



# COURSE ENROLMENT HANDBOOK



## FWSR GROUP

1300 886 208

[www.fwsrgroup.com.au](http://www.fwsrgroup.com.au)

RTO 45221



NATIONALLY RECOGNISED  
TRAINING

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## TABLE OF CONTENTS

Welcome	5
Purpose of this Handbook	5
Contact Details	5
Our Commitment	6
Legislation	6
Occupational Health and Safety	6
Target Group for Training	6
Training Delivery	7
Potential Career and Employment Pathways	7
Our Learning and Assessments Style	7
Methods of Assessment	7
Competency Based Training	8
FWSR Group as a Registered Training Organisation (RTO)	8
Benefits of undertaking a Nationally Accredited Course	8
Competency of Trainers and Assessors	8
What Happens If?	9
Summary of Policies and Procedures	9
Access, Equity and Anti-discrimination	9
Learning Strategy and Support Services	9
Assessment Strategy and Evidence of Competency	10
Refresher Courses	10
National Recognition	10
Target Clientele	11
Course Information	12
Enrolment and Induction	12
Course Requirements	12
Unique Sture Identifier (USI)	12
Entry Requirements	13
Fitness to Participate	13
Language, Literacy and Numeracy (LLN)	13
Pre-requisites	14
Dress Code	14

How to be an Effective Participant	14
Training Materials	14
Equipment	15
Drugs and Alcohol Policy	15
Inappropriate Behaviour	16
Complaints and Appeals	17
Welfare Services	18
Quality Control	18
Gaining Access to your Records	18
Certificates and Statement of Attainments	18
Privacy and Confidentiality Policy	19
Child Protection	20
Student Rights under Australian Consumer Law	20
Fees, Charges and Refunds	20
Cancellation Policy	20
Frequently Asked Questions (FAQs)	21

## WELCOME

FWSR Group is a Registered Training Organisation (RTO) providing workplace safety-related training based on nationally recognised units of competency. Our scope includes Applied Safety, Confined Space, Height Safety, Fire Safety, First Aid, Rescue and more.

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.

## PURPOSE OF THIS HANDBOOK

The information contained in this document has been developed to assist prospective participants, employers, or other interested parties to ensure they are fully informed about the training and assessment services FWSR Group offers.

As an RTO, FWSR Group we want to make sure that you have access to our policies, procedures, and relevant information as you embark on your learning experience. This course enrolment handbook will help you make informed decisions and help you understand how you can seek assistance when needed.

Before you complete and return our enrolment pack, please be sure that you have read and understand the handbooks contents. By completing and submitting the enrolment pack, you are acknowledging that you have read this handbook and will abide by the information it contains. Please contact our office if you need further clarification or have any questions.

**Please note:** *All employers (clients), it is your responsibility to pass this handbook to each individual participant you have scheduled to attend a training session. A copy of this handbook is available on the website: <https://fwsrgroup.com.au/training/resources/>*

## CONTACT DETAILS

<b>Name of RTO</b>	Firewatch Safety Results Group Pty Ltd
<b>Trading Name of RTO</b>	FWSR Group
<b>RTO Number</b>	45221
<b>Phone</b>	1300 886 208   03 9394 1288
<b>Email</b>	training@fwsrgroup.com.au
<b>Website</b>	www.fwsrgroup.com.au
<b>Head Office</b>	Unit 2 / 41-55 Leakes Road, Laverton North VIC 3026
<b>Other Locations</b>	33 Florence Street, Shepparton VIC 3630 498 Benetook Avenue, Mildura VIC 3500

**Registration Details** Our scope of training is listed on the National Register. The link to our registration is: <https://training.gov.au/Organisation/Details/45221>

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with National standards which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

## 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.

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

With this, all participants 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 participants.

FWSR Group 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.

## LEGISLATION

FWSR Group complies with Commonwealth and States/Territory legislative and regulatory requirements that govern the delivery of training from nationally accredited training packages.

