

TERMS AND CONDITIONS

The RTO, HAILER TRAINING is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- WHS / OHS

Enrolment into a qualification or course with HAILER TRAINING is subject to the terms, conditions and policies outlined in our pre-enrolment information and as detailed below.

About HAILER TRAINING

HAILER TRAINING is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an NVR RTO under the Training Accreditation Council (TAC) WA. HAILER TRAINING's policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the TAC and relevant Federal, State, and Territory authorities. All HAILER TRAINING staff members are expected to promote and embrace HAILER TRAINING's standards, policies and procedures.

Nature of guarantee

HAILER TRAINING is dedicated to ensure that once students have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the student.

In the event that HAILER TRAINING is no longer able to provide the training and assessment services as initially agreed, then HAILER TRAINING will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

RTO Code of Practice

Fee Structure

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of HAILER TRAINING to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs may be provided as an attachment to this information or on our website.

Qualifications will not generally be issued until full payment has been made in full.

Fees Paid in Advance

HAILER TRAINING will ensure that fees paid in advance of course delivery shall be protected by having such funds entered into HAILER TRAINING's accounts as "Unearned Income," which may not be drawn upon until such time as delivery has commenced.

Payment schedule, fees for courses costing over \$1,000.

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment.

The approved option HAILER TRAINING has agreed to undertake is:

Stage 1	Enrolment and commencement	Learner pays \$1,000
Stage 2	3rd day of the course	Learner pays the balance of fees due

HAILER TRAINING endorses this fee payment system as it protects the learner from the possible loss of fees and will encourage sound financial management from RTOs.

Conditions of Enrolment

HAILER TRAINING agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of HAILER TRAINING policy.

HAILER TRAINING may seek to terminate the enrolment of a student if they:

- Are abusive, aggressive, or insulting towards HAILER TRAINING staff members or other learners.
- Do not comply with the confidentiality rights of other persons
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of HAILER TRAINING, other students or persons, or themselves
- Have provided false or misleading information
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with HAILER TRAINING, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Fail to attend training sessions to a minimum level set for competence
- Fail or refuse to undertake assessment activities as required by HAILER TRAINING's delivery requirements
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.

NOTE: HAILER TRAINING staff will not accept abuse, raised voices, threats, or aggressive behaviour from learners and should this occur HAILER TRAINING staff will inform the learner in writing that the matter is being referred to the General Manager of Compliance³. Where a learner's behaviour is in breach of HAILER TRAINING's code of conduct, the learner's enrolment with HAILER TRAINING may be terminated. Where a learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.

