

**PARTICIPANT INFORMATION  
HANDBOOK**



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RTO Provider Number: **90774**

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# About Risk Response + Rescue

## Mission Statement

To be recognised as the leading provider of training in the fields of risk management, safety, emergency and rescue. We strive to provide “Competence with Confidence”.

**“Skill, Knowledge, Safety”**

## Company Profile

Risk Response and Rescue Pty Ltd (RR+R) is a Registered Training Organisation (RTO), 100% Australian owned and operated and conducts Nationally Recognised Training (NRT) throughout Australia.

RR+R provides a range of specialist training services in the field of risk management, safety, emergency and rescue. We specialise in training services for high risk operations, emergency response and rescue and environments including land, alpine, underground, aviation and maritime.

RR+R is dedicated to providing the highest quality trainers and practically-based assessment to ensure real outcomes for each participant. The focus of our training courses is to make the person and team truly capable of operating at the required level. Our programs teach life skills to increase safety in the workplace.

As part of this capability, RR+R provide nationally accredited and industry recognised training throughout Australia. This includes a suite of general industry programs, as well as specifically developed and customised programs to suit organisational protocols and equipment.

A current list of competencies provided by the company may be viewed on the National Register of VET (training.gov.au) [Risk, Response and Rescue](#). This is the National Register for training in Australia and contains the registration information for all Registered Training Organisations (RTOs), Nationally Recognised Training (NRT) and the approved Scope for RTOs to deliver NRT as required in the national and jurisdictional legislation within Australia.

### ***RTO Details***

<b>Legal Name:</b>	Risk, Response and Rescue Pty Ltd
<b>RTO Code:</b>	90774
<b>Phone:</b>	02 42 83 9300
<b>Email:</b>	<a href="mailto:info@riskresponse.edu.au">info@riskresponse.edu.au</a>
<b>Office hours of operations:</b>	Monday– Friday 8am – 5pm
<b>Website:</b>	<a href="http://www.riskresponse.edu.au">www.riskresponse.edu.au</a>

## General Information

### Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for the vocational education and training (VET) sector. ASQA are responsible for regulating approximately 90% of Australian vocational education and training (VET) providers.

RR+R are regulated by the Australian Skills Quality Authority (ASQA) who regulates training providers such as RR+R that deliver VET qualifications and courses to participants.

ASQA accredits VET courses to ensure they meet nationally approved standards, based on industry, enterprise, education, legislative and community needs and monitors our performance and quality to ensure that we maintain a commitment to our participant's and that we continue to meet national standards

### Code of Conduct

RR+R complies with all Commonwealth and State legislative and regulatory requirements related to its operation. RR+R is particularly aware of its duty of care in relation to Anti-Discrimination and Occupational Health and Safety Acts.

Directors, trainers, consultants, staff and contractors employed by RR+R will conduct themselves in a professional and ethical manner at all times to ensure that RR+R and its services are of the highest quality and not compromised.

RR+R will ensure that clients and participants are treated with respect and dignity. RR+R is committed to ensuring that staff knowledge and skills are current and will take into account the clients and participants own competence and experience.

### Compliance with Legislation

As a registered training organisation, it is the responsibility of RR+R to ensure that we fully comply with all regulatory guidelines, frameworks and the Standards for Registered Training Organisations 2015 at all times as a condition of our registration.

Additionally, RR+R abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-Discrimination Act (1991)
- Workplace Injury Management and Workers Compensation Act 1998
- Fair Trading Act 1987
- Commission for Children and Young People Act 1998
- Child Protection (Offenders Registration) Act 2000.
- Copyright Act 1968
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Human Rights and Equal Opportunity Commission Act 1986
- National Privacy Principles
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations 2015
- Workplace Injury Management and Workers' Compensation Act (1998)
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

RR+R is dedicated to following the provisions in the Vocational Education and Training (VET) Quality Framework.

More information about these regulations and legal frameworks can be found at:

[www.comlaw.gov.au](http://www.comlaw.gov.au) (the Australian Government website for Commonwealth Law)

[www.asqa.gov.au](http://www.asqa.gov.au) (this is the website for the regulator of Australia's VET sector)

## Harassment, Bullying and Anti-Discrimination

RR+R considers harassment to be any unwelcome behaviour that offends, humiliates, or intimidates any other person on any grounds, either sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under Anti-Discrimination legislation.

Harassment can take many forms, including:

Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms

- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual)
- Ignoring, isolating or segregating a person or group
- Staring or leering in a sexual manner, unwelcome wolf-whistling
- Sexual or physical contact, such as grabbing, kissing or touching or intrusive questions about sexual activity
- Repeated sexual invitations when the person has refused a similar invitation before

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

It is also against the law for anyone to victimise anyone because they complained about harassment, or because they supported someone who complained about harassment.

## Child Protection

RR+R strictly observes the requirement of NSW Child Protection (Working with Children) legislation. A Working with Children Check has been undertaken on all RR+R staff that may come into contact with children in the course of their work.



## Rights and Responsibilities

*Know your rights and responsibilities and what you can expect from us!*

### **Participant Rights**

All enrolled participants will:

Be treated fairly and with respect by trainers, other staff and other participants.

Learn in a safe training environment free from harassment and discrimination.

Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).

Have their personal information stored, maintained and protected in accordance with the National Privacy Principles.

Are provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment.

Are informed about the implications of government training entitlements and subsidy arrangements (if applicable).

Have access to our consumer protection system and our complaints and appeals process.

Are made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.

Are consulted in the development of their plan and receive an updated copy as they progress through their education.

Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.

Receive information relating to deferring or discontinuing studies.

Receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course.

Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

### **Participant Responsibilities**

All participants must ensure that they:

Treat all staff, other participants and the public with respect, fairness and courtesy.