## OCCUPATIONAL HEALTH AND SAFETY

FWSR Group is committed to creating and maintaining a safe and healthy working environment for all its participants and employees.

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

- Expectation that participants 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
- Amenities (toilets, smoking area, lunchroom)

## TARGET GROUP FOR TRAINING

Our training suits participants 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, participants 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.

## TRAINING DELIVERY

FWSR Group courses are delivered in a group learning environment.

A group of participants can gain knowledge by sharing their ideas and experiences. Access and equity principles are strengthened through group learning. Listening and discussing can assist participants 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 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 (AQF). 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 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.

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 (LLN) difficulties, please talk to our training team prior to your course, or on the day of the course, discuss these with the trainer 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 trainer 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 trainer 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.

## FWSR GROUP 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, FWSR Group 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 TRAINERS AND ASSESSORS

FWSR Group hold a minimum TAE40110 Certificate IV in Training and Assessment (or its successor) to meet the requirements of Schedule 1 Items 2 or 3 of Clause 1.14 of the Standards for RTOs.

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 FWSR Group cease to trade as an RTO or cease to deliver any previously agreed training and/or assessment, any public or employer/onsite 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 participant booked to attend a course, but has not yet paid, and FWSR Group has ceased to trade as an RTO or have ceased to train and/or assess the course they have booked, these participants will be notified of this change as soon as practicable, prior to their course date.

FWSR Group will notify all pre-booked participants 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

FWSR Group 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 FWSR Group. FWSR Group will make reasonable adjustments to training and assessment strategies and services to assist people with special learning needs, or those facing particular difficulties, so they receive the best possible help in achieving the competency outcomes.

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

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

## LEARNING STRATEGY AND SUPPORT SERVICES

FWSR Group recognises that a significant aspect of the quality of training programs relies on effective support and management of participants welfare. FWSR Group trainers observe and monitor participants progression throughout the duration of training to identify any needs for additional learning support.

FWSR Group is committed to providing participants 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 our capabilities, we will endeavour to provide information on relevant organisations that supply the required support services

## ASSESSMENT STRATEGY AND EVIDENCE OF COMPETENCY

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

At the start of each training program, FWSR Group provides participants with assessment guidelines, to ensure that participants 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

## 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 participants, with another assessment to complete the course.

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 have all your information on our Training Management System (TMS) and can use this as the evidence of previous learning.

## NATIONAL RECOGNITION

FWSR Group will recognise all relevant Statements of Attainment and Qualifications issued by other Registered Training Organisation's (RTO's).

**Credit Transfer:** FWSR Group 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.

FWSR Group will at all times abide by the national recognition formed between all States/Territories of Australia. FWSR Group 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 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.

