



STUDENT HANDBOOK 2025

The student handbook outlines FireWatch Safety Results Group policy and procedures for prospective and current students.

Confidentiality Statement

The information contained in this document is confidential. It is distributed by FireWatch Safety Results Group to explain the policy and procedures the student must understand and follow whilst enrolled with FireWatch Safety Results Group. The content of this document and any attachments shall not be disclosed to any other party/entity without the written permission of the recipient of this document and/or FireWatch Safety Results Group.

CONTENTS

FIREWATCH SAFETY RESULTS GROUP WELCOME NOTE	4
FIREWATCH SAFETY RESULTS GROUP DETAILS	4
FIREWATCH SAFETY RESULTS GROUP RESPONSIBILITIES	5
TRAINING DELIVERY	9
COURSE ENTRY REQUIREMENTS	12
SUPPORT SERVICES and SPECIAL NEEDS ASSISTANCE	15
STUDENT RESPONSIBILITIES.....	22
CHEATING AND PLAGIARISM	24
COURSE COMPLETION.....	26
CERTIFICATION	27
OPPORTUNITIES FOR IMPROVEMENT	28
COMPLAINTS AND APPEALS	28
COURSE FEES, PAYMENTS AND CONDITIONS AND REFUNDS.....	28
REFUND POLICY	31
TRAINING AND ASSESSMENT INFORMATION	34
RECOGNITION OF PRIOR LEARNING (RPL).....	35
CREDIT TRANSFER	36
TRAINING PROVIDERS RIGHTS AND RESPONSIBILITIES.....	37
INSURANCE.....	37
ACCESS, EQUITY AND CLIENT SERVICES.....	37
HARASSMENT AND BULLYING.....	38
HEALTH AND SAFETY	38
STUDENT RESOURCES	39
FIREWATCH SAFETY RESULTS GROUP 'S PRIVACY STATEMENT	39
FURTHER POLICY AND PROCEDURES AVAILABLE ON OUR WEBSITE:.....	40

FIREWATCH SAFETY RESULTS GROUP WELCOME NOTE

The management and administration team would like to welcome you to FWSR Group.

FireWatch Safety Results Group (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 those industries 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.

During your time here, we will endeavour to make your learning journey a rewarding and exciting experience and of course, we expect you to try your best to achieve the results and goals you aim for.

Purpose of this Handbook

The information in this student handbook will enable you to familiarise yourself with the requirements for the course you are about to undertake and become aware of our terms, conditions and services here at FireWatch Safety Results Group. Please read the following information carefully and contact FireWatch Safety Results Group administration staff with any questions.

Before you complete and return our enrolment process, please be sure that you have read and understood the handbook’s contents. By completing and submitting your enrolment, 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/> and direct link contained within the booking confirmation email sent to the company contact responsible for organising the training session.

FIREWATCH SAFETY RESULTS GROUP DETAILS

Name of RTO	Firewatch Safety Results Group Pty Ltd
Trading Name of RTO	FWSR Group
RTO Number	45221
Phone	1300 886 208 03 9394 1288
Email	training@fwsrgroup.com.au
Website	www.fwsrgroup.com.au
Head Office	Unit 2 / 41-55 Leakes Road, Laverton North VIC 3026
Other Locations	33 Florence Street, Shepparton VIC 3630 3a/142a Eleventh Street, Mildura VIC 3500

FIREWATCH SAFETY RESULTS GROUP RESPONSIBILITIES

CODE OF CONDUCT

FireWatch Safety Results Group is responsible for ensuring ongoing compliance with the Outcome Standards, including where services may be delivered on the RTO’s behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of the RTO comply with the requirements which include the following:

- Credential Policy
- Compliance Requirements

FireWatch Safety Results Group will ensure that compliance applies across all of its operations within the RTO’s scope of registration, as listed on the National Register <https://training.gov.au/organisation/details/45221/summary>

FireWatch Safety Results Group has policies and procedures in place for ensuring compliance with the Outcome Standards, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

1. Training and Assessment
 Outcome: Quality training and assessment engages VET students and enables them to attain nationally recognised, industry-relevant competencies.
2. VET Student Support
 Outcome: VET students are treated fairly and are adequately informed, supported and protected.
3. VET Workforce
 Outcome: VET students are trained, assessed and supported by people who are qualified, skilled and committed to professional development.
4. Governance
 Outcome: Effective governance and commitment to continuous improvement supports the quality and integrity of VET delivery.

CREDENTIAL POLICY

Section 1: Credentials for the delivery of training and assessment

Section 2: Credential requirements for the delivery of training and assessment for training products from the TAE Training Package

Section 3: Credentials for validation of assessment

COMPLIANCE REQUIREMENTS

- Information and transparency
- Marketing and advertising
- Integrity of Nationally Recognised Training Products
- AQF certification documentation
- Student Identifiers
- Nationally Recognised Training logo
- Transition of training products
- Accountability
- Annual Declaration on Compliance
- Notification of material changes
- Third-party arrangements
- Prepaid fee protection measures
- Public liability insurance
- Compliance with other requirements
- Schedule 1- Fit and Proper Person Requirements
- Schedule 2 – Nationally Recognised Training Logo Conditions of Use Policy

WORKING WITH CHILDREN CHECK

All trainers and assessors must undertake a Working with Children Check before commencing training and assessment to determine if they will be delivering training and assessment to students under 18.

CONSUMER GUARANTEE

FireWatch Safety Results Group guarantees that the services provided by FireWatch Safety Results Group will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).
(What is 'reasonable'? Depending on the nature of the training and other relevant factors such as the student's ability to complete the training and assessment.)

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is minor and can be fixed, the RTO will choose how to fix the problem. The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

Firewatch Safety Results Group is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

CHANGES TO AGREED SERVICES PROCESS

Where there are any changes to the agreed services that will affect the student, including in the event of FireWatch Safety Results Group closing down, the RTO will advise the learner in writing within 10 business days of the event; this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

Changes to Agreed Services Process



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.

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 *RTO Standards 2025* 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 *RTO Standards 2025*.