Refund Policy

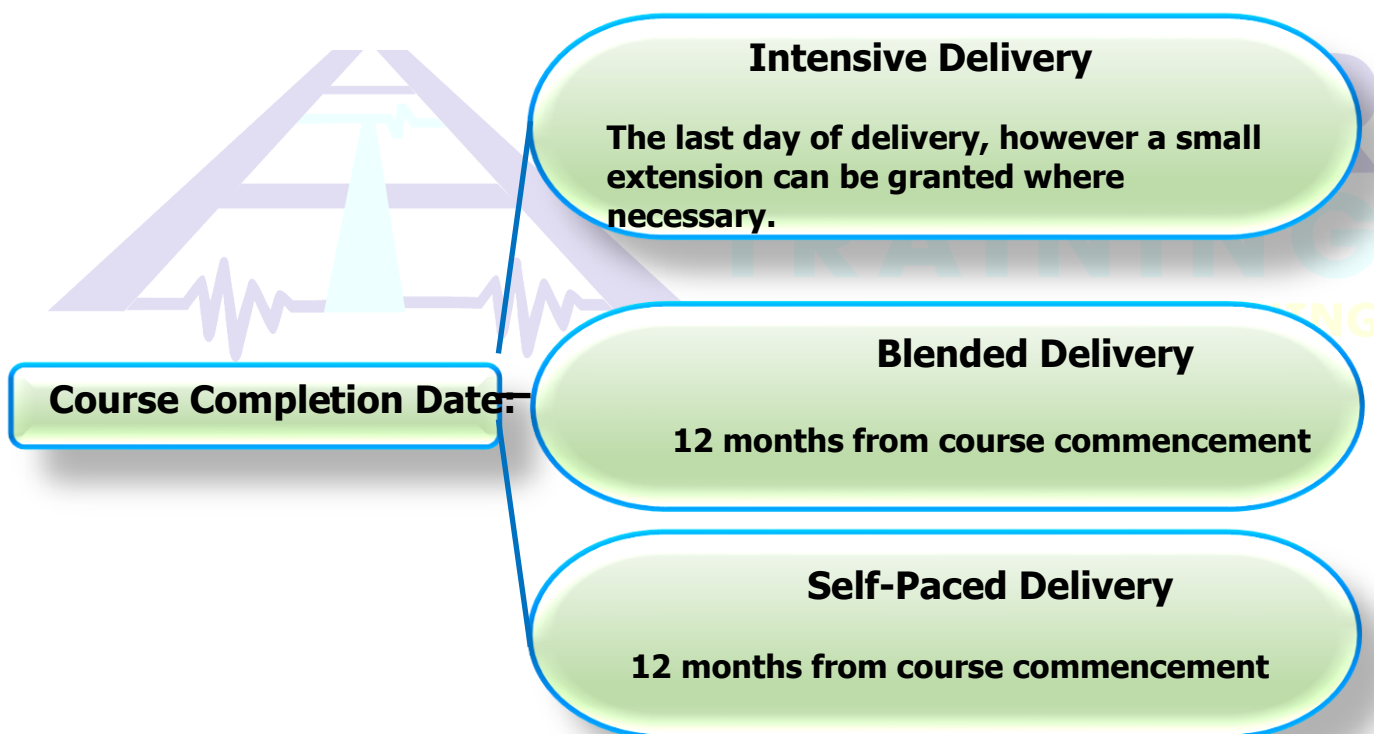
HAILER TRAINING has a strict refund policy.

HAILER TRAINING reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations and Transfers Table for details.

Exceeding enrolment timeframe

HAILER TRAINING reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed.

If a learner is having difficulty meeting this deadline, HAILER TRAINING may grant extensions under certain circumstances and apply a small additional delivery and assessment fee to the extension. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.



Cancellations and Transfers

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to info@hailersolutions.com Each learner is entitled to two (2) requests to transfer. A second request to transfer will incur an additional administration fee. See table below for further break down of fees applicable.

Cancellations and Transfers Table	
Face to Face Learners (Full, Intensive and Blended delivery modes)	
<p>NOTE: HAILER TRAINING is required to give 14 days' notice to venues for any changes in numbers or for cancellation of a course, therefore all learners must provide 15 days' notice prior to course commencement of intention to cancel or transfer course attendance as shown below.</p>	
Request to Cancel / Withdraw	
Failure to give notice of cancellation <i>(15 days or less prior to course commencement)</i>	No refund available. HAILER TRAINING will retain or invoice the student for the fees (up to \$1,000 depending on course costs) that were required to guarantee course placement.
Provides required notice of desire to cancel course <i>(15 days or more prior to course commencement)</i>	\$200 + GST administration fee will be charged to cancel / withdraw. Balance of deposit will be reimbursed.
<p>NOTE: If you cancel your enrolment with HAILER TRAINING and subsequently wish to reenrol, you will not be eligible for any specials that are offered within 12 months of your original cancelation.</p>	
Request to Transfer	
Failure to give adequate notice of desire to transfer to another course <i>(15 days or less prior to course commencement)</i>	No refund is available. \$100 + GST administration fee will be charged to transfer
Provides required notice of desire to transfer to alternate course <i>(15 days or more prior to course commencement)</i>	Difference in course fees payable by learner if applicable.
Self-Paced Learners	
<p>NOTE: For Self-paced learners commencement is deemed to be when you receive your login details and password to download your course materials.</p>	

Request to Cancel / Withdraw	
Request to cancel course post commencement	No refund is available.
<p><i>NOTE: If you cancel your enrolment with HAILER TRAINING and subsequently wish to reenrol, you will not be eligible for any specials that are offered within 12 months of your original cancellation.</i></p>	
Request to Transfer	
Request to upgrade to face to face delivery mode	Difference in course fees payable by learner if applicable
Request to change to lower or higher level qualification	\$100 + GST administration fee will be charged to transfer plus any difference in fees payable or refundable
<p><i>Extenuating Circumstances</i></p> <p><i>*Individual cases of extenuating circumstances will be considered on a case by case basis.</i></p> <p><i>Extenuating circumstances may include but not be limited to:</i></p> <ol style="list-style-type: none"> <i>1. Sickness or death in immediate family</i> <i>2. Individual Medical circumstance</i> <p><i>NOTE:</i> A medical certificate or other equivalent documentation must be provided as evidence</p> <p>(NOTE: HAILER TRAINING reserves the right to offer a refund or proportional refund in circumstances it believes are warranted).</p>	