## TARGET CLIENTELE

Safe Working at Height	<ul style="list-style-type: none"> <li>• Anyone wanting to conduct high risk work involving heights within all industries.</li> <li>• Anyone managing personnel who are conducting high risk work involving heights.</li> <li>• Anyone involved in risk assessments for working at heights.</li> </ul>
Confined Space Entry	<ul style="list-style-type: none"> <li>• Design, modify or conduct works on confined spaces</li> <li>• Involved in processes to identify or conduct risk assessments on confined spaces</li> <li>• Enter or work within confined spaces</li> <li>• Undertaking the role of the standby person</li> <li>• Participate in confined space rescue or emergency procedures</li> <li>• Manage or supervise employees or contractors entering confined spaces</li> </ul>
Breathing Apparatus	<ul style="list-style-type: none"> <li>• Work in high risk atmospheric environments</li> <li>• Provide workplace Emergency Response</li> </ul>
Confined Space Entry and Breathing Apparatus	<ul style="list-style-type: none"> <li>• Design, modify or conduct works on confined spaces</li> <li>• Are involved in processes to identify or conduct risk assessments on confined spaces</li> <li>• Enter or work within confined spaces</li> <li>• Undertaking the role of the standby person</li> <li>• Participate in confined space rescue or emergency procedures</li> <li>• Manage or supervise employees or contractors entering confined spaces</li> <li>• Enter high-risk atmospheric environments</li> </ul>
Emergency Warden	<p>If you aspire to be, or are currently serving as:</p> <ul style="list-style-type: none"> <li>• a member of an Emergency Control Organisation</li> <li>• a member of an Emergency Planning Organisation</li> </ul>
Portable Fire Equipment	<p>Are involved in environments where they could be exposed to fire emergencies, regardless of whether they are involved in a workplace emergency response team.</p>
Emergency Warden and Portable Fire Equipment	<p>If they aspire to be, or are currently serving as:</p> <ul style="list-style-type: none"> <li>• a member of an Emergency Control Organisation</li> <li>• a member of an Emergency Planning Organisation</li> <li>• involved in environments where they could be exposed to fire emergencies</li> </ul>
Chief Warden (Warden is a prerequisite)	<p>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.</p>
Hazardous Materials Spills Response	<ul style="list-style-type: none"> <li>• Anyone within an emergency response team</li> <li>• Anyone in a workplace that contains hazardous materials</li> <li>• Anyone involved in the transportation of hazardous materials</li> <li>• Anyone in a role that requires the interpretation of Safety Data Sheets.</li> </ul>
Provide Cardiopulmonary Resuscitation (CPR)	<ul style="list-style-type: none"> <li>• Volunteering at Public Events</li> <li>• Working in High Risk environments</li> <li>• In a workplace Emergency Response team</li> </ul>
Provide First Aid	<ul style="list-style-type: none"> <li>• Volunteering at Public Events</li> <li>• Working in High Risk environments</li> <li>• In a workplace Emergency Response team</li> </ul>

## COURSE INFORMATION

### ENROLMENT AND INDUCTION

An employer or individual must complete and submit a completed Course Booking Form to enroll participants into our training courses. Our onsite Course Booking Form is available by contacting our office, alternatively our Public Course Booking Form is available on our website. <https://fwsrgroup.com.au/training/resources/>

Once enrolled in the training course, you will be provided our Learner Enrolment Pack to complete prior to starting your training course. On the day of training you will be inducted and receive course materials. During induction please feel free to ask the trainer any questions you may have, and they will be delighted to assist you.

### COURSE REQUIREMENTS

Courses will commence at the listed time. Due to the nature of the training, participant shall be in attendance for the full duration of the course. Participant who arrive after the scheduled start time may not be admitted. If a participant is running late, they are to contact our training team to notify us of an estimated time of arrival.

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

### UNIQUE STURE IDENTIFIER (USI)

Every year almost four million Australians build and sharpen their skills by undertaking nationally recognised training. All participants 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 1<sup>st</sup> 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 do not 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](http://www.usi.gov.au) Australian Government website.

## ENTRY REQUIREMENTS

Our nationally accredited courses include entry requirements that participants must meet; these are outlined in the detailed course information on our website.

## FITNESS TO PARTICIPATE

Training courses provided by FWSR Group 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 Workers Compensation claims or rehabilitation activities as part of a return to work plan, to participate in a training course. All participants who undertake nationally accredited training complete a Fitness to Participate form. This is made available at the time of booking in the Learner Enrolment Pack and signed off by the trainer on the morning of the training course.

FWSR Group trainers reserve the right to suspend from their training courses participants 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.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Language, literacy, and numeracy (LLN) skills are required for all courses in order to communicate, complete, undertake written and practical assessment activities. For all nationally accredited courses, individuals will undertake an LLN Learner Evaluation. This Evaluation is made available at the time of booking in the Learner Enrolment Pack additionally, our LLN Learner Evaluation is also available online for individuals to complete prior to their training.

<https://fwsrgroup.com.au/training/resources/>

Every effort will be made to assess a participant's ability to carry out all the learning tasks and demonstrate the course competencies. Where possible, the learning activities may be adjusted to assist participants with LLN skills needs.

In addition to the materials made available prior to the course, the trainer will advise all participants at the start of a training program about support available in the areas of LLN. The trainers also monitor participants progression throughout the training program and assist them if they identify any further issues with LLN. In consultation with the individual 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 any time during assessment.

