


Title: Client (Training) Handbook	
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Authorised by: Nanette Jones	Date: 6 Jan 2010

ACE Health and Safety Specialist Pty Ltd

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ACE Health and Safety Specialists Pty Ltd

(Hereafter referred to as the Company)

Client (Training) Handbook

Registered Training Organisation

Provider Number: 52254



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Introduction

This handbook details our practices for training and assessment, marketing, administration, finance and general operations. The detailed policies and practices can be extracted from our Management System Manual and is available to view in our administration office on request.

This Client (Training) Handbook seeks to ensure ACE Health Specialists Pty Ltd meets the requirements of registration as a Registered Training Organisation to deliver Qualifications and Units of Competency in accordance with the AQTF 2007 Essential Standards for Registration. The AQTF 2007 Essential Standards for Registration can be downloaded from the AQTF web-site at the following URL <http://www.training.com.au/aqtf2007/>.

Registered Training Organisation

This company is a registered training organisation the Provider Number is: 52254

Registered Training Organisation - Scope

- BSB60607 Advanced Diploma of Occupational Health and Safety
- BSB51307 Diploma of Occupational Health and Safety
- BSB41407 Certificate IV in Occupational Health and Safety
- BSB30707 Certificate III in Occupational Health and Safety


Client (Training) Charter

This organisation values our training clients and recognises the importance of the overall training experience.

With this in mind, we commit to provide a welcoming, supportive and safe environment, conducive to learning and research and the development of individuals who display values of Passion, Integrity, Teamwork, Change Management and Innovation.

ACE Health and Safety Specialists endeavours to:

- Ensure that students have access to all relevant policies and procedures relating to their rights as a student.
- Provide support services which take into consideration the requirements of all participants.
- Provide a learning environment free from unlawful discrimination, bullying or harassment.
- Provide a safe environment for learning and other related activities, and to observe all relevant legislation.
- Embrace and recognise diversity.
- Ensure the availability of core units and other course requirements to enable program completion within agreed timeframes.
- Provide accurate and accessible information about all relevant aspects of a qualification or unit of competency, including unit learning outcomes, content and assessment in a timely manner at enrolment.
- Provide reasonable access to staff to discuss program matters, address concerns and complaints;
- Ensure timely fair and constructive assessment of work.
- Provide appropriate facilities and equipment to support student learning.

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- Ensure participants have opportunities to provide feedback on unit quality, teaching performance, support services and facilities.

Participants Responsibilities:

By enrolling, or making a request through the website or any other medium, you warrant to ACE health and Safety Specialists Pty Ltd that you are at least eighteen years old and that information you provide or that is provided on your behalf is true and accurate.

You must not use the service for any activities that breach any laws, infringe any party's rights, or breach any standards, content requirements or codes promulgated by any relevant authority. You must not use the service in any way that interferes with other users or defames, harasses or menaces anyone. ACE health and Safety Specialists Pty Ltd will not be held responsible for any and all actions arising including, claims, suits, demands, liabilities, cost or expenses arising out of or in any way connected to use of the service by you or any other person including using a membership identification or password you may subsequently receive to access our services.

Participants are expected to:

- Comply with all relevant laws, policies and procedures relating to their rights as a student.
- Develop independent lifelong learning strategies.
- Participate constructively in the learning experience.
- Be aware of qualification and unit of competency requirements and their individual learning progress.
- Behave in an appropriate manner within the learning environment, showing respect for both the organisation's team members and fellow participants at all times.
- Use the organisation's facilities and services in an honest and responsible manner.
- Recognise that cheating, plagiarism and fabrication or falsifications of information is not acceptable.
- Embrace and recognise diversity.
- Adhere to the proper use of copyright material.

Amenities, Venue and Other Services

The Company will make every effort to ensure amenities over which it has control are presented as follows.


Facilities

Tea and Coffee facilities are provided in the kitchen. As we are an environmentally conscious business, you are welcome to bring in a cup or use one of ours – please wash your dishes after use.

Toilet and Kitchen facilities are provided for the use of participants. It is expected that these facilities will be always left in a clean and tidy state.

Library Facilities

Clients are encouraged to make use of public libraries.

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The Company library is available for clients who may make use of this library while on-site; any material removed from the administration office will be recorded in the *Administration Logbook*.

