



STUDENT INFORMATION HANDBOOK

Asbestos & You Pty Ltd is a South Australian based asbestos training company providing quality VET and Non-VET training to the public and private sector nationally

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Dear Student,

Welcome to Asbestos & You Pty Ltd.

During your time with us we will endeavour to make your learning a *rewarding experience*.

This information booklet will allow you to familiarise yourself with the requirements for the unit of competency you are about to undertake and to become aware of all associated requirements. Please read the following very carefully.

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1. MARKETING

Asbestos & You is committed to ensuring that its marketing and advertising of complies with AQF requirements.

- It uses the NRT logo only for qualifications within scope
- When using references or endorsements about its products and services, it ensures it has appropriate permissions.
- All marketing materials are approved by an authorised member of the RTO.
- The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.

2. PROVISION OF INFORMATION

Asbestos & You supplies accurate, relevant and up-to-date information to prospective students and contractors prior to completing written agreements.

Asbestos & You reviews all information regularly, through its version control policy, to ensure accuracy and relevance. Prior to enrolment, Asbestos & You supplies students with information about:

- Student selection processes
- Course information including vocational outcomes
- Fees and charges
- Provision for forms of assistance where appropriate
- Opportunities for RPL/ credit transfers

3. ENROLMENT

The following process applies to enrolment and selection.

Step 1	Contact Asbestos & You	Phone 08 8241 5333 info@asbestosandyou.com.au 42 Trembath Street, Bowden SA 5007
Step 2	Contact Point	Asbestos & You will advise on the enrolment process, including Language, Learning & Numeracy (LLN)
Step 3	Prior to Training	Prior to completing an enrolment form students should read this Student Information Handbook and relevant course outlines and pre-course reading material to gain a full insight into their rights and responsibilities.
Step 4	Enrol	Complete the Enrolment Form (including USI number) prior to training day. Asbestos & You requests permission to search and verify your USI number on the USI Registry. Students will also need to provide their Whitecard/Site Safety Card. There could be other forms and requirements by external funding authorities (eg. CITB) that participants may need to complete as part of the enrolment process.
Step 5	Personal Learning Plan Developed	Asbestos & You will negotiate with you a personal learning plan and schedule that reflects course requirements and your personal circumstances. This will become a 'living document'
Step 6	Start Learning	You start your training program. Your Training Plan is constantly reviewed in response to your learning and circumstances

4. ACCESS AND EQUITY

At all levels of operation, Asbestos & You is committed to the principles of access and equity. Equity is about justice and fair dealing, not necessarily about treating all people the same way. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. Asbestos & You Trainers and Assessors will ensure that all course participants have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue.

Disability Support

- In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, Asbestos & You is committed to ensuring that all students are supported in achieving their goals. Where barriers exist for students in relation to access, participation and learning outcomes, Asbestos & You will work with the student to ensure fair and equitable access and outcomes are achieved.

Aboriginal and Torres Straight Islanders

- Asbestos & You is committed to ensuring that Aboriginal and Torres Straight Islanders are also given sufficient support to meet their learning needs.

5. LANGUAGE, LITERACY AND NUMERACY (LL&N)

The induction process will include a Language, Literacy and Numeracy (LLN) indicator. This is optional and opportunity is given on the Enrolment Form for students to choose to complete this or not.

However it is recommended students complete this because the process assists trainers to better meet the individual needs of each student.

The enrolment form also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer.

Asbestos & You is committed to providing fair and equitable access to learning for all students and this will be monitored throughout the course.

6. USI NUMBER (UNIQUE STUDENT IDENTIFIER)

As from 1st January 2015 - if you are a new or continuing student undertaking nationally recognised training, you need a USI number in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

To apply for a USI number go to the government website www.usi.gov.au.

It is very simple and takes 2 minutes to apply, just make sure you have a form of ID handy (ie. drivers licence). A USI number is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

Your USI will give you access to an online record of the training you have completed since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

7. RECOGNITION OF PRIOR LEARNING (RPL), What is RPL?

Recognition of prior learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved.

Using the RPL procedure is not necessarily an easy way to get a qualification. It is not a matter of time served, or amount of experience, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation.

All applicants for RPL are encouraged to discuss this with their trainer prior to commencing the formal application process.

Steps for an evidence based RPL assessment:

Following the receipt of your Personal Learning Plan the RTO will provide you with the resources you will need to collect evidence of your current skills and experience.

- You collect evidence and return to the RTO.
- The assessor evaluates the evidence and notifies you if there are any further pieces of evidence that are required.
- The assessor negotiates an interview time with you, during which your evidence will be discussed as it relates specifically to the Competency Standards for which you are seeking RPL.
- At this point an assessor may also recommend that you complete one or more units of competence in order to satisfy requirements.
- The assessor conducts the assessment of all the evidence, and advises you of the result. This will be recorded in your Dashboard.
- The assessor deems you competent or will ask for further evidence.
- When the evidence meets the Unit of Competency requirements the RTO issues the appropriate statement of attainment or qualification.
- The length of time for this process will depend almost entirely on how much evidence you have and the time taken to collect all of the relevant evidence.
- Because it is possible that you are not aware of what RPL you may be eligible, Asbestos & You conducts an evaluation of this for you as part of its Personal Learning Plan process. Direct Credit: if you have completed some study similar to any units from the qualification in which you are enrolled with Asbestos & You, then it might be possible to award Direct Credit. Your trainer will provide further advice about this.