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 participants 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 FWSR Group has a Complaints and Appeals Policy and Procedure in place that all participants have access to. If it becomes apparent that the participant will not be able to successfully complete the course due to a special learning need after the participant has commenced the course, FWSR Group will discreetly make contact with the client to discuss future training options for the individual concerned.

If you have any concerns regarding the LLN requirements, please contact our training team for assistance.

## PRE-REQUISITES

Some of the Units of Competency offered within the FWSR Group 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, however some will need to have been gained prior to this course commencing.

FWSR Group 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 our training team.

## DRESS CODE

Participants must wear normal work clothes that include covered footwear (steel capped boots preferred), long sleeve shirt and long pants or overalls. Participants who do not comply with the required dress code may be refused admission to their course. FWSR Group trainers reserve the right to suspend from training courses participants who are dressed inappropriately for the training they are undertaking.

## 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. Do not accept ideas which seem unsound, but remember, on almost every question there are several points of view.

**Do not fight over the ownership of ideas.** Once you have given your ideas to the group, it becomes group property. Do not 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!

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

**Do not let the discussion get away from you.** If you do not 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.

**Do not engage inside conversations.** It is 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.

**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:

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Keep your Student Workbook for future reference.

## EQUIPMENT

During the conduct of our training, participants 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 participant 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.

## DRUGS AND ALCOHOL POLICY

FWSR Group is committed to ensuring the health, safety and welfare of all employees, visitors, and participants by providing a safe working environment. Individuals who are adversely affected by drugs and/or alcohol are deemed not fit for Work or training. They pose a hazard to themselves other participants, visitors, employees, and our trainers. In line with this any participant who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Participants are to comply with their employers stated Fitness for Work policy whilst attending any training course. In the event a participant is turned away from training because of "Fitness for Work" concerns, the participants employer will be contacted.

FWSR Group 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.

## INAPPROPRIATE BEHAVIOUR

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

We expect participants to make a positive contribution and to treat others with respect and courtesy and we will treat any inappropriate behaviour seriously. Our trainers reserve the right to suspend from a training course any individual that is disruptive or unsafe.

FWSR Group 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 participant, 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 participants, 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 participants original work.

Cheating and plagiarism is unacceptable, and trainers will actively monitor participants for cheating and plagiarism.

Consequences for cheating and plagiarism are the same; the participant 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 participants being expelled from the training course and advised they have forfeited their fees. A letter will be sent to the participant explaining the situation and will be kept on the participants 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 will counsel participants about the required behaviour.

Rather than cheating or plagiarism, academic integrity is the norm within the FWSR Group 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:

- Electronic devices must either remain inside a closed backpack or bag from the time the assessment is distributed until the participant leaves the classroom, or if participants 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. Participants 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
- Participants will be required to use only the supplied stationery in the classroom during the competency assessments.
  - Participants 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 competency based written assessments. Participants requiring special consideration must consult with the trainer prior to the commencement of the competency-based assessment(s).
  - Participants will be provided an opportunity to use the facilities prior to and following the competency assessments. Under no circumstances will participants be allowed to leave the classroom for the duration of the competency assessment which last no longer than thirty (30) minutes for all competency-based assessments.

## COMPLAINTS AND APPEALS

FWSR Group 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 participant. This can be service related i.e. communications with administrative staff, training, assessment, safety or purely dissatisfaction regarding FWSR Group or a staff member in general.

Always speak with your trainer or the Training Manager if you have a complaint, however 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 our 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.

Participants 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 our Training Manager. We will act on any complaint found to be substantiated. The complaint/appeal will be investigated. FWSR Group will ensure that as promptly and fairly as possible, the participant 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 participant 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 by FWSR Group involves small classes run over a short time frame. As a result, the trainers will provide individual support and guidance initially to the participant.

The trainer will refer participants 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.