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 Recognised Course

Some of the benefits of undertaking a nationally recognised 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 recognised certification
- You develop competencies, knowledge and skills that are recognised throughout Australia

Competency of Trainers and Assessors

FWSR Group hold a minimum TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor) or TAE40110 Certificate IV in Training and Assessment plus the following units:

- TAELLN411 (or its successor) or TAELLN401A, and
- TAEASS502 (or its successor) or TAEASS502A or TASEASS502B

or

- a diploma or higher level qualification in adult education.

or

- a credential issued by a higher education provider (as defined by section 16-1 of the *Higher Education Support Act 2003*) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
 - TAESS00011/TAESS00019 Assessor Skill Set or
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set

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.

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.

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.

COURSE ENTRY REQUIREMENTS

Enrolment and Induction

An employer must complete and submit a completed Course Booking Form to confirm their training requirements. 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/>

Students will be asked to enrol online where possible via our Training Management System, prior to the course starting.

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is any recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The end of the enrolment form outlines the Terms and Conditions of enrolment, including the student's rights and responsibilities. Students are required to sign the form to acknowledge their agreement with the RTO's terms and conditions.

On the day of training, students will be inducted and receive their 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, the participant shall be in attendance for the full duration of the course. Participants 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.

Students should arrive approximately 15 minutes prior to their scheduled start time.

It is the student's responsibility to note the date, time and location of the course as advertised.

Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.

Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.

If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.

Students can only join after course commencement date if they meet all prerequisites. Full course fees are payable for late enrolments.

The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.

Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.

If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

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).

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

Units of Competency (UOC) and Pre-requisites

To view our current scope of registration, please refer to our website www.fwsrgrou.com.au to view details of the units of competency (UOC) currently being delivered. Each UOC will outline entry requirements, including any pre-requisites that may be applicable.

USI - Unique Student Identifier

All students must have and supply a Unique Student Identifier (USI) number to enrol into any Nationally Recognised Qualification within Australia.

FireWatch Safety Results Group will either be given this number by the student and/or help them create one before enrolment or course commencement.

All students who do not currently have a Unique Student Identifier (USI) in place and require the RTO to apply for a USI on their behalf, will be issued a USI Privacy Notice. The student must sign this form before FireWatch Safety Results Group applies for the student's USI.

For specific details, refer to the USI website <https://www.usi.gov.au/students>

The following process is in place to ensure the security of a student's USI:

- Only authorised personnel will access a student's personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying the student's identification, are stored in "locked" filing cabinets within the head office.
- Strong passwords on all network-connected computers are in place, only accessible by authorised personnel.
- Back-up copies of the database are automatic as the Database is cloud-based.

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 recognised 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.

LLN&D (Language, Literacy, Numeracy and Digital Literacy)

Before enrolment, you must complete an assessment to ascertain your Language, literacy & numeracy (LLN) level. The assessment result will help FireWatch Safety Results Group to know if there are any areas you will require support in before or during the course.

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 recognised 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/>

All students undertaking training must undertake an LLN&D Assessment unless the student currently holds the Certificate level they are applying for (or above) or can demonstrate equivalent industry experience.

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 participant's 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.

SUPPORT SERVICES and SPECIAL NEEDS ASSISTANCE

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

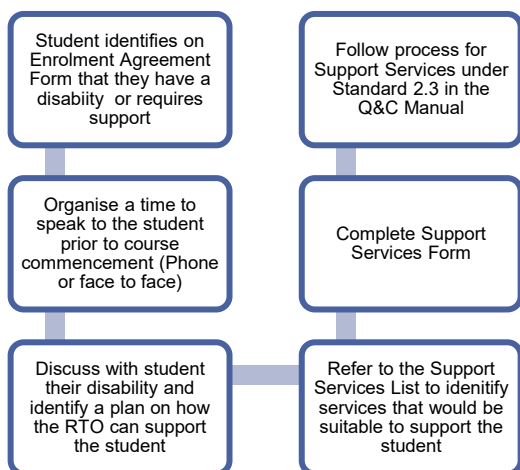
The RTO is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e. change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO manager at the first available opportunity.

Support Services Process



Please get in touch with us as soon as possible if you have any special needs that will assist you in participating in this study program. Below is a list of some of the ways we may be able to help you. This information summarises some of the information provided in this student handbook. If your need is not identified/listed below, please get in touch with FireWatch Safety Results Group administration staff:

Assistance required	Whom to contact	What they can do	How to make contact
General English (Language Literacy / Numeracy) Support	FireWatch Safety Results Group Admin staff	They can discuss the individual course's LLN requirement with you and then put you through an LLN Assessment to help gauge your ability to complete the course successfully. If you cannot enrol in the course, they will assist you by directing you to the right resources for your unique needs.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Enrolment process	FireWatch Safety Results Group Admin staff	The admin can walk you through the different enrolment methods and what is expected at course commencement.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Your Privacy	FireWatch Safety Results Group Admin staff and/or FireWatch Safety Results Group Management	They can walk you through why it is required and how your data is used and stored.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Gaining your USI	FireWatch Safety Results Group Admin staff and/or Management	Admin can walk you through the USI process, or with your permission, they can create a USI for you.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Assessment Decisions	Your Assessor and/or FireWatch Safety Results Group Management	Your assessor can take you through your assessment decision, explain how you went and what to do moving forward.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Assessment Difficulty	Your Assessor and/or FireWatch Safety Results Group Admin	Your assessor can take you through your assessment and explain what is expected but cannot give you the answer. Where possible, the assessor may be able to contextualise the assessment.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au

Assessment Results	Your Assessor and/or FireWatch Safety Results Group Admin	Your assessor can support you to understand your results and determine what further training may be required before the next assessment attempt (refer to the specific unit assessment for further details)	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au
Lost property	FireWatch Safety Results Group Admin	The admin will check Lost and Found to see if anyone has handed in your item.	At FireWatch Safety Results Group reception and/or by phone or email Ph: 1300 886 208 Em: training@fwsrgroup.com.au

Support Services Form

The Support Services Form is to be used by the RTO staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. This form is available from the office and can also be emailed to you upon request.