Any materials not returned will be charged to the client account at replacement costs. No Certificates or Statements of Attainment will be issued unless all accounts have been settled.

All copying of material will comply with the relevant Copyright requirements.

Parking

There is ample street parking on the side street.

While there is some limited parking on site, ensure you note any restrictions on car parking spaces. Preference will be given to businesses within the building for parking and you will be asked to move your car if appropriate.

Personal Items

Any personal items brought onto the premises, including vehicles, will at all times remain the responsibility of the client. Under no circumstances will any Company personnel be held responsible for personal items.

Photocopying

You are welcome to ask if you can use the photocopier. There is a charge of twenty cents (20 cents) per copy to be paid in cash at the time of copying.

Venue

The venue will be appropriately prepared for Client use prior to commencement of training.

Complaints and Appeals

ACE health and Safety Specialists Pty Ltd is committed to ensuring that participants can be confident that we deliver quality training products and services.


Complaints will be managed fairly and equitably and as efficiently as possible.

The Complaints Handling process will be applied in the investigation of any complaints received. The process reflects the principles of natural justice, and also reflects this organisation's philosophy that the resolution/handling of complaints is a positive opportunity to improve systems and processes.

If a complaint is made to this organisation, you can expect to:

- have complaints treated as genuine and be properly investigated (Note: the level and scope of any enquiry/investigation into a complaint lodged may be limited by the detail and specific information provided. Anonymous complaints will be acted upon at the discretion of the Director);
- be given appropriate and easily understood information regarding the complaints process;
- have the complaint documented using the HSEQT Event form and formally investigated as per the section *Risk Management* of the Management System; and

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- have complaints dealt with fairly, promptly, impartially, timely and in a confidential manner.

This organisation will endeavour to:

- work towards a reasonable resolution of the issue;
- provide sufficient resources to ensure complaints are adequately managed and investigated;
- make the complainant aware of the progress of complaints lodged;
- assist in resolving the complaint, within the bounds of legislative and policy requirements;
- monitor complaints and evaluate their management so as to reduce the possibility of re-occurrence of the event; and
- if appropriate, refer the complaint to an external arbitrator such as the Training Accreditation Council (TAC), if it is within their guidelines as per the TAC Complaints Handling Policy.

In most circumstances you could expect to come to a resolution as negotiated, or within 10 working days of the receipt of the complaint by our administration team.

Complaints Procedure

The complaints procedure relating to the delivery of training and/or the assessment involves the following:

- Step 1. the student initiating discussion with the relevant team member about the complaint or appeal, or with the director who will arrange for the complaint to be documented accordingly;
- Step 2. the complaint or appeal shall be heard by a mutually agreed person. This person(s) shall have a suitable background with which to determine a reasonable outcome;
- Step 3. an agreed time and place shall be determined between the person making the complaint and the team member for presentation of the case;
- Step 4. the complaint and outcomes [including any appeal] shall be documented on the HSEQT Event form;
- Step 5. a written statement of the outcome, including reasons for the decision shall be given to the person making the complaint;
- Step 6. if the issue is unable to be resolved at this level, the complaint or appeal can then be referred to the Director; and
- Step 7. if the complaint or appeal is still unresolved, it may be referred to an independent arbiter as agreed.


Appeals

An appeal is raised where there is a dispute related to the outcome of an assessment.

Every effort will be made to consult and communicate with the various stakeholders when raising an appeal. All stakeholders are expected to cooperate to ensure a resolution of any appeals raised to the satisfaction of all parties.

In the first instance, if a Client (Training) would like to discuss an issue related to their assessment, they must discuss this with their facilitator or the Director or assignee.

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If this has not resulted in a satisfactory outcome, then the Client (Training) may submit a formal appeal in writing.

The Client (Training) may appeal an assessment outcome; this must be completed as follows:

- On receipt of the returned *Assessment Agreement* note, the Client (Training) may decide to Appeal the assessment and return to the *Administration Team* within 14 days of receiving the official notification of results.
- The appeal shall contain:
 - Details of the grounds upon which the appeal is made; and
 - Any supporting evidence.
- The *Administration Team* will treat an Appeal as a *HSEQT Event* and complete the report as soon as possible within the same shift as receipt of the appeal;
- Once the *HSEQT Event* form has been completed, this must be reported to the following:
 - Facilitator; and
 - Director or assignee.
- The facilitator will review the assessment; if an error has occurred, rectify the issue and advise the Director or assignee.
- If, upon review, the facilitator does not believe an error has occurred, they must have the assessment peer reviewed by another assessor;
- The second assessor will review the assessment and advise the following of the outcome:
 - The original Facilitator;
 - The Director or assignee – who will the advise the Client (Training).
- If the issue is resolved, then there will be no further action;
- If the issue is not resolved, the Director or assignee will work with the client to progress the appeal until a solution is found.


