Student Pre-Enrolment Information Guide
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Welcome

Thank you for choosing the Safety Results Registered Training Organisation (RTO) to enhance your workplace skills and knowledge.

Safety Results is able to provide Nationally Accredited courses in Height Safety, Confined Space Entry, First Aid, Spill Response, Emergency Warden and Chief Warden, Portable Fire Equipment and Breathing apparatus.

Within all courses the curriculum covers the required knowledge of the Occupational Health & Safety Act, State Based Regulations, Australian Standards, Industry Codes and the relevant skills and techniques required to competently perform the roles that Industry require.

We will continue to provide this premier service to meet your ever-changing needs, to offer you the latest advances in industry’s best practice together with quality service and products.

If you have questions at any time or require further clarification, please contact us at:

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FWSR Group
28 Sunline Drive,
Truganina VIC 3029
Phone: 1300 886 208 | Fax: 1300 853 849
Email: training@fwsrgroup.com.au
ABN: 97 162 393 035 | RTO: 45221

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The Purpose of the Student Pre-Enrolment Information Guide

Safety Results is a Registered Training Organisation (RTO) providing workplace safety-related training based on nationally recognised units of competency.

This guide relates our role as an RTO and its purpose is to provide information to prospective students, employers or other interested parties to ensure they are fully informed about the training and assessment services Safety Results offers.

As an RTO we are required to provide information about our policies and procedures to clients and learners before enrolment—this Guide does that, it also tells you about the services we provide and what we expect from our learners.

Our RTO head office is situated at Truganina, Victoria. From here, training is offered to individuals wishing to learn new skills and organisations wishing to increase the safety-related competencies of their personnel.

Our practical training environment closely resembles the workplace, with Height Platforms and Confined Space containers for you to use to hone your new skills, under the eyes of our competent Trainers and Assessors.

Before you enroll yourself or your employees in the nationally accredited training programs delivered by Safety Results, please read and ensure you understand the information provided to you in this guide.

Please ask our staff if you need further clarification or have any questions.

Please Note: All clients (employers), it is your responsibility to pass on this Guide to every learner you have booked to attend a training session.
Our Commitment
As an RTO we have agreed to abide by the Standards for Registered Training Organisations (RTOs) 2015, the VET Quality Framework and any other rules, regulations and/or General Directions put in place by the Australian Skills Quality Authority (ASQA), the National RTO Regulator.

Safety Results is responsible for the compliance of the training and assessment services that we provide to our Students. As such we are committed to providing a quality service with our focus being on our Learners, their Training experience and their outcomes.

With this, all students and employers are encouraged to provide feedback about any issue, as this will help us to continuously improve our training methods and the overall result for you, our Learners.

Safety Results also undertakes regular reviews of our RTO Management system and provides opportunities for our staff to undertake professional development and to provide feedback to our management to improve our Training operation.

Occupational Health and Safety
Safety Results is committed to creating and maintaining a safe and healthy working environment for all its students and employees.

As a result, all students will initially receive a site safety brief, which will include as a minimum the following:

- Expectation that students will comply with all lawful instructions;
- First Aid (treatment, location of first aid kit);
- Reporting of incidents (including OHS, unserviceable equipment);
- Behaviour (equity and diversity, language, harassment etc.);
- Fire evacuation procedures;
- Not endangering others’ health and safety; and
- Amenities (toilets, smoking area, lunchroom).

Target group for training
Our training suits students who require workplace safety-related competencies. While the units come from Training Packages in the manufacturing, chemical, hydrocarbons and refining industries and from the Public Safety training package, students may not always be from these industries as the skills covered by the units can be found in many and varied work settings.

We target our training to people that would like to learn the skills and knowledge of the individual courses so they can seek employment in related job roles. Or to people currently working in these roles that want to remain up to date with any changes that have occurred in their field.

Legislation
Safety Results complies with Commonwealth and States/Territory legislative and regulatory requirements that govern the delivery of training from nationally accredited training packages.
Training Delivery

Safety Results Courses are delivered in a group learning environment.

A group of learners can gain knowledge by sharing their ideas and experiences. Access and equity principles are strengthened through group learning. Listening and discussing can assist learners who may have difficulty reading or writing.

Potential career and employment pathways

The training involves units of competency that directly apply to many workplaces. Because the units are from endorsed Training Packages, they can contribute to other nationally recognised qualifications.

Our learning and assessments style

Our learning programs are often conducted at our venue and include practical ‘hands-on’ experiences, as well as small group classroom based activities and discussion. Our Trainers/Assessors are all very experienced in the field of workplace safety.

Our assessment process is in accordance with the Principles of Assessment and the Rules of Evidence and conforms to the standards of the Australian Qualifications Framework. Where possible the assessment process is as flexible as possible within the requirements of the units of competency. Assessment will usually involve assessment of knowledge, skills and attitudes against the requirements of the unit of competency. This will normally involve practical demonstration, verbal or written tests, and completion of practical tasks.

Your trainer will give you feedback about the outcomes of your assessments and will guide you on options in relation to those outcomes if needed.

Methods of Assessment

The assessment is about collecting evidence that shows you have the skills and knowledge, required by industry, to perform the tasks to competently gain the qualification of the course you are attending today.

While most of the assessment is conducted after the training has concluded, some is being conducted early in the learning period. This includes the conversations our Trainers/Assessors have with you, both individually and as a group, to establish your underpinning knowledge of the topics being presented.

In our courses the Practical Assessment is usually a group activity and may involve using equipment provided by the trainer or in your workplace. This shows us if you have the skills to do the job.

