

# **AFS International Group Pty Ltd**

## **RTO# 6580**

Trading as  
Australasian Fire and Safety

# **Student Handbook**

### **Document history and version control**

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## Dear Student

Welcome to Australasian Fire & Safety (RTO ID 6580). During your time with us we will endeavour to make your learning a rewarding and enjoyable experience and, of course, we expect you to do your utmost to achieve the results and goals you are aiming for.

This information booklet will enable you to familiarise yourself with the requirements for the program you are about to undertake and to become aware of our terms, conditions and services.

**Please read the following very carefully.**

## Entry Requirements

In some circumstances entry into a study program requires pre-requisite skills and underpinning knowledge. Should this be the case you will be informed of such upon confirmation of your booking this is when you will have the opportunity to confirm your suitability for entry into the study program.

## Program Status

The program you are about to undertake is listed on our website [www.afsrto.com.au](http://www.afsrto.com.au) you should take the time to access the website and become familiar with the program structure and status.

## Dates & Times

Dates and times for the delivery of this program are advertised on our website and you should print a copy of these dates and times to ensure that you attend your program on each programmed date and time. Should you not have access to the Internet or printing facilities a copy of the Program Schedule will be provided in your confirmation. Please contact us on 08 83528944 or send an email to [admin@afsrto.com.au](mailto:admin@afsrto.com.au) with any queries you may have regarding this matter.

## Change of Address/Employer

While attending your program, should you change your employer or your residential address you must inform us at the earliest opportunity. AFS, in providing this program to you, must comply with industry rules and regulations, which include accurate records of student information. Please ensure that you keep us informed of your employer name and address, work and home telephone numbers and residential address.

If you have not nominated your employer on your enrolment form but you wish to grant us permission to keep your employer informed of your progress or to make contact to arrange on-job assessment as may be required, please contact us to provide your permission at [admin@afsrto.com.au](mailto:admin@afsrto.com.au)



## Special Needs & Assistance

Should you have any special needs that will assist you in participating in this study program please contact us as soon as possible. Below is a list of some of the ways we may be able to assist you. This information summarises some of the information provided in this handbook. If your need is not listed below please contact us at [admin@afsрто.com.au](mailto:admin@afsрто.com.au)

<b>Financial Assistance</b>	<b>Administration</b>	If you are having difficulty making your scheduled course payments on time, contact admin at <a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> to negotiate payment terms.	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 83528944
<b>Assessment Decisions</b>	Your Facilitator, or our Quality & Compliance Manager	Do you disagree with an assessment decision? It is important to discuss your concerns with your Facilitator/Assessor first. If you are not satisfied with the response you can contact the Director.	<a href="mailto:steve@afsрто.com.au">steve@afsрто.com.au</a> 08 83528944
<b>Assessment Difficulty</b>	Your Facilitator or Program Coordinator	Your Facilitator can provide additional assistance to help you understand and plan for assessments. He/she can also discuss your concerns regarding the assessment itself. If you have a valid reason why you may not be able to complete the assessment (EG: a disability or condition) we may be able to adjust the assessment to meet your specific needs. They can also discuss late assessments or asking for more time to submit your assessments.	You will have been told how to contact your Facilitator. Alternately, please contact your Program Coordinator:
<b>Language Literacy &amp; Numeracy Support</b>	Administration	Having difficulty with numbers, or reading/writing? We can discuss your needs and talk to you about how to get some help; this could include access to external providers.	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Your Privacy</b>	Administration	For information on our privacy policy please view our Privacy policy at <a href="http://www.australasianfiresafety.com.au/about/policy-trainee-information/#pp">http://www.australasianfiresafety.com.au/about/policy-trainee-information/#pp</a>	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Complaints or improvement suggestions</b>	Administration	Our team welcome the opportunity to discuss feedback, suggestions or any concerns you may have.	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Resources</b>	Your Program Coordinator	You will be given the resources needed on your day of training	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Results</b>	Our Quality & Compliance Team	Have you lost your certificate?	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Lost property</b>	Reception	All lost property that is handed in is given to reception for safekeeping. We will hold onto	Call 08 8352 8944



		property for 3 months.	
<b>Venue Hire</b>	Administration	We can help you with any questions you may have regarding venue hire.	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944
<b>Withdrawing from the program</b>	Administration	Do you need to place your study on hold, change your program or arrange to withdraw from study? We can help you to understand your options and give you advice about your rights and obligations.	<a href="mailto:admin@afsрто.com.au">admin@afsрто.com.au</a> 08 8352 8944

## Telephone

Mobile telephones must be switched off when you are participating in your study program. If for any reason you are expecting an urgent telephone call, please switch the telephone to silent signal advice and answer any call away from the participating group.