Enrolment and Induction Policy

This Company has a non-discriminatory policy for admission to any courses conducted by the Company. Anyone may enrol into a course or unit, provided they meet the following criteria:

- they are over 18 years old;
- they register in the appropriate time-frame – closing date for enrolment will usually be 5 working days prior to the scheduled start date;
- the fee is settled prior to the commencement of the course or unit, or as agreed; and
- any unit of competency prerequisites are met.

Every reasonable effort will be made to make adjustments to courses or units where trainees have needs related to their language, literacy, numeracy and other factors. Costs associated with these changes will be negotiated between the client and the Company representative. These costs are not part of the advertised course fees.

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A client induction will be provided at the commencement of the course or unit of study. This is documented in the *Learning and Assessment Strategy* for each unit, which is included in the *Student Materials* for each unit of study.

Steps for Enrolment

The following actions to be taken for the enrolment process:

- Step 1. Client completes the Enrolment form and submits it to the *Administration Team* as follows with payment:
 - a. fax;
 - b. e-mail; and
 - c. post;
- Step 2. Upon receipt, the *Administration Team* will check the following:
 - a. The enrolment form is complete;
 - b. The prerequisites are met for the course or unit enrolled;
 - c. any special needs considerations to be addressed;
 - d. acknowledge application, confirming acceptance into course or unit – this may be sent with the *unit materials* pack;
 - e. mode of study nominated, if required, ensure booked into face to face session; and
 - f. process the payment and print a receipt.
- Step 3. Assign a Facilitator for the Client – confirm with the facilitator;
- Step 4. If the client is studying in External mode, post the *Student Materials* for the relevant unit of study to the Client; and
- Step 5. If the Client is coming to a Face to Face session, prepare the materials and store them with the resources for that session.

Note: A client who has selected external study mode is welcome to attend face to face sessions and must book into the sessions they would like to attend.

Induction

All participants are inducted into the training program by reading this *RTO Client (Training) Handbook* and information provided by their Facilitator, as appropriate. This induction will provide adequate information regarding services and safety requirements, including Emergency Evacuation procedures for your site, location of first aid kit/s and the Emergency assembly point, as well as on-site rules.

Registered Training Organisation (RTO) Training Commitments


As a registered training organisation, we make the following commitments of service to our Clients (Training).

General

The Company will ensure the following:

- maintain adequate insurance cover to manage the business;
- advise the Training and Accreditation Council (TAC) <http://www.tac.wa.gov.au/index.html> in writing within 10 working days of any change to the information contained in the Registration/Endorsement application;

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- allow the TAC or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement;
- ensure that the Scope of Registration is maintained in good order and repair.

Administration Commitments

To the best of our ability and extent of our control, this organisation will:

- maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints or appeals and the archiving of records;
- send all records of student results, dating from the time the organisation became registered, for all training covered by the registration, to TAC in the event that the Company ceases operations;
- maintain confidentiality of all clients' records; and
- provide access to students to their own files on receipt of a written request.

Course Delivery Commitments


To the best of our ability and extent of our control, this organisation will:

- ensure information regarding the program of study, availability of learning resources and appropriate support services are available to students, and advise that further information is available from the National Training Information Service <http://www.ntis.gov.au/>;
- ensure that training and assessment occur in accordance with the requirements of the accredited qualification, unit of competency, the endorsed training package and, where appropriate, the state or national guidelines for customising courses;
- provide flexible delivery and assessment, as required, to address such issues as cultural requirements, special needs, special dietary requirements, timing and venue; and
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

ACE Team-members and Subcontractors

To the best of our ability and the extent of our control, this organisation will:

- ensure our team members who are facilitators and assessors delivering Nationally Recognised Training have:
 - demonstrated competencies at least to the level of those being delivered;
 - demonstrated achievement of at least Certificate IV Training and Assessment (TAA04 or BSZ98) or their equivalent; and
 - industrial experience that is current and relevant to the particular qualifications or units of competency that they are involved in delivering.
- that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant qualifications and expertise; and

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- that responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Learning Support Strategies

The learning and support strategies for each Unit of Competency are stated in the *Learning and Assessment Strategy* provided to each participant on enrolment.