Provide true and accurate information throughout the course of their enrolment.

Provide a valid USI on enrolment.

Pay the necessary fees by the due date.

Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.

Always behave in an ethical and responsible manner.

Are punctual and attend all scheduled training and assessment sessions.

Complete assessments as scheduled and meet assessment deadlines.

Do not plagiarise, collude or cheat in any assessment event.

Do not cause damage to equipment or facilities.

Do not illegally copy software, install software, or introduce viruses onto local computers.

Are not under the influence of alcohol or illegal drugs in the learning environment.

Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.

Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.

Do not behave in any way they might intimidate, threaten, harass or embarrass other participants or staff.

Do not use offensive language, smoke in any designated non-smoking areas, are always free from drugs and alcohol, or litter on or around our location.

If a participant does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Participant to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

### ***Risk, Response and Rescue's Rights***

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all participants are notified and supported
- Adjust course fees, times or dates for the whole or any part of a program as required

### ***Risk, Response and Rescue's Responsibilities***

As an RTO, we have the responsibility to:

- Support participants in learning, studying, and developing skills in a safe and healthy educational and social environment
- Do our best to make sure that participants can complete their course in ways that are convenient to everyone
- Make changes to course delivery, timetable and location only if it is in the best interests of all our participants or if the advantages of the changes will outweigh any inconveniences
- Advise participants of changes to fees, course delivery, timetable and location and of any alternative arrangements available
- Protect the welfare of children and other vulnerable people who may encounter our participants during the work-placement or work experience components of a course, visits to industry and simulated workplace settings
- Request participants (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people

Where there are any changes to agreed services, we will advise participants as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

## **Smoking, Drugs and Alcohol**

People under the influence of alcohol or unauthorised drugs in in our learning environment are a danger to themselves and to others. Smoking can also present an immediate danger, in relation to flammable or explosive substances, as well as long-term health damage.

RR+R is a smoke-free workplace, this includes electronic cigarettes and personal vaporizers. Smoking is prohibited in all buildings and only permissible at designated locations.

Any participant under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any RR+R activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## **Participant Feedback**

To ensure we continually improve our training services and resources RR+R welcomes feedback from participants and clients at any time.

Course participants are requested to complete a course evaluation form at the end of the course. We are dedicated to ensuring our practices are continuously improved to ensure the best possible outcomes.

If you wish to provide RR+R with any other feedback, please send an email to the Support Centre [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)

## Participant Portal

Upon successful enrolment, you will be given access to RR+R's Participant Portal where you will be able to access a range of information, resources and forms. It is strongly recommended that you log in and set up your account so you can access these resources any time you like. Log in to the Participant Portal at RR+R [login page](#).

## Learning Support

RR+R is dedicated to the success of our participants, which is why we offer a range of participant support services and networks to ensure participants ongoing engagement and motivation. Educational and support services can include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Reasonable adjustment, including but not limited to:
  - accessible classrooms
  - note-taking support
  - Extra time or extensions for assessments
  - Alternate assessment tasks
  - Ergonomic equipment
  - Use of assistive technology
  - An interpreter, or scribe
- Equipment, resources and/or programs to increase access for participants with disabilities and other participants in accordance with access and equity
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Mental health support or referrals to these services
- Health and wellbeing support or referral to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace, and
- Use of trained support staff including specialist teachers, note-takers and interpreters
- Monitoring participant progression through:

- monitoring evidence of poor attendance, behaviour and assessment outcomes
- participant self-identifying and requesting support
- observations during learning activities
- outcomes of participant satisfaction surveys
- during an interview with a participant

RR+R monitors the progression of participants through a number of platforms:

- i. Learning management system - this allows staff to monitor the progression of participants through class attendance, assessment submission and completion by running reports and identifying any participants who may not be progressing suitably
- ii. Participant online portal – staff are able to monitor if participants are logging in and undertaking learning in order to progress through their course
- iii. Training Plans will be used to record progress of unit of competency completions for full qualification programs

A member of RR+R's Support Centre will make contact with a participant, where it appears a participant has not made sufficient progress and have a conversation with them to identify why the participant has not been progressing as they should be and provide assistance where required.

Participants with a disability or barrier to learning are required to identify their disadvantage in the application process to ensure that appropriate resources and adjustments can be made prior to commencing the program. We support participants with equal opportunity in their studies in accordance with the Disability Discrimination Act 1992 (Cth).

Participants facing any difficulties which may affect their learning can approach RR+R's Support Centre staff for advice and counsel.

Support Contacts include:

- Speaking directly with your trainer and assessor
- Contacting Risk, Response and Rescues Support Centre
  - 02 4283 9300
  - [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)
- Contact external support services:

Support and Wellbeing Service	Contact Details
<b>Alcohol and Drug Foundation</b>	P: 1300 858 584 W: <a href="http://www.adf.org.au">www.adf.org.au</a>
<b>Beyond Blue</b>	P: 1300 224 636 W: <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
<b>Centrelink Student Support</b>	P: 1800 132 317 W: <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>Elder Abuse Help Line</b>	P: 1300 651 192 W: <a href="http://www.eapu.com.au">www.eapu.com.au</a>
<b>Financial Counselling Australia</b>	P: 1800 007 007 W: <a href="http://www.financialcounsellingaustralia.org.au">www.financialcounsellingaustralia.org.au</a>
<b>Kids Helpline</b>	P: 1800 551 800 W: <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>

<b>Lifeline</b>	P: 13 11 14 W: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Reading and Writing Hotline</b>	P: 1300 655 506 W: <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>
<b>1800RESPECT</b>	P: 1800737 732 W: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>Men's Referral Services</b>	P: 1300 766 491 W: <a href="http://www.ntv.org.au/get-help">www.ntv.org.au/get-help</a>
<b>MensLine Australia</b>	P: 1300 789 978 W: <a href="http://www.mensline.org.au">www.mensline.org.au</a>
<b>13 Yarn</b>	P: 13 92 76 W: <a href="http://www.13yarn.org.au">www.13yarn.org.au</a>

## Work Health and Safety (WHS)

Workplace health and safety legislation applies to everyone at RR+R. All staff, participants and visitors are responsibility for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

Each participant will be provided with a work health and safety overview at the commencement of their learning program. This will include instructions for what to do in the event of an emergency.