These activities can constitute up to 50% of your overall assessment to deem you competent in this Unit of Competency, so take an active role in your practical assessment. You are encouraged to participate, except where an injury or disability may affect your role in the group activity. Should you have anything that may restrict your participation, please discuss this with the Trainer/Assessor.

The Written assessment is mandatory for your successful completion in this Unit of Competency. This shows us if you have the knowledge to do the job. You will be required to fill in the questionnaire containing questions in a combination of multiple choice questions and short answer questions.

If you have concerns due to Language, Literacy or Numeracy difficulties, please talk to our Training Team prior to your course, or on the day of the course, discuss these with the Trainer/Assessor who will assist you where-ever possible. For example reasonable adjustment can be used if you can not read and/or write, and the unit of competency does not have restrictions regarding reading and/or writing, the Assessor could ask you the questions and write down the answers you give in your own words.
Competency Based Training

Competency based training focuses on what the participant is expected to be able to do in the workplace as opposed to just having theoretical knowledge. We focus not only on the actual job you have in your workplace but also your ability to apply your skills and knowledge to new situations and environments.

The Safety Results Trainer/Assessor will work with you to ensure that sufficient evidence is collected to deem you competent against the required standards. You will be asked to play an active role and participate in the activities to demonstrate evidence of competence that we collect from a variety of sources.

At the commencement of the course, you will be informed both verbally and via the visual presentation to provide you with clear details about the course and units of competency in which you are enrolled.

Safety Results as a Registered Training Organisation (RTO)

The Standards for Registered Training Organisations (RTOs) 2015 is a set of nationally agreed quality assurance arrangements for accredited training and assessment services delivered by Australian Training Organisations.

An RTO is a training organisation registered by a National or State registering body in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

As an RTO, Safety Results provides the following:

- Training and assessment of high quality that is relevant to the work you do (or would like to get into)
- Inclusive and flexible learning methods
- Skills for now and the future

Benefits of undertaking a Nationally Accredited Course

Some of the benefits of undertaking a nationally accredited course with our RTO are:

- Quality of training and assessment are controlled through our RTO’s continued compliance with the Standards
- You attain a nationally accredited certification
- You develop competencies, knowledge and skills that are recognised throughout Australia

Competency of Facilitators and Assessors

Safety Results Trainers/Assessors hold a minimum TAE40110 Certificate IV in Training and Assessment (or its successor).

They also have the vocational knowledge, competencies and experience in the areas they facilitate and/or assess. In addition they participate in continuous professional development to maintain currency in both Vocational Education and Training (VET) and in their areas of expertise.

What happens if?

Should Safety Results cease to trade as an RTO or cease to deliver any previously agreed training and/or assessment, any Public or Employer specific courses that have been booked and paid for in advance will be refunded in full or another RTO will be provided to conduct the training. Any learner booked to attend a course, but has not yet paid, and Safety Results has ceased to trade as an RTO or have ceased to train and/or assess the course they have booked, these learners will be notified of this change as soon as practicable, prior to their course date.

Safety Results will notify all pre-booked learners when any change occurs that may affect the service we are providing. This will include:

- A change in ownership of the RTO, and/or
- Any new third-party arrangements the RTO puts in place for the delivery of services to them
Summary of policies and procedures

Many of our RTO policies and procedures are summarised on the following pages. You can access further information from our RTO Head Office, your trainer or our website.

Access, Equity and Anti-discrimination

Safety Results will not engage in discrimination towards any group or individual in any form, inclusive of, but not limited to, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of Safety Results. Safety Results will make reasonable adjustments to training and assessment strategies and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although Safety Results will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enroll a learner if it becomes clear that it would be impossible for the learner to successfully complete the course. In those circumstances, Safety Results will assist the learner in choosing a suitable alternative to ensure that their training needs are met.

If it becomes apparent that the learner will not be able to successfully complete the course due to a special learning need after the learner has commenced the course, Safety Results will provide a refund of the paid fees less any costs incurred.

Drugs and Alcohol Policy

Safety Results is committed to ensuring the health, safety and welfare of all employees, visitors and students by providing a safe working environment. Students who are adversely affected by drugs and/or alcohol are deemed not fit for Work or Training. They pose a hazard to themselves other students and our Trainers/Assessors. In line with this any student who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Students are to comply with their employer’s stated Fitness for Work policy whilst attending any training course. In the event a student is turned away from training because of “Fitness for Work” concerns the student’s employer will be contacted.

Safety Results shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to “Fitness for Work” issues.

Enrolment and Induction

Each learner must complete and submit a Safety Results Learner Enrolment Form and if required a Course Booking Form, which are available by contacting our office on 1300 886 208.

Once enrolled in the Safety Results Training Course, you will be provided with course materials and inducted into the course. During induction please feel free to ask the Trainer/Assessor any questions you may have and they will be delighted to assist you.

Dress Code

Students must wear normal work clothes that include covered foot wear (steel capped boots preferred), long sleeve shirt and long pants or overalls. Student’s who do not comply with the required dress code may be refused admission to their course. Safety Results Trainers/Assessors reserve the right to suspend from training courses students who are dressed inappropriately for the training they are undertaking.
Unique Student Identifier (USI)

Every year almost four million Australians build and sharpen their skills by undertaking nationally recognised training. All students doing nationally recognised training need to have a Unique Student Identifier (USI).

What is a USI?
The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Who needs a USI and why?
Since the 1st January 2015 if you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

If you don't provide the RTO with a verifiable USI and you are deemed competent at the end of the course, you will not receive your statement of attainment.

For more information on the USI or to create one please visit the www.usi.gov.au Australian Government website.