8. RECOGNITION / DIRECT CREDIT

A key principle of the Standards for NVR Registered Training Organisations is national recognition (formerly known as mutual recognition), which means that all states, territories and registered training organisations will recognise qualifications and statements of attainment issued by other registered training organisations across Australia. If you have completed Units of Competency from other Training Packages, you may be eligible for Direct Credit. You will need to provide copies of qualifications for Direct Credit to be granted.

9. ASSESSMENT

Before starting any training and assessment, you will be advised of the conditions and methods of assessment contained within the relevant unit of competency. In the event that you undertake the assessment and fail to meet the required level of competency, you will be counselled on additional requirements and provided with further opportunity to re-take the assessment as appropriate.

10. PAYMENT OF FEES & OTHER FINANCIAL TRANSACTIONS FEES

Asbestos & You have a couple of payment options.

1. Payment can be made by direct deposit into:

ANZ Bank
BSB: 015-310 Account No: 258115569
Account Name: Asbestos & You Pty Ltd

OR

2. Cheque made out to 'Asbestos & You'

We invite you to contact us directly to discuss any financial hardship or request for delayed/alternate payment options. For further information call Asbestos & You on 08 8241 5333.

Refund Policy

Asbestos & You is committed to working within a fair and transparent framework for the charging of fees, the provision of protection for fees paid in advance and the refund of payments where appropriate.

Participants in Asbestos & You training programs can ask for a refund in the event of the following:

- Services are not provided e.g. cancellation of course
- The financial failure of Asbestos & You
- The fair and reasonable non-attendance of student e.g. sickness, family emergency. Such matters will be decided on a case-by-case basis by the RTO Manager
- Asbestos & You will negotiate a fair and reasonable level of refund in the event of other circumstances e.g. lack of satisfaction with services offered, or where disciplinary issues have led to a student being asked to withdraw from a program.

Withdrawal Policy

Refunds may take two to three weeks to process.

An Application for Refund Form is available from the RTO on request. Should a student wish to withdraw from a course the following will be required:

Fill out a Asbestos & You Withdrawal Form which is available from the RTO on request. Once signed, submit to trainer or send to Asbestos & You.

Asbestos & You will contact the student upon receipt of the withdrawal form to assess and discuss any outstanding issues e.g. return of course materials, completed units, outstanding fees, etc.

Replacement Documents

A fee of \$25 applies to replacement of Credentials and/or Statements of Attainment. Proof of identity may be required.

11. WORKPLACE HEALTH AND SAFETY

Asbestos & You is committed to establishing, maintaining and enforcing a safe system that focuses on:

- A safe work environment
- A risk management approach to safety
- Preventing injury/illness
- Complying with legislative requirements
- If, at any time during the Asbestos & You training program, you identify hazards in the workplace please notify your trainer immediately. Incident Report Forms are available from the RTO on request. Trainers regularly review venues and assets to identify and mitigate risks. All hazards are reported and are addressed through the RTO's Risk Register and Action Plan.

12. STUDENT SUPPORT SERVICES

Asbestos & You is aware of its responsibilities under ASQA to provide adequate protection for the health, safety and welfare of students attending face-to-face training sessions. This includes adequate and appropriate support services in terms of academic mentoring and coaching services.

Asbestos & You is also aware of their obligations towards students with a recognizable disability as defined under the Disability Discrimination Act 1992. They will work with such students to customize their services, including making reasonable adjustment to the provision of assessment services in order to facilitate their successful participation in education, training and employment opportunities.

13. COUNSELLING AND DISCIPLINE

In striving to have a skilled, competent and caring workforce, unsatisfactory student performance and/or conduct will be addressed in a professional manner to ensure a fair and consistent process in line with natural justice.

Within the framework Asbestos & You is committed to ensuring that inappropriate behaviour that may impair the learning processes or the well-being of individuals is appropriately managed.

Asbestos & You students have a right to:

- Be treated fairly and with respect
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Be assured of privacy of their personal information and records
- Lodge a complaint without fear of victimisation.

Asbestos & You Students have responsibilities to:

- Treat other students and staff with respect and fairness
- Follow any reasonable direction from staff
- Not engage in plagiarism, collusion or cheating in assessment activities
- Submit assessment activities by the due date or seek approval to extend the due
- Return company equipment and materials on time
- Observe normal safety practices

Where a student continually breaches these guidelines or where a single incident is a serious breach of discipline, the following steps will be taken by Asbestos & You staff:

- The student will be invited to participate in a Counselling interview.
- If this is not successful then the student will be issued a first written warning.
- If this is still not successful then the student will be issued with a final written warning.
- If these repeated attempts to manage unsatisfactory student behaviour fail then the student's enrolment will be terminated.