In this form you should include any of the following:

- Discussions raised by students that may be of concern, this may have been during class or individually
- Referrals to other Support Services that may have been advised or discussed with the student
- Any discussion on disabilities that the student has disclosed, whereby they may need further assistance
- Discussions on any adjustments to training that may be required to meet student needs. You may also complete an Adjustment Plan following this meeting to identify a strategy to assist the student.
- Discussions on Language Literacy and Numeracy and referral to third parties

Upon completion of the Support Services Form the staff member should submit this form to the RTO Manager and arrange a time to discuss the student needs with the RTO Manager or other senior management. All completed Support Services Forms will be discussed at the monthly Quality and Compliance Meeting to monitor student progress.

Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided on the back of the Course Enrolment Handbook and includes website addresses and phone numbers to access these services.

If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

Specialist Agencies: The following agencies have been identified as being able to help with specific special needs; their contact details are as follows:

Support Services Directory

Service Providers	What they offer	How to contact
Language Support Services		
Adult Migrant English Program (AMEP)	Offers free English language tuition to eligible migrants and refugees. Managed by the Department of Home Affairs.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/providers-and-locations
TAFE English Language Centres	Provide English language courses tailored to international students and migrants. Locations across Australia via TAFE institutes.	Search TAFE English Language Centres for relevant TAFE in your state
Navitas English	Delivers AMEP and Skills for Education and Employment (SEE) programs. Offers tailored English learning support for both individuals and businesses.	Phone: 1300 798 111 info@navitas-skilled-futures.com.au https://navitas-skilled-futures.com.au/courses-and-programs/
AMES Australia	Provides English language programs for migrants, refugees, and asylum seekers. Focuses on settlement support alongside language development.	https://www.ames.net.au/ Phone:13 AMES
Literacy and Numeracy Assistance:		
The Reading Writing Hotline	A national referral service for adult literacy and numeracy. Offers free and confidential support, along with referrals to training programs.	https://readingwritinghotline.edu.au/ Phone: 1300 655 506
SEE Program (Skills for Education and Employment)	Provides eligible job seekers with up to 650 hours of free training in literacy and numeracy. Delivered by registered training organisations (RTOs) across Australia.	https://www.dewr.gov.au/skills-education-and-employment https://www.dewr.gov.au/skills-education-and-employment/see-providers
TAFE Adult Literacy Programs	Offers literacy and numeracy support to adults looking to improve their basic skills. Available through various state TAFE institutes.	Search TAFE Adult Literacy Programs for relevant TAFE in your state
Digital Literacy Support Services		
Be Connected	A government-funded initiative aimed at increasing the digital skills and confidence of older Australians, but also valuable for broader community use. Provides free online learning resources and support for digital skills, including workshops and in-person training through community partners.	https://beconnected.esafety.gov.au/ Phone: 1300 795 897
Tech Savvy Seniors	A program run in collaboration between state governments and Telstra, aimed at helping seniors develop the skills to use digital technology confidently. Offers free or low-cost training, with courses available in multiple languages and tailored to the needs of participants.	https://www.telstra.com.au/tech-savvy-seniors

Service Providers	What they offer	How to contact
Indigenous Digital Excellence (IDX) Initiative	Run by the National Centre of Indigenous Excellence (NCIE) and focused on fostering digital literacy, technology skills, and innovation among First Nations people. Offers workshops, programs, and partnerships to help Indigenous communities gain digital skills.	https://ncie.org.au/tag/indigenous-digital-excellence/
The Good Things Foundation Australia	Supports digital inclusion through various programs, including the Be Connected network, offering support for community organizations to teach digital skills. Focuses on empowering all Australians to thrive in a digital world through training and community support.	https://goodthingsaustralia.org/
Digital Springboard	An initiative by InfoXchange and Google, providing free courses that help people develop digital skills for everyday life and work. Offers online and in-person training sessions on topics like basic computer skills, job readiness, and online safety.	https://www.infoxchange.org/au
Australian Indigenous Mentoring Experience (AIME)	Offers programs that include digital learning components, providing mentoring and technology education to support Indigenous students' success in school and beyond.	https://www.aimementoring.com/
First Nations Media Australia	Provides media and digital literacy training through workshops and programs that empower Aboriginal and Torres Strait Islander communities to create, share, and engage with media content. Supports the development of technical and creative skills for engaging with digital tools.	https://firstnationsmedia.org.au/
Personal Counselling Services:		
Lifeline Australia	Provides 24/7 crisis support and suicide prevention services. Offers online chat and phone support.	https://www.lifeline.org.au/ Phone: 13 11 14
Beyond Blue	Focuses on mental health support, providing counseling and resources for anxiety, depression, and suicide prevention.	https://www.beyondblue.org.au/ Phone: 1300 22 4636
Headspace	Supports young people aged 12-25 with mental health, physical health, work, and study issues. Offers face-to-face and online counselling services.	https://headspace.org.au/ https://headspace.org.au/online-and-phone-support/
Relationships Australia	Offers personal counselling, mental health support, family relationship services, and dispute resolution. Available across Australia in various centres.	https://www.relationships.org.au/ Phone: 1300 364 277

