Participant Handbook
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Preface

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. Enquiries about any information contained in this handbook is available from Pinnacle Safety and Training by contacting:

Pinnacle Safety and Training

Phone: 1300 990 810

Post: 40 Borthwick Ave, Murarrie QLD 4172

Email: info@pinnaclesafety.com.au

Web: www.pinnaclesafety.com.au

Version Control and Amendment History

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Introduction and welcome

Welcome to Pinnacle Safety and Training and thank you for selecting our organisation to provide your studies and lifelong learning development. Pinnacle Safety and Training is a Registered Training Organisation (RTO) that has been accredited by a successful audit against the Standards of the rigorous Australian Skills Quality Authority (ASQA).

The ASQA sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. The ASQA ensures that consistent, high quality training and assessment programs are delivered to clients in the VET sector.

Pinnacle Safety and Training specialises in training and assessment for Safety and Training, workplace health and safety, mobile plant and equipment, mining, oil and gas, telecommunications, civil construction and business related competencies. When undertaking training course with Pinnacle Safety and Training, participants will learn new skills and knowledge relevant to industry and be delivered by a trainer who has current, practical, industry-based experience.

The following information is provided to answer questions in relation to enrolment and administration of participant training and the administration of participant records. If you require further information, please contact our staff.

We strive to provide participants with the highest standards in training and encourage participants to use all the resources available to have a rewarding learning experience.

Purpose of this handbook

The purpose of this Participant Handbook is to provide participants with information in resolving any questions that they may arise during the course of study. In this handbook participants will find information regarding:

- The structure and operations of Pinnacle Safety and Training
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures please contact our Sales and Services team on 1300 990 810.

Pinnacle Safety and Training take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Participant induction and acknowledgement

Before you complete and sign your enrolment form for a Pinnacle Safety and Training course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact us on 1300 990 810 to speak to one of the friendly Pinnacle Safety and Training team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.
What we’re about

Our vision

Pinnacle Safety and Training's vision is to be the **national leader in the provision of safety training and related services.**

Our goals

1. Make **safety** our first priority
2. Deliver exceptional **customer** experiences
3. Be **commercial** in everything we do
4. Pursue profitable **growth**
5. Develop an **innovative** and agile business
6. Build a team of outstanding **people**
What is VET?

Australia's VET system is based on nationally endorsed Training Packages that identify specific skills and knowledge applied in the workplace. Participants for a VET qualification must demonstrate the skills and knowledge identified in a training package and be judged 'competent' in the selected units of competency to be eligible for the award of the qualification.

For more information on Australia's VET system visit: training.gov.au

National Recognition

What is a registered training organisation (RTO)?

Registered training organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Pinnacle Safety and Training, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

What does ‘nationally recognised' mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. A course is nationally recognised if it is developed under the Australian Qualifications Framework (AQF) and delivered by an RTO. It is our policy and a legislative requirement that we formally recognise all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO. Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

Nationally recognised training is sometimes referred to as accredited training.

ASQA Standards, governance and legislative requirements for RTOs

The ASQA Standards and their elements specify the key requirements to be met by each RTO. The Standards for NVR Registered Training Organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. Pinnacle Safety and Training is able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

Participant protection through governance arrangements

For your protection as a participant, Pinnacle Safety and Training maintains governance arrangements across all of its operations, within its scope of operation. The CEO ensures that Pinnacle Safety and Training complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Pinnacle Safety and Training will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Pinnacle Safety and Training ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from participants and other stakeholders.

Operating within the Australian Qualifications Framework offers Pinnacle Safety and Training accredited training that ranges from Certificate II through to Diploma levels in industries including allied Safety and Training, resources, infrastructure, construction and business services.
The distinguishing features of these four qualification levels are:

<table>
<thead>
<tr>
<th>Certificate II</th>
<th>Certificate III</th>
<th>Certificate IV</th>
<th>Diploma</th>
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<tr>
<td>The competencies enable an individual with this qualification to:</td>
<td>The competencies enable an individual with this qualification to:</td>
<td>The competencies enable an individual with this qualification to:</td>
<td>The competencies enable an individual with this qualification to:</td>
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<tr>
<td>• Demonstrate basic operational knowledge in a moderate range of areas</td>
<td>• Demonstrate some relevant theoretical knowledge</td>
<td>• Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts</td>
<td>• Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas</td>
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<tr>
<td>• Apply a defined range of skills</td>
<td>• Apply known solutions to a variety of predictable problems</td>
<td>• Apply solutions to a defined range of unpredictable problems</td>
<td>• Analyse and plan approaches to technical problems or management requirements</td>
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<tr>
<td>• Apply known solutions to limited range of predictable problems</td>
<td>• Perform processes that require a range of well developed skills where some discretion and judgement is required</td>
<td>• Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas</td>
<td>• Transfer and apply theoretical concepts and/or technical or creative skills to a range of situations</td>
</tr>
<tr>
<td>• Perform a range of tasks where choice between a limited range of options is required</td>
<td>• Interpret available information, using discretion and judgement</td>
<td>• Identify, analyse and evaluate information from a variety of sources</td>
<td>• Evaluate information using it to forecast for planning or research purposes</td>
</tr>
<tr>
<td>• Assess and record information from varied sources</td>
<td>• Take responsibility for own outputs in work and learning</td>
<td>• Take responsibility for own outputs in relation to specified quality standards</td>
<td>• Take responsibility for own outputs in relation to broad quantity and quality parameters</td>
</tr>
<tr>
<td>• Take limited responsibility for own outputs in work and learning</td>
<td>• Take limited responsibility for the output of others</td>
<td>• Take limited responsibility for the quantity and quality of the output of others</td>
<td>• Take some responsibility for the achievement of group outcomes</td>
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Governance and legislative requirements

Pinnacle Safety and Training manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, Pinnacle Safety and Training encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities’ requirements and how they impact on their workplace.

Please visit the Australian Government ComLaw website (www.comlaw.gov.au) to access and review relevant legislation.

Pinnacle Safety and Training take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Participant overview & enrolment process

What courses can I study with Pinnacle Safety and Training?

Pinnacle Safety and Training strictly adheres to ASQA standards with all programs aligned to the qualifications contained in the Health, Manufacturing, Public Safety and Resources and Infrastructure training packages, ensuring best practice in service and delivery at all times.

Pinnacle is continually expanding our scope of registration so please access our website to view our current course offerings: www.pinnaclesafety.com.au

How is training delivered?