14. COMPLAINTS / APPEALS

Asbestos & You is committed to dealing with complaints and appeals in a timely and constructive way. If wishing to make a complaint or an appeal concerning any aspect of a Asbestos & You course, the student should refer to the following process:

Attempt to informally resolve the issue with appropriate Asbestos & You staff.

If unsuccessful they should lodge a formal complaint in writing to the Manager at: Asbestos & You, 42 Trembath Street, Bowden SA 5007 or fax 08 8346 3888.

14. COMPLAINTS / APPEALS *continued*

Making a complaint to ASQA

ASQA provides information about making a complaint in this link - <http://www.asqa.gov.au>

If you are not satisfied with the quality of service or training being provided by a registered training organisation (RTO), there are ways for you to make a complaint.

Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

If you are a local/domestic student of an ASQA RTO and you intend to make a complaint, you must first follow your RTO's internal complaints and appeals procedures.

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the **online complaint form**.

15. WORKPLACE BULLYING AND HARRASSMENT

Asbestos & You aims to create a working environment which is free from harassment and where all members of staff are treated with dignity, courtesy and respect. Workplace bullying and harassment can be seen as the repeated, less favourable treatment of a person by another that may be considered unreasonable and inappropriate workplace practice. For example:

- Physical
- Verbal
- Non-verbal

Students with complaints concerning bullying and/or harassment should refer to the steps outlined in the Grievance Policy.

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission South Australia on phone 08 8207 1977 or country callers 1800 188 163.

16. ANTI-DISCRIMINATION

Asbestos & You is committed to providing a safe caring environment where all employees have a right to work free from discrimination, harassment and bullying. Discrimination may be defined as unfair or prejudicial treatment of individuals or groups of individuals based on personal attributes, characteristics, idiosyncrasies or associations. Sexual harassment can be regarded as any form of unwelcome sexual attention that is offensive, intimidating or humiliating.

Racial harassment is defined by harassment on the basis of race, which can vary from relatively minor abuse to actual physical violence.

Students with complaints concerning Discrimination should refer to the steps outlined in the Grievance Policy. If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission South Australia on their statewide number phone 08 8207 1977 or country callers 1800 188 163.

17. FEEDBACK AND CONTINUOUS IMPROVEMENT

At the end of each one day course, we collect student feedback to assist in the continual review and improvement of our training services.

Asbestos & You is committed to the principle of continuous improvement. This is articulated in the Continuous Improvement Plan that is available on request. This Plan aims to support and strengthen compliance with Standards for NVR Registered Training Organisations in a way that reflects the growth of Asbestos & You, encourages innovation and measures and monitors outcomes.

18. PRIVACY POLICY

As a registered training organisation, Asbestos & You is obliged to maintain effective administrative and records management systems. This involves the retention of student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.

Students must have access to their own training records at all times. Should it be deemed necessary, information about student records can only be divulged to a third party with the written consent of the student.

Once a student graduates they are able to access their records by emailing info@asbestosandyou.com.au

If you have concerns about personal information held by Asbestos & You, you should contact the RTO Manager on 08 8241 5333 or in writing to Manager, Asbestos & You, 42 Trembath Street, Bowden SA 5007, marked *Private & Confidential*.

If you still feel that your concerns have not been resolved, your complaint can be sent direct to the Commonwealth Privacy Commissioner, GPO Box 5218, Sydney NSW 2001 Phone: 1300 363 992 Email: privacy@privacy.gov.au.

19. VERSION CONTROL

Asbestos & You will ensure that all forms and documents used in the delivery of qualifications under their scope will be accurate and up to date. As significant changes or amendments are made to documents then old versions will be recalled and new ones circulated.

At least once a year a complete review of all documents will occur with the date of review added to the Policy Index Checklist

20. VALIDATION STRATEGY

Asbestos & You has a systematic way of ensuring that assessments undertaken are fair and reasonable and consistent with industry best practice. This is articulated in the Validation Strategy that is available upon request. Forms detailing validation processes are also available on request.

21. RISK MANAGEMENT

Risk management is the systematic, positive identification of threats to resources and the development of appropriate strategies which minimize risk.

Asbestos & You has a systematic way of ensuring that all risks associated with the delivery and assessment of qualifications within its scope are minimised. Their Risk Management Action Plan is available on request.

22. ISSUING QUALIFICATIONS

Asbestos & You is committed to issuing qualifications and statements of attainment that are within its scope of registration. In accordance with the VET Quality Framework requirements Asbestos & You Pty Ltd will issue these qualifications upon successful completion of course and once your **invoice for training is paid for in full**.

23. CONSENT TO PHOTOGRAPH & VIDEO COLLECTION

On the odd occasion Asbestos & You collects photographic and video evidence of student attendance and assessment. Students must consent to the collection of photographic and video evidence during their participation in a course with Asbestos & You. This evidence shall not be publicly displayed without express permission of the students identified within the image. Should you wish your image NOT be taken, then please notify staff prior to enrolment.