Service Providers	What they offer	How to contact
Kids Helpline	Provides free online and phone counselling services for young people aged 5 to 25.	https://kidshelpline.com.au/ Phone: 1800 55 1800
Drug and Alcohol Abuse Support Services:		
Alcohol and Drug Foundation (ADF)	Provides information, support, and resources for individuals and families dealing with alcohol and drug issues. Offers programs to prevent and reduce alcohol and drug-related harm.	https://adf.org.au/ Phone: 1300 85 85 84
Counselling Online	A free and confidential online counseling service for people affected by alcohol and other drugs. Available 24/7, offering online chat, email support, and self-help resources.	https://www.counsellingonline.org.au/ Phone: 1800 888 236
Turning Point	Provides a range of addiction services, including treatment, counselling, and education. Offers online resources, phone support, and referral pathways to specialised services.	https://www.turningpoint.org.au/ Phone: 1800 888 236
Family Drug Support (FDS)	Focuses on supporting families affected by drug and alcohol dependency. Offers a 24/7 national support line, peer support programs, and online resources.	https://www.fds.org.au/ Phone: 1300 368 186
DirectLine (Victoria)	A 24/7 confidential alcohol and drug counselling service available to Victorians. Offers over-the-phone counselling, information, and referral to treatment services.	https://www.directline.org.au/ Phone:1800 888 236
DrugInfo	A service provided by the Alcohol and Drug Foundation that offers information on drug use, prevention, and treatment. Includes a free national hotline and comprehensive online resources.	https://adf.org.au/ Phone:1800 250 015
SMART Recovery Australia	Offers evidence-based group programs for people dealing with addictive behaviours, including alcohol and drugs. Focuses on self-management and peer support in group meetings, both in person and online.	https://smartrecoveryaustralia.com.au/ https://smartrecoveryaustralia.com.au/contact-us
The Salvation Army – Drug and Alcohol Rehabilitation Services	Provides residential rehabilitation, detox, and outpatient services for individuals struggling with drug and alcohol addiction. Support services are available throughout Australia.	https://www.salvationarmy.org.au/need-help/alcohol-and-other-drug-services/
Head to Health	A national mental health initiative that connects people to appropriate drug and alcohol support services, including treatment options.	https://www.headtohealth.gov.au/
ReachOut	Offers online mental health and well-being support for young people, including resources on drug and alcohol abuse.	https://au.reachout.com/

Service Providers	What they offer	How to contact
	Provides advice and strategies to reduce harm and support individuals in making positive changes.	
First Nations Support Services		
Aboriginal Drug and Alcohol Council (ADAC)	Provides culturally appropriate drug and alcohol prevention, education, and treatment programs for Aboriginal people in South Australia. Focuses on reducing harm caused by alcohol and other drug use within Aboriginal communities.	https://adac.org.au/ Phone: 08 8351 9031
The Healing Foundation	Supports healing for Aboriginal and Torres Strait Islander individuals affected by trauma, including the Stolen Generations. Provides culturally safe programs focused on mental health, well-being, and intergenerational healing.	https://healingfoundation.org.au/ Phone: (02) 6272 7500
Yarning SafeNStrong	A 24/7 phone crisis line specifically for Aboriginal and Torres Strait Islander people to discuss issues such as mental health, alcohol and drug abuse, and trauma. Provides culturally safe and confidential counselling support.	Phone: 1800 959 563
WellMob	A digital library of online resources to support the social, emotional, and cultural well-being of Aboriginal and Torres Strait Islander people. Offers resources on mental health, physical health, alcohol and drug issues, and family support.	https://wellmob.org.au/
Aboriginal Medical Services (AMS)	Located across Australia, AMS centres provide culturally safe healthcare, including drug and alcohol counselling, mental health services, and general medical support for First Nations individuals. Find a local AMS centre through the National Aboriginal Community Controlled Health Organisation (NACCHO)	https://www.naccho.org.au/acchos/
Guddi for Life	Delivers mental health and well-being programs tailored to First Nations individuals, including support for alcohol and drug use. Focuses on social and emotional well-being through a combination of cultural practices and modern therapy.	https://guddiforlife.com.au/

STUDENT RESPONSIBILITIES

As a student, you will be required to take responsibility for:

- Reading all relevant course and training information.
- Advise FireWatch Safety Results Group, Trainer / Course Coordinator / Employer if you have previous skills and knowledge and seek recognition of prior learning before enrolment.
- Monitor your understanding of the subject by self-assessing your skills and knowledge.
- Attend all training sessions as required.
- Behave reasonably and appropriately in the classroom and work experience settings. Disruptive or dangerous behaviour will be investigated.
- Meet with your Trainer/Course Coordinator to review progress.
- Hand in all assessment tasks as stipulated requirements unless discussed with the trainer.
- Complete course requirements within the designated time frame.
- Ensure all work is your own and not copied or plagiarised. (see cheating and plagiarism on page 22 for further details)
- Retain evidence of your working notes and assessments and any other documents in your portfolio of evidence and present them for assessment.
- Discuss any concerns you have regarding the training course, session activities, and your ability to learn with your trainer, course coordinator, or employer.
- Advise the Trainer/Course Coordinator if you require any special adaptive equipment or support for the training course if not identified at enrolment.
- Participate in course evaluation and provide feedback.
- Make full payment for the course (if applicable).
- Notify FireWatch Safety Results Group of any injury (especially back and neck) during class time or the industry work placement.
- Notify FireWatch Safety Results Group of any change in your details throughout your training.

Dress Code

Participants must wear PPE / regular 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.

Comply with the policies and procedures within the Student Handbook.

Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.

Thinking of the classroom as your workplace, are you are good work colleague?

Complete all assessment requirements required to determine your competency.

Training Materials

A student workbook will be provided for each course you attend. You will receive a digital copy of the workbook upon completion of the training, for future reference. You should bring your own notepad / pen to write down notes in your own words.

Refer to the 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.

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

CHEATING AND PLAGIARISM

Cheating in assessments means acting dishonestly to gain an unfair advantage. This includes copying someone else's work, using unauthorised materials during an assessment, sharing answers with others, or having someone else complete your work.

Cheating also includes using artificial intelligence or other tools to generate responses without authorisation. It is a serious breach of academic integrity and can result in consequences such as needing to resubmit work, failing an assessment, or facing disciplinary action.

To maintain fairness and ensure that your qualification truly reflects your skills and knowledge, always complete assessments honestly and follow the guidelines provided by your trainer.

Plagiarism is when you present someone else's work, ideas, or words as your own without proper acknowledgment. This includes copying text from books, websites, or other students without referencing the source, submitting someone else's work as your own, or using artificial intelligence to generate answers without permission.

Plagiarism is a serious academic offense that can lead to consequences such as resubmitting work, failing an assessment, or facing disciplinary action. To avoid plagiarism, always use your own words, properly reference any sources you use, and follow the guidelines provided by your trainer.