Course Cancellation (Initiated by HAILER TRAINING)

Where HAILER TRAINING is forced to cancel a course, learners will be entitled to transfer to another HAILER TRAINING course or receive a full refund (Vouchers not included). Where a learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

For In-house Courses:

In the case where a company has utilised HAILER TRAINING to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-student basis, as per the HAILER TRAINING refund policy. The minimum fee for in-house courses is non-refundable.

NOTE: See Cancellations and Transfers Table

Eligibility

All participants must be over the age of 18 to participate in a course with HAILER TRAINING unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate HAILER TRAINING staff member.

HAILER TRAINING courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Learners will need to have a basic proficiency in:

- Copy and Paste
- Accessing information stored on websites and from a USB
- Saving a word document
- Sending and receiving emails with attachments
- Specific course requirements as determined by units of Competency.

It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint. HAILER TRAINING does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact an HAILER TRAINING staff member if you are unsure about the computer requirements for a specific course.

English

Learners will need to have a good command of written and spoken English (equivalent to general IELTS Band 6).

“Band 6: Competent user: has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.”

Participants Charter

All participants in HAILER TRAINING's courses and programs have a right to:

- Receive a copy of and have access to our complaints process
- The opportunity for feedback on services provided
- Have access to their own records on request
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- A safe learning environment free from danger, abuse or harassment
- Be treated with respect and dignity.

Induction/Orientation

Learners may, at HAILER TRAINING's discretion, be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, Legislative Requirements, WHS/OSH etc. as provided in this document. This orientation may take whatever form HAILER TRAINING feels is appropriate for the circumstances including any or all of:

1. Verbal
2. Written
3. Electronic
4. Face to face
5. Multimedia
6. Other method approved by HAILER TRAINING



HAILER
TRAINING
HEALTH & RAIL TRAINING

Participant Responsibility

As a condition of entry into HAILER TRAINING's programs, participants are expected to:

- ➔ Meet the required dress standard which in most cases is smart casual. Further details may be provided in your course welcome email
- ➔ Be respectful to other learners and HAILER TRAINING staff and refrain from rude and aggressive behaviour
- ➔ Be aware of and promote safety for themselves and others
- ➔ Be responsible for the security of their own possessions
- ➔ Seek approval from authorised HAILER TRAINING staff for the use of HAILER TRAINING IT equipment, assets, stationery, etc.
- ➔ Observe any non-smoking restrictions
- ➔ Encourage equal opportunity
- ➔ Promote an effective learning environment through good personal behaviour
- ➔ Notify HAILER TRAINING if they are unable to attend classes or appointments
- ➔ Be punctual for classes and appointments
- ➔ Respect the rights of others.
- ➔ Observe socially acceptable levels of personal hygiene including the use of deodorant.
- ➔ Not using excessively strong scents and perfumes as these may cause an allergic reaction or discomfort to others.

NOTE: HAILER TRAINING staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur HAILER TRAINING staff will inform the learner in writing that the matter is being referred to General Manager. Where a learner's behaviour is in breach of HAILER TRAINING's code of conduct, the learner's enrolment with HAILER TRAINING may be terminated.

Legislative Requirements

HAILER TRAINING and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration
- State and Territory legislation pertaining to training
- Australian, state and territory laws governing:
 - Workplace health and safety
 - Workplace harassment, victimisation and bullying
 - Anti-discrimination, including equal opportunity and racial vilification
 - Disability discrimination
 - Vocational Education and Training
 - Apprenticeships and traineeships.

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au) website which provides free online access to Australian Government, State and Territory case law and legislation.

Pre-delivery Assessment

Prior to enrolment you should advise HAILER TRAINING of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options.

Support and Assistance

In circumstances where HAILER TRAINING is unable to assist learners with specific needs, HAILER TRAINING will do its best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies that can assist with specific needs.

