



Student Handbook

This handbook contains the Code of Practice, Privacy Policy, Appeal and Complaint Procedures and other important information.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve a high-quality service in the competency of your choice. Also, we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Program Specific Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.



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Code of Practice

1.1 Educational Standards

The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of our clients.

As a registered training organisation (RTO), Krause Health and Safety is responsible for the quality of the training and assessment provided and the issuance of Statements of Attainment upon successful completion of their chosen course. To this end we regularly implement processes to review and validate our training and assessment services and processes to ensure that they meet national requirements and the needs of industry and our students.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The organisation ensures that the following are the minimum elements of our Code of Practice:

Sanction	Complaint Policy
Legislative Requirements	External Complaint Procedure
Quality Management Focus	Discipline Policy
Language, Literacy and Numeracy Support	Appeal Policy
Marketing and Advertising	Recognised Prior Learning [RPL]
Access and Equity	Credit Transfer
Training and Assessment Standards	Assessment Criteria
Admissions/Enrolment	Issue of Certification
Fees and Charges	Student Services, Welfare and Guidance
Possible Vocational Pathways	Privacy Policy
Refund Policy	Guarantee

1.2 Sanction

The organisation recognises that its registration as a Registered Training Organisation (RTO) may be withdrawn if it does not honour the obligations of the Code of Practice and meet the legislative standards for RTOs.

1.3 Quality Management Focus

The organisation is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, tutors, and industry representatives.

1.4 Marketing and Advertising

The organisation will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The organisation's marketing strategies will not contravene legislation.

1.5 Guarantee

Krause Health & Safety guarantee that support will be provided to assist you to complete your training and/or assessment once you have commenced study in your chosen course. We will ensure you have easy access to information on courses or programs, services available and enrolment procedures.

Staff will support and assist you throughout your studies to help give you the best chance to succeed.

2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

Enrolment forms, LLN assessment and collection of eligibility evidence (entry requirements) are completed on the first day of commencement of the course. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature must be applied to indicate that the information in the enrolment form is authentic to that person.

When the completed enrolment form is received the student is allocated a permanent identification number and verification or creation of a USI number.

The administration team opens a confidential student record file that is made up of the student's name and date of birth. The student is advised that this is a confidential file and will only be accessed by the staff of Krause Health and Safety or regulatory bodies with delegated authority under the NVR Act. Students are advised of the Privacy Notice and Consent for Collection, Use or Disclosure of Personal Information and the NCVER Privacy Statement in the Enrolment form.

Upon enquiry, students are sent a copy of the Student Handbook, Refund Policy and Course Information. **The student is advised to read the Handbook prior to commencement.** If the student is booked in by their employer. It is the employer's responsibility to ensure that the student receives a copy of the Student Handbook prior to attending the course.

2.3 Induction/Orientation

On the first day of the course, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information relevant to completing the course.
- understand the Rules and Regulations;
- are familiar with facilities and resources;

- have identified the key training and administration people;
- have necessary course materials; and know their timetables;
- know where to access more information.

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Prior to enrolment and commencement in training, all students are provided with clear information on:

- course content information;
- competencies to be achieved;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning (where applicable);
- facilities and equipment;
- provision for language, literacy and numeracy assessment;
- flexible learning and assessment procedures;
- complaint and appeals procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Information Flyer for each course and on the Krause Health and Safety website. Consult the Course Information Flyer or the website for more information.

3.2 Vocational Outcomes

When graduates have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference indefinitely. A copy of the students Statement of Attainment achieved through Krause Health & Safety is stored on our database for future reference or if the student requires a reprint of it.

4 Fees and Charges, Refund Policy & Exemptions

4.1 Fees & Charges

Details of fees are supplied in the course information flyer, website or confirmation email for each course. Please consult the course information flyer or website for details of all costs associated with your program.

Where a student is completing a course paid for by their employer the fees for that course will be subject to a requisition or purchase order. Payment of all fees will be in accordance with the requisition/purchase order and invoiced by Krause Health and Safety accordingly direct to the corporate client.

Where an **individual** enrolls in a course, all fees are due at the time of enrolment/commencement. Fees may be paid by cash or credit card at the time of enrolment. Where fees have not been paid at the time of enrolment or commencement in training, the student will not receive their Statement of Attainment until all outstanding fees have been paid.

