



*Safetylec*  
*Management Solutions*



# Student Information Hand Book

RTO 31541 - [info@safetylec.com.au](mailto:info@safetylec.com.au)



## Contents Page

Pre-Amble .....	3
Australian Qualifications Framework .....	5
Delivery Mode .....	6
Enrolment Process .....	7
Maximum Class Size .....	7
Unique Student Identifier .....	7
Refund Policy .....	8
Payment Of Fees.....	8
Completed Training.....	9
Assessment Procedures.....	9
Access And Equity .....	9
Privacy Statement .....	9
Legislative Requirements .....	9
Student Code of Conduct .....	10
Complaint / Appeal .....	11
Emergency Procedures .....	12
Literacy & Numeracy Support .....	12
Marketing Information Release .....	12
Client Feedback .....	12

## Pre-Amble

### Disclaimer

Safetylec Management Solutions (Safetylec) Student Information Handbook provides you, the student, information and support services that are important while you are enrolled and training with Safetylec. It includes items such as enrolment information, delivery options, training and learning support services, assessment and appeals processes.

The contents of this handbook are updated regularly to ensure that the information remains current.

### Company Background

Safetylec Management Solutions was established by our Managing Director, Mr Andrew Maunder, in 2004 after a need was identified to assist business and industry with compliance on safety issues, whilst improving the overall bottom line by minimising risks.

In 2007 Safetylec Management Solutions registered as a Registered Training Organisation - RTO 31541 and has the following nationally recognised courses available:

- BSB41419 - Certificate IV in Work Health and Safety.
- CPCCODE3014- Remove non-friable asbestos.
- CPCWHS1001- Prepare to work safely in the construction industry
- CPPFES2005- Demonstrate first attack firefighting equipment.
- HLTAID009- Provide cardiopulmonary resuscitation.
- HLTAID011- Provide First Aid.
- MSMPER200- Work in accordance with an issued permit.
- MSMPER205- Enter confined space.
- MSMWHS216- Operate breathing apparatus.
- PUAFER001- Identify, prevent and report potential facility emergency situations.
- PUAFER002- Ensure facility emergency prevention procedures, systems and processes are implemented.
- PUAFER003- Manage and monitor facility emergency procedures, equipment and other resources.
- PUAFER004- Respond to facility emergencies.

- PUAFER005- Operate as part of an emergency control organisation.
- PUAFER006- Lead an emergency control organisation.
- PUAFER007- Manage an emergency control organisation.
- PUAFER008- Confine small emergencies in a facility.
- RIIWHS202E- Enter and work in confined spaces.
- RIIWHS204E- Work safely at heights.
- UEECD0007- Apply work health and safety regulations, codes, and practices in the workplace.
- UETDRMP007- Perform rescue from a live low voltage panel.

### **Other Areas of Operations**

Safetylec Management Solutions carries out operations in the following areas of expertise:

- Workplace health and safety audits and inspections;
- Hazardous area electrical audits;
- Hazardous area classifications;
- Electrical safety audits;
- Building evacuation procedures;
- Fire safety audits;
- Construction site safety audits;
- Miscellaneous services.

All of Safetylec Management Solutions services are tailored to meet the individual client's requirements within the scope of legislative and best practice procedures.

The list of services does not limit the opportunity for Safetylec Management Solutions to increase or decrease their services.

Andrew Maunder



Managing Director  
Safetylec Management Solutions

Dated: 20<sup>th</sup> January 2024

## Australian Qualifications Framework

The Australian Qualification Framework (AQF) is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training. The AQF Levels define the relative complexity and depth of achievement and the level of independence required of participants to demonstrate that achievement during the course of study.