## Student Resources

Throughout the program you will be provided with a range of resources or references. The materials that are provided to you are for your learning purposes. Study guides/work books are for your use aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of AFS and is subject to copyright. Any use thereof for purposes other than for which they were given to you requires our approval in writing.

## Dress Code

It will be appreciated that, during your attendance on the program, you maintain an appropriate standard of dress and personal hygiene. Some segments of your studies require activities that bring you into close contact with other students and therefore attention to detail in presentation is essential. Enclosed footwear is a requirement on all our courses; please refer to our course flyer.

You will be provided with an orientation of the facilities that will be used during your program. While using these facilities you are asked to respect property and to ensure that safe practices are used whereby the facilities are protected from damage. Similarly, it is expected that you conduct your activities in a manner that minimises risk of accident/injury to yourself and others.

## Access to Academic Records

At any time you are able to access your academic records and have a printed copy available to you. Should extra copies be required a fee of \$2 per page will be charged.

This does not cover replacement certificates/cards, these will be an extra cost, please contact admin at [admin@afsрто.com.au](mailto:admin@afsрто.com.au)

## Assessments

You will be advised of the conditions and methods of assessment structured throughout your study program at commencement. The specifics of the assessment will be provided to you in the form of an assessment/enrolment booklet for the units within your study program.

In the event that you undertake an assessment and are found to be 'not yet competent' you will be counselled on additional requirements and provided with further opportunity to practice and apply for re-assessment.

## Program Completion

You must satisfactorily complete all relevant components of learning, together with associated assessments in order to successfully complete this program.



## **Program Withdrawal**

Each unit of work is designed for completion within a certain time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Facilitator. Every opportunity will be given for you to complete assessment requirements.

Please note: Funded/subsidised enrolments may be subject to additional resulting or completion requirements. Your Program Coordinator will discuss this with you during your induction session.

In the event that you decide not to complete the program, you will be invited to participate in a counselling session with the Program Coordinator. The purpose of the counselling session is to identify any issues with which we may assist you to complete the program.

## **Articulation to Other Training**

Some of your study program may articulate to other Industry Training Packages and Qualifications. For example, those associated with Communication generally articulate across all industries and their associated training programs.

Should you require any information regarding articulation to other training or qualifications you should speak with the Program Coordinator, this will be explained during any presentation.

## **National Recognition**

As a Registered Training Organisation we recognise the units of competency and statements of attainment issued by other registered training organisations for nationally recognised units of competency as well as individual units.

What this means to you is that any nationally recognised units of competency you have completed that has common content with the program you are about to undertake, if nationally recognised, will be recognised towards your achievement on this program. For example, if customer service is a unit within this program and you completed that same unit in another program for which you can produce an academic transcript, then you will not have to repeat this unit to achieve this program.

## **Recognition of Prior Learning**

AFS offers skills recognition to those students who believe they have the required skills and underpinning knowledge in the units delivered within the program that inclusively or partly articulate towards any nationally recognised training. However, our courses are, in the main a blended delivery incorporating the relevant Units of Competencies and it would be much more effective to simply attend the days training course. Some courses also have a validity time frame and as such require the training to be completed fully.

If you feel that you may qualify for skills recognition, please speak with your Facilitator. The process will be explained to you and you will receive an application form that will enable you to apply for skills recognition. The application fully explains the process.



## Complaints and Appeals

If at any time throughout your program you are not satisfied with:

- the level of service or tuition,
- the way in which you are being treated by AFS personnel,
- the materials provided
- the assessment approach or assessment decision or
- any other aspect of our service and support

You have a right to bring your concerns to our attention.

We have a policy in place to ensure that we:

1. Make it easy for you to speak to someone about your concerns or lodge a written complaint without charge or penalty
2. Take the time to understand your concerns; treating you with courtesy and respect throughout the process
3. Provide accurate information and advice
4. Are open and honest with you about your rights and responsibilities
5. Deal with your concerns fairly and promptly
6. Escalate your concerns to our Chief Executive Officer if you are not happy with our response
7. Let you know if we can't resolve your concerns in under 60 days, explaining why and giving you an indication of the resolution time frame
8. Direct you to the appropriate external individual authority (ASQA) if you are not satisfied with how we have attempted to resolve your concern.