4.2 Refund Policy

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Chief Executive Officer.

Where an **individual** has paid their fees more than three (3) days prior to the commencement and cancels their enrolment more than three (3) days prior to the commencement of the course, 50% of the course fees will be refunded. The remaining 50% will be retained by Krause Health and Safety to cover administrative costs.

Where an **individual** has paid their course fees at the time of enrolment and prior to their commencement in training but does not commence the course, no refund will be applicable.

Where an **individual** pays their course fees on the day of commencement and then fails to complete the course, no refund will be applicable.

If an **individual** fails to attend their course or fails to cancel within the outlined timeframes above, no refund will be applicable.

All **corporate client** bookings will be subject to the numbers allocated in the requisition or purchase order. Where less than the number of employees attend the training, the corporate client will not be entitled to a refund of fees for employees that do not attend.

Courses for **corporate clients** that require specialised personnel or resources. (i.e. sub contracted external trainer or specialised resources) will require enrolments to be cancelled at least 15 days prior to the commencement of the course as the procurement of such resources and personnel may incur a significant expense to the business. If the notice of cancellation is 14 days or less no refund will be provided due to the commitment and costs associated with conducting the course.

4.3 Replacement of Certificate, Statement of Attainment or Statement of Results

The appropriate statement / statement of results is provided free of charge on successful completion or partial completion of any nationally recognised program. A fee of \$10.00 is charged for a replacement Certificate, Statement of Attainment or Statement of Results.

5 Language, Literacy & Numeracy Support

The Language literacy and numeracy (LLN) of all students will be assessed in order to ascertain if their LLN skills are sufficient to successfully undertake the training program. This will be conducted by the completion of a formal non-invasive language literacy and numeracy assessment.

The LLN assessment is designed to provide the trainers with information on the existing levels of LLN and their ability to complete the course. Following completion of the LLN assessment where the result indicates that the student may have lower than expected language literacy and numeracy levels, the trainer will conduct a one on one discussion with the student to determine and agree on strategies for supporting them through their course. This agreement will be recorded on the Learning Assistance form and monitored throughout the course.

Those who require extensive assessment or remedial support will be referred to a qualified external expert. Any costs incurred through external training with the remedial expert will be the responsibility of the student.

6 Student Support

6.1 Access to your Records

The organisation uses quality management practices to ensure effective student services. Access to your records is readily available ask your trainer/assessor to provide information regarding the status of your training and progression. Records for a current student information may be accessed with 24 hours providing the evidence has not been archived. If a file has been archived, The time frame could be significant of up to 7 days based on how long since the student completed the course. A fee may be payable to cover the expenses associated with retrieval of the student records. This fee will be based upon an hourly rate to cover labour costs. GST is included in this cost.

Under the ASQA standards for record retention. Krause Health & Safety are only required to keep a hard copy of any students work for a period of 6 months. After this, The RTO is allowed to destroy all records unless other legislative requirements dictate a specified term. Then the records will be held for this time frame. Some information is held in electronic format and may be more easily accessible. However, a record of the student's certificate will be maintained on a electronic data base for a period of up to 30 years.

Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All completed student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Completed students can access their files by request, they will be supplied as soon as practicable. Please refer to the above information.

6.2 Student Services, Welfare and Guidance

The organisation has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The organisation informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The organisation's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

We will provide you with information on career and qualification pathways relevant to your program area or study.

6.3 Procedure for Student Support/Counselling

The organisation is at all times concerned with the welfare of our students. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

7 Flexible Learning & Assessment

7.1 Training and Assessment Standards

The organisation's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who disagree with their assessment decision. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements through information contained on the front cover of the assessment as well as through verbal communication prior to the training being conducted.

7.2 Flexible Learning

The organisation provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements. At no stage should the validity of the assessment process be degraded or reduced to benefit the student at the expense of declaring an impartial outcome for the assessment result.

Students should initially discuss possible flexible arrangements with their trainer / assessor. If the desired change is feasible, authorisation should then be obtained from the Chief Executive Officer.