The following table outlines the 10 different levels within the AQF and a summary of the knowledge and skills required for each of these levels

Level	Qualification	Summary
Level 1	Certificate I	Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning
Level 2	Certificate II	Graduates at this level will have knowledge and skills for work in a defined context and/or further learning
Level 3	Certificate III	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning
Level 4	Certificate IV	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning
Level 5	Diploma	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning
Level 6	Advanced Diploma Associate Degree	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning
Level 7	Bachelor Degree	Graduates at this level will have broad and coherent knowledge and skills for professional work and/or further learning
Level 8	Bachelor Honours Degree Graduate Certificate Graduate Diploma	Graduates at this level will have advanced knowledge and skills for professional highly skilled work and/or further learning
Level 9	Master's Degree	Graduates at this level will have specialised knowledge and skills for research, and/or professional practice and/or further learning
Level 10	Doctoral Degree	Graduates at this level will have systemic and critical understanding of a complex field of learning and specialised research skills for the advancement of learning and/or professional practice

## **Delivery Mode:**

### Face-to-Face

Safetylec only offers face-to-face training, as we believe being able to connect with other learners is paramount in providing and receiving information and gives a better understanding of the topic.

All our face-to-face training is facilitated by experienced professional trainers, with real life experiences and qualifications equal to or above those being delivered, making the training interactive, interesting, stimulating and exceptional value for money.

The above being said Safetylec does offer Recognition of Prior Learning and Credit Transfer.

### Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training systems. RPL Assessment can result in achieving partial or full award for single or multiple units of competency. In some cases, a full qualification may be granted.

To apply for Recognition of Prior Learning: Please speak directly to one of our qualified assessors.

- Gather all documentation and evidence relating to previous work experience and courses/qualifications – all certificates must be authentic or certified copies and presented for sighting;
- Complete an application form;
- Submit the application and documentation to your trainer for assessment;
- Where applicable, a mandatory challenge test will be undertaken;
- Gather all ID documents as required.

### Credit Transfer (CT)

CT is when you can count previous education or formal training in a similar field or topic towards part or all of a qualification. This can reduce the number of subjects you have to do to gain your qualification.

To apply for Credit Transfer:

- Gather all documentation - all certificates must be authentic or certified copies and presented for sighting;
- Complete an application form;
- Submit the application and documentation to your trainer for assessment;
- Gather all ID documents as required;
- Safetylec has the right to reject a CT if they believe it not to be legitimate.

## Enrolment Process

Safetylec's enrolment process is as follows:

- Initial enquiry is made through the following methods;
  - face-to-face, phone, email or website to submit an enquiry;
- Relevant course information including, Unique Student Identifier (USI), pre-requisite requirements, training dates, scheduled training time and registration details are advised;
- Initial confirmation form and payment options advised by email;
- Booking Confirmation email with the link to this Student Information Handbook;
- Summary of enrolment details and invoice with the relevant course fees will be issued and emailed;
- Invoicing will be undertaken on first day of course, account customers as per their credit terms, non-account customers to pay day of invoicing.

## Maximum Class Size

Safetylec believes that a maximum number class size is important as it determines the acceptable ratio of trainer to student, which is critical to ensuring learning outcomes for all students is optimised and effective. Our maximum class size is 15 participants. This may vary dependent on the subject matter.

If a course is full, you will be provided with additional scheduled dates.

## Unique Student Identifier:

A Unique Student Identifier (USI) is a reference number that gives students access to all personal National Vocational Education and Training completed in Australia from January 2015. It is a requirement of all RTO's as per the 'Standards for Registered Training Organisations (RTO's) 2015' to ensure that every student undertaking Nationally Accredited Training has an active USI prior to the completion of any training.

If you do not provide a valid USI to Safetylec either at the commencement, during, or at completion of your training, we cannot issue a nationally recognised training outcome.

Safetylec report training data on a 12 monthly basis so there will always be a delay in displaying recently completed training. Therefore, your transcript may not include information about recently completed training.

More information is available at [www.usi.gov.au](http://www.usi.gov.au) .

