



# STUDENT HANDBOOK

Simpatico Safety Training & Consultancy

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## WELCOME TO SIMPATICO SAFETY TRAINING AND CONSULTANCY

This Student Handbook was created to provide you, the student, with a clear understanding of our policies and procedures. Please take the time to familiarise yourself with the content of the handbook. Should you have any questions please contact our administration team, or alternatively, if you are currently undertaking a course with us, discuss your concerns with your trainer/assessor.

### ENROLMENT POLICY

To enrol in a course offered by Simpatico Safety Training and Consultancy, students must complete an [Enrolment Form](#) and submit to the RTO Administration team at Simpatico Safety Training and Consultancy. Student details will be entered into our Student Management System (SMS). [Click here for Privacy Policy](#).

#### Stage One: Pre-application - Enquiry Procedure

The initial contact with a student is one of an introductory nature. Specific qualifications delivered by the RTO may require the student to meet pre-requisite requirements for the course they wish to enrol in. This information will be made available to the student via the course information published on the website, in marketing material, and verbally in pre-enrolment discussions with an RTO Administrator.

During this stage and upon request, information will be provided to the prospective student including some, or all of, the following information:

- Current 'Training Program' or available training offer dates;
- 'Course flyer' and any other applicable course or enrolment information;
- 'Enrolment form' which includes the RTO's 'Code of Practice' which covers the Fees, Cancellation and Refund policy.

#### Stage Two: Application to Enrol

The RTO Administrator must receive the Course Enrolment Form and suitable identification prior to issuing a student with a confirmation of enrolment and/or any associated start up paperwork, pre-course assessment materials, etc.

If upon reviewing the identification, a potential student is identified as being under the age of eighteen (18), the RTO Administrator will email a Parental Consent Form to be completed by the student's carer or guardian and returned to the RTO before finalising the enrolment.

Depending on the payment option available, the applicant will be required to complete and return the following documentation to finalise their enrolment:

- Course Enrolment form;
- Photo identification;
- Credit Transfer (CT) or Recognition of Prior Learning (RPL) application (if relevant dependant on previous related study or work experience). Where the student requests to apply for RPL or CT, an application form will be sent to the student to complete and return with evidence of competency. The allocated Trainer/Assessor will discuss the completed RPL application in detail upon receipt;

- Unique Student Identifier number (USI) or permission form signed by the student to allow the RTO to legally create a USI on their behalf

### Stage Three: Enrolment

The RTO Administrator will review the application to ensure all required information has been provided and that the details are correct. All enrolments are processed within 24 (twenty-four) hours through the Student Management System (Wisenet) and a welcome email and any other application information is issued to each student.

Once the RTO Administrator has received and processed the application form, the course declaration form and all necessary enrolment information, the trainer is sent an email notification outlining their new student's contact and enrolment details including all application notes provided by the RTO Administrator.

The RTO Administrator will update the student's Unique Student Identifier (USI) in the Student Management System once the number or permission form is received. No qualification will be issued to a student without this number.

For students applying for Recognition of Prior Learning (RPL) or Credit Transfer (CT), the RTO Administrator will verify copies of certification and supporting transcripts.

### **USI POLICY**

Simpatico Safety Training and Consultancy, through application of the Unique Student Identifier Policy will:

- Ensure that the Privacy Act and Student Identifier's Act obligations and responsibilities are met
- Advise students how to obtain their USI
- Meet government funded or subsidised training contract requirements for the data provision of student USI's
- Implement appropriate procedures to obtain privacy consents, to secure the USI and to manage documents provided by students. [Click here for Privacy Policy.](#)

### **FEES POLICY**

Simpatico Safety Training and Consultancy will:

- Provide prospective students with access to this policy prior to enrolment via the region's website;
- Only accept applications for enrolment in writing;
- Apply the principles as stated in this policy;
- Charge an administration fee, where applicable
- Simpatico Safety Training and Consulting will collect no more than \$1500 in pre-paid fees from a learner prior to attendance as per Standard 7, clause 7.3.

Simpatico Safety Training and Consultancy strives to keep fees at an affordable level. The full fee payable is as stated in the current Simpatico Safety Training Program, course brochure/flyer, website or advertised special. Course fee structures will be reviewed at the end of each year, or as otherwise deemed necessary. Course fees are adjusted in line with competitors pricing and the Consumer Price Index.

All payments must be paid directly to Simpatico Safety Training and Consultancy's accounts department. Trainers are not equipped to take course payments from students. Acceptable methods of payment include:

- Cash
- Cheque, bank cheque or money order
- Credit Card (Visa and Mastercard only)
- Internet Banking

All course fees paid must be receipted. Payment methods, other than cash payments, will be recorded in the RTO's accounting software package (MYOB) and receipts will be generated from this facility.