Should you require assistance to support your learning, do not hesitate to contact our office to discuss your needs and develop an appropriate study plan to meet your objectives. We can provide variation in your assessments, varied submission dates and learning counselling. We are happy to work in partnership with other providers such as interpreters to support your learning program. All other service providers will be provided by the client at their cost.

Assessment may be varied in accordance with student needs and experience. An assessment agreement can be negotiated and documented with the assessor in consultation with the client and workplace, if appropriate prior to commencement of the assessment. We encourage alignment of assessment tasks with business objectives.

Training Environment

To the best of our ability and the extent of our control, this organisation will:

- comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations;
- ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation; and
- ensure that training facilities, equipment and other resource materials are adequate for the unit of competency being delivered.

Marketing

To the best of our intention and the extent of our control, this organisation will:


- market courses within the Scope of Registration with integrity, accuracy and professionalism, and avoid vague and ambiguous statements;
- not draw false or misleading comparisons with any other provider or course;
- not state or imply that courses other than those within the Scope of Registration are recognised by the TAC;
- gain prior written permission from any person or organisation for use of any marketing or advertising material which refers to that person or organisation, and will abide by any conditions of that permission; and
- ensure that the marketing and advertising material identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from any other training/assessment services.

Fees and Costs

This Company is committed to working within a fair and transparent framework with the charging of fees and provision of refunds.

Payment is required before unit material is posted or within seven days of invoice.

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Fees are not collected in advance of material or service delivery.

Where participants decide to enrol in the Accelerated Learning course options, fifty percent of Course fees are payable on receipt of Unit materials submitted by Day one of attendance. The client will then be invoiced four weeks later for the balance of the cost of the unit materials, to be payable within seven days of invoice.

Cancellation Fees / Refunds

Refunds will only be offered on receipt of returned course materials within five working days of sending the unit material, or if the Company cancels a course.

If a cancellation is received from the Client as specified above, a 75% credit will be given for the cost of units enrolled. If the Company cancels a course, a full refund minus the cost of any materials used will be forwarded to the Client (Training).

For cancellations / withdrawals received on or after five days of sending course material, no refunds will be given.

Fees

Enrolment into a complete qualification entitles the participant to reduced costs per unit; the participant will receive one certificate of completion for the entire course and an academic record for all units completed.

Participants who enrol into individual units of competency will receive a certificate of completion for the unit enrolled.

No certificates will be issued until all borrowed materials are returned and payments received.

Fees are scheduled as stated on the Learning and Assessment Strategy for each course.

If additional or replacement certificate/s are required, the cost of the certificate will be \$30.00 plus postage and handling per certificate requested.

Payment Options

The payment options available are listed on the enrolment form.

All bank fee transactions associated with payments made by credit and debit cards will be charged at the current bank rate at the time of submitting the payment to the institution.

Delayed Assessment

If assessment is delayed beyond the agreed or required submission or completion dates, there will be a fee for assessment of the Unit of Competency equivalent to the RPL fee.


Participant Recruitment and Selection

Recruitment of participants at all times will be conducted in an ethical and responsible manner consistent with the requirements of the AQTF 2007 Essential Standards for Registration;

We will seek to ensure the application and selection processes are clear and equity and access principles are observed.

In addition, the prospective participant will be advised of the following:

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- the Scope of Registration posted on the web-site – www.acehealthandsafety.com.au;
- application processes and selection criteria;
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training; and
- assessment procedures, including recognition of prior learning.

Recognition of Prior Learning

The RPL assessment processes shall be available to all prospective Clients (Training) and will be valid, reliable, flexible and fair. Evidence collected to support this process will be sufficient and authentic, including recognition of an individual's learning and skills irrespective of how or where they have been acquired.

This section describes the skills recognition assessment instruction and is accessible to all prospective training clients.

Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate qualifications and expertise.

There are many forms of assessment and these can be discussed with staff prior to applying for RPL. The assessment process for RPL determines if the learning outcomes have been achieved to the standard stated in the units.

