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. They include three standards, a requirement for registered training organisations to gather information on their performance against three quality indicators, and nine conditions of registration.

Please ask our staff if you would like more information on the AQTF and we will be delighted to assist.

28. Privacy Policy

WorkSafe Connect is committed to ensuring the privacy of all information it collects, holds, uses, discloses or transfers. Information supplied to WorkSafe Connect will only be used for the administrative and educational purposes of this institution.

WorkSafe Connect is a registered company and therefore, like other companies operating in Australia, it is bound by the National Privacy Principles as set out in the Privacy Act 1988. In keeping with this legislation, this Privacy Statement sets out our practice in the collection, use and disclosure of personal information.

28.1 Information Collected

WorkSafe Connect collects a substantial volume of personal information concerning staff, students and other persons. This information is only collected where necessary. Legitimate reasons for collecting personal information include administrative need and legislative requirements.

Where reasonably possible, WorkSafe Connect will only collect information from the individual to whom it relates. Frequently this will be collected from official WorkSafe Connect forms but it may also be collected from email, letters or other forms of communication.

WorkSafe Connect also holds personal information about individuals that it generates in the course of its operational activities, such as assessment results.

28.2 Use and Disclosure of Information Collected

Personal information is only collected where it is necessary to carry out a particular function or administrative activity.

Personal information collected for a particular purpose will not be used for any other purpose, unless that secondary purpose is both related to the primary purpose of collection and the individual would reasonably expect the organisation to use or disclose the information for that secondary purpose.

WorkSafe Connect at times are required to provide statistical information on its students to AVETMISS and the Mining Industry Skills Centre. Enrolment information collected by WorkSafe Connect is issued in these reports for record keeping and licence processing. No personal information is used, disclosed or distributed by these bodies.

Personal information will only be disclosed to third parties with the written consent of the student or staff member concerned, unless otherwise prescribed by law.

WorkSafe Connect is authorised to use or disclose personal information if it reasonably believes that such disclosure is necessary to lessen or prevent a serious and imminent threat to the life or health of the individual or any other person.

WorkSafe Connect, through the Managing Director, is also authorised to disclose personal information to appropriate law enforcement agencies to assist in the prevention, detection, investigation, prosecution or punishment of criminal activities.

28.3 Access to Information Collected

Upon written request WorkSafe Connect will provide individuals with access to personal information held about them. This enables them to ensure that information is accurate, relevant, up-to-date, complete and not misleading.

If WorkSafe Connect denies a request for access, a reason will be provided. Access may be denied if such access would be unlawful, frivolous or vexatious; infringe on the privacy of other individuals; pose a serious and imminent threat to the life or health of any individual; interfere with existing or anticipated legal proceedings; or other valid reasons for exclusion in line with relevant legislation.

28.4 Contact

For further information about this privacy statement or the practices of WorkSafe Connect, please contact:

Des Smith
Managing Director
Tel: (07) 4728 9866
Email des@worksafeconnect.com

29. Copyright Policy

29.1 WorkSafe Connect Intellectual Property

All material developed for, and in the name of, WorkSafe Connect remains the property of WorkSafe Connect. This includes but is not restricted to:

- Material developed for the WorkSafe Connect RTO by WorkSafe Connect personnel
- Material developed for the WorkSafe Connect RTO by other than WorkSafe Connect personnel. Ownership of material developed by external personnel is to be clearly defined prior to employment.

The use of WorkSafe Connect RTO intellectual property by other than WorkSafe Connect requires the express approval of the Managing Director.

29.2 External Sources Intellectual Property

All material developed by and for external organisations/persons is to be considered to be under copyright protection. Unless otherwise stated, written permission is to be obtained prior to:

- Replicating the material in WorkSafe Connect RTO documentation;
- Photocopying copyright material from external sources for use during WorkSafe Connect RTO training programs.