Cash payments will be recorded on a tax invoice/statement (triplicate format). The student will receive the original copy of any receipt and the duplicate or copy must be provided to accounts to be filed.

**PLEASE NOTE: For client specific bookings, invoice values may vary if participant numbers change during the program. Any changes to invoice values will be agreed by both parties. Payment is required within 14 days of date of invoice**

## **REFUND POLICY**

### Refund Principles

The following principles apply when considering a Request for Refund:

- Program Cancellation (FFS & Tailored Solutions):
  - If a program/unit of competency is cancelled by the RTO before it commences, the student will be notified, and a full refund paid. Students are not required to complete a Refund Request and no administration fee is applicable.
- Defaults:
  - If (in the unlikely event) the RTO is:
    - Unable to deliver a program in full;
    - The program offered does not commence on the agreed starting date and is unable to be rescheduled;
    - Stops being provided after it commences and before it is completed;
    - Is not provided fully to the student because of a sanction imposed by the national VET regulator; or
    - Is not delivered as advertised/marketed.
  - The student will be offered:
    - A full refund; or

- A place in an equivalent program such that the new location is suitable, and the student receives the full services for which they have paid at no additional cost.

If, following investigation, a student has been overcharged, or an error exists within the student management system, a refund of the applicable amount will be paid. No administration fee is applicable.

Refund before or on the start date

If a student cancels enrolment before or on the start of study date, a full refund will be paid. An administration fee is applicable.

Refund request after start of training

Under normal circumstances, fees and charges are not refunded if a student withdraws after the start of training program. A student may apply for consideration of a refund should there be extenuating circumstances such as:

- The student suffers an illness or injury preventing them from completing the program;
- Exceptional circumstances prevent the student from completing the program;
- If within the first five (5) weeks of commencing the program, the student successfully applied for and received credit transfer.

NOTE: Any application for refund based on medical grounds must include a doctor's certificate that indicates it is reasonable to assume that the illness/injury prevented completion of the program. Medical certificates must be submitted within five (5) working days of submitting a Change of Enrolment request. All refund requests must be received prior to completion of study and be supported by documentary evidence. Each application will be assessed based on the documentary evidence provided and a refund applied at the discretion of the RTO Manager.

**COURSE FEES – NATURE OF GUARANTEE**

Included in the full course fees for each course are:

- Participant resources – including course notes, assessment and handouts.
- Catering – provided to students on courses held at the Simpatico Safety Training and Consultancy training centre, where the course duration is greater than an 8-hour day (this excludes any 1st Aid based courses).
- Online course access – specific courses only.
- Student Support sessions – scheduled or unscheduled support sessions.
- Up to date training and assessment resources.
- Access to industry-current trainers and assessors.
- Certificate Issuance – where applicable the appropriate level certificate is to be issued.

**ADDITIONAL FEES INCLUDE:**

Fee Type	Fee
Administration fee (re-enrolment)	\$50.00
Certificate re-issue fee	\$45.00

### **RECOGNITION OF PRIOR LEARNING (RPL) POLICY**

The Simpatico Safety Training and Consultancy team acknowledge some people have skills and knowledge that enable them to gain a qualification without completing a scheduled course. These skills and knowledge may have been gained through formal training, study, work and life experiences.

RPL is an assessment process that assesses the student's formal and non-formal learning to determine the extent to which the student has achieved the required learning outcomes, competency outcomes, for partial or total completion of the qualification.

RPL recognises this prior knowledge and experience and measures it against the course in which the student is enrolled. A student possessing some of the skills and/or knowledge taught in the course may not need to complete all units.

Simpatico Safety Training and Consultancy uses robust assessment tools and benchmarking procedures to ensure reliability and validity across all RPL applicants.

The RPL and Credit Transfer process includes the following stages:

- Information provided either by accessing course information through website or flyers and or RTO representative;
- Initial support and counselling by RTO representative or trainer;
- Application for RPL – through approved formats provided by the RTO representative;
- Assessment – through remote and contact methods using various assessment collection methodology;
- Post-assessment guidance – including gap training or challenge testing, and/or;
- Certification.

A student has the right of appeal under our "[Complaints and Appeals Policy](#)".

### **CREDIT TRANSFER/CROSS CREDIT POLICY**

Credit transfer allows students to count relevant, successfully completed studies towards their current enrolled course or qualifications. The study may be achieved through TAFE colleges, RTO's, Universities, or other professional organisations.