7.3 Assessment

The training and assessment strategy for each course details the learning process. The organisation applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's Competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

7.4 Changes to qualifications or units of competency

Sometimes a national Training Package, qualification or unit of competency will be upgraded whilst a student is currently enrolled in that program. In the event of training packages expiring Krause Health & Safety will be responsible for the monitoring of these occurrences. It is the responsibility of Krause Health & Safety to plan for the transition to new / revised Training Packages as they are endorsed.

Where possible, students in existing/expiring courses/qualifications will be “transitioned” to the new versions of those qualifications. When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package. A “teach out” period as determined by ASQA for expiring qualifications is available for continuing students.

New intake of students enrolling in the qualification after the Training package publication date will be enrolled in the new Training Package qualifications once the RTO has obtained registration for the new qualification. No student will be intentionally or unnecessarily disadvantaged in the transition process.

Competency based training and assessment is participatory based and therefore students will be consulted on the transitional requirements that have been devised/recommended for their program of study should a training package be upgraded in the process of their training and assessment.

7.5 Cancellation of a training program

In the event that Krause Health and Safety is required to cancel a training program/course at short notice, all students including employees of corporate clients, will be advised of the need to cancel a course as soon as practicable. In the case of **corporate clients**, Krause Health and Safety will negotiate a mutually agreement date for the completion of the training.

In the case of **individual students**, Krause Health and Safety will transfer their enrolment to another suitable date or refund any course fees paid in full.

7.6 Cessation of business

In the unlikely event that Krause Health and Safety intend to close the training operations of their business, we will work with corporate clients and individual learners to transition them to a new registered training organisation. In all cases, corporate clients and individual learners will be advised of any plan to cease trading as soon as is practicable. Any fees paid in advance will be refunded in full under these circumstances.

Any move out of the vocational education and training space will be planned and implemented with all due care and attention for our clients.

8 Complaints & Appeals

8.1 Complaints

Krause Health and Safety will accept complaints from all stakeholders including:

- Students
- Employer
- Internal staff

All complaints will be acknowledged in writing (via email) within an acceptable timeframe of 24-72 hours based on when the complaint was received (i.e. Friday afternoon). This confirms to the person issuing the complaint that it has been received and will be followed up on in a neutral and practical way. It is the aim of Krause Health & Safety to complete all complaints within 14 business days depending upon the nature of the complaint and the actions, requirements and costs involved.

All complaints must be submitted in writing to the CEO at w.krause@krausegroup.com.au. Where an individual does not feel comfortable putting their complaint in writing, they should contact the CEO directly by phone on 07 4743 3504.

Upon receiving a complaint, an investigation will be immediately commenced. This may include conducting interviews with the student and other individuals subject of the complaint. It is expected that these interviews will be completed within the first 7 days of the complaint process. All discussions with the complainant and other individuals will be documented and recorded in the student management system.

Upon completion of the investigations, the CEO will determine any actions to be taken and advise the complainant of the outcome. This is expected to occur within 14 business days of receiving the initial complaint.

At no stage will the complaint process be delayed beyond the time frame nominated in this policy. In the unlikely event that it is identified that the investigation of a complaint may be delayed, the CEO will provide written confirmation to the complainant as soon as is practicable.

In the event that the complainant is not satisfied with the decision of the CEO, they may appeal the decision by following the appeals process.

If the complaint fails to be successfully resolved, the individual making the complaint will be informed of external neutral authorities that can review the case on behalf of both parties. Those external bodies may be:

- Consumer related issues – Office of fair trading in your state (Qld 13 74 68)
- Delivery of training and assessment services – National training complaint services 13 38 73
- Privacy issues – Office of the Australian information commissioner 1300 363 992
- If the complaint is still unresolved, the organisation will advise students of external organisations to which they can contact for assistance. If you wish to make an anonymous complaint, you should contact our Chief Executive Officer on. If unavailable, then leave contact details and request that the Chief Executive Officer contacts the person directly.

Appeals

Krause Health and Safety ensures that all students are satisfied with their training and assessment. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any appeal against an assessment decision will be treated seriously, investigated thoroughly, and dealt with according to the merit of the appeal. The circumstances and results of any appeal are analysed by the Krause Health and Safety, and appropriate actions taken to prevent recurrence of the problem. Appeals must be made within 7 days of receipt of assessment. All records of any appeals will be kept on the student's electronic file.