## Refund / Cancellation Policy

This policy is designed to be fair and equitable and meets the industry guidelines.

- All applications for refunds will be determined individually.
- In all cases Safetylec Management Solutions will endeavour to transfer an attendee to another session that is convenient rather than lose the attendee.
- Safetylec reserves the right to charge a 10% service administration fee if cancellation is within 48hrs or a 50% cancellation fee if less than 24 hours is given.
- In general, if a refund is requested the following guidelines will apply:
  - If registration is cancelled up to 5 working days before the beginning of the course a full refund will be issued;
  - If registration is cancelled less than 5 working days but before 3 days prior to beginning of the course than a 75% refund will be issued;
  - If registration is cancelled less than 3 days prior to the beginning of the course than no refund will be issued;
  - Participants may be substituted if Safetylec are informed, and agrees to the change;

## Payment Of Fees

Safetylec adheres to recognised accounting principles which are aligned to the Federal and State legislations/regulations and the requirements of the AQTF. Safetylec uses recognised accounting packages as its financial business and record keeping program.

- As an RTO, we are prohibited to hold more than \$1500 of prepaid student fees for individuals, this does not apply to companies or organisations, as they are on normal commercial contracts.
- To ensure we comply with the RTO financial requirements the following apply:
  - Invoices will be issued on the 1st day of the course.
  - Due to the nature of the courses offered, and our invoicing policy, it has been decided that a trust account is not deemed practical and/or necessary.
- All credit card payments for training courses will be processed on the day of the course, unless requested otherwise.
- If an attendee cancels their enrolment, then Safetylec refund policy applies.
- If Safetylec Management Solutions cancels a service then a refund as per our Refund Policy will apply.
- Safetylec Management Solutions accepts payments made by cash, cheque, electronic funds transfer and credit card.



## **Completed Training**

As soon as practical after the completion of a training and/or assessment session all paperwork including marked assessments and trainer feedback forms shall be handed into the office.

- All certificates will be released within 14 working days. This does not include:
  - Certificates that are withheld due to non-payment of account; or
  - Non-verification of a Unique Student Identifier.
  - Non-completion of a pre-requisite
- The administration staff and trainer shall review the session evaluation sheets checking for any suggestions and/or complaints. Any issues will be advised to the Operations Manager. The Operations Manager will then take these under review.
- The Operations Manager shall oversee the administration staff to ensure the correct certification is sent to students and the databases and filing processes are correctly completed.

## **Assessment Procedures**

Assessment will be carried out fairly, constructively and consistently. As the desired result is a successful outcome for a course of study, the assessment system will be flexible to assist with meeting our access and equity statement. All assessments will be undertaken as per the individual training course marking guide.

## **Access And Equity**

Safetylec operates in an environment free from discrimination and harassment. You, as the student, have rights related to how you are treated and responsibility to the way you treat others. Safetylec will ensure that you have access to any additional support you require to facilitate your successful completion of study.

Discrimination on the basis of race, religion, political affiliation, age, gender, language, disability, health, financial circumstances, pregnancy, parent / carer situation or sexual orientation is unacceptable.

## **Privacy Statement**

Safetylec abides by all codes and standards within the AQTF and treats all information gathered with utmost privacy and is committed to operate within the AQTF principles and standards.

## **Legislative Requirements**

SMS meets all Local, State and Federal government requirements.

## **Student Code of Conduct:**

### Attendance and Punctuality:

Just as an employer would expect punctuality and full attendance to enable productivity levels to be maintained, so your full attendance at the course is required. If, for some unavoidable reason, you are unable to attend, or are likely to be late, we ask that you contact our office by phone to keep us informed.

### Acceptable Behaviour:

At the commencement of the course, your trainer will outline what is considered acceptable behaviour. Any participant who is disruptive or shows dysfunctional behaviour may be asked to leave a session and/or course.