Simpatico Safety Training and Consultancy will recognise AQF Qualifications and Statements of Attainment issued by other RTO's in accordance with the AQF National Recognition Policy.

Students wishing to gain credits for courses are required to provide the RTO or Training Manager with certified copies of Qualifications or Statements of Attainment. If you wish to apply for a credit transfer, please contact the administration team at Simpatico Safety Training and Consultancy on [admin@simpaticosafety.com.au](mailto:admin@simpaticosafety.com.au)

### **LITERACY AND NUMERACY POLICY**

The Simpatico Safety Training and Consultancy team will endeavour to enhance effective participation by all adults in vocational education and training, in the workplace, and community. Simpatico Safety Training and Consultancy provides a supportive and engaging training environment for all students. Where a student is having difficulties in learning, they are welcome to use a career, translator, or support person to assist with their learning outcomes.

Should a student wish to use a career, translator, or support person in their learning outcomes, they must advise their Simpatico Safety Training and Consultancy assessor. Should a student need further support with Literacy and Numeracy skills they may be referred to an external education provider and have reasonable adjustments made to assessment timeframes.

### **ACCESS AND EQUITY POLICY**

Simpatico Safety Training and Consultancy will meet the needs of individuals through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources. Simpatico Safety Training and Consultancy will increase the opportunities for people to participate in the vocational education and training system.

Students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or training package. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Simpatico Safety Training and Consultancy recognises that some students may require additional help for their studies and practice. Such students can expect additional professional and academic assistance from staff. Simpatico Safety Training and Consultancy's trained staff will take the time to work with students who have identified student support needs, to improve the skills needed for training. Simpatico Safety Training and Consultancy staff will make sure training is paced at an appropriate level. Simpatico Safety Training and Consultancy trainers/assessors can also create an individual learning plan to provide targeted support.

The range of support methods can include;

- Help with assignments, essay writing and referencing
- Time management and study skills
- One-on-one, in-class support, and tutorials
- Phone, email or online support for online students who cannot access the Cleveland Training Campus

### **ISSUING AWARDS POLICY**

Simpatico Safety Training and Consultancy will issue qualifications and statements of attainment in accordance with the requirements of the Standards for Registered Training Organisations (2015) and the Australian Qualifications Framework (AQF) Issuance Policy 2013. When issuing documents, the requirements of the Nationally Recognised Training (NRT) logo will be observed and implemented where applicable.

### **ISSUING A QUALIFICATION**

Graduates who complete a program of learning that leads to the award of an AQF qualification will receive a testamur and a record of results. The testamur will be in the form of a qualification and the record of results will list the units comprising that qualification. The testamur will identify the qualification as an AQF qualification by including the words 'The qualification is recognised within the Australian Qualifications Framework'.



### **ISSUING STATEMENTS OF ATTAINMENT**

The issuance of a statement of attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or units of competence or study from an accredited qualification or an accredited short course.

- (1) A registered training organisation must issue a qualification or statement of attainment to a student who has
- (i) Undertaken an accredited course or training consistent with the vocational education and training provisions of the AQF with the organisation; and
  - (ii) Attained the skills and knowledge required for the issue of a qualification or statement of attainment;

Or has been recognised by the organisation as having the skills and knowledge required for the issue of a qualification or statement of attainment.

- (2) For subsection (1), the qualification or statement of attainment must be issued within 21 days after both of the following matters are satisfied;
- (a) The organisation is satisfied the student attains the skills and knowledge required for its issue; or
  - (b) Recognises the student as having the skills and knowledge required for its issue; and that,
  - (c) The student has paid all fees payable by the student to the organisation.

Should a student have a complaint, the [Complaints and Appeals](#) policy makes it possible for any student to appeal a decision on any assessment provided by the RTO. He/she can be assured of a fair and equitable hearing on the matter under this policy. A Complaints and Appeals Form must be completed and submitted before the formal process of reviewing the assessment complaint can commence.

### **STUDENT RECORDS**

In circumstances where a student requires a qualification/Statement of Attainment to be reissued, the RTO will access the student file and reissue the Qualification/Statement of Attainment in accordance with AQTF Standards. Should a student want a re-print of their record (either Qualification or Statement of Attainment), a re-issue fee is required.

### **COMPLAINTS AND APPEALS POLICY**

Simpatico Safety Training and Consultancy have a fair and equitable process for resolving disputes and complaints of a person, process or assessment, through an appeals process. Should a satisfactory resolution not be reached internally then we will advise students of the appropriate legal body where they might seek further assistance and advice. Further, the RTO will honour the Code of Practice. We understand that should we not meet the obligations of this Code or the supporting regulatory requirements, our registration as a training provider may be jeopardised.