Selection and admission

Some of our nationally accredited courses include entry requirements that students must meet, these are outlined in the detailed course information on our website. Some courses also have Numeracy and Literacy requirements.

Training courses provided by Safety Results may involve physical exertions in conditions that can be mentally and physically stressful. In some courses it will be inappropriate for injured workers or workers currently involved in Worker’s Compensation claims or rehabilitation activities as part of a return to work plan, to participate in a training course.

Safety Results Trainers/Assessors reserve the right to suspend from their training courses students who are unable to actively participate in the course activities as a result of injury.

Should this situation arise, immediate and discreet contact will be made with the client contact to discuss future training options for the individual concerned.

Learning Strategy and Support Services

Safety Results recognises that a significant aspect of the quality of training programs relies on effective support and management of learner’s welfare. Safety Results Trainers & Assessors observe and monitor learners’ progression throughout the duration of training to identify any needs for additional learning support.

Safety Results is committed to providing learners with access to:

- Educational, vocational guidance and support specifically related to training and education
- Information relating to the relevant legislation
- If the necessary support extends beyond Safety Results’ capabilities, we will endeavour to provide information on relevant organisations that supply the required support services
Entry Requirements and Language, Literacy and Numeracy Support Strategy

To undertake the training, trainees will be required to be able to:

- Read and comprehend a range of texts, write a range of short texts in a number of contexts, which may be inter-related
- Use and respond (in English) to conversations around everyday subject matter
- Deal easily with straightforward calculations either manually and/or using a calculator

Safety Results is committed to ensuring wide accessibility of its training. As such, we recognise that language, literacy or numeracy problems may not, of themselves, exclude a learner from successfully acquiring the competencies associated with the course. An initial assessment of a learner’s language, literacy and numeracy (LLN) skills will be made upon entry to a course. Every effort will be made to assess a learner’s ability to carry out all the learning tasks and demonstrate the course competencies. Where possible, the learning activities may be adjusted to assist learners with language, literacy or numeracy skills needs.

The Trainer/ Assessor will advise all learners at the start of a training program about support available in the areas of LLN. The Trainers/Assessors also monitor learners’ progression throughout the training program and assist learners if they identify any further issues with language, literacy and numeracy. In consultation with the learners and with respect towards privacy and confidentiality, support can be provided as soon as possible during training. Support is also available outside the classroom and at anytime during assessment.

To participate in training, you need literacy skills to the level that would be used in the workplace. For example, in many of the units we offer, you will need to be able to read and apply standard operating procedures. Some training offered by Safety Results requires the ability to carry out mathematical calculations. If you have difficulties reading or carrying out mathematical calculations contact the Safety Results Training Team prior to training so we may discuss your individual needs.

Whilst all care is taken by our Training Team to support anyone experiencing language or learning difficulties, at times we may need to refuse or remove students that do not meet the basic LLN level that would be used in the workplace. If this does occur and you feel that you have been unfairly treated Safety Results has a Complaints and Appeals Policy and Procedure in place that all students have access to on our website. If it becomes apparent that the learner will not be able to successfully complete the course due to a special learning need after the learner has commenced the course, Safety Results will provide a refund of the paid fees less any costs incurred.

Assessment Strategy and Evidence of Competency

Assessments are conducted in a fair, reliable, valid and flexible manner to ensure learners can achieve competency in a reasonable timeframe. Evidence of competency must be authentic, sufficient, valid and current.

At the start of each training program, Safety Results provides learners with assessment guidelines so that learners are aware of what they need to demonstrate to be deemed competent. A mix of assessment methods will be used, these may include:

- Observations by the Facilitators (in the classroom and/or the workplace)
- Practical Activities (in the workplace or in a simulated environment)
- Written tests
- Workplace tasks/assignments that require supervisor/manager’s validation
### Course Information