Demonstrating integrity in your work ensures that your qualification accurately reflects your skills and knowledge.

Cheating and Plagiarism policy and procedure available on our website:

www.fwsrgroup.com.au

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 participant's 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 participant's file.

These examples are what we consider serious misbehavior that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behavior is also unwelcome. In less serious situations, our trainers will counsel participants about the required behavior.

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.

USING ARTIFICIAL INTELLIGENCE RESPONSIBLY

Artificial Intelligence (AI) refers to technology that can generate text, analyse data, and assist with tasks based on patterns and algorithms. Many students use AI tools like ChatGPT, Grammarly, and AI research assistants to support their learning by checking grammar, summarising information, or explaining complex topics.

While AI can be a valuable resource, it must be used responsibly. Students should not rely on AI to generate entire assessment responses or copy AI-generated content without proper acknowledgment, which can lead to plagiarism or cheating.

Instead, AI should enhance understanding, improve writing, and support research while ensuring that all work submitted reflects the student's knowledge and skills. Always follow assessment guidelines and check with your trainer if you are unsure about using AI for a specific task.

Students Using AI Responsibly Policy and Procedure available on our website:

www.fwsrgroup.com.au

ASSESSMENTS

You will be advised of the conditions and methods of assessing your course before enrolment and throughout your study. The specifics of the assessment will be provided to you in the form of an assessment booklet for each unit(s) and/or module within your course.

If you undertake an assessment and are found to be (NYC) 'not yet competent, you will be counselled on the additional requirements and provided with a further opportunity to practice and apply for re-assessment.

There are (4) assessment decisions that your assessor can make, these are as follows:

- **Satisfactory** – This refers to the successful completion of individual activities within a unit
- **Not Yet Satisfactory** - This refers to the unsuccessful completion of individual activities within a unit
- **Not Yet Competent** –This refers to the unsuccessful completion of a full unit
- **Competent** - This refers to the successful completion of a full unit.

COURSE COMPLETION

You must complete all relevant learning components and required assessments satisfactorily and be deemed competent by your trainer/assessor to complete your enrolled course.

Each unit/module is designed for completion within a specific time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Assessor immediately. You will be given every opportunity to complete assessment requirements at a later date. Please be aware that a few may be connected to reschedule your assessment.

NOT COMPETENT

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another chance for reassessment.

If a student is required to be reassessed, their trainer will provide further guidance before the reassessment.

There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.

If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the course.

If a student is deemed competent in some but not all the required units of competencies, a Statement of Attainment will be issued for the successfully-completed units of competency, and the student will be given a six-month period to undertake reassessment if needed.

PROGRAM WITHDRAWAL

If you decide you are unable to attend your scheduled course, you will be required to contact FireWatch Safety Results Group immediately to allow us to back-fill your position. Fees may apply for cancelling and/or transferring to another course (refer to the Schedule of Fees document)

FireWatch Safety Results Group understand that things happen, please get in touch with us as soon as possible to see how we can help.

CERTIFICATION

Under the RTO Standards 2025, Registered Training Organisations (RTOs) must promptly issue certification documents—such as a Testamur, Record of Results, or Statement of Attainment—to students who have successfully completed and have been deemed competent nationally recognised qualifications or units of competency. These documents must be issued within 30 business days of the student being assessed as competent and meeting all course requirements, provided they have fulfilled any outstanding obligations, such as payment of fees.

OPPORTUNITIES FOR IMPROVEMENT

Surveys are essential for gathering student feedback, helping our RTO improve the quality of your education and support services. Feedback allows us to identify strengths, address areas for improvement, and ensure that courses meet student needs and industry standards. Students can share their experiences, suggest improvements, and contribute to a better learning environment by participating in surveys. Honest and constructive feedback helps trainers refine their delivery methods, enhance learning materials, and improve student satisfaction. Engaging in surveys is a valuable way for students to have their voices heard and play an active role in shaping their education.

Surveys are essential for gathering student feedback, helping FireWatch Safety Results Group improve the quality of education and support services. We need your feedback for several reasons, including evaluating our enrolment process, the experience and effectiveness of our trainers and assessors, the quality of learning materials, and overall student satisfaction. Your input helps us identify strengths, address areas for improvement, and ensure that our courses meet your needs and industry standards. By taking the time to provide feedback, you contribute to creating a better learning environment for yourself and future students. We appreciate your time and effort in completing surveys, as it allows us to continue improving our services and delivering a high-quality training experience.

COMPLAINTS AND APPEALS

FireWatch Safety Results Group is committed to providing a fair and transparent process for handling complaints and appeals. If students have concerns about any aspect of their training, including assessment outcomes, trainer support, or administrative processes, they can complain. We encourage you to first speak with your trainer/assessor, training manager or administration manager. If a student disagrees with an assessment decision, they may submit an appeal for a review of the outcome.

Our Complaints and Appeals Policy and Procedure outlines the steps to raise concerns, how they will be investigated, and the resolution process. This ensures that all matters are handled fairly, confidentially, and promptly. Students can access the policy and procedure on our RTO's website for full details on submitting a complaint or appeal. We encourage students to speak up if they have concerns, as their feedback helps us improve our services and maintain a high standard of education and support.

Complaints and appeals Policy and Procedure available on our website:

www.fwsrgroup.com.au

COURSE FEES, PAYMENTS AND CONDITIONS AND REFUNDS

For specific course fees, payments and conditions, refunds and any required deposit; administration fees; materials fees and other charges (if applicable) apply. Students who are enrolled as part of a group employer booking will have their training fee covered by their employer.

Refer to your specific course flyer/website for more information.

Certificates/ Diplomas and Statements of Attainment are only issued to students assessed as competent in the required units and who have paid all course fees.

The cost of the certificates is included in the course fees.

Refunds may be made in the following circumstances:

- a) Participants enrolled in training that has been terminated by FireWatch Safety Results Group
- b) Participant advised FireWatch Safety Results Group before course commencement that they are withdrawing from the course
- c) If the participant withdraws from a course or program, before course commencement, due to illness or extreme hardship as determined by FireWatch Safety Results Group
- d) If the RTO fails to provide the agreed services
- e) If the participant overpaid any fees.