Please refer to the SPECIAL NEEDS AND ASSISTANCE section of this handbook for information regarding who best to contact about your concerns or, if you are unsure, you could start by calling admin or by sending us an email to [admin@afsрто.com.au](mailto:admin@afsрто.com.au)

## Your Rights

You have the right to:

- Quality instruction.
- Have complaints/appeals dealt with in confidence - fairly and promptly.
- Be assessed under a framework that is fair, reliable, flexible and valid.
- Be treated with consideration and courtesy by all staff and fellow students.
- Access your assessment results and materials.
- Be free from any form of harassment or unfair treatment.
- Be free from discrimination on grounds of ethnicity, marital status, age, gender or disability.
- Be provided with a learning environment that protects your safety, health and well-being.

## Your Responsibilities

Your responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students.
- Comply with all policies as advised.
- Attend all sessions regularly and punctually or to notify the Facilitator of absence.
- Pay all required tuition and assessment fees.



- Comply with Health and Safety, and Equal Opportunity policies.
- Behave in a manner that ensures reasonable freedom of others to pursue their studies.

## Training Provider Rights & Responsibilities

We have the right to:

- Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures.
- Access student information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.

We have a responsibility to:

- Provide quality instruction.
- Provide fair assessment.
- Provide support services.
- Provide a safe and non-discriminatory study environment that complies with Work Health and Safety and Equal Opportunity legislation.
- Provide prompt and equitable resolution of complaints/appeals.

## Refund Policy

If, after paying the fees a student is unable to attend the training, we require 48 hours' notice; fees apply for late notice of cancellation as follows:

- More than 48 hours no fee and a full refund will be issued.
- 24-48 hours' notice 20% fee payable -fee minus 20% to be refunded.
- Less than 24 hours' notice 50% of fee payable -fee minus 50% to be refunded.
- Non attendance without prior notice no refund will be issued.
- If a course is cancelled by Australasian Fire & Safety a full refund will be given.

## Payments

Australasian Fire & Safety will attempt to seek payment for training in advance with the exception of existing clients who may have a prior arrangement or seek such an arrangement; this must be approved by Company Director.

Conditions of payment are **net 14 days**. Overdue Reminders are issued after **14 days** and overdue accounts may be subject to a **15% levy**.

## Our Commitment to You

In selecting AFS as your training provider we commit to the delivery of a quality and relevant study program which will provide you with every opportunity to develop your skills and underpinning knowledge.

Should you find yourself in a position where you are not able to keep up with study requirements, program attendance and/or achievement of required assessments, please talk to us. We will endeavour to explore every opportunity that will assist and support you in achieving your goals. Support that is available to you is:

- Study assistance away from the program.
- Telephone support to answer your questions or to explain concepts, ideas and strategies delivered throughout the program.





- Direction to additional study materials that will assist you to understand the concepts and processes delivered within the program.
- Referral to other support services to address any specific needs you may have.

## Access Equity and Client Services

All participants to our study programs deserve the best of tuition and support irrespective of their personal circumstance. We have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of your study program will provide you with every opportunity for success.

Should you at any time require additional support to complete your study program in the form of individual tuition, reasonable adjustment for assessments, speak with your facilitator and we will endeavour to facilitate your needs.

Everyone has access to the same resources and information in order to undertake their studies.

Everyone will be treated equitably in all aspects, and treat others with courtesy and respect.

All staff at AFS are responsible to ensure the working and learning environment is free from discrimination and harassment.

## Harassment & Bullying

AFS has no tolerance to harassment and bullying of any kind. If you believe that you are being harassed there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable and that it must stop. It is important to say these things to the harasser.
- Make a written note of the nature of the harassment including the identity of the person harassing.
- If the harassment continues, report the behaviour or incident to your facilitator or program coordinator.

AFS has a legal responsibility to take reasonable steps to prevent harassment from happening. This involves educating employees and facilitators about harassment, implementing complaints procedures and ensuring compliance by all within the learning environment.

## Work Health & Safety

AFS has a responsibility under the Work Health and Safety Act 2013 (SA), and the Work Health and Safety Regulations 2012 (SA), supported by Codes of Practice; which aligns with New South Wales, Queensland, Tasmania, the Australian Capital Territory, the Northern Territory and the Commonwealth.

The Work Health and Safety Regulations 2012 (SA) identify the control measures that must be applied to specific work activities and hazards. For the health and comfort of all participants and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided appropriately.

- All rubbish should be placed in bins
- Facilities should be left in a clean and orderly state
- If you smoke, please ensure you are smoking in a designated area and you dispose of your cigarette butts in the appropriate container.