Appeal Procedure (assessment decisions):

- Where the student disagrees with the assessment decision, they must first discuss the result with the assessor.
- Where the student is dissatisfied with the outcome of the discussion with the trainer, they must submit a formal appeal against their assessment result with 7 business days of the assessment decisions. Appeals against assessment results must be made in writing by emailing the CEO at w.krause@krausegroup.com.au
- Upon receipt of an appeal, the CEO will convene a meeting with the applicable assessor to review the assessment including the judgement made.
- Where the assessment decision stands, the student will be advised in writing within 24 hours of the decision being made. In these cases, students will offered reassessment at no cost.
- Where the assessment decision has been overturned, the student will be advised within 24 hours and the assessment judgement altered in the student management system and on the assessment documentation

Appeal Procedure (Krause Health and Safety decisions):

- Where a stakeholder disagrees with a decision made by Krause Health and Safety, they must submit their appeal against the decision in writing by emailing the CEO at w.krause@krausegroup.com.au
- Upon receipt of an appeal, the CEO will convene a meeting with the applicable staff to review the decision and determine if any changes need to be made.
- Where the decision stands, the stakeholder will be advised in writing within 24 hours of the decision being made.
- Where the decision has been overturned, the stakeholders (and other parties where applicable) will be advised within 24 hours and any adjustment to the decision including the details.

9 Disciplinary Procedures

9.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Chief Executive Officer.

9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, the organisation accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities. Only in the designated smoking area.
- Drinking alcohol is not permitted at any time on the Krause premises.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off or switched to silent during classes.

10 Access and Equity

10.1 Access and Equity Principles

The organisation will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Sexual orientation (male or female, actual or presumed)
- Age (in relation to compulsory retirement).

10.2 Staff Responsibilities for Access and Equity

The organisation applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

10.3 Reasonable Adjustment

The organisation applies reasonable adjustment to its training and assessment methods and resources to maximise educational participation. If you have difficulty hearing, or issues with eye sight or other learning barriers that might affect your learning experience, then please speak with your trainer/assessor who may be able to make adjustments to support you in your learning.

11 Recognition

11.1 Recognition of Other Qualifications / Credit Transfer

The organisation recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer where the competencies have been completed previously. In order to be granted credit transfer, the student must present a Statement of Attainment or Qualification and Statement of Results demonstrating the completion of the applicable units of competency prior to any credit being granted. Prior to awarding credit, Krause Health and Safety will verify the certification with issuing RTO. Where the certification cannot be confirmed, the student will need to complete the training in full.

11.2 Recognition of Prior Learning (RPL)

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the units within the qualification may be granted credit upon substantiation of that claim. Students may make an application to be recognised for their existing skills and knowledge and are required to provide evidence to meet the requirements of each and any unit applied for.

The organisation advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria from within the unit of competency sets the RPL assessment benchmarks.

Evidence RPL assessment may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Appeals*)

RPL is managed by qualified staff. A candidate may receive recognition for all or some of the competencies required for the program.

Candidates are charged a fee for RPL assessment – for relevant fee see Course information flyer.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the units. If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment will be conducted by a qualified assessor.

Other considerations for RPL are that the student must have relevant evidence that is still considered current to industry standards and that meet either the unit of competency or qualification requirements.

Students are required to collect & organise their own evidence. It is not the role of the RTO or the assessor to organise the students evidence for them.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" or 'Gap' learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

12 Human and Physical Resources

12.1 Human Resources

The organisation is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition, they participate in an ongoing basis in training to enhance their training and assessment skills.

12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and

- shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials

3. Refreshment Facilities

13 Procedure for Issuing Certificates

A student will be issued with a Statement of Attainment upon successful completion of a unit of competency upon successful completion of a training program.

If there are any details that are incorrect, please contact our Administration Department at the front desk or on 07 4743 3504.

A Statement of Attendance will be issued if a participant has participated in non-accredited training.

