



SAFERIGHT
Training Academy

SAFERIGHT PTY LTD

PRE-COURSE

ENROLMENT HANDBOOK

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PRE-COURSE ENROLMENT HANDBOOK

1. INTRODUCTION

SAFERIGHT Pty Ltd is a Registered Training Organisation (RTO), (Provider No 5722) operating within the RTO Principles and Standards of the Australian Skills Quality Authority (ASQA) providing workplace safety related training based on Nationally Recognised Units of Competency.

2. SCOPE

This Pre-Course Enrolment Handbook is applicable to all employees, clients and visitors of the company.

3. COMMITMENT

SAFERIGHT is committed to providing high quality training courses and services by providing:

- Current and best practice information;
- Professional, specialist and skilled Assessors;
- High quality training materials;
- Practical safety equipment which is commonly used within Industry;
- Training premises located in Belmont WA, Tom Price WA and Hamilton QLD.
- Training provided at client's workplace/sites.

SAFERIGHT monitors, reviews and acts on course feedback from participants and stakeholders to provide the most current, best practice and relevant services.

4. CONTACT DETAILS

Head Office – Western Australia
33 Belmont Avenue
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Website: www.saferight.com.au

5. OCCUPATIONAL HEALTH AND SAFETY

SAFERIGHT is fully committed to ensuring the health, safety and welfare of all participants who attend a **SAFERIGHT** training course. **SAFERIGHT** will do its utmost to ensure that its activities do not adversely affect the environment.

At the commencement of all training courses, participants will receive a safety brief which will include, but is not limited to the following:

- Expectations that participants will comply with all lawful instructions and will act in a safe manner at all times.
- Encourage others to maintain a safe and healthy environment.
- Co-operate with **SAFERIGHT** staff in regards to safety and health in the workplace.
- Reporting of hazards/incidents – (near miss, injury, unsafe equipment, etc).
- Fire evacuation procedures and Assembly Area.
- Use and care of equipment.
- Respect for other participants and **SAFERIGHT** staff.
- Amenities – (toilets, lunchroom, tea and coffee facilities, designated smoking areas, etc).
- Access and equity procedure.
- Complaint and Appeals process.

6. DISCIPLINARY PROCEDURES

SAFERIGHT will not tolerate any form of unreasonable behaviour against **SAFERIGHT** staff, other participants or visitors on the premises. This behaviour includes, but is not limited to the following:

- Physical abuse;
- Verbal abuse;
- Adversely affected by alcohol and/or drugs;
- Continuous interruptions to the Assessor during delivery of the course content;
- Refusing to participate in group activities;
- Disrespectful behaviour to other participants;
- Disruptive behaviour;
- Acting in an unsafe manner that places themselves and others at risk;
- Fatigue;
- Sexual harassment;
- Discrimination;
- Bullying;

Participants are to comply at all times with **SAFERIGHT's** OHS Policy and Procedures. **SAFERIGHT** reserves the right to suspend a participant from a training course if they display any of the above behaviours, or other behaviour not listed that affects staff or other students/visitors in a threatening or intimidating way.

In the event of a participant being suspended from a training course, the participant's employer will be contacted.

7. CANCELLATION FEES AND CHARGES

SAFERIGHT's Assessors' time will be allocated to you as per the courses ordered. Should you for any reason find it necessary to cancel your order the following cancellation fees and charges will apply:

- Client cancels less than 48 hours (2 business days) prior to course commencement, 50% of the total course cost will be charged.
- Client cancels less than 24 hours (1 business day) prior to course commencement, 100% of the total course cost will be charged.
- Attendees arriving later than 8.45 am will not be permitted into the course and 100% of the total course cost will be charged.
- An alternate person may be substituted prior to the commencement of the course at no additional cost.
- No refunds will be given if a participant is deemed "Not Yet Competent" after the final assessment.
- In the event of a participant being turned away from training as a result of breaching SAFERIGHT's Disciplinary Procedures, there shall be no refund.
- SAFERIGHT reserves the right to cancel courses at short notice should the need arise. Should this situation occur, all payments will be returned to the client or the course can be rescheduled at no extra charge.

8. COURSE INFORMATION

Training course datasheets can be obtained for all SAFERIGHT's courses and are available on our website www.saferight.com.au or you can request the information by email, telephone, and facsimile or by person at one of our premises.