Training courses with Pinnacle Safety and Training are delivered in various modes and can include:

- Face to face classroom training
- Practical training
- Distance based learning
- On-the-job assessments
- Online

What are prerequisites?

Prerequisites are units of competency that are critical to achieving subsequent competency. They vary based on the course offering. Please consult the course outline for specific prerequisite information. It is imperative that you review the course information and determine if you hold the prerequisites before enrolling to ensure successful enrolment.

Supply of Course Prerequisites

Some courses have prerequisites that MUST be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by 5pm Brisbane time on the business day prior to the course, the enrolment will be cancelled and entry to the course will be refused. If this occurs, the course fee will not be refunded, nor held in credit.

How do I enrol?

Enrolment and admission into some of Pinnacle Safety and Training programs is subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment.
In the case that a potential participant does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options in regards to meeting the standards. Any questions regarding prerequisites can be addressed by contacting our friendly sales team.

Enrolment can be initiated by:

2. Phoning:  1300 990 810
3. Email:  info@pinnaclesafety.com.au

Where options 2 or 3 are selected we will despatch by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation. Where option 1 is selected, enrolment will be completed online and relevant course information will be made available online.

Enrolment applications are assessed to ensure that the participant meets any prerequisites that have been set for the selected course. Participants will be informed of successful enrolment and sent information on the course and their course induction.

Participants who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Pinnacle Safety and Training to discuss their training needs and alternative opportunities.

**Enrolment confirmation**

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment. The enrolment confirmation includes the time, date and location of training, the resources the participant should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

**Induction**

Every course begins with an induction program including:

- Introduction to Pinnacle Safety and Training staff
- Overview of facilities, emergency procedures, housekeeping items
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

**Fee inclusions**

Each qualification, unit of competency or course offered by Pinnacle Safety and Training has a specific course fee. The course fee is the maximum fee that may be charged to the participant for their selected training program.

All fees will be paid according to the fee structure disclosed at time of enrolment. A relaxation of the usual fee structure to assist the participant may be available with prior arrangements made by the Director.

It is Pinnacle Safety and Training's policy that the course fee will be all-inclusive. Participants will not be 'surprised' by unexpected requirements, fees or expenses.

Inclusions:

- All tuition
- Support and coaching
- Any associated participant workbooks, handouts or manuals
• Classrooms and facilities
• Access to any specialised equipment necessary in the training.

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the participant will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

Course fees can be accessed from our website or by contacting one of our friendly Sales and Service team members on 1300 990 810. Our refund and cancellation policy and other terms and conditions are made available and must be agreed to when booking online (see here). For non-online bookings, these stipulations are communicated in the booking confirmation email sent to the student upon enrolment.

**Participant code of conduct & support**

When you successfully enrol in a course with Pinnacle Safety and Training, you agree to participate in relevant practical and theory based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer.

Pinnacle Safety and Training provides training services in a spirit of cooperation and mutual respect. When attending a course at the premises of Pinnacle Safety and Training, or any other place where we are conducting training, or where you are known to be a participant of Pinnacle Safety and Training, we ask that participants be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- All participants must comply with all reasonable requests and requirements made by Pinnacle Safety and Training staff;
- No participant should attend any class while under the influence of alcohol or any drugs (prescribed or otherwise);
- Any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated;
- Disruptive behaviour is unacceptable and will not be tolerated; and
- Any breaking of any state or federal law (e.g. stealing, damaging property, assault etc.) will be reported to the relevant authority.

If a trainer/assessor or staff of Pinnacle Safety and Training is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer/assessor or staff has the authority to:

- Warn the participant that their behaviour is unsuitable or unacceptable;
- Ask the participant to leave the training venue or immediately cancel the class; or
- Cancel the participant’s enrolment in the course without refund or acceptance into another course.

If a participant wishes to express a complaint in relation to any disciplinary action taken, they have the opportunity by following Pinnacle Safety and Training Complaints and Appeal Procedure.

Staff of Pinnacle Safety and Training are expected to maintain a professional and ethical working relationship with their fellow staff, management and participants. Any breach of our disciplinary standards will be raised with the RTO Manager, and where necessary the Managing Director and the appropriate action will be taken.

**Dress and appearance**

During any practical training sessions it is expected that all participants will be appropriately attired for the particular session. The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course or it will be provided for you.
It is not acceptable for participants to attend a course or workshop wearing clothing that bears obscene, offensive or insulting images or wording.
Participants’ rights and responsibilities

Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behaviour
- To be given adequate information about course and trainer’s expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability (consistent with requirements of the unit in question)
- To receive co-operation from other participants
- To receive support from other participants in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times.

Responsibilities:

- To provide a safe and supportive learning environment for fellow participants and trainers
- To treat all participants and trainers with respect, regardless of gender, race, culture, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognise that people are not all the same – treating everybody the same is not necessarily fair
- To co-operate with fellow participants and trainers
- To use appropriate language and behaviour at all times and present themselves in a fit state to learn.

You are expected to behave appropriately during training and assessment. Your trainer will reserve the right to speak with you and take action if your behaviour is disruptive to the training and assessment process.

Support

All general participant course enquiries are to be directed to your trainer/assessor or assessor on the day of training. Additional support enquiries are to be directed to: info@pinnaclesafety.com.au

Distance based support

Throughout the duration of your distance based course, participants will be provided with an email address to communicate specific queries relating to course content and assessments to a trainer who has been assigned to a particular unit in the course.

Your trainer will endeavour to reply to all emails by close of business the following working day. If you are concerned that your email has not been received or responded to within this timeframe, please contact us on 1300 990 810.
General turnaround timeframes:

Phone and email support: by the close of the following working day
Marking: up to 20 business days – marking timeframe is from the receipt time of a compliant assessment

Note: Complicated and time-consuming assessment may be extended beyond this timeframe, e.g. final assessment items.

Welfare and guidance

Pinnacle Safety and Training will assist all participants in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all participants are aware they can contact their trainer/assessor or other Pinnacle Safety and Training staff members in the event that they are experiencing difficulties with any aspect of their studies. Pinnacle Safety and Training staff will ensure participants have access to the full resources of Pinnacle Safety and Training to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a participant is experiencing personal difficulties, Pinnacle Safety and Training staff will encourage the participant to contact Pinnacle Safety and Training management who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a participant's needs exceed the capacity of the support services Pinnacle Safety and Training can offer, they will be referred onto an appropriate external agency.