### Mobile Phones:

Whilst it is our policy you do not use your mobile phone during the training, we understand that sometimes phone calls need to be taken. If you must take a call, please remove yourself from the training and take the call outside the training area. The training will not cease and it is up to the participant to ensure no vital information has been missed.

### Appearance:

Participants are expected to be clean and tidy, with personal hygiene a priority, neat, clean and appropriate clothing along with footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study.

### Personal Protective Equipment (PPE):

Safetylec will supply all relevant PPE for training courses undertaken, where on site training is being supplied, Safetylec will liaise with the client in regards to PPE supply. All PPE supplied by the client must meet the current requirements.

### Smoking:

Smoking is not permitted in any building and or training areas. Smokers are requested to smoke only in the designated smoking areas of the complex and or workplace.

### Alcohol\Drugs:

At no time should alcohol and or illegal drugs be consumed prior to or during the training sessions. Being under the influence of alcohol or illegal drugs will result in the termination of your program.

## **Complaint / Appeal**

Safetylec operates under association memberships and the AQTF guidelines and is committed to ensuring a fair and equitable process for the successful resolution of any complaints/grievances and or appeals.

For any complaint the following applies:

- Initial complaints/appeals should be handled between the two parties directly involved. If this does not resolve the problem than a more formal process needs to be followed.
- The complaints/appeals must be submitted to the Operations Manager in writing (email [info@safetylec.com.au](mailto:info@safetylec.com.au)) within 14 days of the occurrence.
  - a) Details required include the name and address of the participant as well as the trainer/employee involved, the date of the event, the actual complaint and the preferred solution.
- The Operations Manager will request a written account of the incident from the party against whom the complaint has been lodged; this is to be received by the Operations Manager within 14 days of the request.
- After reviewing both written accounts and discussing the same, the Operations Manager shall inform both parties in writing of the formal resolution within 7 days.
- In the event that the complaint/appeal cannot be resolved through this process, the Operations Manager shall advise the complainant in writing of the appropriate legal body where further assistance can be obtained.
- Safetylec shall not be obligated to reimburse any cost for legal consultation.
- Where Safetylec considers more than 60 calendar days are required to process and finalise the complaint or appeal, Safetylec:
  - a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
  - b) regularly updates the complainant or appellant on the progress of the matter.

## **Health & Safety Policy**

Safetylec aims to safeguard its staff, participants, and visitors as far as is reasonably practical, and recognises and acknowledges that WHS is an essential part of doing business. Safetylec has second party accreditation for WHS with all activities undertaken in accordance with our Safe Work Instructions and WHS Policy.

### **Emergency Procedures:**

All Trainers provided by Safetylec are trained in First Aid and Emergency Procedures. The trainer will advise the emergency procedures for each training location.

Please advise our trainers on arrival of any potential medical issues we should be aware of.

### **Literacy & Numeracy Support**

Safetylec ensures that students, who require extra support in the areas of literacy and numeracy, have access to these services. Further support for reading and writing can be gained through some of the support areas in the community.

- <https://www.readingwritinghotline.edu.au/>
- <https://www.scoop.it/topic/adult-literacy-apps>
- <https://dyslexiasupportservices.com.au/>
- <https://www.education.gov.au/reading-writing-hotline>

### **Marketing Information Release**

The Safetylec enrolment form has a section on marketing consent, social media and data collection. By ticking the box on the enrolment form the participant consents and agrees that Safetylec its employees, or agents have the right to take photographs or digital recordings and to use this information in any and all media, now or hereafter exclusively for the purpose of advertising.

Please note that incomplete boxes will be taken as consent.

No financial or other remuneration for, photographing, recording or use of email of a participant either for initial or subsequent media shall be made.

### **Client Feedback**

Safetylec considers feedback from our students as a valuable asset to our business. Feedback provides Safetylec with an opportunity to improve the products and services we offer, along with the level of service we provide.

At Safetylec we encourage both positive and negative feedback verbally, in writing and on social media.