### ***Emergencies and Evacuation***

If a participant suffers an injury or accident while undertaking a course, the trainer must be advised in order to arrange for medical assistance. An ***Incident / Injury /Accident Form*** must be completed and lodged with the Support Centre.

It is important that participants advise the trainer of any illnesses such as epilepsy or diabetes that require medical assistance. This information is kept strictly confidential and is necessary for the trainer to assess course requirements in relation to the participant health and safety.

Information regarding venue evacuation procedures will be provided to participants at course commencement.

## Copyright and Intellectual Property

Unless otherwise noted, all materials distributed for any courses provided by RR+R, remains the intellectual property of RR+R and protected under the Copyright Act 1968.

All rights are reserved. No part of RR+R's materials, either text or image, may be used for any purpose other than personal use. Therefore, reproduction, modification, storage in a retrieval system or retransmission, in any form or by any means, electronic, mechanical or otherwise, for reasons other than personal use, is strictly prohibited without prior written permission.

Staff, contractors, VET Partners and participants of RR+R shall not sell, licence, assign or in any other manner, give away intellectual property belonging to RR+R, without permission from RR+R. If you wish to use any material that is the intellectual property of RR+R, you must obtain permission prior to use from RR+R.

## Policies and Procedures

### Access and Equity

RR+R promotes, encourages and values diversity and providing our participants with a learning environment that fosters success. We strive to meet the needs of our community and of individuals and/or groups who might be otherwise disadvantaged. This includes providing equitable access to learning and development resources and equal opportunity to access training services with flexible delivery and assessment arrangements and LLN support where necessary.

RR+R prohibits discrimination based on factors including:

- Gender
- Age
- Marital Status
- Sexual Orientation
- Race
- Ethnicity
- Religious Background
- Parental Status

### Complaints and Appeals

#### *Participant Complaints*

Throughout your learning program, if you have a concern about your course, your trainers, other staff, other participants or RR+R policies and procedures, we recommend you speak with someone as soon as the situation arises.

In the first instance we recommend participants discuss the situation with the people who are directly involved and give them the opportunity to respond. If you then feel that the situation or complaint has not been dealt with, you can contact the Compliance Manager by emailing [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)

RR+R will ensure that our complaints process is accessible, transparent, fair and equitable and that any complaint or appeal is treated privately and in a timely manner.

#### *Assessment Appeals*

You have the right to appeal an assessment decision where you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence.

Any assessment appeal must be lodged within one (1) week of being formally notified of the result of the assessment.

Participants are encouraged in the first instance to talk to the assessor who made the assessment decision. Where this is not practical, the participant is to direct their appeal to [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au).

Where the outcome is not resolved, the assessment will be remarked by another, fully qualified and experienced assessor. This will be completed with fourteen (14) days of receiving the appeal.

If you are still not satisfied with the assessment outcome, the appeal must be put in writing within seven (7) days using the **Assessment Appeal Review Form**, which can be obtained from the Support Centre or from RR+R's website [www.riskresponse.edu.au](http://www.riskresponse.edu.au) . Supporting evidence must be provided

Grounds for appeal may include RR+R's failure to:

- Provide appropriate advice before and during the assessment
- Provide reasonable adjustment where necessary
- Take literacy, numeracy and language requirements into consideration
- Consider all available evidence and make an assessment decision consistent with the evidence provided

### **Additional Options**

If in the instance of an appeal or complaint not being resolved, there are other avenues of complaint. These include:

- The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges
- The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - [www.asqa.gov.au](http://www.asqa.gov.au)
- The WorkSafe Authority in your state is the point of contact for any Work Health and Safety issue
- The relevant State Training Authority

### **Consumer Protection**

RR+R provide protection for our consumers as part of our provision of quality training and assessment products and services. The Consumer Protection Policy Procedure advises our prospective and current participants and customers on their rights and obligations as consumers. Under this policy, we provide:

- Accurate information about our services and fees
- Information about participants rights and responsibilities
- Training and support necessary to allow achievement of competency
- Quality training and assessment experiences
- Clear and accessible feedback and a consumer protection system including an identified consumer protection officer
- A complaints and appeals procedure
- Procedures for protecting personal information

Amanda Cleary is RR+R's dedicated Consumer Protection Officer. Amanda can be emailed directly on [amanda.cleary@riskresponse.edu.au](mailto:amanda.cleary@riskresponse.edu.au) or contacted by phone on 02 4283 9300.

## Courses

### Course Information

Courses will be advertised on RR+R [website](#) where course information will be made available to participants prior to their enrolment. Further information as required can be obtained from RR+R's Support Centre at [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au) or 02 4283 9300.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with a copy of your training and assessment plan which must be used to monitor and record your progress.

### Fees, Charges and Refunds

#### Course Fees

The applicable fee for each course offered by RR+R is outlined on our website [www.riskresponse.edu.au/collections/training-courses](http://www.riskresponse.edu.au/collections/training-courses).

Several factors will determine how much participants will pay for their program. This includes things like:

- The course or program and its duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning
- Any previous qualifications held
- Eligibility for subsidies or concessions if applicable

Irrespective of the availability and receipt of government subsidies by an employer, school, or participant, it is a requirement of RR+R that where enrolment fees, administrative charges or other charges are applicable, these must be paid before or at the time of enrolment.