Extensive information regarding support agencies, resources and services may be sourced online. Pinnacle Safety and Training staff members will assist participants to source appropriate support if applicable.

Assessment

Pinnacle Safety and Training ensures that all strategies for training and assessment:

✓ Meet the requirements of the relevant Training Package or VET accredited course
✓ Will be conducted in accordance with the principles of assessment and the rules of evidence
✓ Will meet workplace and, where relevant, regulatory requirements
✓ Are systematically validated
✓ Have been developed through effective consultation with industry

A defined training and assessment strategy is implemented to ensure that training and assessment services are conducted by trainers and assessors who have the necessary training and assessment competencies; relevant vocational competencies at least to the level being delivered or assessed; can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most of our courses, you will be required to undertake assessment of a theoretical nature and demonstrate skills or in a practical environment.

For more detailed information about assessment policies and procedures, please request a copy of Pinnacle Safety Training's Assessment Policy and Procedure.

Assessment attempts

Participants will be given up to three (3) attempts at any one assessment item. Your trainer/assessor will mark ‘Satisfactory’ (S) or ‘Requires Further Training’ (RFT) to indicate the assessment decision. Where ‘RFT’ is indicated you will receive further training/coaching before re-assessment occurs. Only those assessment items
that were completed incorrectly are required to be re-assessed. All participants are given three (3) attempts at any one assessment item. If you are deemed to have not satisfactorily met the assessment requirements after the first attempt, you are able to work with your trainer/assessor and then permitted further attempts.

If after the third attempt, participants are still deemed to have not satisfactorily met the assessment requirements, a re-evaluation will take place that will include a discussion with an independent assessor (i.e. not the assessor who conducted the assessment) including a review of the assessment outcome.

Where a participant has failed to meet the competency standards of the assessment after further training has been undertaken a result of ‘Not Yet Competent’ will be recorded. The participant will be given the opportunity to be reassessed at a later time, or re-enrol into a future course to increase their level of competency.

If at any stage a participant feels that they were not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section of this handbook.

Completion dates

All assessment items must be submitted by the due date as advised by your trainer/assessor or an unsatisfactory result for the assessment will be noted. If participants are unable to submit assessment, sit an exam, or perform a practical assessment task and an extension of the due date is required, participants must apply in writing to their assigned trainer/assessor before the due date.

Extensions to due dates are at the discretion of the trainer/assessor and are generally only granted where the following apply:

- Circumstances beyond your control, such as injury or illness validated with a medical certificate
- Bereavement or other compassionate grounds

Submitting authentic work

All work submitted must be your own work. Pinnacle Safety and Training may verify authentic assessment in the following ways:

- Participant confirmation and declaration (assessment summary sheet completed)
- Workplace supervisor verification
- Additional verbal questions given to participants on a random basis
- Comparison of work style and quality for all work undertaken.

Acknowledgement and plagiarism

Plagiarism is using someone else’s work and pretending it is your own work. Foregoing proper acknowledgement of the origin, source, or ownership of material is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual (or individuals if an assessment has been assigned as part of a group exercise).

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer or others. Submitting an assessment that is a result of a 'joint effort' where the task is required to be completed individually is deemed collusion and is unacceptable.

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Where cases of plagiarism are identified trainer/assessor will refer matters to the RTO Manager to enact the Plagiarism and Disciplinary Policy and Procedure.
Assessment records

Pinnacle Safety and Training is committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our participants’ privacy. Upon enrolment, participant details will be entered into the participant management system. This process initiates the establishment of the participant individual file that is then used to record all future details pertaining to the client. Pinnacle Safety and Training retains the file in accordance with our Records Management Policy and Procedure.

Individual participant records will be stored in lockable steel filing cabinet in a locked secure office area. The electronic records are stored in AVETMISS software (clustered and backed-up) and are protected by password access. Maintaining up to date virus, firewall and spyware protection software ensures further security of records. Electronic records are backed up instantly to an external off-site location.

Pinnacle Safety and Training’s records retrieval system will retain participant results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be scanned and securely shredded every six (6) months in accordance with the ASQA directions.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

The RTO will ensure that any confidential information acquired by the business, individuals or committees or organisations acting on behalf of RTO is securely stored.

Access to individual Participant training records will be limited to those required by the NVR such as:

- Trainer/assessor to access and update the records of the participants whom they are working with
- Administrative and RTO staff responsible for student management
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of Work Health and Safety Regulators for purposes of complaint investigation
- Officers of ASQA or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

- People as permitted by law to access these records (e.g. subpoena, search warrants, social service benefits)
- Participants authorising releases of specific information to third parties in writing
- The participants themselves, after making application in writing.

Recognised prior learning (RPL)

Recognition of prior learning (RPL) is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience, or by some other means. Pinnacle Safety and Training encourages participants to apply for RPL where they think they may have sufficient evidence to demonstrate competence in a unit (or components of a unit) without having to undertake formal training. Participants must be able to show throughout this assessment process that their knowledge and skills are current and can be applied at the time of application.

An RPL Kit may be accessed by contacting our Sales and Services Team on 1300 990 810. All applications for RPL are to complete the required RPL Kit and submit completed applications to: info@pinnaclesafety.com.au. Please note, if RPL is granted course notes or curriculum will not be provided.
Upon receipt of an RPL application an initial assessment fee is requested to conduct the initial application will be conducted. The outcome of this initial assessment is recorded and communicated to each candidate. At this stage a price will be determined against the amount of assessment required to conduct the RPL (typically an RPL 75% of full course costs). Before progressing to collect further evidence the trainer/assessor will determine if the application is strong enough to continue. All certifications submitted with the RPL application are to be JP certified.

Where the participant is not able to achieve the full qualification through RPL and gap training is required a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee. If you are granted RPL for a unit/s this may reduce your study/training time.

How do I prove that I have the necessary skills and knowledge?