<table>
<thead>
<tr>
<th>Courses:</th>
<th>Timeframe</th>
<th>Units of Competency (UOC)</th>
<th>Status</th>
<th>UOC Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Working at Height</td>
<td>8 Hours</td>
<td>RIIWHS204D Work safely at heights</td>
<td>Current</td>
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<td>Confined Space Entry</td>
<td>2 Days</td>
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<td>Current</td>
<td>15/Dec/2015</td>
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<tr>
<td></td>
<td>(16 Hours)</td>
<td>MSMPER205** Enter confined space</td>
<td>Current</td>
<td>12/Jan/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSMWHS100 Follow WHS procedures</td>
<td>Current</td>
<td>02/Jan/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSMMPER200* is a prerequisite for MSMPER205**</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breathing Apparatus</td>
<td>4 Hours</td>
<td>MSMWHS216 Operate breathing apparatus</td>
<td>Current</td>
<td>02/Jan/2017</td>
</tr>
<tr>
<td>Confined Space Entry and Breathing Apparatus</td>
<td>2 Days (16 Hours)</td>
<td>MSMPER200* Work in accordance with an issued permit</td>
<td>Current</td>
<td>15/Dec/2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSMPER205** Enter confined space</td>
<td>Current</td>
<td>12/Jan/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSMWHS100 Follow WHS procedures</td>
<td>Current</td>
<td>02/Jan/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSMWHS216 Operate breathing apparatus</td>
<td>Current</td>
<td>02/Jan/2017</td>
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<tr>
<td></td>
<td></td>
<td>MSMPER200* is a prerequisite for MSMPER205**</td>
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<td></td>
</tr>
<tr>
<td>Confined Space Entry and CPR</td>
<td>2 Days</td>
<td>MSMPER200* Work in accordance with an issued permit</td>
<td>Current</td>
<td>15/Dec/2015</td>
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<tr>
<td></td>
<td>(18 Hours)</td>
<td>MSMPER205** Enter confined space</td>
<td>Current</td>
<td>12/Jan/2017</td>
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<tr>
<td></td>
<td></td>
<td>MSMWHS100 Follow WHS procedures</td>
<td>Current</td>
<td>02/Jan/2017</td>
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<tr>
<td></td>
<td></td>
<td>HLTAID001 Provide cardiopulmonary resuscitation</td>
<td>Current</td>
<td>06/Aug/2015</td>
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<tr>
<td></td>
<td></td>
<td>MSMPER200* is a prerequisite for MSMPER205**</td>
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<tr>
<td>Confined Space Entry, Breathing Apparatus and CPR</td>
<td>2 Days (18 Hours)</td>
<td>MSMPER200* Work in accordance with an issued permit</td>
<td>Current</td>
<td>15/Dec/2015</td>
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<tr>
<td></td>
<td></td>
<td>MSMPER205** Enter confined space</td>
<td>Current</td>
<td>12/Jan/2017</td>
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<tr>
<td></td>
<td></td>
<td>MSMWHS100 Follow WHS procedures</td>
<td>Current</td>
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<tr>
<td></td>
<td></td>
<td>MSMWHS216 Operate breathing apparatus</td>
<td>Current</td>
<td>02/Jan/2017</td>
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<tr>
<td></td>
<td></td>
<td>HLTAID001 Provide cardiopulmonary resuscitation</td>
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<td></td>
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<tr>
<td>Courses:</td>
<td>Timeframe</td>
<td>Units of Competency (UOC)</td>
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<td>----------------------------------</td>
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</tr>
<tr>
<td>Emergency Warden</td>
<td>6 Hours*</td>
<td>PUAWER001B Identify, prevent and report potential workplace emergency situations</td>
<td>Current</td>
<td>17/Aug/2012</td>
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<tr>
<td></td>
<td></td>
<td>PUAWER004B Respond to workplace emergencies</td>
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<tr>
<td></td>
<td></td>
<td>PUAWER005B Operate as part of an emergency control organisation</td>
<td>Current</td>
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<tr>
<td>* 4 Hours Face to face</td>
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<td></td>
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<td></td>
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<tr>
<td>2 X 1 Hour Post Initial Assessments</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Portable Fire Equipment</td>
<td>2 Hours</td>
<td>MSMWHS212 Undertake first response to fire incidents</td>
<td>Current</td>
<td>02/Jun/2016</td>
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<tr>
<td>Emergency Warden and Portable Fire Equipment</td>
<td>8 Hours*</td>
<td>MSMWHS212 Undertake first response to fire incidents</td>
<td>Current</td>
<td>02/Jun/2016</td>
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<tr>
<td>* 6 Hours Face to face</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2 X 1 Hour Post Initial Assessments</td>
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<td></td>
<td></td>
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<tr>
<td>Chief Warden</td>
<td>4 Hours</td>
<td>PUAWER006B Lead an emergency control organisation</td>
<td>Current</td>
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<td>(PUAWER005B Operate as part of an emergency control organisation) is a prerequisite</td>
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<td>Hazardous Materials Spills</td>
<td>6 Hours</td>
<td>MSMWHS100 Follow WHS procedures</td>
<td>Current</td>
<td>02/Jun/2016</td>
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<tr>
<td>Response</td>
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<td>MSMWHS110 Follow emergency response procedures</td>
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<tr>
<td></td>
<td></td>
<td>MSMWHS210 Undertake first response to non-fire incidents</td>
<td>Current</td>
<td>12/Jan/2017</td>
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<tr>
<td>Cardiopulmonary Resuscitation</td>
<td>3 Hours</td>
<td>HLTAID001 Provide cardiopulmonary resuscitation</td>
<td>Current</td>
<td>06/Aug/2015</td>
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<tr>
<td>(CPR)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Aid</td>
<td>17 Hours*</td>
<td>HLTAID003 Provide first aid</td>
<td>Current</td>
<td>06/Aug/2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*8 hours Self-paced Learning, plus</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>9 hours Face to Face Learning &amp; Assessment</td>
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</tr>
</tbody>
</table>

Above is a list of the courses we frequently run, but we can deliver these in a number of different combinations, including as refresher training if required. Please check our website or contact our RTO Head Office on 1300 886 208 for the latest course information and scheduled dates.
Please note: If you require the combined Emergency Warden and Chief Warden competencies, you can’t be assessed as competent for the Chief Warden PUAWER006B until all of the assessments have been successfully completed for the Emergency Warden competency PUAWER005B, i.e. the 2 x 1 Post Initial Assessments. As one of the requirements of this unit is for it to be assessed over time, it cannot be completed on the same day as the course.

If you want to participate in the Chief Warden Course and you have previously completed the PUAWER005B Operate as part of an emergency control organisation unit we require evidence of this prior to enrolment in this course. If it was completed with another RTO this can be in the form of a Certificate, a Statement of Attainment or a USI Transcript. If you completed the previous training with our RTO we will have all your information on our Training Management System (TMS) and can use this as the evidence of achieving the prerequisite.

Should you want to view the units of competency and/or the training packages they are from, they can be downloaded from the national training register’s website www.training.gov.au.

Refresher Courses

With our refresher courses the timeframe is usually shortened because all participants will have previously completed the full training course. Due to the previous training an assessment is conducted first as a gap analysis tool. From this the training is tailored to each individual group of learners, with another assessment to complete the course. Upon successful completion of the training and assessment, notification of a valid USI number and full payment, a nationally recognised Statement of Attainment will be issued.