Our fees and charges are reviewed on a yearly basis and are subject to change.

#### Fee Protection

RR+R is aware of its obligation as Registered Training Organisation to protect participants fees paid in advance. To this effect, it has the following fee protection policy in place:

- RR+R is required to protect fees paid in advance for nationally recognised training. To meet this regulation, RR+R may accept payment of no more than \$1,500 from individuals prior to the commencement of their course.
- Following course commencement, RR+R may require payment of additional fees in advance from the participant but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the participant does not exceed \$1,500.

#### Additional Fee Information

Prior to enrolling into your chosen program, you will be informed of any additional costs for equipment, textbooks or field trips that may be required. This information will also be included on our website within the information provided for the course.

Participants must have paid the relevant fees in full to receive any credentials. If fees are not paid in full, RR+R will not issue Certificates or Statements of Attainment and, in certain circumstances, will refer participant's debt to a debt collection agency.



In some circumstances (i.e., under certain Awards) an employer or support agency will pay the fee on behalf of the students, however, no credentials will be issued to this payer, unless written authorisation is provided by the participant themselves.

No additional fees will be incurred by the participants if a third party is delivering training and assessment on our behalf (known as a Third-Party Arrangement).

Skills Recognition or Credit Transfer approvals will incur a fee adjustment, that you will be provided upon enrolment.

A processing fee applies if past participants request a re-issue of a document that has been previously issued. Document re-issue fees apply to:

- Statement(s) of Attainment
- Certificates and Diplomas
- Record of Results

### ***Payment Options***

Payment of course fees can be made to RR+R via EFTPOS, direct bank deposit or credit card.

### ***Failure to Make Payment***

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

- suspension from attending or participating in the course
- exclusion from assessment activities
- withholding of qualification and academic record
- termination of the enrolment
- exclusion from any future enrolments at RR+R

### ***Other Fees***

#### ***Replacement of Training Materials***

RR+R will charge a fee to replace any lost training and/or assessment materials that have been previously issued.

#### ***Fees for Recognition of Prior Learning (RPL) or Credit Transfer (CT)***

Fees will be adjusted for RPL or Credit Transfer for any units in the Training Program.

#### ***Re-issue of Transcripts***

An administration fee of \$55 applies if a participant requires a re-issue of a document that has already provided. Document re-issue fees apply to:

- Statement(s) of Attainment
- Testamur
- Record of Results

#### ***Credit, Transfers, Cancellation and Refunds Fees***

RR+R maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a participant withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.

If a participant withdraws their enrolment prior to the commencement of their course they may be entitled to receive a refund of monies paid, however, RR+R may retain the non-refundable administration fee of 20% of the total course fee. This fee covers the costs that RR+R. has already incurred in processing the application, enrolment, resources and payments.

Where a participant withdraws from a course, and would like apply for a refund, participants must complete **Refund Request Form** which can be download from the Participant Portal or obtained from the Support Centre. It is advisable that the participant first contact front office prior to submitting the form.

All refund requests will be assessed and processed within fourteen (14) days of receipt of the request.

#### ***Credits for course fees***

- Participants may apply for a credit of course fees, less the applicable non-refundable administration fee if they give more than seven (7) working days' notice of cancelling their enrolment prior to the course commencing.
- Participants who provide less than seven (7) working days' notice of cancelling their enrolment may be offered the opportunity to enrol into the subsequent course and, if a space is available in that course, may then enrol without further charge

NOTE: Any credit issued only remains valid for a period of 12 months. After this period any credits will be forfeited.

#### ***Transfers to other courses***

- Participants may apply for a transfer of course fees to another course of their choice, less the applicable non-refundable administration fee, if they give seven (7) working days' notice of cancelling their enrolment, prior to the course commencing.
- One transfer per an enrolment is permitted unless the transfer relates to a course(s) RR+R cancels for any reason. In this case, the administration fee will not apply.

**Guide to Fees and Charges**

Circumstance	Policy	Notes
Risk, Response and Rescue or a third party cancels the course prior to course commencement	Participant will be offered the following options: 1. A full refund of the participants fees applies 2. Transfer to the next available course – where this option is taken it will be at no additional cost to participant – no refund will be provided for this option	The refund will be processed within 14 working days.
Refunds prior to course commencement (Withdrawal without Penalty)	Refund	The refund will be processed within 14 working days.  Where RR+R cancels the course, the participant must be provided with an alternate course that can be attended within 6 months of the cancellation
Refunds prior to course commencement (Withdrawal with Penalty)	Refund	Zero (0) to seven (7) days' notice given = No refund Seven (7) to fourteen (14) days' notice given = 60% of the quoted fee More than fourteen (14) days' notice given = 30% of the quoted fee Reschedule = 30% of the quoted fee Cancellation/change of mind = 30% administration / booking fee All of the above incur non-refundable transit and accommodation expenses.
Participant requests a refund after commencement of course	No refund	
A participant requests a credit or transfer of course fees for a non-refundable circumstance within 7 working days prior to course commencement	A credit or transfer may be applied, less applicable non-refundable administration fee	Any credit issued for a non-refundable circumstance must be used within 12 months or it will be forfeited.