The evidence you provide within your application must be:

- **Valid**: verifying that your skills and knowledge meet the requirements specified in the unit of competency
- **Authentic**: proving that it was really produced by you or relates to you
- **Current**: showing experience you’ve had within the last two years
- **Sufficient**: covering all aspects of the relevant unit/s of competency against the elements, performance criteria and critical aspects

When compiling RPL documentary evidence you may include the following documentary evidence, but not limited to:

- Resume or work history
- Position Description from current and previous roles
- Formal qualifications, certificates, statements of attainment and results of assessments
- Documented examples of work
- Completion of training record book or learning logs;
- Details of in-house courses, in-service, workshops, seminars or inductions
- Records of training and education – transcripts of training histories
- Recent referees – references, letters or correspondence from previous employers or supervisors
- Third party reports – confirmation from previous employers or supervisors of how you have applied your skills and knowledge in the work place in reference to the unit/s of competency
- Work performance reports
- Awards

**Credit transfer**

Similar to RPL is a process called credit transfer. If you have completed structured training which consisted of units with content identical to those in the course you are enrolling in, you may be eligible for credit transfer. You must be able to present your statement of attainment that you have attained for the unit/s of competency.

In order to receive credit transfer, the participant is required to provide the original or a JP certified copy of the AQF qualification and transcript of results or statement of attainment issued by another Registered Training Organisation.

**Fees and conditions related to RPL and CT**

For RPL and CT applications the following fees and conditions apply:

1. $150 initial assessment fee is payable for either Recognition of Prior Learning (RPL) or Credit Transfer (CT) - this fee is non-refundable.
2. Initial assessment fee is to be paid before the application is assessed.
3. If an application is a full CT there will be no additional fees to issue the qualification/certification.
4. If an application is not a full CT and requires assessment of RPL documentation, applicants will be notified of the additional fees related to RPL assessment. Where RPL assessment is undertaken fees of no greater than 75% of the course/unit cost may apply.

5. If an application identifies gaps to achieve the qualification/certification, options to close the gap will be provided.

6. If an application identifies gaps that requires enrolment into our courses and enrolment is confirmed, we can absorb the initial assessment fee into the enrolment costs.

Related RTO policies

Pinnacle Safety and Training strives to ensure that each participant is satisfied with their learning experience and outcome, so we have implemented policies and procedures to ensure that occurs. The following information has been surmised from our approved policies and procedures. If the information contained below is not clear or you require further clarification/direction please contact us on 1300 990 810.

Privacy

Pinnacle Safety and Training understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the participant.

Pinnacle Safety and Training maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. Pinnacle Safety and Training maintains these records for the legislated period to enable retrieval of records as required.

Unless previous written consent is provided by the client, Pinnacle Safety and Training will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from state or federal government departments. In all other instances we will seek your written permission.

A copy of Pinnacle Safety and Training’s Privacy Policy can be accessed by contacting our RTO Manager.

The relevant privacy principles are summarised as:

- **Collection**: We will collect only the information necessary for our primary function and you will be told the purpose for which the information is being collected.

- **Use and disclosure**: Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

- **Data quality**: We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date.

- **Security**: We will take all reasonable steps to protect the personal information we hold from misuse and loss, and from unauthorised access, modification, and disclosure.

- **Openness**: We will document how we manage personal information and when asked by an individual, will explain the information we hold, and for what purpose, and how we collect, hold, use and disclose the information.

- **Access & correction**: The individual will be given access to the information held about them at their request. This includes anything held on the participant’s file, including assessment results and participation records. If the participant identifies errors within the information, we will correct and update to file.
Unique Identifiers

We will not assign participants unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Where practical we will apply the principle of anonymity unless there is a good practical or legal reason to require identification.

Trans Border Data Flow

Privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, information about the individual’s racial or ethnic background, or criminal record.

Fees, charges and refunds

Pinnacle Safety and Training guarantees the sound financial position of the business. We take measures to ensure that course fees paid in advance (no more than $1,500/individual) are identified and protected and the business maintains appropriate insurance policies.

Course fees are set at competitive rates and will be advised prior to enrolment in a course. These fees vary from course to course. For up to date course fees please refer to our website, course outline brochures or speak to a representative from our sales team.

Packaging and discounts

Where several units/courses are packaged together to provide a course offering, a single fee will be charged which may represent a discount over the individual course fees. The negotiation of such discounts are managed and approved by our National Business Development Manager. If you would like to discuss discounted course fees please contact our office on 1300 990 810.

Fees paid in advance

No more than $1,500 will be collected from an individual participant prior to the commencement of the training. During the enrolment period the remainder of the course fees will be collected.

A copy of Pinnacle Safety and Training’s Fees, Charges and Refunds Policy and Procedure can be accessed by contacting our Sales and Service team on 1300 990 810 Manager.

Payment terms

For participants enrolling individually (i.e. not part of a group booking on behalf of an employer), it is Pinnacle Safety and Training’s policy to invoice and collect payment prior to commencement of the course (according to the ‘Payments in Advance’ section above). Should any monies be outstanding, they will be collected on the day.

For group bookings, we will invoice the company/employer contact upon commencement of the course. Our standard terms are 14 days.

Course fees are due and payable as specified on the tax invoice or at time of online enrolment.
Proof of payment

A Pinnacle Safety and Training invoice will be emailed to the participant on receipt of payment. If requested, a receipt will be generated and provided to the participant.

All payments are tracked in our accounting package and reconciled against bank records, and daily EFTPOS reconciliation reports.

A hard-copy deposit register is utilised to record deposits, pre-enrolment payments and course pre-payments.

Cancellations, change fees and refunds

Cancellation and change fees are addressed according to:
   a) the notice given by the person making the request, and
   b) the course value.

Courses valued at $1294 or less
   - Cancellation requested 7 or more days prior to the commencement of the course: Full amount refunded
   - Cancellation requested 2 to 6 days prior to the commencement of the course: 50% refunded
   - Cancellation on business day prior to course commencement, no show on the day, arrive too late, withdrawal during the course: No monies refunded
   - Change of date requested 7 or more days prior to the commencement of the course: No change fee
   - Change of date requested 2 to 6 days prior to commencement of the course: We retain your original payment and charge a $75 change fee*
   - Change of date requested on business day prior to course commencement: We retain your original payment and charge a $100 change fee**

* For courses valued at $125 or less, this change fee is $25
** For courses valued at $125 or less, this change fee is $50

Courses valued at $1295 or greater
   - Cancellation requested 14 or more days prior to the commencement of the course: Full amount refunded
   - Cancellation requested 2 to 13 days prior to commencement of the course: 50% refunded
   - Cancellation on business day prior to course commencement, no show on the day, arrive too late, withdrawal during the course: No monies refunded
   - Change of date requested 14 or more days prior to the commencement of the course: No change fee
   - Change of date requested 2 to 13 days prior to commencement of the course: We retain your original payment and charge a $500 change fee
   - Change of date requested on business day prior to course commencement: We retain your original payment and charge a $1000 change fee

Where a refund is due to a candidate, the applicable refund amount will be provided within thirty days.