Definitions

Recognition of Prior Learning (RPL) - Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved, through formal or informal learning and experience, the required learning outcomes of a module or modules

Recognition of Current Competencies (RCC) - Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Who may benefit

RPL may make entry into learning programs more attractive by reducing the time and costs required to complete training.

You are encouraged to seek RPL if you think you have the current skills and knowledge relevant to your proposed course or training program.


RPL benefits Clients by:

- reducing duplication of learning or training;
- completing studies in a shorter time;
- gaining access to the benefits of the qualification faster;
- encouraging individuals to assess their own skills;
- recognising past or current work and life experience;
- not repeating training you have previously undertaken; and
- reducing time and costs to the employer.

Application

Candidates may apply for recognition of their learning and skills by supplying evidence of:

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- Previous recognised training undertaken. Certificates or Statements of Attainment issued by other Registered Training Organisations will be recognised; and assessment will be limited to checks that the certificate is valid and the competencies are current (for example a certificate relating to computer skills issued ten years previously may be valid but the competencies would not be current.)
- Work and life experiences, skills recognition assessments and outcomes will be evaluated.
- Non-formally recognised training undertaken.

Instructions to Apply for RPL


Any prospective student may request recognition for prior learning before they undertake a qualification or a unit of competency of a course or training package. Clients who believe they possess some or all of the required competencies for this course should do the following:

- Step 1. Visit the National Training Information Service web-site: www.ntis.gov.au and download a copy of the Unit of Competency information for which they wish to apply for RPL;
- Step 2. Review the Performance Criteria;
- Step 3. Assess if they believe they should submit an RPL application;
- Step 4. Contact the *Administration Team* to arrange an appointment to discuss the RPL with a facilitator to identify the appropriate assessment for the RPL;
- Step 5. Insert evidence to meet each of the performance criteria that they have developed or completed assessment as per the agreement with the facilitator;
- Step 6. Prepare the evidence in a sequential and legible format in a portfolio;
- Step 7. Submit with your enrolment form to the *Administration Team*;
- Step 8. If, after this initial evaluation, it appears that the evidence you have listed may meet the competency standards, you may be requested to forward further information in a portfolio of evidence for competence;
- Step 9. You will then be advised of the appropriate fee for service as it will depend on the number of units of competency you are applying for RPL assessment;
- Step 10. After payment of the fee and submission of your final portfolio, you will either be granted the credential, in which case attendance at the relevant Unit of Competency may not then be required, or notified of any competency gaps and how they can be met.

Additional assessment or training activities to overcome competency gaps will attract further fees.

Assessment will be carried out by a suitably qualified assessor, and a fee may be charged based on RPL costs listed in the *Learning and Assessment Strategy* for each Unit of Competency.

If current competence can be adequately demonstrated, the appropriate certificate or statement of attainment will be issued as per the *Learning and Assessment Strategy* section of the Management System.

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Language, Literacy and Numeracy Skills

The company is committed to ensuring there is no discrimination on the basis of Language, Literacy and Numeracy Skills.

Effective Language, Literacy and Numeracy Skills are required to conduct our business; it is recognised some employees or clients may need assistance with these skills to ensure they understand learning material, instructions and warnings.

- Employees or clients who may have difficulty with these skills, including understanding either spoken or written English language, must discuss this with their manager or the Company representative.
- Upon advice from the client, employee or other stakeholder with regard to the potential risk related to language, the relevant *Team Member* shall implement a management plan to assist the individual to understand unit materials, health and safety instructions and warnings. For example, a client may require course material to be translated.
- Any additional costs associated with meeting these requirements will be charged to the Client (Training).

Copyright

Copyright is a type of legal protection for people who produce things like writing, images, music and films. It is a legal right to prevent others from doing certain things (such as copying and making material available online) without permission.

There is no system of registration for copyright protection in Australia.


You do *not* need to publish your work, to put a copyright notice on it, or to do anything else to be covered by copyright — the protection is free and automatic. There are no forms to fill in, and there are no fees to be paid. You do not have to send your work to us or to anyone else.

A work is protected automatically from the time it is first written down or recorded in some way, provided it has resulted from its creator's skill and effort and is not simply copied from another work. For example, as soon as a poem is written, or a song is recorded, it is protected.

Australian copyright works are protected in most other countries, and copyright works from most other countries are protected in Australia.