Any participant that completed their previous training with another RTO must be able to show evidence of this prior to enrolment in a refresher course. This can be in the form of a Certificate, a Statement of Attainment or a USI Transcript.

If you completed the previous training with our RTO we will have all your information on our Training Management System (TMS) and can use this as the evidence of previous learning.

Please contact our RTO Head Office on 1300 886 208 for the latest refresher course information (including course timeframes) and scheduled dates.
## Target Clientele

| Safe Working at Height                                                                 | • Anyone wanting to conduct high risk work involving heights within all industries.  
|                                                                                            | • Anyone managing personnel who are conducting high risk work involving heights.  
|                                                                                            | • Anyone involved in risk assessments for working at heights.  
| Confined Space Entry                                                                   | • Design, modify or conduct works on confined spaces  
|                                                                                            | • Involved in processes to identify or conduct risk assessments on confined spaces  
|                                                                                            | • Enter or work within confined spaces  
|                                                                                            | • Undertaking the role of the standby person  
|                                                                                            | • Participate in confined space rescue or emergency procedures  
|                                                                                            | • Manage or supervise employees or contractors entering confined spaces  
| Breathing Apparatus                                                                    | • Work in high risk atmospheric environments  
|                                                                                            | • Provide workplace Emergency Response  
| Confined Space Entry and Breathing Apparatus                                            | • Design, modify or conduct works on confined spaces  
|                                                                                            | • Are involved in processes to identify or conduct risk assessments on confined spaces  
|                                                                                            | • Enter or work within confined spaces  
|                                                                                            | • Undertaking the role of the standby person  
|                                                                                            | • Participate in confined space rescue or emergency procedures  
|                                                                                            | • Manage or supervise employees or contractors entering confined spaces  
|                                                                                            | • Enter high-risk atmospheric environments  
| Emergency Warden                                                                       | If you aspire to be, or are currently serving as:  
|                                                                                            | • a member of an Emergency Control Organisation  
|                                                                                            | • a member of an Emergency Planning Organisation  
| Portable Fire Equipment                                                                 | Are involved in environments where they could be exposed to fire emergencies, regardless of whether they are involved in a workplace emergency response team.  
| Emergency Warden and Portable Fire Equipment                                           | If they aspire to be, or are currently serving as:  
|                                                                                            | • a member of an Emergency Control Organisation  
|                                                                                            | • a member of an Emergency Planning Organisation  
|                                                                                            | • involved in environments where they could be exposed to fire emergencies  
| Chief Warden (Warden is a prerequisite)                                                | If you are currently in an Emergency Warden position and want to become the Chief Warden, Deputy Chief Warden or Communications Officer in an emergency response team.  
| Hazardous Materials Spills Response                                                     | • Anyone within an emergency response team  
|                                                                                            | • Anyone in a workplace that contains hazardous materials  
|                                                                                            | • Anyone involved in the transportation of hazardous materials  
|                                                                                            | • Anyone in a role that requires the interpretation of Safety Data Sheets.  
| Cardiopulmonary Resuscitation (CPR)                                                    | • Volunteering at Public Events  
|                                                                                            | • Working in High Risk environments  
|                                                                                            | • In a workplace Emergency Response team  
| First Aid                                                                               | • Volunteering at Public Events  
|                                                                                            | • Working in High Risk environments  
|                                                                                            | • In a workplace Emergency Response team  


Course Requirements

Courses will commence at the listed time. Due to the nature of the training, students shall be in attendance for the full duration of the course. Students who arrive after the scheduled start time may not be admitted. If a student is running late they are to contact the Safety Results Training Centre to notify us of an estimated time of arrival.

At the start of each day of training students are required to sign a Course Attendance Sheet. In the event this is not signed, students may be classed as Not Yet Competent (NYC).

Issuing of Certificates / Statement of Attainment

On successful completion of the training and assessment of a unit of competency, full payment of the training fees and providing a valid USI number has been supplied to the RTO, each Learner will receive their Statement of Attainment within 30 days.

If you require a replacement Statement of Attainment, please email: training@fwsrgroup.com.au, an administration fee + GST will apply.

As the Safety Results RTO does not hold any full qualifications on its scope of registration it cannot provide a learner with a Qualification or Testamur.

Revocation of Certificates / Statement of Attainment

Safety Results reserves the right to revoke certification of a Statement of Attainment issued in the following circumstances:

- Safety Results has been instructed to do so by its Regulator
- Safety Results has detected that information printed on the credential is incorrect
- Safety Results has detected that a decision made by one of its assessors is invalid and has determined that not revoking the credential may have serious consequences for the student or their employer
- Safety Results has detected that a student gained their credential dishonestly (e.g., through engaging in plagiarism)

Where a credential has been revoked, this will be noted on the relevant student record and the student will be asked to return the credential that was issued to them. Where applicable, the Unique Student Identifier (USI) Registrar will also be informed.

In the unfortunate incident this occurs, our administrative team will issue a formal letter to the student and/or employer advising the revocation of certification and outlining the process of returning/destruction of the evidence.

National Recognition

Safety Results will recognise all relevant Statements of Attainment and Qualifications issued by other Registered Training Organisation’s (RTO’s).

Credit Transfer: Safety Results will recognise any relevant qualifications that are determined to be equivalent to the units of competency or Statement of Attainment that you are enrolled in.