Deposits
From time to time, deposits may be required to secure a place on an upcoming course. These deposits are non-refundable.

Late Arrivals
Arriving late to a course affects the learning outcomes of all students. Pinnacle Safety and Training reserves the right to refuse entry to candidates who arrive late to a course.

General
Pinnacle Safety and Training reserves the right to cancel, postpone or re-schedule courses due to low
enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Pinnacle Safety and Training reserves the right to change course fees, dates, content, trainers or method of presentation at its discretion.

Pinnacle Safety and Training take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

**Withdrawal**

A participant may request to withdraw from a program of study at any time during the course schedule. Each request must be made in writing. Depending on the time the request is submitted a financial penalty may apply. Participants may also have their enrolment cancelled due to disciplinary matters.

Participants contemplating a withdrawal are advised to speak with our RTO Manager to determine the best course of action.
Certifications

Course award

To be eligible for a qualification (e.g. Certificate or Diploma) a participant must have completed all the required course work and assessment as set out in the course outline.

Statement of attainment

As participants progress through their learning and complete a unit of competency or module, a statement of attainment will be awarded, if the full certificate or Diploma level course has not been completed.

Statement of attendance

Statements of attendance are supplied to participants who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for participants who attend non-accredited training (e.g. skills only).

Re-print certification

Where the candidate requests a new copy of his/her certification the following fees apply:

- Statement of attainment $25.00+GST
- Accreditation card (ID Card) $25.00+GST
- Qualification (with Academic Transcript) $25.00+GST

Requests for re-prints are required in writing and are to provide the following details:

1. Full Name (as presented on drivers licence
2. Current mailing address
3. Course name and name of unit of competency (if known)

Additional resources

The below examples are a guide only and will be advised at time of enrolment of what additional resources are required. Below are examples of some of the resources that may be required.

**PPE**

Where practical assessment is to be undertaken you may be required to wear appropriate PPE. This information will be disclosed to you in your enrolment confirmation. Where participants arrive to a course without PPE, we will make the necessary arrangements to ensure you are protected throughout your assessment.

**Laptop**

For some courses you may need access to a laptop to complete assessments and conduct research whilst attending a course. This information is provided in our course information sheets and at time of enrolment.

**Internet access**

You may need access to the internet for research, submitting online assessment items, and email for communication purposes and tutor assistance. This primarily related to our distance based courses and this information is provided in our course information sheets and at time of enrolment.
Complaints and Appeals

Pinnacle Safety and Training manages and responds to complaints in relation to the quality of training and assessment; the quality of client service; and compliance with the Vocational Education and Training Quality Framework, including allegations involving the conduct of:

- The RTO, its trainers, assessors or other employees
- A third party providing services on the RTO’s behalf, its trainers, assessors or other employees
- Or a participant of the RTO.

Definitions applied in the complaints and appeals procedure:

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complainant</td>
<td>A person who lodges a complaint. Complaints lodged by staff are out of scope of this policy and procedure.</td>
</tr>
<tr>
<td>Formal Complaint</td>
<td>A formal expression of dissatisfaction in regard to some aspect of the conduct of Pinnacle Safety and Training operations, services, staff or participants. Internal complaints/grievances are out of scope and are managed via Pinnacle Safety and Trainings Grievance and Dispute Resolution Policy and Procedure.</td>
</tr>
<tr>
<td>Informal Complaint</td>
<td>A concern that is expressed without initiating a formal complaints process.</td>
</tr>
<tr>
<td>Involved person/s</td>
<td>A person/s who has been identified as the source or cause of the complaint.</td>
</tr>
<tr>
<td>Academic Appeal</td>
<td>A formal statement by a person (complainant) expressing disagreement or dissatisfaction with an assessment decision.</td>
</tr>
<tr>
<td>Appellant</td>
<td>A person who lodges an academic appeal.</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation, identified as Pinnacle Safety and Training.</td>
</tr>
<tr>
<td>Investigating Manager</td>
<td>The Manager of the team member or product to which the complaint pertains.</td>
</tr>
<tr>
<td>Third party</td>
<td>A third party to the complaint. May be internal or external to the organisation.</td>
</tr>
<tr>
<td>Natural Justice</td>
<td>The rule against bias and the right to a fair hearing.</td>
</tr>
<tr>
<td>Review Officer</td>
<td>The Review Officer is assigned to review the complaint when the complainant is dissatisfied with the outcome of the complaint.</td>
</tr>
</tbody>
</table>

Complaints and Appeals Procedure Guiding Principles

- Principles of natural justice and procedural fairness are followed at every stage of the complaint and appeal process by allowing anyone subject to a decision by the RTO, or anyone who has allegations made against them, to a right of reply before a decision is made
- Appeals of assessment outcomes are to be lodged within 14 days of when the assessment outcome is informed to the participant
- Formal complaints are to be lodged in writing, within 14 days of the event or issue to which the complaint pertains
• The Investigating Managers and Complaints Coordinator will investigate without prejudice

• Complaints and appeals are handled in the strictest of confidence and records are secured in accordance with the RTO’s Recordkeeping Policy and Australian Privacy Principles

• All complaints, appeals and outcomes are documented into the RTO’s Complaints and Appeals Register

• Outcomes of complaints and appeals processes are used to inform continuous improvement activities

• If a complainant raises an informal complaint but is not willing to proceed with a formal process, they are advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by the RTO.

Informal Complaints and Appeals

It is expected that prior to initiating a formal complaint and appeal process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved without enacting the formal process.

It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment.

Participants are encouraged to raise concerns directly with the involved party, particularly where the concerns are adversely affecting the learning environment.

Where this course of action is not able to provide an equitable solution or the problem or issue persists, an official complaint should be lodged in writing, within 14 days of the event or issue to which the complaint pertains.

Formal Complaints and Appeals Procedures

Stage 1 - Lodging a Formal Complaint or Appeal

Where the parties involved are unable to successfully resolve the complaint directly, then a formal complaint or appeal may be lodged in writing via email sent to info@pinnaclesafety.com.au. The formal complaint should detail the following information:

1. Complainant’s full name, address, phone/email address
2. Details of the concern raised by the complainant
3. The complainant's desired outcome
4. Reasons outlining the escalation to a formal process

The Complaints Coordinator acknowledges receipt of all complaints and appeals in writing. The acknowledgement outlines the anticipated review period.