Circumstance	Policy	Notes
A participant requests a refund because, after the course has commenced, they have: <ul style="list-style-type: none"> <li>• Changed their mind about attending the course.</li> <li>• Changed jobs.</li> <li>• Changed work hours.</li> <li>• Moved out of the area; or</li> <li>• Been made redundant or retrenched.</li> </ul>	Refunds will only be permitted in extenuating circumstances of hardship. A non-refundable administration fee may apply	Case-by-case basis
A participant who is enrolled in a subsidised qualification and who withdraws from a qualification, but completed all the requirements for a lower level qualification	No refund will apply OR A percentage of the course fees paid will be refunded.	Case-by-case basis
A participant requests a refund of costs for resource and/or materials purchased from Risk, Response and Rescue and consumed or transformed by participants during the course.	Resource/ materials fees are outlined prior to enrolment and are only refundable if the participant cancels the enrolment prior to commencement of training and where the participant has not taken possession of the items.	
Risk, Response and Rescue refuses to continue the participant in the course because of participant misbehaviour failure to pay due fees	No refund applies in this circumstance	
A participant requests a Certificate of Completion for a non-accredited course, where the course does not already include a Certificate in the course fees.	<b>\$55</b> fee applies	Participants must have attended at least 80% of the course to be eligible.  Requests must be made within 6 months of course completion
A participant requests a document re-issue where Risk, Response and Rescue has already provided that document to the participant	<b>\$55</b> fee applies	Includes: Statement of Attainment Certificate, or Academic Transcript
A participant requests credit transfer for a unit of competency issued by another training organisation	No charge applies	Unit of competency completed, must have equivalent content and learning outcomes to the unit of competency the CT is being granted

Circumstance	Policy	Notes
RPL (Recognition of Prior Learning) assessment fee	50% of the current course fee applies	Case-by-case basis

## Privacy

RR+R strongly supports the privacy and confidentiality of our participants. Information is collected, used and stored in accordance with the Privacy Act 1988 (Cth) and the Trade Practices Act 1974 (Cth) and the National Privacy Principles.

Certain general, non-specific information such as location, sex, age and results may be passed on to other agencies to inform future funding arrangements and/or statistical data gathering requirements. These agencies may include State/Territory Departments of education and training and the National Centre for Vocational Education Research (NCVER).

We will not share personal information to any person or agency without a participant's permission, unless required to do so by law. Information is not given to any other agency, organisation or anyone else unless one of the following applies:

- a) You have given us permission.
- b) You would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies.
- c) it is required or authorised by law; or
- d) it will prevent or lessen a serious and imminent threat to somebody's life or health

Please refer to the Privacy notice at the back of this handbook.

## Records and Information Management

RR+R is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of all records and responding in a timely manner to requests for information or access to records by past or current participants.

All hard copy records including personnel files and participant records are stored in a locked secure office area. Electronic records are saved on a password protected computer system and training records are stored in our Student Management System. We protect records by maintaining up to date virus, firewall and spyware protection software.

RR+R has in place a Management of Documents and Records Policy Procedure, which details the retention and disposal schedule of all records and information RR+R requires.

## Third-Party Arrangements

If your course includes delivery by a Third-Party Provider, RR+R will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf; and
- Your rights, including: if RR+R, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in
- any changes to Third Party arrangements

## Nationally Accredited Training

### Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO) RR+R is required to comply with the VET Quality Framework and meet a number of standards that overseen by the National VET Regulator, the Australian Skills Quality Authority (ASQA).

The framework incorporates the Standards for Registered Training Organisations (RTOs) 2015. We must comply with these standards in order to maintain our registration.

Each year, we conduct an internal audit of our compliance and every few years, ASQA will audit our organisation. We may ask you to participate in these audits and we appreciate your cooperation.

### Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a participant must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education
- Specific levels of language, literacy and numeracy (LLN) skills
- Access to a relevant workplace where required competencies can be practiced
- Access to a computer, software and the capacity to access online materials
- Access to an internet connection with enough capacity to download course materials
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade

Course delivered by RR+R may expose participants to both physical and psychological challenges and activities. It is the responsibility of the participant / client to advise the trainer of any known physical, medical or psychological conditions e.g., known phobias, injuries, asthma, blood pressure, heart conditions, etc. prior to commencing.

Disclosure of these conditions will not prejudice the participant's opportunity to achieve the course outcome but will allow the trainer to cater for any special needs where required.

Where the safety of participants or trainers may be affected by the physical, medical or psychological condition of a participant, RR+R reserves the right to refuse that participant's involvement in exercises, activities or the course itself.

### Pre-requisites

Some units of competencies and/or qualifications may have specific pre-requisite requirements that must be met prior to a participants enrolment in the training product.

These pre-requisites usually involve the requirement for participants to hold specific qualifications or units of competency. Evidence that participants meet all course pre-requisites are required before acceptance to a course.

### Enrolment

All potential participants must complete an enrolment application and meet any required eligibility criteria for subsidised training, prior to being accepted into any of RR+R's programs. The application must be

completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, you will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

## Notification of Enrolment Process for Subsidised Training

A Notification of Enrolment is required for all participants enrolled in a subsidised training program under the Smart and Skilled Funding Program.

The Notification of Enrolment process is carried out simultaneously with RR+R's enrolment process.

RR+R will use the details provided by you in the enrolment application. RR+R is required to enter these details into the State Training Services NSW Provider Calculator Portal. The process consists of;

- a) Consent. RR+R must obtain consent from you. This is obtained through the enrolment application and the **Smart and Skilled Consent** and **Smart and Skilled Participant Declaration form**
- b) Your details are entered into the Provider Calculator to validate your eligibility to undertake the subsidised training, including the inclusion of any details of Recognition of Prior Learning (RPL) or Credit Transfer (CT). This will generate details of fees, subsidies and any loadings that may be applicable to your enrolment
- c) RR+R will provide all information regarding fees chargeable to you

Successful completion of Notification of Enrolment Process will result in the issuing of a unique Commitment ID.

For further information regarding Smart and Skilled, you can contact RR+R's Support Centre, refer to the [Smart and Skilled website](#) or contact Training Services NSW Assistance on 1300 772 104.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows participants to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

RR+R cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all participants supply their USI upon enrolment. You can apply for your USI at <https://www.usi.gov.au/students/create-usi>.