### **CONCERNS AND COMPLAINTS**

Any student who feels they have a genuine complaint or concern about any aspect of the RTO, its structures, staff, assessment, courses or Units of Competency has the right to have their concerns heard fairly and impartially.

Complaints must be in writing and forwarded to Simpatico Safety Training and Consultancy via email [admin@simpaticosafety.com.au](mailto:admin@simpaticosafety.com.au)

Complaints can also be lodged directly with the Department of Education and Training, LMB 527, Brisbane Qld 4001 or the Federal Regulator Australian Skills Quality Authority (ASQA) at <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

### **ASSESSMENT APPEALS POLICY**

#### Policy Statement:

Students who do not agree with the results of their assessment or practicum evaluations have the right of appeal.

#### Procedure:

Before lodging any appeal, the student should approach the instructor to discuss their concerns. That staff member, if requested to do so, must then review the decision clearly identifying the candidate's reason for the appeal, and clarifying why particular decisions were made regarding the assessment and how they were arrived at.

Should there still be substantive areas in dispute, the instructor should guide the candidate in completing the Complaints & Appeal Form. Contact Simpatico Safety Training and Consultancy for a copy of this form.

The Complaints & Appeal Form must be completed and lodged no later than two weeks from the date the assessment was originally received by the student. All evidence from both sides of the dispute must then be included.

An independent assessor will be consulted. In arriving at a resolution consideration to conducting a re-assessment should be considered.

The RTO Manager and Training Manager will be notified.

The outcome of the review will be delivered to the student in writing and a copy held on the student file.

The independent assessor's decision will be forwarded to a panel of professionals from inside and from outside Simpatico Safety Training and Consultancy. Their decision is final.

*NB. This decision does not limit the complainant's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of these can be obtained from the office.*

### **PRIVACY POLICY**

The Privacy Act (Cth) defines Personal Information to be "information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identify is apparent, or can reasonably be ascertained, from the information or opinion."

There are various ways in which we may collect personal information.

#### Clickstream Data and Cookies

When you visit the Simpatico Safety website, our server records your visit and logs the following Personal Information:

- Your server address;
- Your top-level domain name (for example .com, .gov, .au, .net, .edu, etc);
- The time and date of your visit to the Site;
- The pages and documents you have accessed or viewed, and;
- The type of browser you are using.

Simpatico Safety Training and Consultancy does not use cookies for browse identification or any other purpose on this Site. A cookie is utilised by a server whenever you visit that server again. Cookies are used to remember your browse between page visits. However, the cookie identifies your browser, not you personally.

#### Emails and Electronic Forms

The Personal Information collected by Simpatico Safety Training and Consultancy when you send us an email, will include your email address and may also include some of your Personal Information. In all cases, and at all times, this Personal Information will only be used for the stated purpose for which it was provided.

#### The information we collect

Simpatico Safety Training and Consultancy records your email address and Personal Information when you enrol in a Simpatico Safety Training and Consultancy course. This Personal Information will not be disclosed to a third party, without your express consent. Personal information will not be provided to a 3<sup>rd</sup> party without written permission.

#### Publication of your Personal Information

We will only publish Personal Information on this website if it has been collected for this purpose with your knowledge, or if you have otherwise consented to the disclosure.

When giving such consent you should be aware that Personal Information published on this website is accessible by multiple users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that, once the Personal Information is published on this website, we will have no control over its subsequent use and disclosure.

All Personal Information collected by the Simpatico Safety Training and Consultancy is protected by National Privacy Principles of the Commonwealth Privacy Act (1998) and any subsequent Federal legislation. Information on the Commonwealth Privacy Act 1988 can be found on the [Commonwealth Legislation website](#).

In some cases, we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the student.

#### Access to the Personal Information we collect

If you wish to know what, if any, Personal Information we hold about you, or wish to correct any Personal Information we may hold about you, you may access and correct such Personal Information at any time by contact us using the contact information provided below.

#### Security of your Personal Information

Simpatico Safety Training and Consultancy take all reasonable steps to ensure that the information (including personal information) we hold in our servers is not subject to loss, misuse or unauthorised access or alteration. We will destroy or permanently remove your personal information at your request.

#### Changes to this Privacy Statement

Changes may be made to this Privacy Statement from time to time. We recommend that you check this Statement every time you visit our site.