Recognition of prior learning (RPL): is an assessment process by which you may demonstrate competencies you already hold that have been gained through formal and informal training, work or life experiences.
Safety Results will at all times abide by the national recognition formed between all States/Territories of Australia. Safety Results will recognise all nationally accredited qualifications or Statements of Attainment through the provision of certification showing all requirements as detailed within the Australian Qualifications Framework.

Due to the high risk, nature of the training courses our assessment will include practical testing, observation of skills, questioning and review of evidence provided. Because this involves a comprehensive individual assessment, course fees are charged at the scheduled training rate for this service.

If you want to be considered for RPL, you will need to complete an RPL Application Form which can be accessed from the RTO's Training Team. You will be provided with a kit to complete and submit which must include evidence to demonstrate you have a theoretical and practical knowledge deemed to be equivalent to the Units of Competency that you are enrolled in.

**Prerequisites**

Some of the Units of Competency offered within the Safety Results training courses will have prerequisites. These must be completed prior to the assessment of the Unit. In most cases, the prerequisites are covered during the training course, but some will need to have been gained prior to this course commencing.

Safety Results have taken into account prerequisite requirements when creating their courses and the assessment process. The individual course information outlines any prerequisites and what is needed.

For more information in relation to the specific prerequisites associated with your training, contact Safety Results at training@fwsrgroup.com.au or 1300 886 208.
How to be an effective participant

**Come to class with questions in mind.** Make a note of problems or questions and offer them for discussion.

**Listen thoughtfully and critically to others.** Try hard to understand the other person’s point of view. Don’t accept ideas which seem unsound, but remember, on almost every question there are several points of view.

**Don’t fight over the ownership of ideas.** Once you have given your ideas to the group, it becomes group property. Don’t argue for it just because it was yours.

**Speak your mind freely.** This is your class. It is your chance to say what you think. SAY IT!

**Don’t monopolise the discussion.** Don’t speak for more than a minute or so at a time. Make your point in a few words, then give someone else a chance. Don’t make a speech. Speak so that everyone can hear.

**Don’t let the discussion get away from you.** If you don’t understand, say so. Ask questions or ask for examples.

**Please: Turn off pagers and/or mobile phones.** These items tend to distract yourself and other participants.

**Take part in friendly disagreements.** When you are on the other side of the fence, say so and why, but do it in a friendly way. Avoid win-lose contests.

**Strike while the idea is hot.** If you wait, it may no longer be relevant to the discussion.

**Be action minded!** Try and relate discussions to your job. Learning new tools for use in your job is what training is all about.

**Don’t engage in side conversations.** It’s rude and distracting.

If you need to make a phone call, **plan ahead.** Wait till the next break.

**Training Materials**

A student workbook will be provided for each course you attend.

Use your workbook to follow the presentation and make notes where you need to remember site specific items that you may need to look back on after the session is complete.

Throughout the workbook there are activities and discussions which will take place amongst your group. Refer to the legend below and explanations of the activities.

**Legend:**

**Activity**

Usually a Site Specific group discussion or observation not outlined in the PowerPoint presentation. You can write notes about the activity in your workbook.

**Discussion**

A group discussion about a particular topic. Use this as an opportunity to demonstrate your knowledge and skills

**Practical Activity**

An activity requiring practical participation.

**Written Assessment**

The Written Assessment is mandatory for your successful completion in this Unit of Competency.
Use the areas like the one below to make notes:

________________________________

________________________________

________________________________

Keep your Student Workbook for future reference.

**Equipment**

During the conduct of Safety Results training, students will be issued or be given access to safety equipment. This equipment is to be used in accordance with the instructions given by the trainer.

In the event a piece of equipment is not used appropriately, it may result in equipment becoming unserviceable and more importantly become unsafe for the student or next user.

All equipment will be inspected prior to, during and after use. On most occasions, this may be factored into the training. In the event a piece of equipment is found to be faulty or damaged the item shall be removed from service and the trainer is to be informed immediately.

If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged and the offender will be removed from the course and forfeit any fees.

**Inappropriate Behaviour**

Safety Results adheres to the principles of adult learning. All students should have the ability to learn without interference or disturbance from others and we encourage everyone to respect and protect the rights of others. Learners will uphold the standards of Safety Results when they are engaged in training and assessment activities.

We expect students to make a positive contribution and to treat others with respect and courtesy and we will treat any inappropriate behaviour seriously. Safety Results Trainers/Assessors reserve the right to suspend from a training course any student that is disruptive or unsafe.

Safety Results considers the following are examples (but not limited to) of inappropriate behaviour that will not be tolerated under any circumstances:

- Wilful damage or removal of property;
- Smoking in the building;
- Consistently late in attending classes;
- Negligent or disorderly conduct towards a staff member or fellow learner, including assault or harassment (verbal or physical);
- Taking, possessing, trafficking, or being affected by illegal substances or alcohol;
- Engaging in physical violence or threats of violence, bullying or using abusive language, or possessing illegal weapons;
- Acting in any way that could cause any loss, damage or harm to other learners, staff, property and equipment;
- Academic misbehaviour, which may be defined as cheating, plagiarising or the distraction of others.
Definitions of cheating and plagiarism are:

**Cheating** – violation of the assessment rules to gain an advantage

**Plagiarism** – the copying of the language, ideas or thoughts of another author and representing that work as the student’s original work.

Cheating and plagiarism is unacceptable at Safety Results Training Services. Trainers will actively monitor students for cheating and plagiarism.

Consequences for cheating and plagiarism are the same; the student will be given a first and final verbal warning and will be required to re-sit another equivalent assessment task.

Any further infringements will result in the students being expelled from Safety Results and advised they have forfeited their fees. A letter will be sent to the student explaining the situation and will be kept on the students file.