14 Legislation

As a student a number of Acts and subordinate legislation affects your training. The organisation identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisation 2015
- Work Health and Safety Act 2011
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Fair Trading Act 1989
- Equal Employment Opportunity 1987
- Competition and Consumer Act 2010
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Health Rights Commission Act 1991
- Building Fire Safety Regulation 2008
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)

The various acts are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au.

Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

15 Privacy Policy

Our Organisation complies with the Privacy Act 2012 and the Student Identifiers Act 2014. Information collected on clients is used for the purpose of delivery of our services, government reporting and Registered Training Organisation requirements

The information will not be released to a third party without authorisation from the client. Clients can request a copy of the information held about them by answering a series of security questions to identify them from other persons in our data base that have the same name.

A student's employer will also be asked to identify that person through various private information before releasing the required information. When an employer has requested the student's information, the Krause administration team will check the enrolment form completed by the student to ensure that they allowed their employer the right to obtain a copy on their behalf.

At times Krause Health & Safety receive requests to obtain information about a student from either lawyers or courts. Due to legal requirements Krause Health & Safety will release this information at the request of the person's legal team or the court system. Usually the request is accompanied by a letter of release of information by an authorized representative of the student.

Krause Health & Safety may also receive requests by other parties wanting to confirm a student's certification is authentic and genuine. Krause will not release this information without either written or verbal information from the student to ensure that the person requesting verification has received permission from the student to release their information.

Student Information

The information on each file includes personal information such as name, date of birth, address, contact details, USI numbers, and details of assessment, assessment outcomes and other information that is relevant to the training being provided. Each file also includes history of past training including previous experience and skills levels. All students' hard copy records are stored in a secured storage area. Digital records are kept in a password protected database on a LAN only.

Krause Health & Safety will destroy all hard copy evidence after a period of time (no sooner than 7 months). The hard copies are destroyed through a cross cut shredder that meets legal requirements for the destruction of documentation.

Purpose of Holding Information

The information is gathered as part of the enrolment and assessment process. The information is retained in order to provide evidence of enrolment and outcomes of training competencies. This information needs to be kept to comply with registration requirements of an RTO

Requests for Access to Student Information

At any stage students may request to see the information about them kept on file. A representative from Krause Health & Safety may discuss the contents with them and /or give them a copy of their training outcome. All requests by students for access to information held about them should be lodged in person, via phone or email. To access this information the following security requirements must be met.

The Student

- **In Person** - Photo ID or correctly answer a minimum of 3 security questions to verify student identity and gain access to their file
- **Phone** - Correctly answer a minimum of 3 security questions to verify student identity and gain access to their file
 - Full name
 - Date of Birth
 - The training undertaken
 - USI number (if applicable)
- **Email** - Email request answering a minimum of 3 security questions to verify student identity and gain access to their file
 - Full name
 - Date of Birth
 - The training undertaken
 - USI number (if applicable)

Third party request for information about student

Email or written request answering a minimum of 3 security questions to verify student identity and gain access to their file

- Full name
- Date of Birth
- The training undertaken
- USI number (if applicable)
- **Student must have a signed “permission to release information” document on file**

Only once we have accessed the students file we will then ascertain that the student has signed a “permission to release information document”. If they do not have one on file, the student can sign a “permission to release information” form to allow their employer access to their records. Without this we will **NOT** release any information on a student.

Please note: the final decision on releasing student information to a third party will be made by the Chief Executive Officer

Security of personal information

In line with new technology, the organisation continually improves the security of personal information collected. The organisation takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets or shipping containers
- only providing authorised staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Direct Marketing

Krause Health and Safety do not direct market to students. Students may receive an electronic survey form requesting feedback on the course that was undertaken. Students may also receive a reminder email that they are due to refresh certain training with a nominated time frame refresher period i.e. CPR 12 monthly.

Government Identifiers

Government identifiers, such as, Icare, Avetmiss, and Detconnect are only used for reporting purposes.

Concerns

If students have a concern about the management of personal information, they are requested to inform their trainer or the office of Krause Health & Safety. Upon request they can obtain a copy of the National Privacy Principles, which describe their rights and how information should be handled. Ultimately, if they wish to lodge a formal complaint about the use of, or access to personal information, they may do so with the Office of the Federal Privacy Commissioner on 133 363 992 or GPO Box 5218, Sydney, NSW 1042.

Good Luck