If you are unable to create your own USI or require further assistance, contact RR+R's Support Centre or the Office of the Student Identifiers Register (USI Office) [www.usi.gov.au/contact-us](http://www.usi.gov.au/contact-us)

## Skills Recognition and Credit Transfer

RR+R offers assessment only pathways that promote Recognition of Prior Learning (RPL) and consider competencies currently held, regardless of how, when or where the learning occurred. Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.



### **Recognition of Prior Learning (RPL)**

RPL is an assessment process where the existing skills, knowledge and experiences of the applicant can be recognised towards the achievement of a unit of competency or qualification. These skills may have been obtained through training programs, work experience, voluntary work, schoolwork, life or sporting experience.

Candidates who believe they may be eligible for this assessment pathway must apply for RPL on one or more Units of Competency in their program. Successful applications for RPL will see that this process can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

To apply for RPL, you are required to submit an **Application for Recognition of Prior Learning Form**, where further details regarding RPL will be provided.

To obtain the required application form, contact RR+R's Support Centre [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)

### **Credit Transfer (CT)**

RR+R recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent units of competency and related qualifications that you have already been awarded.

Any participant wishing to apply for credit transfer in a course or qualification in which they are currently enrolled must complete an **Application for Credit Transfer** and present their Nationally Recognised AQF Statement of Attainment, Qualification Certificate and Testamur; or a USI Transcript for examination and verification of authenticity.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and you will be advised to seek recognition.

- Where a Credit Transfer is being sought for a unit of competency that has identical unit code and title, then CT can be granted, provided there is no industry recommendation for annual or biannual competency renewal, or where the existing competency is less than three (3) years old
- Where a Credit Transfer is being sought for a unit of competency which has been superseded and deemed equivalent, however has a different title and/or code, then the equivalence between the unit held and the unit being sought must be mapped against the skills and knowledge requirements
- Credit may be granted where all skills and knowledge outcomes are matched and where existing competencies held are less than three (3) years old
- Recognition of skills may be granted where all skills and knowledge outcomes are matched and where existing competencies held are more than three (3) years old
- For competencies less than three (3) years old - If there are gaps identified, partial credit may be offered through recognition of prior learning, with any shortfalls addressed by gap training and assessment.
- For competencies more than three (3) years old - If there are gaps identified, full training and assessment must be undertaken to ensure current competency
- If a participant has completed the current competency, however, requires an older competency to be held (reverse credit) an analysis between the competencies must be completed to ensure all elements from the older competency has been covered by the current competency

- In the event of reviewing prerequisite units, the participant is not necessarily enrolled to apply for credit transfer of the prerequisite unit. Therefore, the participant must hold the prerequisite unit as nominated (or be enrolled in the prerequisite unit as part of the course). No superseded/equivalency is permitted

## **Withdrawing or Deferring Enrolment**

### ***Withdrawing from Training***

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or a team member from the Support Centre
- Advise us in writing within seven (7) business days prior to course commencement sending request to [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)

You may be entitled to receive a refund of monies paid, however, RR+R will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance.

After the date of discontinuance RR+R will award a Statement of Attainment and transcript for the units completed during the training period.

### ***Deferring Studies***

You can request a deferral at any time. If you decide to defer, you can do so for a maximum of 12 months. If, after this time, you are not ready to recommence your studies, you will not be entitled to continue with the course and no financial credits will be applicable.

Participants who wish to request deferral, are required to speak with an RR+R representative who will be able to discuss with you the fee implications of deferral. Deferred participants who do not recommence in the month period will be discontinued and will need to begin the enrolment process, as if they were a

If you wish to discontinue your training, RR+R will need to be advised of the reason for the discontinuing. If this relates to the performance of RR+R as a service Provider, reasonable efforts will be made to ensure that the concerns are addressed, and where possible remedied.

## Cancelled Courses

If RR+R cancels a course for any reason, all participants enrolled at the time of the cancellation announcement will have their fees fully refunded.

Participants who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

## Course Information

Once your enrolment has been accepted and your course commences, you will be provided with the relevant training plan and training materials to support your learning. You will need to supply your own stationery materials.

You will be emailed a Letter of Acceptance which may include information on your classroom sessions and log-in details so you can access the participant portal. Where your course requires workplace visits or practical placement, your trainer will advise you of the details.

### **Duration**

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e., full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarizes the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

### **Introduction**

At the beginning of each course, information relating to course content, outcomes, assessment methods, pathways, RPL and where you can obtain support throughout your training is provided to participants.

**Pre-program administration** will be carried out during the introduction and will include;

- Emergency procedures – site and scenario
- Facilities
- Breaks
- Meals
- Mobile phones
- Smoking
- Start and finish times

**Participant Forms** (complete and sign):

- Attendance sheet
- Sighting relevant forms of identification
- Name Tags – first names or 'nicknames'

**Reference material** for participants (as appropriate to the specific program):

- Learner Guide(s)
- Workbook
- Handouts

## Competency-Based Assessment

All the nationally recognised training delivered by RR+R is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on your ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

**Competency-based assessment** is conducted to determine if you can demonstrate the essential outcomes related to the components within each unit of competency, which are the specifications of the standards of performance required in the workplace. A unit of competency consists of:

- Elements – describe the essential outcomes of the unit by breaking down the unit into actions or outcomes
- Performance Criteria - break down the element into tasks, roles and skills, and applied knowledge that reflect the required standard of performance in the workplace
- Foundation Skills - describes language, literacy, numeracy and employment skills that are essential to performance in the workplace
- Performance Evidence - specifies process and evidence, as well as the frequency or volume of evidence, that the assessor needs to collect to determine a participant's competency
- Knowledge Evidence - specifies the knowledge a participant must have to perform the work tasks described in the unit of competency
- Assessment Conditions - mandatory conditions, methods, contexts and resources required for assessment

Basically, this means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace.

