



VET Student Handbook

K & J (Australia) Pty Ltd T/as FIREtrain
P O Box 682, Mundaring WA 6073
ABN: 31 972 757 720
Registered Training Organisation
WA Provider No. 52069

Email: info@firetrain.com.au

Tel: (08) 9295 6914

Mob: 0408 941 285

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VET student Handbook

Welcome to Firetrain

Firetrain is a Registered Training Organisation, WA Provider No. 52069 and provides specialised competency based training in workplace emergency response. We deliver Nationally Recognised Training (Accredited) and Non-Accredited training courses at your place of business. Individual requirements for courses may be customised to meet your specific hazards and risks.

This VET Student Handbook is designed to ensure VET students have access to all the information required for training and is available on the Firetrain website : www.firetrain.com.au and will be provided to the VET student on request.

Firetrain information can be also obtained by telephoning (08) 9295 6914 or mobile 0408 941 285.

Firetrain acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

Our Commitment to Training

Firetrain is committed to:

- . Provide quality training and assessment services that meet industry needs.
- . Provide efficient response with accurate information on request.
- . Offer VET students flexible learning opportunities.
- . Ensure all training is delivered by qualified trainer/assessor with the necessary skills and experience.
- . Ensure all training is continually monitored and improved.
- . Provide Statement of Attainment with 30 calendar days of course completion.

Course Information

Course schedules detailing the content, outcomes and requirements specific to the course are provided at enquiry and additionally at booking and confirming a training session. Training is delivered at the client's premises. The hours of training will be dependent on the location of the training or specific to client needs. Firetrain staff are available to discuss any further questions you may have regarding this information.

Course Confirmation

Firetrain provides the client or employer with a Course Application and Confirmation Form – PUAFER008 Confine Small Emergencies in a Facility.

The client or employer must complete and return this form to Firetrain. Once the completed form is received, the course booking is considered confirmed.

VET Student Enrolment

Once the course booking has been confirmed, Firetrain provides the client or employer with the VET Student Enrolment Form and Language, Literacy, Numeracy and Digital Literacy review.

You must complete these documents and return them to Firetrain at least three working days before the course commences.

The completed documents can be returned through your employer or directly to Firetrain.

Unique VET Student Identifier (USI)

Effective 1 January 2015, all VET students undertaking Nationally Recognised Training delivered by a Registered Training Organisation (such as Firetrain) will need to provide a Unique VET student Identifier (USI). The object of the USI is to provide Australian VET students with a lifelong number where training outcomes and achievements of every VET student can be individually captured centrally, kept secure and accessed on demand by the VET student or by training provider as needed.

The USI is available online at no cost to the VET student. Once registered, the USI will stay for life and be recorded with any nationally recognized Vocational Education and Training (VET) courses completed from 1 January 2015. The USI must be provided before Firetrain can issue a Statement of Attainment upon successful completion of Nationally Recognized Training.

VET students can apply for a USI by visiting USI.gov.au.

Language, Literacy, Numeracy and Digital Literacy (LLND)

Firetrain reviews your language, literacy, numeracy and digital literacy needs before and during training.

Before your course commences, you will be asked to complete a Language, Literacy, Numeracy and Digital Literacy review. The review used by Firetrain is sourced from Skills Education and relates to the use of fire extinguishers. The review helps Firetrain determine whether you require additional support to participate effectively in training and assessment.

The completed review will be assessed by a Firetrain trainer and assessor. Firetrain will contact you privately before the course if:

- you may require additional support
- further information is needed
- there are concerns about whether the course is suitable for your needs.
-

Firetrain will not discuss your support needs with your employer unless you provide permission for this information to be shared.

Please advise Firetrain before your course if you require language, literacy, numeracy or digital literacy support. Any information you provide will be treated confidentially in accordance with Firetrain's Privacy Policy.

Requesting support will not disadvantage you or affect your access to training.

Training Information & Documentation

At the commencement of the course each VET student will be provided with:-

- . VET student Handbook
- . VET student Enrolment Form
- . Assessment Plan Sign Off and Judgement Record
- . Learner Resource – Course Notes
- . Privacy Notice and VET student Declaration
- . Learner Questionnaire.