#### How to Contact Us

We want to develop a long and trusted relationship with you. If at any time you have any questions regarding this privacy statement, please contact us at:

[admin@simpaticosafety.com.au](mailto:admin@simpaticosafety.com.au)

### **MANAGEMENT POLICY**

Simpatico Safety Training and Consultancy will utilise operating procedures which address the requirements of the Australian Quality Management System ISO 9001:2015. The components of the QMS include:

- The companies Quality Policy statement.
- Responsibility statements for the company's employees.
- Defined measurement and evaluation processes to measure performance.
- An outline of review and improvement processes
- The "Wisenet" records management system

### **ADVERTISING POLICY**

Simpatico Safety Training and Consultancy follows the guidelines for the Standards for RTO's and ASQA's General Directions.

Simpatico Safety Training and Consultancy abide by the following:

- Advertisements will be clear, accurate, and not misleading
- Simpatico Safety Training and Consultancy will advertise training for those qualifications/courses it is registered to deliver (view training.gov.au website).
- Nationally recognised qualifications and courses will be identified separately to others.
- The names/titles of qualifications and courses will be advertised accurately.
- The Nationally Recognised Training logo will be used only for the applicable courses Simpatico Safety Training and Consultancy is accredited to deliver, and at no time will the words "Government Accredited" or "Government Registered" be used in advertising.

### **COMMITMENT TO STATE AND COMMONWEALTH LEGISLATION**

At Simpatico Safety Training and Consultancy, our policies, procedures and programs are all designed to satisfy legislative and regulatory requirements of relevant State and Commonwealth legislation. We comply with:

- Anti-Discrimination Act 1991
- Competition and Consumer Act 2010 (Cth)
- Copyright Act 1968 (Cth) x Corporations Act 2001 (Cth)
- Disability Services Act 2006
- Fair Trading Act 1989
- Fire and Rescue Service Act 1990
- Industrial Relations Act 1999
- National VET Regulator Act 2011 (Cth)
- Privacy Act 1988 (Cth)
- Vocational Education and Training Act 2000
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Commission for Children and Young People and Child Guardian Act 2000
- Current legislation is available online at [www.austlii.edu.au](http://www.austlii.edu.au).

### **STAFFING POLICY**

Simpatico Safety Training and Consultancy employ trainers and assessors who have demonstrated high levels of knowledge and skill in theory and practical application, and possess a demonstrated high level of instructional and assessment ability. Simpatico Safety Training and Consultancy will comply with the 'Human Resource Standard for the Vocational Education and Training System in Queensland' and when applicable the 'Minimum Human Resource Guidelines to Teach First Aid in Queensland'. All trainers will hold TAE40116 Certificate IV TAE or equivalent, as well as qualifications for the subject to be delivered at least, or preferably higher, that the level being taught.

Trainer qualifications are subject to verification by the issuing body. All Simpatico Safety Training and Consultancy staff has knowledge of our access and equity policy and is committed to applying the policy in a fair and equitable manner.

### **WELFARE AND GUIDANCE POLICY**

We recognise that some students may require additional assistance for their studies and practice. These students can expect additional professional and academic assistance from staff. This may include referral to an appropriate source of information and advice.

## **CODE OF PRACTICE**

### **OUR VISION**

Simpatico Safety Training and Consulting's vision is to provide outstanding safety programs that help shape today's WHS professionals. We aim to empower organisations and their people through holistic training strategies that lead to collaborative, inclusive safety culture.

### **OUR MISSION**

Simpatico Safety Training and Consultancy's mission is to support our students, people and business whilst learning. We will positively influence others and create an environment where independent thinking is celebrated. We will be accountable and transparent in our dealings with industry and governing bodies. We will show respect and equity to students and staff, and foster a safe space for innovative training methodologies.

### **LEGISLATION**

Simpatico Safety Training and Consultancy ensures all relevant Commonwealth and State legislative and regulatory requirements are followed.

### **OBJECTIVES**

**Goal 1:** To meet our client and student needs by effective collaboration and creative thinking.

Objective - 90% Employer satisfaction

**Goal 2:** To support the student journey and best help students achieve the best outcomes.

Objective - 90% competency completions

**Goal 3:** Promote innovation and flexibility for students and clients whilst enrolled in study with Simpatico Safety.

Objective – 90% student satisfaction

### **QUALITY**

Simpatico Safety Training and Consultancy demonstrates a focus on quality and consistency in the development and provision of its services, products and operations. This is maintained by continual improvement initiatives, customer/student feedback mechanisms and regular management reviews

### **ACCESS & EQUITY**

Simpatico Safety Training and Consultancy is committed to access and equity principles and processes.