As a participant, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will see you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

All RR+R trainers/assessors meet the requirements detailed by the Standards for RTOs 2015, in that, training and assessment is delivered by persons who have:

- a) Vocational competencies at least to the level being delivered and assessed
- b) Current industry skills directly relevant to the training and assessment being provided
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment

Industry experts may also be involved in the assessment judgement, working alongside the trainer and assessor to conduct the assessment

### **What to Expect**

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities (practical activities)

- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

For example;

**Written responses to theory questions:** You will be required to complete workbooks/written questions. You will be verbally challenged at any time throughout the program on a range of questions to determine your current underpinning skills, knowledge, experience and the skills and knowledge developed over the course of the program. Responses will then be discussed with you or through an interactive forum and training facilitated in areas of weaknesses and key components.

**Practical Activities:** Assessment will be conducted primarily by observation of practical tasks through simulation. You will be briefed on exercises/scenarios and will be required to competently perform a range of roles and tasks through various exercises/scenarios as outlined in the assessment tool provided at the commencement of the training.

You may be required to demonstrate that you can perform these competencies over a period of time and on more than one occasion. You will be required to provide evidence as outlined in the **Assessment Evidence Checklist** in the assessment tool or by other arrangements made with your assessor.

### **Additional Evidence - Portfolio**

Where portfolio evidence has been identified in the **Assessment Evidence Checklist**, you will be required to provide this evidence at the time of assessment or by other arrangements made with your assessor. Assessors may also record photographic or audio-visual evidence to support competency decisions. Your assessor will discuss this further if required.

### **Flexible Learning and Assessment**

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

### **Your Training and Assessment Plan**

We give all participants enrolled in a qualification a Training and Assessment Plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of your training.

### **Submitting Assessments**

As an RR+R participant, you are expected to complete and submit your assessments by the due dates outlined in your training plan. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose. You will receive feedback regarding the outcome of each assessment item and an assessment judgement of Competent or Not Yet Competent will be recorded based on the evidence you submitted.

### **Plagiarism**

Plagiarism is taking someone else's work and using it as your own. The RR+R considered it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own

- Using information (pictures, text, designs, ideas etc.) without citing original author(s)
- Unintentionally failing to cite where information has come from

You will be required to sign a declaration that all work that you submit is your own.

### **Referencing**

You must provide references in your work that identifies where your information has come from (i.e.: who wrote it, when it was written and the name of the text or a link to the website).

### **Resubmissions**

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again.

If, after two (2) resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will need to meet with your trainer and discuss further options. These options may include, but are not limited to:

- Reasonable adjustment if required
- Re-enrolling in and re-do the entire unit. Fees will also apply

### **Assessment Feedback**

You will receive valuable feedback regarding the outcome of each of your assessment items from your assessor.

Your assessor may provide this feedback to you verbally, when required, and written using an **Assessment Outcome Report Form**. The feedback will be provided to you via either:

- Participant Portal
- Email

Your feedback will provide you with:

- Clear and constructive feedback on the assessment decision
- Information on ways of overcoming any identified gaps in competency revealed by the assessment
- The opportunity to discuss the assessment process and outcome; and
- Information on reassessment and the appeals process if applicable

If you have any additional questions about your submission, you can speak with your assessor.

Feedback is provided to the participant within two (2) weeks of their submission and/or final submission date. Practical feedback may be provided immediately after the completion of assessment.

## **Reasonable Adjustment**

Not all participants are able to demonstrate skill competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual participants. Reasonable adjustment is the process of adjusting or changing the assessment to meet the needs, characteristics and any equity requirements of the candidate being assessed. This must be applied within the framework of the unit and the impact on the organisation.

Reasonable adjustment to learning methodologies and assessment may need to be applied when a participant has any of the following issues:

- Physical disabilities
- Limited language, Limited literacy and/or numeracy skills
- Limited communication skills
- Limited learning strategies

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each participant
- Appropriate learning materials for the individual needs of each participant
- Flexible learning activities with appropriate study materials
- Adaptable assessment procedures that enable individual participants to demonstrate the knowledge, skills or competencies

Participants who believe they may require reasonable adjustment during their learning are encouraged to speak with a member of RR+R's Support Centre during the enrolment process so that we can pass this information onto your trainer/assessor and include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

## Issuing of Certificates and Statements of Attainment

Upon your successful completion of all coursework and assessment tasks, and provided all fees are paid, RR+R will issue a Testamur and Transcript, or a Statement of Attainment to you within thirty (30) calendar days.

Referring agencies or Third Parties will under no circumstance be issued copies of participant credentials, regardless of who pays the necessary course fees. You can give us permission to issue referring agencies or third parties with copies of your competency report.

Replacement credentials can be re-issued. Fees apply.

- Participants who complete a full qualification with RR+R will receive a Certificate for the nationally recognised Qualification
- If you are assessed as competent in one or more units of competency within the training program, you will receive a nationally recognised Statement of Attainment
- Should you attain partial competency in the program you will receive a nationally recognised Statement of Attainment from RR+R denoting only those units you have achieved competency in
- Failure to demonstrate competency in any of the competencies assessed within a program will deem you ineligible to receive a Qualification Certificate or Statement of Attainment

Each Certificate and Statement of Attainment issued by RR+R will include the full code and title of the Qualification and/or units of competency you have attained, as well as the Nationally Recognised Training (NRT) logo.

Participants may request a copy of a Certificate or Statement of Attainment which will be provided at no charge with proof of identity.

If a participant requests a re-issue or replacement hard copy of a Certificate or Statement of Attainment a \$55 administration fee will apply.