The Complaints Coordinator records the complaint or appeal in the Complaints Register and assigns to the relevant Investigating Manager.

Where the RTO considers that more than 30 calendar days are required to process and finalise the complaint or appeal, the Complaints Coordinator informs the affected parties in writing, outlining reasons why more than 30 calendar days are required, and regularly updates the affected parties on the progress of the matter.
**Stage 2 - Determination of Outcome**

Where the RTO determines that they have the decision making authority they make a determination and inform the authority of the outcome in writing within 30 days. Decisions or outcomes of the complaint or appeals process that resolve the complaint or appeal and find in the favour of the party are implemented as soon as practical. Documentation is securely filed and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

If a complaint cannot be investigated by the RTO (for whatever reason), then the Complaints Coordinator will inform the complainant at this point and refer them to the most appropriate body.

**Stage 3 - Internal Third Party Review of Determination**

Where the RTO is unable to make a determination or the complainant is dissatisfied with the outcome the complainant can appeal and request a review of the decision from an internal or independent third party. Appeals or requests for review of decisions are to be lodged in writing within 30 days of the decision or outcome.

Requests for appeal or review of decisions are referred to the Managing Director (review officer) to undertake an internal review. The Chief Executive Officer may be assigned as a third party.

The review process and review officer is recorded in the Complaints and Appeals Register.

The review officer makes a determination and advises the complainant or appellant of the decision or outcome in writing. Decisions or outcomes of appeal or review process that find in the favour of the complainant or appellant are implemented as soon as practical.

The Complaints Coordinator will notify the RTO of the outcome and action to be implemented. Documentation is securely filed and the outcome and any continuous improvement actions are noted in the Complaints and Appeals Register.

**Stage 4 - External Third Party Review of Determination**

Where the complainant or appellant is dissatisfied with the outcome of the internal review they may appeal and request a review of the decision from an independent external third party. Appeals or requests for independent third party review of decisions are to be lodged in writing via email to the external third party within 30 days of the decision or outcome.

The RTO acknowledges receipt of the request for independent third party review in writing. The acknowledgement outlines the anticipated review period and the independent review officer. The review process and review officer is recorded in the Complaints and Appeals Register. The RTO acknowledges receipt of the request for independent third party review in writing. The acknowledgement outlines the anticipated review period and the independent review officer. The review process and review officer is recorded in the Complaints and Appeals Register.

The RTO discloses any costs associated with a third party review, so all parties are aware of any costs they may incur. The Australian Quality Skills Authority is not able to act as the independent third party for reviewing complaints.

Complainant or appellant can have independent reviews undertaken by such parties as State Training Authority, Training Ombudsman, Small Claims Tribunal, Office of Fair Trading or relevant industry bodies.

The independent review officer makes a determination to the RTO. The RTO advises the appellant of the decision or outcome in writing. Decisions or outcomes of the appeal or review process that find in the favour of the appellant are implemented immediately.
Documentation is securely filed and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

**Study Arrangements and Flexible Delivery**

Modes of study may vary from self-paced, distance education to face-to-face workshops (or in some cases, a combination of both). You will need to refer to the relevant course guide as to how the course is structured and what modes of study are incorporated. The course guide indicates approximately how many hours per week you will need to spend doing self-directed study, where applicable. This may vary depending on your level or previous knowledge and how quickly you are able to locate or access resources. **Self-paced, distance education** requires you to be committed and to allocate sufficient study and research time towards your course.

Attendance at **face-to-face workshops** (where relevant to your chosen course) is compulsory to successfully complete the course. Learning activities and assessments are undertaken at the workshops, which are unable to be completed by distance education.

We recognise that not everyone learns in the same manner, and that with an amount of ‘reasonable adjustment’, participants who may not learn best with traditional learning and assessment methods will still achieve good results. We will endeavour to assist you achieve your required competency level by making any adjustments required to meet your learning needs, where the adjustment is reasonable and is within our ability.

Where we are not able to assist you, we will refer you (where possible) to an agency that can assist.

**Ethical Marketing and Advertising**

Pinnacle Safety and Training ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.

All Pinnacle Safety and Training and course brochures, profiles and schedules can be found on the Pinnacle Safety and Training website.

**Language, Literacy and Numeracy (LLN) Assistance**

All of our standard course material contains written documentation and in some instances, you may be required to submit written assessment items. For some courses, limited numerical calculations may also be required.

We recognise that not all people have the ability to easily read, write and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your required competency level by taking into consideration any language, literacy or numeracy difficulties you may have, and accommodating these where reasonable and within our ability.

To assist in identifying your needs we have included an LLN questionnaire in Appendix 1. It is recommended that you complete this tool, however it is not compulsory.

In the event where additional support is required we can refer you to an appropriate, external support provider. In the event that a participant’s needs exceed the ability of Pinnacle Safety and Training staff to assist, the participant will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.
Work Health and Safety

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements Pinnacle Safety and Training has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present a strategic overview of the Pinnacle Safety and Training WHS system and to provide guidance for meeting the requirements of occupational health and safety on the Pinnacle Safety and Training premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all Pinnacle Safety and Training employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO. Pinnacle Safety and Training management is responsible for providing the following standards as part of the RTO’s commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Pinnacle Safety and Training participants, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Evacuation plan (fire and other workplace emergencies)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (Storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Participant safety
- First aid and safety procedures displayed, for all RTO staff and participants to see.
Harassment and discrimination

We are required under Australian law to ensure that we provide a workplace and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that our staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace and learning environment through a process of communication, mentoring, and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that they have been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a trainer/assessor or other Pinnacle Safety and Training staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Pinnacle Safety and Training policy and procedures to rectify the situation.

Principles:

- All staff and participants have a right to work and learn in an environment free from any form of harassment and discrimination.
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination (including victimising and bullying) is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- If any staff are informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained.
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint should be victimised.
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution in good faith.

Pinnacle Safety and Training staff and participants should be aware of the following definitions:

Bullying

Unwelcome and offensive behaviour that intimidates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include: verbal abuse; physical assault; unjustified criticism; sarcasm; insult; spreading false or malicious rumours about someone; isolating or ignoring a person; putting people under unnecessary pressure with overwork or impossible deadlines; and sabotaging
someone’s work or their ability to do their job by not providing them with vital information and resources.