Flexible Assessment

All assessments conducted by HAILER TRAINING will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the HAILER TRAINING trainer's discretion in some courses as long as they meet TAC guidelines and the minimum requirements for competency for the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, HAILER TRAINING may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that HAILER TRAINING feels is valid. In such circumstances, HAILER TRAINING may seek assistance from an outside source (counsellor, tutor, etc.) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Competent (NC), HAILER TRAINING may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the HAILER TRAINING's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Handicap
- Cultural background.
- LL&N difficulties
- Other trauma or reasons.

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with HAILER TRAINING policies, clients will have access to personal information and will be advised of all outcomes in writing.

Recognition of Prior Learning (RPL)

In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. HAILER TRAINING will offer RPL for all units where there is evidence to support the RPL application.

The RPL process will also take into account Recognition of Current Competency (RCC) which is the skills and experience gained over time.

Please refer to the Recognition (RPL) button on the main page of HAILER TRAINING's website if you want to apply for RPL <http://www.hailertraining.com>

The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant Training Package Guidelines.

The RPL process shall be consistent with The RPL National Principles as defined by the AQF.

Assessment Tasks and Tips

To complete assessment tasks you will need to follow a few simple steps:

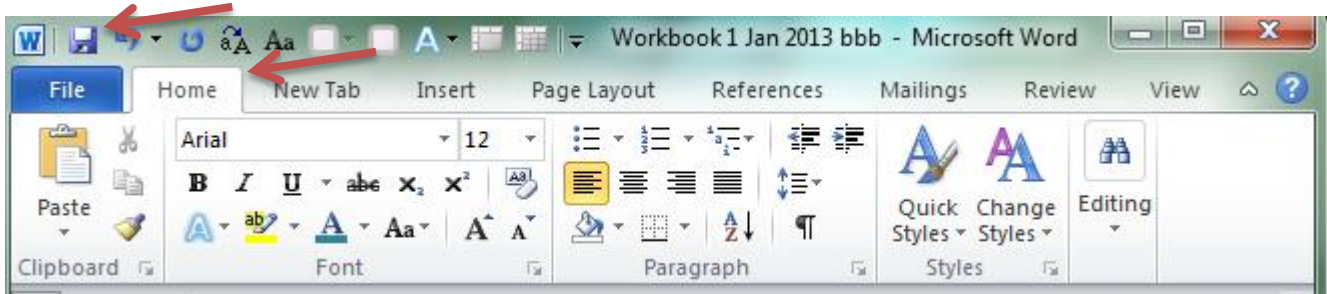
- Step 1** — Read the notes specified for each task
- Step 2** — Read the assessment task instructions for each assessment activity
- Step 3** — Complete each assessment task and enter the answer into the allocated space in the assessment workbook
- Step 4** — Review your activities to ensure you have correctly undertaken the assessment tasks as required
- Step 5** — Check off the section on the assessment completion checklist in the assessment workbook
- Step 6** — Move on to the next section