Documents available at the time of training or requested prior to training are:

- . Course Application and Confirmation Form
- . Site Specific Requirements
- . Lesson Plan
- . Delivery Plan
- . Assessment Plan
- . Code of Practice
- . Training and Assessment Policy
- . Access and Equity Policy
- . Language Literacy Numeracy & Digital (LLND) Policy and Procedure
- . Recognition of Prior Learning (RPL) Policy and Procedure
- . Credit Transfer Policy and Procedure
- . Complaints and Appeals Policy and Procedure
- . Counselling Services Information
- . VET students under the age of 18 Policy
- . Drug and Alcohol Standard
- . SHE Policy
- . Risk Management Guidelines and Assessment
- . Incident Accident Guidance Policy
- . Safety Incident and Accident Report and Investigation Form
- . Job Risk Assessment
- . Safe Work Method Statement
- . Cancellation Policy.

National Recognition

Firetrain recognises the Australian Qualifications Framework (AQF) and Statement of Attainment issued by other Registered Training Organisations in Australia. As a Registered Training Organisation (RTO) a Statement of Attainment issued by Firetrain will be recognised by RTO's Australia wide.

Issue of Statement of Attainment

Firetrain issue a Statement of Attainment to VET students who meet the required outcomes of a unit of competency in accordance with all the appropriate National Guidelines and acknowledging that Qualifications are nationally recognised. A Statement of Attainment can only be issued if the VET student's Unique VET student Identifier (USI) has been provided. A Statement of Attainment will be issued to a VET student within 30 calendar days of course completion.

Certificates of attendance and participation will be issued when applicable.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to all VET students. RPL is an assessment process that considers the skills and knowledge you have gained through:

- previous training
- work experience
- volunteer work
- life experience.

You may apply for RPL before or during your course by contacting Firetrain and completing an RPL Application Form.

You will need to provide evidence showing that you already meet the requirements of the unit. Evidence may include qualifications, work samples, workplace documents, references, or other relevant records.

An assessor will review your evidence and may ask you to complete additional assessment activities, such as an interview, practical demonstration or knowledge questions.

Firetrain will provide guidance about the RPL process and the evidence required.

RPL fees may apply and will be explained before the assessment begins.

You may appeal an RPL assessment decision through Firetrain's Complaints and Appeals Policy and Procedure.

Credit Transfer

Credit transfer may be available if you have previously completed an equivalent unit of competency with another Registered Training Organisation. You may receive credit where:

- the unit code is the same; or
- the unit has been superseded and is listed as equivalent on the national training register.

You must provide a verified copy of your qualification, Record of Results or Statement of Attainment. Where a previous unit is not equivalent to the current unit, you may be required to complete additional training, the current unit or Recognition of Prior Learning.

To apply, request a Credit Transfer Form from Firetrain and submit it before commencing the course.

Delivery of Training

All VET student resources and equipment required to conduct training relevant to this course is the responsibility of Firetrain. Attempt is made to simulate the environment as closely as possible to a real live workplace emergency. Records and evidence documents are maintained, reviewed and updated when required. All documentation, resources and equipment, and their required quantities, is taken to the client premises for delivery of training whereby the Training and Assessment is conducted in safe, fit for purpose and adequate premises. All equipment is checked for safety and cycled in line with the equipment requirements, manufacturers specifications, instructions, its amount of use (wear and tear) and its currency.

Firetrain provide suitably qualified Trainer Assessors who meet the requirements of State and National Standards. Firetrain trainers hold the qualifications of the unit of competency being delivered.

Assessment

Firetrain will ensure that assessments meet National Assessment Principles, methods are equitable and meet Training Package requirements and practices, provide appeal and re-assessment options.

Principles of Assessment All assessments conducted are reliable, flexible, fair and valid.

- **Reliable:** All assessment methods and procedures will ensure units of competency are assessed consistently and are comparable irrespective of the assessor conducting the assessment.
- **Flexible:** All assessment methods and practices allow for diversity with regard to how, where and when competence is acquired.
- **Fair:** VET student's needs are considered, and reasonable adjustments are applied to ensure assessment methods and procedures will not disadvantage any VET student.
- **Valid:** Assessment activities meet the requirements of the Unit of Competency. An Assessment decision is justified and based on the evidence of performance of the VET student.