Copyright resides with the person who produced the material. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the *Copyright Act 1968*, no part may be reproduced or reused for any purposes whatsoever without prior written permission from the author. This information has been accessed from the Australian Copyright Council Online Information Centre. For further information on copy right material visit Australian Copyright Council Online Information Centre at the following web site <http://www.copyright.org.au/>.

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You will observe copyright for all materials used for the purposes of studying and acknowledge all sources of material used for the purposes of preparing submission for assessment. This organisation recommends using Chicago referencing or a similar recognised style. If you have not referenced your material, you can expect it to be returned for re-submission.

You acknowledge that copyright subsists in all materials produced by ACE Health and Safety Specialists Pty Ltd in any medium. You must not modify, copy, transmit, display, perform, publish, license or create derivative works from any information or software accessed by any means, including the website, without the express written permission of ACE Health and Safety Specialists Pty Ltd. Where copying or transmission is expressly permitted, you must not change any author attribution or copyright notice.

Equity

Any complaint or incident related to equity issues, including discrimination or harassment, is considered serious and will be investigated by recording the event on the HSEQT Event form and progressed in accordance with the Risk Management and Complaints sections of the organisation Business Management system. Every reasonable attempt will be made to resolve the issue in a co-operative and transparent manner.

Disciplinary actions may result in withdrawal of the relationship with this organisation if appropriate.

Privacy

This company recognises the importance of protecting the privacy of personal information collected about our clients, our employees and our contractors. For the purposes of this Privacy Statement, the word stakeholders include visitors to our web sites, users of our services, purchasers of our products, employees and contractors.

We are bound by the National Privacy Principles in the Privacy Act 1988 (Cth) in relation to the handling of personal information.

Related Policies

All related policies and work instructions, such as our recruitment policy, employment policies and document storage, include the requirements of this privacy statement.

The Privacy Officer function is fulfilled by our Marketing / Business Co-ordinator.

Collecting Personal Information


We collect personal information when we provide our services to you. We always aim to tell you why we are collecting information at the time of collection and how we plan to use it.

We usually collect personal information directly from you, although sometimes we may use agents or service providers to do this for us.

Use of Information

We usually collect personal information such as your name, position, company name, address, and telephone number. When you are online, we only collect anonymous

Reference Document: HSEQT Management System Manual MS000-00	
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information about the pages visited, unless you fill in an online form and directly choose to disclose information.

We use your information to provide our services to you, to fulfil administrative functions associated with these services, for example billing, to enter into contracts with you or third parties and for marketing and client relationship purposes.

We may also use your personal information to assist us in improving our products and services.

Disclosure to Third Parties

We do not disclose your information to third parties without your express consent, unless legally obliged to do so. Any information other than information to regulatory authorities that is to be shared will be discussed with you beforehand.

Client (Training) information such as the Proof of Identity (POI) form is to be retained on file by the Registered Training Organisation and may be called upon for review during an audit or in response to a complaint or compliance related issue. Unless disclosure is otherwise required by law, the information will not be accessed by any third parties in a way that would identify the individual. Individual course participants can gain access to their personal information that is held by the RTO. All personal information collected from you is kept secure and confidential. It is important we have current contact details if you are attending training with us.

Access to Personal Information

You have a right to access most personal information we hold about you. To request access, please contact our administration team in writing. The information will only be provided once personal identification has been sighted.

All requests will be recorded on the *HSEQT Event* form.

Security

This company endeavours to ensure the security, integrity and privacy of personal information of all our clients' employees and contractors. We use the most appropriate physical and electronic security measures to keep personal information secure from misuse, loss or unauthorised use or disclosure. Data transmission over the Internet cannot be guaranteed to be secure.

Online Links

This company may have relationships with business partners that allow visitors to our Internet sites to link directly to sites operated by these partners. These sites may not be operated or maintained by or on our behalf, and may collect personal information from you that may be shared with us. This Privacy Statement will not apply to any personal information we obtain in this manner.

This company is not responsible for the content or practices of Websites operated by third parties that are linked to our sites. These links are meant for the user's convenience only. Links to third party sites do not constitute sponsorship, endorsement or approval by this company of the content, policies or practices of those third party sites. Once you have left our site via such a link, you should check the applicable privacy policy of the third party site.

Enjoy your learning journey!

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