Note:
Using the text boxes

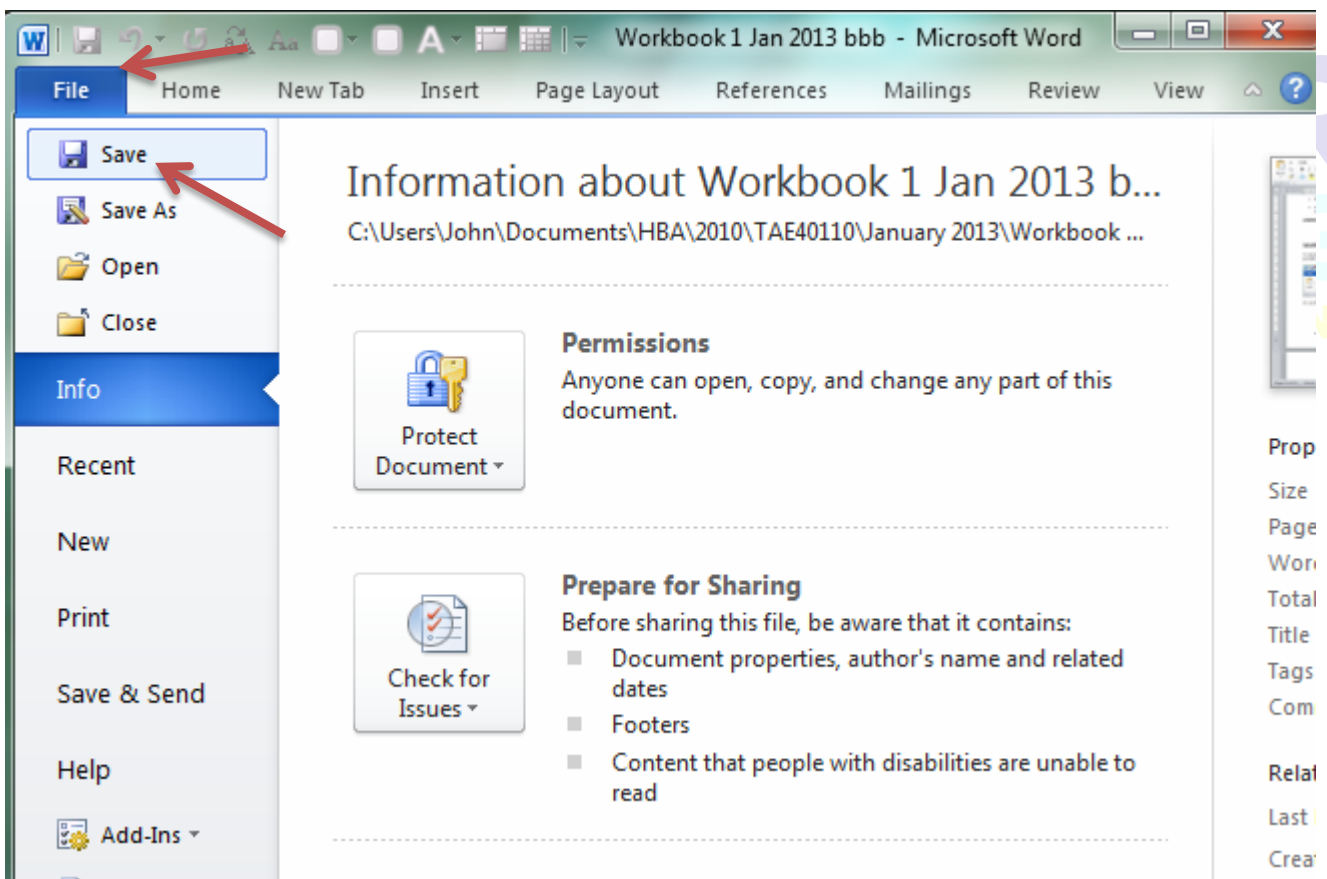
The text boxes provided for answers will usually have more than enough allocated space to answer a question. Each text field is limited and should you run out of room it may be an indication that your answer is too long and is more than expected for the answer.

Saving Your Work in MS Word

To save your work, simply click on the save icon in the top left hand corner of the home toolbar and left click on the icon once:



Or, go to file and select save and left click once:



Returning Completed Assessment Tasks

Completed assessment tasks should be emailed back to HAILER TRAINING at:

info@hailertraining.com

Format of Assessment Tasks

Assessment workbooks need to be returned in the same format (MS Word) in which they were supplied. Please:

1. Individual workbooks must be entirely completed before they are lodged for assessment.
2. Do Not save as PDFs
3. Do Not Send separate answers (all answers need to be entered into the spaces or templates provided)

Feedback and Communication

HAILER TRAINING embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of HAILER TRAINING's services.

HAILER TRAINING would appreciate feedback in regard to your opinions, satisfaction, or other views about HAILER TRAINING's operations, policies, procedures and training delivery and assessment.

HAILER TRAINING will analyse and utilise this feedback and communication to:

1. Review its policies and procedures and
2. Plan for improvement

Feedback can be supplied directly to facilitators, other HAILER TRAINING staff, or as written suggestions which may include the use of HAILER TRAINING feedback forms.

Equal opportunity

All admissions to HAILER TRAINING's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or HAILER TRAINING's code of conduct:

Applicants will be assessed on their:

1. Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
2. Demonstrating a capacity and willingness to adhere to HAILER TRAINING's standards and code of conduct
3. Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
4. Other items as determined for specific courses on a time to time basis.