For courses offering full Qualifications, OR course durations which are longer than 6 weeks (per student):

In line with FireWatch Safety Results Group Fee Protection Policy, FireWatch Safety Results Group will not collect more than \$1,500 per student before course commencement.

A **deposit** of no more than \$1,500 is required before course commencement; this deposit is to confirm a place in the course. Refer to the Course Flyer for the specific relevant deposit amount required.

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 approximately 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.

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.

If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the course. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

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:

Refund Schedule:

No refunds will be issued once the student has commenced the course.

Refer to table below for cancellation details.

Cancellation Period	Charge
More than 5 business days prior to course	Nil
Between 2-5 business days prior to course	25%
Under 2 business days prior to course	100%
All non or part attendances	100%

Students are responsible for safely storing their Certificate/Diploma and Statements of Attainment, or wallet card if applicable. If a student requires a reissue of their Certificate or Statement of Attainment or wallet card, a **certificate/wallet card re-issue fee of \$25 + gst** will be charged.

The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of a student being assessed as meeting the requirements of their training program—providing all agreed fees the student owes FireWatch Safety Results Group have been paid.

COOLING OFF PERIOD

FireWatch Safety Results Group protects the student's rights, including but limited to the Statutory requirements for cooling-off periods.

Students can cancel their enrolment by writing a formal notice of cancellation to the FireWatch Safety Results Group RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund Policy for the process of acquiring a refund.

PAYMENT PLAN

For courses offering full Qualifications, OR course durations which are longer than 6 weeks (per student):

For individual student fees over \$1,500, a payment plan will be offered on the course flyer.

- A deposit is to be paid before course commencement of up to \$1,500, this includes a non-refundable administration fee of 25% of the qualification course fee.
- Progress Payment, to be paid following commencement, will be 25% of the remaining fees.
- Midway Payment, to be paid at the halfway point of the course, will be 25% of the remaining fees.
- The final payment, to be made before course completion, will be 25% of the remaining fees.

FEE PROTECTION POLICY

Prepaid fees include all fees paid in advance from individual and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to their staff.

Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including textbooks
- Any other fee component that is a mandatory fee to complete the course

FireWatch Safety Results Group ensures that all fees are clear and transparent on the course flyer.

Certification

Before the student is issued a Certificate/Diploma or Statement of Attainment, the student must be deemed competent against the requirements of each unit of competency, as per the qualification/diploma.

PAYMENT of FEES – Refer to the Schedule of Fees document

FireWatch Safety Results Group accept direct bank deposit, EFTPOS payment and credit cards (master card and Visa). A 2.5% surcharge will be added if you pay by Amex credit card.

It is noted that full payment for a study program will be required before receiving your credential Statement of Attainment and/or your Notice of Assessment.

REFUND POLICY

STATUTORY COOLING OFF PERIOD

The RTO Standards 2025 require FireWatch Safety Results Group to inform persons considering enrolment of their right to a statutory cooling-off period. A statutory cooling-off period (10 days) is provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of receiving a contract without penalty.

It must be noted that FireWatch Safety Results Group do not engage in unsolicited marketing or sales tactics. Therefore, a statutory cooling-off period does not apply to our students enrolled in a program. For refund option in other circumstances, students must refer to the refund policy.

REFUND AND CANCELLATION

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from FireWatch Safety Results Group Reception or from the website. The student must sign the form. Details of the cancellation fee, refund, and how it is calculated are available in the Student Resources Section of the website.

Full Refund	<p>FireWatch Safety Results Group has a fee refund policy for situations where exceptional circumstances exist. We will make a full refund of course fees paid (less administration and enrolment fee charge) in the following circumstances:</p> <ul style="list-style-type: none"> • Notice of cancellation has been provided more than 5 business days prior to the commencement of the course, or • Course has been cancelled by FireWatch Safety Results Group prior to the commencement of the course and full fees have been paid.
Student Visa is unsuccessful. (CRICOS ONLY)	<p>In this case FireWatch Safety Results Group, reserves the right to an administration charge of AU\$200. Refund of any balance of pre-paid course money will be made within 4 weeks. A request of refund in writing and proof of visa refusal, from the Australian Government, must be sent to FireWatch Safety Results Group upon visa refusal.</p>
In the unlikely event that FireWatch Safety Results Group is unable to deliver the course in full	<p>You will be offered a refund of all unused tuition fees you have paid. The refund will be paid to you within four weeks of the day on which the course ceased to be provided.</p> <p>Alternatively, you may be offered enrolment in an alternative course by FireWatch Safety Results Group at no extra cost.</p> <p>You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you receive the placement.</p>
<p>FireWatch Safety Results Group reserves the right to cancel or postpone any courses before their scheduled commencement dates, if necessary.</p> <p>If a student cannot enrol in a similar course at FireWatch Safety Results Group, all fees will be refunded within 4 weeks.</p>	

Partial Refund	<p>FireWatch Safety Results Group will make a partial refund of tuition fees in the following circumstances:</p> <ul style="list-style-type: none"> • Notice of cancellation has been provided between 2 - 5 business days prior to the commencement of the course
<p><i>For courses offering full Qualifications, OR course durations which are longer than 6 weeks (per student):</i> 28 days before commencement</p>	<p>If written notice of withdrawal is received from a student at least 28 days before the commencement of the studies, the tuition fees are refundable, less an administration charge of A\$200.</p>