While engaged in AFS activities, you must not be adversely affected by alcohol and other drugs and should observe local, state and federal laws in relation to using, possessing and giving or selling alcohol. Under no circumstances are you to offer or administer prescription drugs to any other person.



You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance or the safety and wellbeing of others.

## Reporting Hazards

It is your responsibility to report any hazards you see that may cause injury or damage. Please report these hazards to your facilitator or other member of staff as soon as possible.

## Accidents

If you witness a medical emergency or an accident involving injury, you must report it immediately to an AFS staff member so that first aid can be arranged without delay and any hazards can be eliminated. Where possible, provide comfort and assistance to the injured person, send someone to notify a staff member and stay with the injured person until assistance arrives.

## Privacy Statement

Your privacy is important to AFS and we will always act in the best interest to protect your personal information. We are careful about how and when your information is collected, used and shared.

The prime reason we collect your personal information is to facilitate your learning. We are required to collect certain personal information enabling us to create your personal file and any special needs that you may have.

Where you undertake nationally accredited training we are required to provide your details on a National Reporting System. Please refer to our Privacy Policy at <http://www.australasianfiresafety.com.au/about/policy-trainee-information/#rpl>

Alternately, you can email our admin at [admin@afsрто.com.au](mailto:admin@afsрто.com.au)

Welcome to your program, we trust you enjoy your learning experience.

Company Director  
AFS



## ACCREDITATION AND REGISTRATION COUNCIL (ARC)

### STANDARD CODE OF PRACTICE

#### FOR TRAINING ORGANISATIONS REGISTERED BY THE ARC TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

##### 1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Australasian Fire & Safety Pty Ltd, a Registered Training Organisation registered in South Australia by the Accreditation and Registration Council.

For the purposes of this Code "trainee" refers to any person, participating in education or training delivered by this organisation. A "client" is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

##### 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2. Our organisation maintains a learning environment that is conducive to the success of trainees.
- 2.3. Our organisation has the capacity to deliver and assess the vocational units of competency for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4. Our organisation monitors and assesses the performance and progress of its trainees.
- 2.5. Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6. Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7. Our organisation is committed to access and equity principles and processes in the delivery of its services.

##### 3. ISSUANCE OF Statements of Attainment

4. Our organisation issues statements of attainment to trainees who meet the required outcomes of a unit of competency, in accordance with all appropriate National Guidelines and acknowledging that units of competency are nationally recognised.

##### 5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. Our organisation markets and advertises its products and services in an ethical manner
- 5.2. Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3. Our organisation accurately represents recognised training products and services to prospective trainees and clients.
- 5.4. Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or units of competency.

##### 6. FINANCIAL STANDARDS

- 6.1. Our organisation has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2. Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients.



- 6.3. Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.  
Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Statements of Attainment, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

## 7. PROVISION OF INFORMATION

- 7.1. Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.  
7.2. Our organisation supplies this information to trainees and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

## 8. RECRUITMENT

- 8.1. Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the units of competency, proficiency and aspirations of the applicant are matched by the training opportunity offered.  
8.2. Our organisation ensures that the educational background of intending trainees is assessed by suitable qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## 9. SUPPORT SERVICES

Our organisation provides adequate protection for the health, safety and welfare of trainees and without limiting the ordinary meaning of such expression, includes adequate and appropriate support services in terms of academic and personal counselling.

## 10. GRIEVANCE MECHANISM

- 10.1. Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' grievances.  
10.2. For this purpose, our organisation has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.  
10.3. Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body where they can seek further assistance.

## 11. RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

## 12. QUALITY CONTROL

Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

**Signed:**

**Company Director of:** AFS International Group Pty Ltd

**Dated:** Friday 3<sup>rd</sup> March 2017



## ATTACHMENT A

### INFORMATION TO BE PROVIDED TO TRAINEES BY THE REGISTERED TRAINING ORGANISATION BEFORE TRAINEES ENTER INTO A CONTRACT WITH THEM:

- Copy of the Code of Practice
- The accreditation status of the course
- Entry requirements
- Arrangements for the recognition of prior learning
- The commencement dates and duration of courses
- The time commitment involved in undertaking the training offered
- The certification to be issued on completion or partial completion of the course of study
- Requirements to achieve the certification
- How the course articulates with other training
- Expected employment outcomes
- Policies on assessment, grading, resubmission of work etc
- Detailed costs of training
- The conditions under which trainees will be eligible to receive a refund of fees
- Arrangements for the protection of students' funds
- Internal and external grievance/appeal processes
- Students rights and responsibilities
- RTO's rights and responsibilities
- Withdrawal arrangements
- Conditions under which tuition may be terminated
- Trainee support services