Rules of Evidence All assessment evidence collected is valid, sufficient, authentic and current.

- **Validity:** The Assessor is assured that the VET student has the skills, knowledge and attributes as described in the Unit of Competency and associated assessment requirements.
- **Sufficiency:** The Assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a VET student's competency.
- **Authenticity:** The Assessor is assured that the evidence presented for assessment is the VET student's own work.
- **Currency:** The Assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Complaints

Firetrain Trainers and Assessors must inform the VET student of the complaint and appeal procedures. This takes place prior to commencement of training.

Any VET student complaint should be made as soon as possible. Firetrain will act on each substantiated complaint and all complaints received in writing will be responded to. It is preferable that all complaints are received in writing, addressed to The Director, Firetrain, PO Box 682, Mundaring WA 6073.

Firetrain ensures an appropriate internal complaint handling and appeals process that satisfies the following requirements:

- a) A process is in place to lodge a formal complaint or appeal if the matter cannot be resolved informally, written record of the complaint or appeal on file
- b) Each complainant has an opportunity to formally present their case at minimal or no cost to themselves
- c) Each party may be accompanied and assisted by a support person at any relevant meetings
- d) The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome
- e) The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

Any complaint will be handled fairly, recognising the rights of the person making the complaint, Firetrain and the person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

Firetrain will be transparent and accountable in relation to VET student complaints by ensuring information about the procedure available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point a complaint may be withdrawn by the complainant

Appeals

You may appeal any decision made by Firetrain, its staff or a Third Party where the decision adversely affects you. This may include decisions about assessment, enrolment, support, fees, refunds, disciplinary action or the outcome of a complaint.

Appeals should be submitted as soon as possible to:

Training Manager
Firetrain
PO Box 682
Mundaring WA 6073
Email: leanne@firetrain.com.au
Or call (08) 9295 6914 or 0408 941 285.

You will be given an opportunity to present your case, and all parties will be treated fairly. Firetrain will provide the appeal outcome and reasons in writing, generally within 14 calendar days.

If you are not satisfied with the outcome, you may request an independent review at no or low cost.

You will not be disadvantaged for lodging an appeal. Appeal outcomes are recorded and used to improve Firetrain's services.

Access to VET student Records

VET students may have access to their own records upon application in writing directed to the Firetrain Director. VET students can access their own training records through the VET transcription from the Regulatory Authority and its Registrar (www.usi.gov.au)

All training records are treated as confidential and information about a VET student will not be released to a third party without the prior written consent of that VET student.

Fit for Work

Fit for Work means that an individual is in a physical, mental, and emotional state, which enables them to perform their tasks effectively and in a manner that does not increase the risk to themselves and others. It is essentially the responsibility of the individual to manage personal factors which impact on their ability to perform the required task, unimpaired and to the full extent of their capability, are not under the effect of drugs, alcohol, stress, excessive fatigue, and physical and mental health issues.

Access and Equity

Firetrain is committed to provide to all VET students and potential VET students, regardless of gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment, a workplace and learning environment free from discrimination and harassment and is supportive of the specific needs of individuals.

Drugs and Alcohol Policy

Firetrain recognises that alcohol and drug abuse can affect one's ability to safely perform training/assessment and is deemed to be a work health and safety risk. Firetrain has a zero-tolerance policy in regard to the use of drugs and consumption of alcohol whilst participating in training.

Any person may take prescription drugs for legitimate medical reasons as required. It is the person's responsibility to ensure that the prescription drugs do not interfere with their ability to perform their role or partake in training or assessment activities. If any prescription medication is likely to affect performance or behaviour during training, the Trainer and Assessor must be notified.

The use of drugs or alcohol during training is strictly prohibited and may result in expulsion from the training course and disqualification from receiving certification.

Fees and Charges

Firetrain delivers training on the employer's premises under a fee-for-service arrangement with the client or employer.

The client or employer is advised of all applicable fees and charges before the training is confirmed. Fees are invoiced directly to the client or employer as each course is delivered.