## QUALITY CONTROL

FWSR Group collects feedback from employers, participants, trainers, 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 our participants and industries expectations. Upon completion of your training course, you will be provided with a Feedback Form. We encourage all participants to complete this form, as the information you give us helps our RTO provide quality training and assessment.

## GAINING ACCESS TO YOUR RECORDS

FWSR Group have in place a secure recordkeeping system that utilises both paper and electronic formats. We keep a record of each participants 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 certificate and statements of attainment issued for a period of 30 years.

At any time, participants can ask their trainer for access to records of their participation and progress. At any time after completing training, participants may request access to their academic records and can do this by contacting the training team 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 student records at any time, you will be required to show proof of identification.

## CERTIFICATES AND STATEMENT OF ATTAINMENTS

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, Certificates and State of Attainments will be issued within 30 days.

For participants enrolled into training by their employer, the Certificates and/or Statement of Attainments will be released to their booking contact. This is outlined under the Terms and Conditions on the Course Booking Form and Learner Enrolment Pack.

If you require a replacement Certificate or Statement of Attainment, please contact our training team. An administration fee will apply.

As the FWSR Group RTO does not hold any full qualifications on its scope of registration it cannot provide a participant with a Qualification or Testamur.

## REVOCATION OF CERTIFICATES AND STATEMENT OF ATTAINMENTS

FWSR Group reserves the right to revoke certification of a Certificate and/or Statement of Attainment issued in the following circumstances:

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

Where a credential has been revoked, this will be noted on the relevant participant record and the participant 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 participant and/or employer advising the revocation of certification and outlining the process of returning/destruction of the evidence.

## 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 FWSR Group is for the purpose of training and assessment. If you are attending training at the request of your employer, by signing the Learner Enrolment Pack, 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.

FWSR Group follows strict privacy policies in conjunction with the Privacy Laws. It is important for us to collect certain personal information from participants 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 participant are deemed confidential. Records are accessible only to relevant staff members of FWSR Group 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 FWSR Group from providing any participant details to any person other than the participants, 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 participant unless a written permission from the participant is provided allowing access to the participants information.

The Australian Skills Quality Authority (ASQA) may contact any participant 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 participant 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.

FWSR Group follows strict confidentiality policies. In the event that a participant discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the participants written consent.

## CHILD PROTECTION

FWSR Group acknowledges that it is required to comply with Federal, State and Territory legislation relating to child protection. As such, our trainers working with participants under the age of eighteen are required to undertake the appropriate Police Checks and hold a working with children check for their respective State.

## STUDENT RIGHTS UNDER AUSTRALIAN CONSUMER LAW

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

Should FWSR Group cease any part of its Training operations, we will advise all participants 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](http://www.consumerlaw.gov.au).

## FEES, CHARGES AND REFUNDS

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

As our fees and charges might change from time to time, please contact our training team for the latest details.

Fees for groups are invoiced to the relevant organisation 14 days prior to the course date. Individual participants are issued an invoice 14 days prior to the course date and 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 FWSR Group.

FWSR Group provides dates for courses in their public course schedule, these courses are subject to sufficient numbers of participants 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, we will contact any participant 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:

CANCELLATION PERIOD	PENALTY
Cancellation - more than [5] business days prior to course	Nil
Cancellation - two [2] to five [5] business days prior to course	25%
Cancellation - under two [2] business days prior to course	100%
Cancellation - all non or part attendances	100%
Rescheduling of courses under two [2] business days will incur a fee	POA

## FREQUENTLY ASKED QUESTIONS (FAQS)

### *What happens on the first day of my training session?*

The trainer will ask for your participation and 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 our training team.

### *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 trainers and other staff members will treat you with respect
- Treat staff members of FWSR Group and your fellow participants 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)'?*

FWSR Group provides end-to-end learning and assessment support to participants. After 3 sessions of coaching and reassessments, if a participant is still unable to demonstrate competency, we may recommend that the participant re-sit the program.



# **FWSR**

**FIREWATCH SAFETY RESULTS  
· GROUP ·**



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**NATIONALLY RECOGNISED  
TRAINING**