Specific Needs Groups

HAILER TRAINING will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of HAILER TRAINING, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

Anti-Discrimination

HAILER TRAINING policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

Confidentiality

HAILER TRAINING will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Sexual Harassment

What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The [Sex Discrimination Act 1984 \(Cth\)](#) makes sexual harassment unlawful in some circumstances. Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Sexual harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. However, 1 in 20 men also report experiencing sexual harassment in the workplace.

Identifying sexual harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

1. Staring or leering
2. Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
3. Suggestive comments or jokes
4. Insults or taunts of a sexual nature
5. Intrusive questions or statements about your private life
6. Displaying posters, magazines or screen savers of a sexual nature
7. Sending sexually explicit emails or text messages
8. Inappropriate advances on social networking sites
9. Accessing sexually explicit internet sites
10. Requests for sex or repeated unwanted requests to go out on dates
11. Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

Disciplinary Procedures

Where students are in breach of HAILER TRAINING policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, HAILER TRAINING may take steps to address the situation. Depending on the nature and severity of the problem, HAILER TRAINING may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, HAILER TRAINING may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

Complaints and Appeals

HAILER TRAINING takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using HAILER TRAINING's 3 Step appeals process.

HAILER TRAINING will ensure this information is available to learners in advance of any enrolment or contract by any or all of the following:

1. Details provided on HAILER TRAINING's publically accessible website.
2. In pre-enrolment information supplied to learners such as information packs and or student handbooks.
3. In emails or other written advice.

Process

HAILER TRAINING's 3 step appeals process is as follows:

3 STEP COMPLAINTS AND APPEALS PROCESS

STEP 1:

The issue can be raised directly with your facilitator/assessor.

If you are not satisfied with the result or action you may then undertake a complaint or appeal through Step 2.

STEP 2:

1. The complainant may raise this issue in writing with HAILER TRAINING or have HAILER TRAINING staff take notes regarding the complaint. After receiving the written/noted complaint, HAILER TRAINING will receipt the complaint and will arrange for a confidential personal interview as soon as practically possible, preferably within 48 hours.
2. This interview will attempt to resolve the complaint either between the parties involved or between the complainant and HAILER TRAINING
3. If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Chief Executive of HAILER TRAINING Learning. Level 24, 77 St.Georges Terrace, Perth WA 6000 for actioning
4. If the grievance concerns an HAILER TRAINING staff member, STEP 2(c) will automatically follow.

STEP 3:

The complainant may at any point in this process action their grievance with:

1. A trade union, or association
2. The Anti-Discrimination Board.

All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

HAILER TRAINING

Level 24, 77 St. Georges Terrace,
Perth. WA. 6000

www.hailertraining.com

Storing of Records

All non student records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with TAC guidelines.

All records are stored on HAILER TRAINING's dedicated server, and a backup copy of the data is stored offsite and kept in a safe in the Managing Directors home.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

1. All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
2. Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
3. Financial records
4. Complaint, incident, and safety registers.

The Registering Authority shall:

5. Have access to all records

Other records

HAILER TRAINING will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Staff records (qualifications & experience)
- Enrolments
- Participation
- Safety/WHS/OHS records
- Student results
- Audits
- Partnerships

- Industry arrangements
- Other

Access to personal records

HAILER TRAINING Students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

General Safety Tips

Personal Protective Equipment (PPE)

PPE assists with injury prevention and reduction and may include:

6. Gloves
7. Protective Glasses
8. Overalls or other clothes
9. Safety boots
10. Other equipment or clothes as specified by a workplace or industry.

All HAILER TRAINING students involved in on the job or simulated workplace training need to utilise the PPE specified for the specific workplace.

Chemicals and foreign substances

Chemicals may enter you body three ways:

1. Absorption – through the eyes and/or skin
2. Inhalation – through your nose or mouth
3. Ingestion – when you swallow

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

1. Make yourself aware of and obey safety protocols and emergency procedures

2. Be aware of and obey all safety signs
3. Read signs and instructions carefully before using or any chemicals/substances or moving containers holding chemical/substances, and if unsure ask for assistance/direction from authorised site staff or supervisors.
4. Follow the directions and advice of authorised site personnel
5. "Don't be the next victim."