VET students are not charged any fees directly by Firetrain.

Cancellation Policy

- i) Cancellation fee for confirmed training cancelled within 48 hours or on the day of service will attract a full 100% fee of the total cost of the scheduled booking.
- ii) Firetrain aim to be flexible and reasonable and recognise that in some cases there are exceptional circumstances in which a charge may not be incurred. Every endeavour will be made to transfer the booking to a suitable date which is agreeable to both parties.
- iii) If courses are cancelled or rescheduled for a quoted and confirmed service, any additional financial loss to Firetrain for travel expenses including air travel and accommodation will be charged to the client in full.

Refund Policy

A VET student who wishes to cancel or withdraw from a course must advise Firetrain in writing as soon as reasonably possible. Where notice is received more than 48 hours before the scheduled course commencement, Firetrain will:

- offer the VET student the opportunity to transfer to another suitable course date; or
- provide a refund of any course fees paid for training or assessment services that have not been provided.

Where cancellation occurs within 48 hours of the scheduled course commencement, or the VET student does not attend, Firetrain may retain the course fee to cover the costs associated with the confirmed booking.

Firetrain may waive or reduce a cancellation fee where exceptional circumstances have prevented the VET student from attending. Each request will be considered individually.

Training Support Services

Firetrain provides training support services to assist VET students throughout their training, and makes provision for language, literacy, numeracy and digital literacy support in relation to training and assessment.

Examples of training support services include:

- additional learning resources or assistive technology
- language, literacy and numeracy support
- one-on-one support from trainers and assessors

Availability of Training Support Services

Trainers, Assessors and Student Support

Days: Monday – Friday
Hours: 8:00am to 5:00pm
Phone: (08) 9295 6914 or 0408 941 285
Email: leanne@firetrain.com.au.

In accordance with Firetrain's Staff Code of Conduct, VET student enquiries are responded to within a reasonable timeframe.

Wellbeing Support Services

VET students experiencing personal difficulties or concerns about their mental health and wellbeing may contact the following services:

Wellbeing Support Service	Phone	Website
Lifeline: 24-hour crisis support and suicide prevention	13 11 14	lifeline.org.au
Beyond Blue: mental health support and brief counselling	1300 22 4636	beyondblue.org.au
Headspace: mental health and wellbeing support for young people under age 25	1800 650 890	headspace.org.au
13YARN: culturally safe crisis support for Aboriginal and Torres Strait Islander people	13 92 76	13yarn.org.au
Suicide Call Back Service: 24-hour counselling for people affected by suicide	1300 659 467	suicidecallbackservice.org.au

Counselling services are offered to the VET student, while recognising that employers may have their own support services or procedures.

Firetrain is committed to ensure the safety, wellbeing, and support of VET students under 18 years of age enrolled to participate in a course of training.

Work, Health and Safety (WHS) / Accidents and Hazards

At commencement of each course, the Firetrain Trainer/Assessor will advise all VET students of the workplace health and safety requirements applicable to the training and assessment location.

VET students to be suitably dressed and appropriate to the course, if Hi-Viz long sleeve shirt, trousers and steel cap boots are a requirement of the workplace, please abide. Otherwise, normal work wear is acceptable and requires long hair to be tied back and no scarves be worn for practical demonstration.

Ensure safety procedures and requirements for the site are followed; VET student actions are not to endanger the safety of others.

All accidents and hazards must be reported immediately to the Firetrain Trainer or Assessor at time of incident. A Safety Issue Report and Investigation Form is to be completed and provided to the Firetrain Director. Review of the report will determine if further investigation is required, whether changes are required to operating procedures or no further action required and kept on record.

Further information is provided in the Firetrain Safety, Health and Environment Policy and Firetrain Incident Accident Guidance Document and available upon request.

Privacy Notice

All training records are treated as confidential. We use your personal information to enable us to deliver courses to you while complying with our obligations as a Registered Training Organisation.

Firetrain is required by law (under the National Vocational Education and Training Regulator Act 2011 (NVETR Act)) to disclose the personal information we collect to the National Vet Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

Information about a client or VET student is not released to a third party without the prior written consent of the client or VET student.