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## Continuous Improvement and Course Feedback

RR+R is committed to providing high quality training and assessment services that are relevant to participants, employers and industry and demonstrates this through systematically monitoring, evaluating and improving our practices through a quality improvement plan and continuous improvement actions.

We regularly evaluate our courses to ensure that we continue to deliver quality programs that meet our participants needs. RR+R may use a number of the following processes, tools and instruments to gather this feedback, but may not be limited to:

- Email communications
- Training Evaluation form
- Assessment Evaluation form
- Client Feedback Form
- Satisfaction surveys (online)
- Learner Questionnaire (Quality indicator)
- Employer Questionnaire (Quality indicator)
- Complaints forms
- Appeals Forms



## GLOSSARY

**ASQA:** The Australian Skills Quality Authority - the national regulator for Australia's vocational education and training sector.

**Assessment:** Assessment is a process to determine a participant's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration

**Credit Transfer (CT):** CT is recognition of the AQF Qualifications and Statements of Attainment issued in accordance with AQF guidelines.

**Certificate:** Official document confirming that a qualification has been awarded to an individual. Associated documents include a Testamur or Transcript.

**Competency:** The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Participant:** Learners engaged in training to be delivered by RR+R

**RR+R:** Refers to the RTO, Risk, Response and Rescue Pty Ltd.

**Recognition of Prior Learning (RPL):** RPL is an assessment process that determines competency based on previous learning experiences and demonstration of current competency. RPL is considered prior to or at enrolment.

**Registered Training Organisation (RTO):** Organisations registered to deliver nationally recognised vocational education and training. RR+R is an RTO.

**Standards for Registered Training Organisations (RTOs) 2015:** replace the former Standards for NVR RTOs and are now the standards. All RTOs that fall under the jurisdiction of ASQA must comply with the Standards as a condition of their registration

**Statement of Attainment:** A statement issued to a person confirming that they have satisfied the requirements of a specified unit or units of competency.

**Trainer/Assessor:** A qualified person working for an RTO who is responsible for training, assessment and the determination of competency.

**Unit of Competency:** The specification of the standards of performance required in the workplace.

**Vocational competencies:** Broad industry knowledge and experience, usually combined with a relevant industry qualification. Vocational competency is determined on an industry-by-industry basis and with reference to the relevant training package or VET accredited course.

## PRIVACY NOTICE

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide the required information, you will be unable to enroll as a Risk, Response and Rescue participant.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you 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.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

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](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact Risk, Response and Rescue using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. If you are unable to access this notice online, please request a copy from Risk, Response and Rescue using the details below.

State training authorities may use your personal information for statistical, regulatory and research purposes. For more information about how the State training authorities will handle your personal information, please refer to the relevant State's training authority website or request information from Risk, Response and Rescue using the details below.

## Surveys

You may receive a participant survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Unique Student Identifier (USI) – when created by Risk, Response and Rescue

Where a participant requests Risk, Response and Rescue, to create a USI on their behalf, under the *Student Identifiers Act 2014*, Risk, Response and Rescue will provide you with this privacy notice explaining how your personal details will be used by the Registers Office.

## The Student Identifiers Registrar

The Registrar is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988.

The Act regulates how agencies collect, use, disclose, and store personal information and how people can access and correct their records and information.

The Student Identifiers Registrar's Privacy Policy explains how information is protected, how to make a complaint about a breach of privacy, and how complaints are handled.

## The Information Commissioner

The Act gives the Information Commissioner the power to investigate privacy breaches resulting from:

- failure to destroy information collected during the USI application process
- failure to protect USI records
- unauthorised collection, use, or disclosure of USIs.

The Act also gives the Information Commissioner the power to assess if the Registrar is properly maintaining or handling USIs.

The Information Commissioner can impose sanctions against anyone in breach of these laws.

## Account security

A key principle of the USI initiative is that people control access to their USI account.

The USI can be created by an individual or they can authorise a third party to create one on their behalf.

The Provide your USI option includes a 'Set up access to your USI account/permissions' function.

This allows people to give training and other authorised organisations permission to view their USI account and VET transcript or update their details.

Permission can be changed or cancelled at any time.

When updates to a USI account are made, the account owner is informed via their preferred contact method.

## USI collection, use, and disclosure

The Student Identifiers Act 2014 (the Act) prevents anyone other than the USI account owner from collecting, using or disclosing USI information without consent unless permitted by the Act.

Purposes permitted by the Act include:

- enabling the Registrar to perform their functions
- research related to education or training that meets requirements specified by the Ministerial Council
- law enforcement purposes or in case of unlawful activities
- as authorised by the Student Identifiers Act 2014 (the Act)

The Act authorises various third parties to collect, use, and disclose USI data concerned with:

- delivery
- funding
- development
- regulation or administration of training
- preparation of statistics relating to training such as schools, registered training organisations, regulatory authorities, Commonwealth or state and territory agencies

The Act requires third parties protect USI information from misuse, interference and loss or unauthorised access, modification, and disclosure.

The Act also states a USI account holder can't consent to another party using their USI for any purpose.

For more information about how the Office of Student Identifiers Register will handle your personal information, please refer to the USI Privacy Obligations, Policy and Values [www.usi.gov.au/about-us/privacy](http://www.usi.gov.au/about-us/privacy)

### Contact information

At any time, you may contact Risk, Response and Rescue to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact Risk, Response and Rescue Head Office:

**Risk, Response and Rescue Pty Ltd**  
79 Auburn Street, Wollongong, NSW 2500  
P: 02 4283 9300  
E: [info@riskresponse.edu.au](mailto:info@riskresponse.edu.au)  
W: [www.riskresponse.edu.au/contact-us](http://www.riskresponse.edu.au/contact-us)