Hazardous spills

Where hazardous spill occurs there are a number of steps that should be taken:

1. Warn personnel in the vicinity of the spill
2. Immediately clean up the spill if it is safe to do so and appropriate equipment, PPE, etc, is available, otherwise inform a supervisor or an authorised staff member who can arrange for the spill to be dealt with
3. Block off the area or place warning notices while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or staff
4. If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated an authorised staff informed of the hazard.

Safe lifting

Safe lifting is necessary for safety and injury prevention. Weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice safe the host site.

Generally speaking, the process for safe lifting (of appropriate weights) is:

1. Plan the lift
2. Stand close to the load
3. Keep your back straight
4. Get a firm grip
5. Lift smoothly
6. Keep the load close to the body.

In lifting, utilise the large leg muscles and avoid placing strain on your back and neck. "Most of the power in lifting should come from you legs!"

Emergency Procedures

In case of fire, the following action should be taken by the first person to discover the fire unless the host business has instructed otherwise in their site induction/protocols. Where any step is not safe or practical, the next step should be undertaken.

1. Alert the nearest staff member
 2. Set off an alarm (if applicable)
 3. Stop ventilation by closing doors, windows, etc.
 4. Extinguish the **FIRE** (Only if trained in the use of fire extinguishing and if fire is containable).
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1. Notify Emergency services
 1. Fire Brigade 000
 2. Police 000
 2. Advise the following information:
 1. Name and address of facility
 2. Location of emergency fire, smoke
 3. What is the emergency (e.g. burning)
 4. Staff person's name
 3. Notify the senior trainer/staff member on site
 4. Remain by the telephone unless in danger or told to evacuate
 5. Senior Staff member on site:
 1. Proceed directly to the emergency fire if safe to do so
 2. Assess the situation
 3. Make sure that S.A.V.E. (Signal, Alert, Ventilation, Extinguish) has been done
 4. Make a decision whether to evacuate
 6. If fire is uncontrollable, the senior staff member on site must:
 1. Give the evacuation orders to nominated areas as designated by local emergency procedures
 2. Ensure no-one enters the fire area
 3. Supervise evacuation
 4. Supervise roll taking at assembly point
 5. Meet the fire brigade when they arrive.
 1. Other relevant persons must:
 1. Evacuate people they are responsible for to nominated assembly areas designated by local emergency procedure

2. Systematically search toilets, rooms (if safe to do so), etc, to ensure no-one is left behind.

First aid

Staff will direct persons requiring First Aid treatment to a designated First Aid Officer.

Stress

Stress can cause any number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

2. Lack of awareness
3. Fatigue
4. Inefficiency
5. Poor judgement
6. Inappropriate reactions.

Stress reduction/management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. Methods that can assist with risk management include:

1. Rest (appropriate rest is essential for good health, awareness, and efficiency/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced regular meals are necessary for good health and physical and mental wellbeing)
5. Exercise (exercise can reduce stress and increase the bodies efficiency)
6. Role understanding (role confusion or not understanding your study requirements can lead to frustration, confusion, and stress. If unsure about your role or aspects of the job, ask appropriate HAILER TRAINING people for help or advice)

Support and Assistance

A list of referral contact details is available and can be supplied students alike for a variety of services including; counselling, emergency accommodation, substance abuse, etc.

A list of these services will be supplied at induction sessions with copies kept in a place where they can be accessed by students on request.

Slips, trips, and falls

Slips, trips, and falls are common but can be minimised or avoided by taking simple precautions including:

1. Don't rush. Move at a pace that is safe, particularly in areas of unsure footing
2. Hold onto rails, and go up or down stairs one at a time
3. Wear non slip footwear and watch where you are going
4. Make sure work areas are well lit
5. Clean up greasy or slippery surfaces

Tools and machines

Before using any tools or machinery you should:

1. Ensure you are familiar with safe work practice guidelines and emergency procedures for the operation of the device
2. Ensure you have received appropriate training to use the device (be ticketed where required)
3. Inspect the device for possible risks/hazards
4. Ensure all safety requirements are in place (shields, guards, etc)
5. Ensure you have and are using all PPE required for the operation of the device
6. "Everyone is responsible for safety!"

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

1. Don't ignore it, do something about it:
 1. Pick it up
 2. Clean it up
 3. fix it
 4. report it
 5. warn others
 6. be alert
2. Be proactive (learn about the safety requirements of the workplace and follow them).

HAILER TRAINING Release of information template

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