<p>No Fee Refund</p> <p>Withdraws from, cancels, or fails to attend</p>	<p>If a student withdraws from, cancels or fails to attend a program or course after the start of the program, FireWatch Safety Results Group will not refund any of the fees paid for that program or course semester.</p> <ul style="list-style-type: none"> • Notice of cancellation has been provided less than 2 business days prior to the commencement of the course ie, the day before, or on the day of commencement of the course. <p>The student will be required to pay outstanding balances for the course.</p>
<p>Fee received by FireWatch Safety Results Group</p>	<p>Refunds for any fee received by FireWatch Safety Results Group on behalf of the student for services other than tuition fees must be requested from the company delivering the service. Students will be subject to the respective company's refund policies.</p>
<p>Transfer to another RTO (approved by FireWatch Safety Results Group)</p>	<p>If the student seeks and is granted approval by FireWatch Safety Results Group to transfer to another provider before completing six months of study of the principal course, no refund of any course fee paid in advance will be granted. Any outstanding payments for the course must be paid before release.</p>
<p>Student's enrolment is cancelled because of infringement of FireWatch Safety Results Group disciplinary Policy or breach.</p>	<p>Suppose the student's enrolment is cancelled because of FireWatch Safety Results Group disciplinary Policy infringement or breach of the Student visa conditions. In that case, no course fee refund will be granted, and any outstanding payments for the course must be paid before release.</p>

TRAINING AND ASSESSMENT INFORMATION

RULES OF EVIDENCE AND PRINCIPLES OF ASSESSMENT

Assessments are crucial in vocational education and training, determining whether students have the necessary skills and knowledge to perform in the workplace according to industry standards.

Assessments must be designed and conducted according to the Rules of Evidence and Principles of Assessment to ensure they are fair, consistent, and meet industry standards.

Both frameworks provide clear guidelines for the assessors and students to ensure that the assessment process is transparent, reliable, and supports genuine competency outcomes. Understanding these rules and principles will help students confidently approach their assessments, knowing what is expected and how their performance will be evaluated.

The **Rules of Evidence** and **Principles of Assessment** are essential in ensuring fair, valid, and reliable assessment practices in vocational education. The **Rules of Evidence**—validity, sufficiency, authenticity, and currency—ensure that the assessor collects quality evidence demonstrating a student's competency.

- ⇒ Evidence must be directly related to the unit (valid)
- ⇒ Provide enough proof of skills and knowledge (sufficient)
- ⇒ Be the student's own work (authentic)
- ⇒ Be current and relevant to industry standards (currency).

The **Principles of Assessment**—fairness, flexibility, validity, and reliability—guide assessments' design and conduct. Assessments must be:

- ⇒ Unbiased and accommodate individual needs (fairness)
- ⇒ Allow different methods or pathways to competency (flexibility)
- ⇒ Measure what they claim to measure (validity)
- ⇒ Produce consistent results across different assessors and contexts (reliability).

Understanding these concepts helps students prepare for assessments that meet regulatory and industry standards.

ASSESSMENT COVER SHEET

Students must complete an Assessment Cover Sheet when submitting their assessments as part of the assessment process.

This document is essential to ensure fairness, transparency, and compliance with assessment requirements.

Upon submission, the student must sign the assessment cover sheet. By signing the cover sheet, students declare that the work submitted is their own and that they understand plagiarism and academic integrity policies.

The cover sheet also allows assessors to record assessment decisions, provide feedback, and request additional evidence. It ensures that assessments are adequately documented for compliance and audit purposes. Completing the Assessment Cover Sheet accurately is essential, as it helps maintain the integrity of the assessment process while providing clear communication between students and assessors.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning, often referred to as RPL, is a formal assessment process that acknowledges the skills, knowledge, and experience individuals have gained through various learning pathways—whether formal, informal, or non-formal. It is designed to provide credit for learning achieved outside traditional educational environments, such as through work experience, professional development programs, volunteering, self-study, or other life experiences. By evaluating and recognising these existing competencies, RPL helps individuals avoid unnecessary repetition of learning and can fast-track their progress toward qualifications or certifications.

What Types of Evidence Are Required?

Students will be required to gather evidence of their competencies—such as portfolios of work, references from employers, documented training, and skill demonstrations. Assessors will review the materials (combined with interviews or practical assessments) to determine whether the individual meets the criteria.

Alignment With Industry Standards and Qualifications

RPL is benchmarked against national qualifications frameworks to ensure the competencies align with the desired outcomes of a specific course or qualification.

Personal Learning Pathway

Because RPL recognises what learners already know and can do, it can significantly shorten the time required to obtain a qualification. It also allows individuals to focus on developing new skills and knowledge rather than relearning familiar content.

Competency-Based Assessment

Competency-based assessment is a systematic process used to evaluate an individual's ability to perform specific tasks and demonstrate required skills, knowledge, and attitudes to a defined standard. Rather than focusing solely on theoretical knowledge or time spent in formal education, competency-based assessment emphasises practical demonstration and real-world application. It is widely used in vocational education, professional training, and workplace settings where the main goal is to ensure learners can reliably perform particular tasks under workplace conditions or standards.

How Competency-Based Assessment Relates to RPL

Competency-based assessment is the mechanism for verifying an individual's existing skills and knowledge in the context of Recognition of Prior Learning (RPL). By mapping evidence of prior experience, training, and achievements to the requirements of specific competencies, the individual can be granted partial or full credit for a course or qualification. This can reduce the time and resources needed to achieve certification or transition into a higher level of learning.

What Types of Evidence Will I Need To Submit To Be Assessed?

As part of the RPL application, suggestions on what evidence could be submitted will be made. This could include but is not limited to:

- Formal qualification document or other documentation
- records of completed training
- assessment items
- assessment records
- declarations from a student's employer
- workplace qualifications or licences
- Proof of relevant industry experience
- a copy of student records provided by ASQA.

How Do I Apply For RPL?

Students must indicate their interest on the enrolment form. Once this declaration is made, an administration team member will provide them with an initial RPL application. This application helps determine their eligibility and outlines the next steps in the RPL process.

CREDIT TRANSFER

Credit Transfer is a process that allows students to receive recognition for units of competency they have previously completed with another registered training organisation (RTO). Suppose a student has already attained a nationally recognised unit equivalent to a unit in their current course. In that case, they may be eligible for credit, meaning they do not need to repeat the learning and assessment for that unit. To apply for Credit Transfer, students must provide a certified copy of their Statement of Attainment or Record of Results with their USI transcript. FireWatch Safety Results Group will verify the authenticity of the documents before granting credit. This process helps students avoid unnecessary duplication of learning, reducing study time and costs while ensuring they continue progressing toward their qualification efficiently.