Confidentiality  
Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, participant assessments, managerial decisions and legal proceedings.

Discrimination  
Treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment  
Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Racial harassment  
Occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language, ethnic region, or a racial characteristic. It may include: derogatory remarks; innuendo and slur; intolerance; mimicry or mockery; displays of material prejudicial to a particular race; racial jokes; allocating least favourable jobs; or singling out for unfair treatment.

Sexual harassment  
Defined as verbal or physical conduct that is unwelcome and uninvited. It may include: kissing; embracing; patting; pinching; touching; leering or gestures; questions about a person’s private or sexual life; request for sexual favours; off colour jokes; phone calls, emails or messages of an inappropriate nature; offensive noises; or displays of sexually graphic or suggestive material.

Victimisation  
Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another’s work environment or denial of access to work related resources.

Discipline

Pinnacle Safety and Training’s staff are expected to maintain a professional and ethical working relationship with all other staff members, management and participants. Breaches of the disciplinary standards will result in discussion between the relevant trainer/assessor and Pinnacle Safety and Training management and appropriate action will be taken.

In summary, Pinnacle Safety and Training will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual participants
- Consideration of each individual’s needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and participants, so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of participants’ community, government agencies and organisations and industry when planning training programs
• Access to information and course materials in a readily available, easily understood format
• Information to assist participants in planning their pathway from school or the community to vocational education and training.

Access and equity

Pinnacle Safety and Training is committed to practicing fairness and equal opportunity for all current and potential participants, regardless of sex, race, impairment or any other perceived difference in class or category. Pinnacle Safety and Training will address access and equity matters as a nominated part of operational duties.

Pinnacle Safety and Training has developed policies and procedures to guide and inform all staff and participants in their obligations regarding access and equity. Upon induction in to Pinnacle Safety and Training, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a Pinnacle Safety and Training member. Participants are made aware of the access and equity policy via the Pinnacle Safety and Training Pty Participant Handbook and informed of their rights to receive access and equity support and to request further information.

All participants will have equal access to our training and assessment services irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer’s responsibilities.

Pinnacle Safety and Training staff and participants will be informed about:

• Treating participants equitably and in accordance with relevant legislation and policies
• The appropriate action to be taken if harassment or victimisation occurs
• Complaint mechanisms available to a participant who is harassed or victimised because of their learning needs.

Reasonable adjustment

Pinnacle Safety and Training recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a participant who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Pinnacle Safety and Training respect these differences among participants and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of participants. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the participant can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Reasonable adjustments to accommodate requirements may include:

• Writing material in plain English
• Providing audio-taped material for participants who cannot read
• Reading written material to participants
• Providing a writer for participants who cannot write
• Providing an interpreter or provide documentation that has been translated (where very limited English can be applied, assessor to judge whether the limited English will affect the integrity of the unit of competency)
• Using signs, pictures and graphics
• Video recordings or participant demonstrating skills and verbally answering responses
• Interviewing the employer/supervisor about their work

Doc Name: Participant Handbook
• Asking participants to demonstrate their skills on-the-job.

Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the participant and the assessor.

Pinnacle Safety and Training staff will pursue any reasonable means within their ability to assist participants in achieving the required competency standards. In the event that a participant’s needs exceed the capacity of the support services Pinnacle Safety and Training can offer, they will be referred onto an appropriate external agency.

In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

Continuous improvement

Pinnacle Safety and Training has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used.

As a component of the feedback strategy, Pinnacle Safety and Training consults with industry both during course construction and implementation. Industry consultation ensures that Pinnacle Safety and Training and assessment strategies result in graduating participants that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

• Participants and staff are encouraged to provide feedback about the quality of the Pinnacle Safety and Training programs, facilities and resources
• Participants are encouraged to provide both verbal and written feedback throughout their training through evaluation forms that are supplied at various stages during the course and via ad hoc feedback to their trainer
• Upon graduation each participant is requested to complete the required Australian Skills Quality Authority (ASQA) learner questionnaire
• Trainers and assessors are encouraged to provide feedback during staff meetings, on an ad hoc basis as well as through formal feedback at the end of a course
• All RTO staff are encouraged to provide feedback to management during regular staff meetings and on an ad hoc basis
• Formative and summative evaluation processes are undertaken throughout the delivery of the course to capture participant, employer and trainer/assessor feedback.

Transition to training packages

To ensure that you are only training in current courses, Pinnacle Safety and Training manages the transition from superseded training packages within 12 months of their publication on the National Register.

Pinnacle Safety and Training will issue written notifications to you detailing any training package changes that impacts on you and the options that are available to you.

Working with persons under 18 years of age

Participants under 18 years of age may enrol with Pinnacle Safety and Training. A child is considered any individual less than 18 years of age.

It is the responsibility of Pinnacle Safety and Training to ensure that all participants are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Pinnacle...
Safety and Training, any behaviour that can reasonably be considered harmful or potentially harmful to participants, or where it is reasonable to believe that a participant has been harmed or requires protection from harm.

The RTO will comply with all relevant State and Federal legislation in the area of working with children. Pinnacle Safety and Training management recommend that all staff obtain a Positive Notice Blue Card for child related employment. Information is available at: www.ccypcg.qld.gov.au other relevant legislation may be viewed at www.afp.gov.au
Appendix 1: Generic Language Literacy and Numeracy Tool

Instructions

This tool has been provided to assist in capturing evidence your core skills in language, literacy and numeracy (LL&N). Decisions on whether additional LL&N support assistance is required will be undertaken by the RTO Manager.

1. Print the document
2. Provide hand written responses to the questions
3. Return the completed test via email or post:
   a. Email return - Scan and email to student.administration@pinnaclesafety.com.au
   b. Post return – RTO Manager Pinnacle Safety and Training, 40 Borthwick Avenue, Murarrie Q 4127
4. The RTO Manager will review your completed responses and provide guidance on your results.

Name: ___________________________ Date: ____________

Name of course you want to enrol into:

PART A: Self-assessment completed by participant - Place a tick ✓ in the appropriate YES or NO boxes

1. Is English your second language?  ☐ YES  ☐ NO

2. Do you require an interpreter to understand, read, write and comprehend the English language? ☐ YES  ☐ NO

   No further assessment to be completed as requirement for interpreting services identified.