These examples are what we consider serious misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome. In less serious situations, our Trainers/Assessors will counsel learners about the required behaviour.

Rather than cheating or plagiarism, academic integrity is the norm within the Safety Results training environment.

We do this by following guidelines to prevent cheating and plagiarism by removing opportunities to conduct these behaviours for the duration of all competency based assessments:

1. Electronic devices must either remain inside a closed backpack or bag from the time the assessment is distributed until the learner leaves the classroom, or if students lack a backpack or bag, mobiles should be turned off and placed on the desk near the instructor or in the front of the room prior to distributing the exam. Learners will be reminded of this requirement at the commencement of the course. Electronic devices include:
   - Mobile telephones and Smart Phones
   - Graphing calculators
   - Personal Digital Assistants (PDAs)
   - Programmable watches
   - Palm pilots
   - Laptop computers
   - Headphones

2. Learners will be required to use only the supplied stationery in the classroom during the competency assessments.

3. Learners will be reminded that no food from packaging bought into the classroom may be consumed during all competency assessment which last no longer than thirty (30) minutes for all Safety Results competency based written assessments. Learners requiring special consideration must consult with the Trainer/Assessor prior to the commencement of the competency based assessment(s).

4. Learners will be provided an opportunity to use the facilities prior to and following the competency assessments. Under no circumstances will learners be allowed to leave the classroom for the duration of the competency assessment which last no longer than thirty (30) minutes for all Safety Results competency based assessments.
Complaints & Appeals

Safety Results has a documented process for lodging a formal complaint/appeal if such a situation arises. A complaint/appeal is any expression of dissatisfaction reported by a learner. This can be service related e.g. communications with administrative staff, training, assessment, safety or purely dissatisfaction regarding Safety Results or a staff member in general.

Always speak with your Trainer/Assessor or the Training Manager if you have a complaint. But if you feel that your complaint requires further action, please use the Complaints & Appeals form supplied at every training session. Your issue will be dealt with in a professional and courteous manner. You may be contacted by the Safety Results Training Manager who will work to resolve the issue with you.

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions), you have a right to do so under our Complaints and Appeals Procedures. You have the right to be heard. We will deal promptly, fairly and confidentially with your complaint or appeal. While we try to resolve complaints informally if possible, formal complaints and appeals must be submitted in writing.

If this is difficult to do on your own, you can ask someone to do it on your behalf, or to be with you when you make a complaint or present an appeal.

Students who believe that their assessment result does not accurately reflect their performance may request a re-assessment. This must be done within two weeks of being informed they are Not Yet Competent.

All formal written complaints/appeals lodged will be brought to the attention of Safety Results Training Manager. We will act on any complaint found to be substantiated. The complaint/appeal will be investigated. Safety Results will ensure that as promptly and fairly as possible, the learner making the complaint/appeal is satisfied with the remedial action. If necessary an independent mediator will make the final decisions in the event a third-party mediator is required. The learner making the complaint/appeal will receive a written statement of the outcomes/decisions, including reasons for the decision, within 60 days of lodging their complaint/appeal.

Welfare services

Most training conducted at Safety Results involves small classes run over a short time frame. As a result, the Trainer/Assessors will provide individual support and guidance initially to the student.

The trainer will refer students to an array of services that are available. Depending on the individual location of where training is being conducted the level of support/welfare services available may be affected.

Child protection

Safety Results acknowledges that it is required to comply with Federal, State and Territory legislation relating to child protection. As such, Safety Results Trainer/Assessors working with students under the age of eighteen are required to undertake the appropriate Police Checks or appropriate working with children checks for their respective State.

Quality Control

Safety Results collects feedback from employers, Learners, Trainer & Assessors and other staff members on a regular basis. We are committed to continuous improvement, seeking to enhance our services to be the best we can to meet both Student’s and Industries expectations. Please fill in the Feedback form you will be given at the conclusion of your course, as the information you give us helps our RTO provide quality training and assessment.
Gaining Access to Your Records

Safety Results have in place a secure recordkeeping system that utilises both paper and electronic formats. We keep a record of each learner’s enrolment, progress, attendance and assessment documentation and any complaints/appeals and the resolution for at least 1 year after completion of the relevant training program. We retain records of statements of attainment issued for a period of 30 years.

At any time, students can ask their trainer for access to records of their participation and progress. At any time after completing training, students may request access to their academic records and can do this by contacting the Training Manager if they wish to do so.

You can access your own records at any time by sending us a written request. However, please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraphs below on privacy and confidentiality.

If you require access to your learner records at any time, please contact the Safety Results Training Manager on 1300 886 208. You will be required to show proof of identification.

Privacy and Confidentiality Policy

In providing services, we will gather and record information and maintain its confidentiality in line with our Privacy policy and Record Keeping Policy and Procedures. You can access, and amend if required, any personal information we hold about you in line with those procedures. Contact the Training Manager or your trainer if you require more information.

The information collected and recorded by Safety Results is for the purpose of training and assessment.

If you are attending training at the request of your employer, by signing the Course Enrolment form, you acknowledge that the results of this training may be forwarded to your employer. Your personal contact information will not be forward to any Third party.

Safety Results follows strict privacy policies in conjunction with the Privacy Laws. It is important for us to collect certain personal information from learners so that we can manage enrolment and training progression. We collect personal information from you with your prior knowledge and consent and use it only for the purposes for which it was collected.

All forms, files, results and records of any learner are deemed confidential. Records are accessible only to relevant staff members of Safety Results and only for relevant and appropriate use. Your records can only be released to other parties with your written permission, or in circumstances dictated by law. You have the right to access the personal information we have about you at any time and provide any necessary corrections.