SAFERIGHT offers the following courses:

- Work Safely at Heights
- Advanced Work Safely at Heights
- Height Safety Equipment Inspector
- Confined Space Entry
- Confined Space Rescue
- Rope Rescue Level 1
- Rope Rescue Level 2 (Team Leader)
- Rope Access Level 1
- Tower Rescue
- Introduction to Rapid Response
- Operate Breathing Apparatus
- Operate Breathing Apparatus (Open Circuit)
- Gas Test Atmospheres
- Monitor Hazardous Atmospheres
- Operate a Light Vehicle
- Operate and Maintain a 4WD Vehicle
- Operate an Elevated Work Platform

- Operate a Forklift
- Work Safely Within The Construction Industry
- Use Portable Fire Fighting Equipment
- Issue Work Permits
- Verification of Competency

SAFERIGHT also offers specific BHPBIO and Rio Tinto training.

8. PRE-REQUISITES

Some of **SAFERIGHT's** training courses have pre-requisites which must be completed before a Statement of Attainment can be issued. In some cases the pre-requisites are covered during the training.

For more information on Units of Competency, visit www.training.gov.au.

9. PERSONAL PROTECTIVE EQUIPMENT (PPE)

SAFERIGHT recommends participants supply the following when attending a training course:

- Safety boots;
- Hard hat; and
- Gloves.

SAFERIGHT will provide glasses for the duration of the training.

10. ASSESSMENT AND TRAINING EQUIPMENT

SAFERIGHT's training courses can be conducted at our purpose built premises or at the client's location/site. All training includes "practical, hands-on" scenarios that represent real work situations as well as classroom activities and discussions.

SAFERIGHT will provide participants with all necessary safety equipment. The Assessor will instruct all participants in the correct use of the equipment. As part of the training curriculum, all equipment will be inspected prior to, during and after use. If equipment is found to be damaged or faulty, the Assessor is to be informed and the equipment is to be removed from service immediately.

11. STATEMENTS OF ATTAINMENT

Upon successful completion of a training course, participants will receive a Statement of Attainment within 7 days.

If you require a replacement Statement of Attainment and/or the wallet sized card, please contact Training Administration on 1800 352 335 or email training@saferight.com.au. Please note, a \$25.00 administration fee will apply for each re-print or \$50.00 for both.

12. RECOGNITION OF UNITS OF COMPETENCY

Under the Australian Skills Quality Authority, **SAFERIGHT** recognises and accepts Statements of Attainment legitimately issued by any other Registered Training Organisation based in any State/Territory of Australia.

13. RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is available for any accredited Unit of Competency under **SAFERIGHT**'s scope. RPL is an assessment process where people can demonstrate competencies they already hold that have been attained through work or life experiences.

All assessments of RPL are reviewed by **SAFERIGHT** staff that holds the necessary qualifications to conduct the assessment.

14. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

SAFERIGHT provides flexible learning and assessments which form part of our learning and assessment strategies.

15. LANGUAGE, LITERACY AND NUMERACY

SAFERIGHT recognises that some participants require more assistance than others. Participants with language, literacy or numeracy issues should notify **SAFERIGHT** prior to the training so that your individual requirements can be discussed.

16. COMPLAINTS AND APPEALS

If you wish to appeal an assessment outcome or have any complaints pertaining to your **SAFERIGHT** training experience, you have a right to do so under our Complaints and Appeals Policy and Procedures. We will ensure we deal promptly, fairly and confidentially with your complaint or appeal.

Should you have a complaint or appeal, contact your Assessor, the Training Manager and/or Business Development Manager who will provide you with the Complaints and Appeals Policy and Procedures and associated documentation.

17. ACCESS AND EQUITY

Access and Equity is about opening up opportunities and removing barriers and is about everyone being treated fairly without discrimination. **SAFERIGHT** has a legal and moral obligation in providing an environment free from discrimination based on age, sex, ethnic background, religion, disability, marital status, sexual preference, medical history and/or criminal history.

All **SAFERIGHT** staff are aware of and comply with the Access and Equity Policy. For more information, please contact **SAFERIGHT** for a copy of the Access and Equity Policy.

18. MARKETING AND ADVERTISING

SAFERIGHT will market all products, services, advertising or marketing material with honesty, accuracy and integrity.

SAFERIGHT will always request written permission from all participants in relation to any images used for advertising and marketing campaigns.

19. CLIENT FEEDBACK

SAFERIGHT appreciates feedback from all participants to assist in ongoing improvement of **SAFERIGHT's** services. **SAFERIGHT** requests feedback at the completion of every course so that we can analyse and utilise feedback to continually improve our services and to review our policies and procedures.

20. PRIVACY AND CONFIDENTIALITY

SAFERIGHT will not disclose the personal details of participant information relating to **SAFERIGHT's** services. Any records relating to these services will remain secure and will not be passed onto third parties with the written consent of the participant.

As a Registered Training Organisation, **SAFERIGHT** is required to keep a sample of participant work for moderation and validation purposes. **SAFERIGHT** reserves the right to retain samples of work for these purposes without express consent.