   IF you answered YES for Question 2 – DO NOT PROGRESS ANY FURTHER

a. Do you sometimes have difficulty with any of the following?  
   ☐ Yes  ☐ No Understanding others when talking in English
   ☐ Yes  ☐ No Understanding instruction when instruction is given in English
   ☐ Yes  ☐ No Understanding staff in shopping centres
   ☐ Yes  ☐ No Understanding English speaking people whilst talking on the phone

b. Do you sometimes have difficulty with any of the following?  
   ☐ Yes  ☐ No Recognising common words
   ☐ Yes  ☐ No Reading forms e.g. JSA, JSEA, SWMS, TAKE 5, SLAM
   ☐ Yes  ☐ No Understanding directions
   ☐ Yes  ☐ No Understanding what you read
   ☐ Yes  ☐ No Understanding emails in English

c. Do you sometimes have difficulty with any of the following?  
   ☐ Yes  ☐ No Filling out forms – e.g. JSA, JSEA, SWMS, TAKE 5, SLAM
   ☐ Yes  ☐ No Writing notes and messages
   ☐ Yes  ☐ No Writing more than a sentence or two
   ☐ Yes  ☐ No Spelling
   ☐ Yes  ☐ No Using the right words

d. Please tick any areas below where you might need to develop skills:
   ☐ Yes  ☐ No Knowing when to add, subtract, multiply or divide
   ☐ Yes  ☐ No Using a calculator to add, subtract, multiply or divide
PART C: Reading test completed by participant

The following information is taken from a completed confined space entry permit. Use this information to answer the questions:

<table>
<thead>
<tr>
<th>SECTION 1: HAZARD IDENTIFICATION (PRE-ENTRY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has barricading and signage been installed at the confined space area?</td>
</tr>
<tr>
<td>Select the Ventilation Requirements for this permit:</td>
</tr>
<tr>
<td>Natural Ventilation only</td>
</tr>
<tr>
<td>Positive Pressure Ventilation</td>
</tr>
<tr>
<td>Negative Pressure Ventilation</td>
</tr>
<tr>
<td>Are additional Permits required?</td>
</tr>
<tr>
<td>Permit Type</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SECTION 2: RISK ASSESSMENT AND TRAINING (PRE-ENTRY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a SWMP Risk Assessment been completed for this confined space task and signed by personnel?</td>
</tr>
<tr>
<td>Have all personnel been trained to enter a confined space?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SECTION 3: SELECT COMMUNICATION METHODS (PRE-ENTRY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the communication methods to be used:</td>
</tr>
<tr>
<td>Two Way Radio</td>
</tr>
<tr>
<td>Other Specify:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SECTION 4: SELECT THE POINTS OF ISOLATION REQUIRED FOR THIS SPACE (PRE-ENTRY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isolation Points</td>
</tr>
<tr>
<td>Water/Gas/Steam/Chemicals</td>
</tr>
<tr>
<td>Mechanical/Electrical drives</td>
</tr>
<tr>
<td>Auto fire extinguishing systems</td>
</tr>
<tr>
<td>Hydraulics/Electrical/Gas/Power</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SECTION 5: INITIAL PRE-ENTRY ATMOSPHERIC CHECK - Check Gas Detector for Calibration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial Number 1:</td>
</tr>
<tr>
<td>Bump test conducted today?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conduct PRE-ENTRY TEST &amp; Record Results - Person conducting test:</th>
<th>Time Tested:</th>
<th>AM / PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>O₂ - % Oxygen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>≥19.5% ≤23.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% LEL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>≤6% of LEL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H₂ - Hydrogen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>≤10 ppm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO - Carbon Monoxide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>≤300 ppm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identify other atmospheric hazards (flammable):</td>
<td>Hazard:</td>
<td>Reading:</td>
</tr>
</tbody>
</table>

a. How many sections are on this permit? ____________________________

b. List the personal protective equipment that has been selected on the permit. ____________________________________________________________

c. What is the serial number of the gas detector that is recorded on the permit? ____________________________

d. Have all atmospheric contaminants been identified? ____________________________

e. Has barricading and signage been installed at the confined space area? ____________________________
f. What do these signs mean?

![Signs](image)

PART D: Writing test completed by participant

a. What are some of the things you do in your job?

b. What are some things you have to do at work to keep yourself and others safe on the job?

c. What machines or equipment do you use at work?

PART E: Numeracy test completed by participant

Complete the following calculations without a calculator:

\[ 10 \times 20 \quad 15 \times 15 \quad 35 + 27 \quad 14 + 120 \]
The following Australian Skills Core Framework (ASCF) levels detailed below indicate the required level of reading, writing, oral communication and numeracy for entry into our foundation courses. When undertaking the LL&N assessment these indicators should be referred to as benchmarks/indicators for achievement. When these levels/indicators are demonstrated, LL&N support would not be required.

<table>
<thead>
<tr>
<th>ASCF level</th>
<th>Reading - 2</th>
<th>Writing - 3</th>
<th>Oral Communication - 3</th>
<th>Numeracy - 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Identifies and interprets relevant information and ideas from texts on familiar topics</td>
<td>• Communicates relationships between ideas and information in a style appropriate to audience and purpose</td>
<td>• Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts</td>
<td>• Identifies and comprehends relevant mathematical information in familiar activities or texts</td>
</tr>
<tr>
<td></td>
<td>• Uses a number of reading strategies to identify and interpret relevant information within familiar text types</td>
<td>• Selects vocabulary, grammatical structures and conventions appropriate to the text</td>
<td>• Derives meaning from a range of oral texts in familiar and some unfamiliar contexts</td>
<td>• Selects and uses appropriate familiar mathematical problem solving strategies to solve problems in familiar contexts</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Y or N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did the participant self-identify areas of concern that may affect success in the chosen course?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Did the participant have problems communicating or writing in a manner that was clear, fluent, and satisfactory for the level required in a workplace?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Did the participant understand most of the questions being asked?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Would the participant have difficulty in meeting the requirements of the theory and practical assessment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Outcome:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requires LL&amp;N support and/or reasonable adjustments</td>
<td>☑</td>
<td>No support</td>
</tr>
<tr>
<td>What type of support was identified and what adjustments are required to enable participation in the training?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Can the identified support and adjustments be managed in class by the Trainer? ☑ YES ☑ NO

IF NO explain why:

Participant advised of the outcome and the adjustments that can/cannot be applied: ☑ YES ☑ NO

NOTIFICATION: RTO Mgr to notify Sales and Service and Operations about the approved adjustments.