The Privacy Amendment (Private Sector) Act 2000 prevents Safety Results from providing any learner details to any person other than the learners, the RTO Regulator, the Government or as required by law. All matters in relation to enrolment, results, fees or any other issue, can only be discussed with the learner unless a written permission from the learner is provided allowing access to the learner’s information.

The Australian Skills Quality Authority (ASQA) may contact any student that has been enrolled in a Nationally Recognised Training Course to gather information on the quality and delivery of the training product. This information can be used to ascertain the learner experience that was administered by the delivering RTO.

We have implemented technology systems, policies and measures within our control to protect the personal information that we have from unauthorised access and improper use.

Safety Results follows strict confidentiality policies. In the event that a learner discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the learner’s written consent.
Student Rights under Australian Consumer Law

Under the Australian Consumer Law student have the right to contact their relevant State or Territory Consumer Protection Authority with regard to the continued delivery of Training & Assessment Services.

Should Safety Results cease any part of its Training operations, we will advise all students of this intention as soon as practicably possible and will arrange to transfer any outstanding services to another RTO.

Please review your rights and obligations under the Australian Consumer Law at www.consumerlaw.gov.au.

Fees, charges and refunds

Your fees to attend this training may have been covered by your employer. If not, your trainer will discuss the fees and charges with you.

As our fees and charges might change from time to time— contact our RTO Head Office for the latest details on 1300 886 208 or email training@safetyresults.com.au.

Fees for groups are invoiced to the relevant organisation on training completion. Individual students are required to pay the fee prior to commencement.

We offer fair and reasonable refunds as per the conditions outlined below. However, no refund applies if you withdraw after commencement unless special circumstances, such as serious illness apply; contact our Training Manager for clarification. Final decisions regarding refunds, fees, cancellations and transfers are at the discretion of Safety Results.

Safety Results provides dates for courses in their public course schedule, these courses are subject to sufficient numbers of students wishing to undertake the training. Should a course be under subscribed the course may be deferred until it is viable to conduct the training. In this instance, Safety Results will contact any student enrolled to inform them and re-schedule.

Cancellation Policy

Please note— A Trainer’s time will be allocated to you as per the course/s ordered. Should you for any reason find it necessary to cancel your order the following penalties will apply:

<table>
<thead>
<tr>
<th>CANCELLATION PERIOD</th>
<th>PENALTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation - more than [5] working days prior to course</td>
<td>Nil</td>
</tr>
<tr>
<td>Cancellation - two [2] to five [5] working days prior to course</td>
<td>25%</td>
</tr>
<tr>
<td>Cancellation - under two [2] working days prior to course</td>
<td>100%</td>
</tr>
<tr>
<td>Cancellation - all non or part attendances</td>
<td>100%</td>
</tr>
<tr>
<td>Rescheduling of courses under two [2] days will incur a fee</td>
<td>POA</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

What happens on the first day of my training session?

The Trainer/Assessor will ask for your participation & involvement in the class and practical scenarios to demonstrate competency and confirm your certification.

We are bound by the requirements as a Training Provider to provide you with the following information which can be used for your reference at any time in assisting you to understand the requirements of the course you have enrolled in to attend.

If you have questions at any time or require further clarification, please contact us at:

******

FWSR Group
28 Sunline Drive,
Truganina VIC 3029
Phone: 1300 886 208 | Fax: 1300 853 849
Email: training@fwsrgroup.com.au
ABN: 97 162 393 035 | RTO: 45221

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What do I have to do to get the most out of my training?

- Prepare for each training session and actively participate in all scheduled activities
- Complete all training and assessment requirements including classroom activities and workplace tasks
- Participate in evaluation activities and offer constructive feedback regarding the course
- Expect that Safety Results Trainer/Assessors and other staff members will treat you with respect
- Treat staff members of Safety Results and your fellow learners with courtesy
- Talk to your Facilitator or call our office if you experience any difficulties and wherever possible we will rectify these for you

What does competency mean?

Competency means 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.

What is a Unit of Competency?

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

What happens if I am deemed ‘Not Yet Competent (NYC)’?

Safety Results provides end-to-end learning and assessment support to learners. After 3 sessions of coaching and reassessments, if a learner is still unable to demonstrate competency, we may recommend that the learner re-sit the program.
Enrolled trainees

Students presenting on the day ill-prepared will be omitted from the training session at the trainer’s discretion.

- The practical component of the course simulates a real working environment.
- Please dress accordingly – you may get dirty.
- You should wear long pants and work shoes appropriate or similar to your line of work.
- No open toe shoes or casual sneakers.
- All participants will be asked to complete a feedback form at the conclusion of the session which will assist us to meet government requirements for compliance as a Registered Training Organisation.
- Statements of attainment will be issued after the course to all students deemed competent once all fees have been paid and a verified USI number has been attained.

For all courses held at the Safety Results training centre:

Location: Safety Results is located at: 28 Sunline Drive, Truganina 3029

Parking Information: Please park in the car park at the front of the Building.
Vehicles are parked at your own risk.
Please be aware if parked on the Street there are many trucks and construction vehicles in the precinct. Flying Rocks and Debris can damage your vehicle.

Public Transport: Bus Route 400
Get off the Bus at the Robinsons Road Stop which is at the Corner of Robinsons Road & Sunline Drive. Walk west down the street, through the roundabout. We are located on the Right Hand side at Number 28.
The Bus Timetable is available at: www.ptv.vic.gov.au