Credit Transfer policy and procedure available on our website:

www.fwsrgroup.com.au

How Do I Apply For Credit Transfer

- Complete the Credit Transfer Application in full
- Email completed document to training@fwsrgroup.com.au

Submissions will be reviewed in line with the policy and procedures.

TRAINING PROVIDERS RIGHTS AND RESPONSIBILITIES

As a Nationally Registered Training Provider, we have the right to and responsibility for the following:

- **We have the right to:**
 - Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures from the students
 - Ask for access to your information for purposes associated with assessing and recording results and attendance, ensuring confidentiality is maintained.
 - Ask you to leave a course if you do not adhere to FireWatch Safety Results Group's policy and procedures
 - Inform the appropriate authorities if and when the issue should arise

- **We have the responsibility to:**
 - Provide a safe training environment
 - Provide a quality training product
 - Adhere to all legislative requirements throughout our business operations
 - Provide access to support services
 - Provide prompt and equitable resolution to any raised complaint and/or appeal

INSURANCE

FireWatch Safety Results Group maintains public liability insurance for its registration, ensuring adequate coverage appropriate to its size and scope, set at \$10,000,000.

Our CEO is responsible for ensuring that FireWatch Safety Results Group has sufficient insurance to cover the risks associated with its operations, including training and assessment activities.

Additionally, FireWatch Safety Results Group may hold other relevant insurance policies, such as professional indemnity insurance, workers' compensation (as required), and building and contents insurance (where applicable), to further safeguard its business and stakeholders.

ACCESS, EQUITY AND CLIENT SERVICES

All participants in our courses/services deserve the best tuition and support, irrespective of their circumstances. FireWatch Safety Results Group have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of your study course will provide you with every opportunity for a success outcome.

If you require additional support to complete your course, such as individual tuition or reasonable adjustment for assessments, please speak directly with your facilitator. They will endeavour to accommodate your needs. Everyone has access to the same resources and information to undertake their studies. Everyone will be treated equitably in all aspects, and treat others with courtesy and respect. All staff at FireWatch Safety Results Group are responsible for ensuring the working and learning environment is free from discrimination and harassment.

HARASSMENT AND BULLYING

FireWatch Safety Results Group has no tolerance for harassment and bullying. If you believe that you are being or have been harassed, there are several essential steps you should take:

- Tell the person that their behaviour is unacceptable and must stop. It is important to say these things to the harasser calmly but sternly.
- Make a written note of the nature of the harassment including the identity of the person harassing you and/or another.
- If the harassment continues, report the behaviour and/or incident to your facilitator or FireWatch Safety Results Group staff and/or management.

FireWatch Safety Results Group has a legal responsibility, and we take this responsibility very seriously, for this reason. FireWatch Safety Results Group has taken reasonable steps to prevent harassment from happening in and/or around FireWatch Safety Results Group. This involves educating employees and facilitators about harassment, implementing complaint procedures, and ensuring compliance by all within the learning environment.

HEALTH AND SAFETY

FireWatch Safety Results Group is responsible under the WHS Act and the WHS Regulations, both supported by Approved Codes of Practice, that align with the Commonwealth WHS Act 2011.

The Work Health and Safety Regulations identify the control measures that must be applied to specific work activities and hazards. For the health and comfort of all students and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided correctly and safely.

Things to be mindful of are:

- Put all rubbish in the appropriate bin
- Leave the facilities in a clean and orderly state
- If you do smoke, please ensure you are only smoking within the designated area and you dispose of your cigarette butts in the appropriate manner

While engaged in any of FireWatch Safety Results Group activities (Courses), you must not be adversely affected by alcohol and/or other drugs. **Under no circumstances** are you to offer or administer prescription drugs to any other person unless you have had the appropriate education to do so and/or it is done so accordingly with the law.

You are expected always to ensure your safety and the safety of others. You should refrain from any conduct, including alcohol and other drug use, that could affect your own performance and/or the safety and well-being of others.

Identifying and Reporting Hazards - The WHS Act outlines the responsibility of all persons in and/or around a workplace, it is your responsibility to report any hazard that may cause injury and/or damage as soon as possible. Please report any identified hazard/s to your facilitator and/or other FireWatch Safety Results Group staff as quickly as possible.

Incidents and Accidents - Safety is paramount to FireWatch Safety Results Group and it is essential to have you understand that all incidents and/or accidents need to be reported immediately to a FireWatch Safety Results Group staff person, this is so the appropriate action can take place as soon as possible. If it is an accident (and where possible), provide comfort and assistance to the injured person(s), send someone to notify a FireWatch Safety Results Group staff member and stay with the injured person until help arrives.

Please remember to adhere to the First Aid protocols at all times, these are:

- **D** – Danger to yourself, the bystander and the casualty
- **R** – Response - is the injured casualty/ies conscious/alert
- **S** – Send for help (Call the emergency services 000 or 112)
- **A** – Check the casualty’s airway, clear if needed
- **B** – Breathing, is the casual breathing (check chest and/or listen), and is it regular
- **C** – Start compressions (CPR) 30 compressions to 2 breaths
- **D** – Defibrillation, if a defib is available, use it if needed, follow the pictures and prompt

Remember, the life you save may one day save your life and/or the life of your loved one!

Evacuation Plan – Please make yourself aware of the access and egress areas of FireWatch Safety Results Group, your facilitator will also take you through this at the beginning of each course, and will be specific to the training location on the day/s of your course.

STUDENT RESOURCES

Throughout the program, you will be provided with various resources or references. The materials that are provided to you are for your learning purposes. Study guides/workbooks are for your use and aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of FireWatch Safety Results Group and is subject to copyright. Any use thereof for purposes other than those given to you requires our approval in writing.

FIREWATCH SAFETY RESULTS GROUP ’S PRIVACY STATEMENT

Your privacy is vital to FireWatch Safety Results Group and we will always act in the best interest to protect your personal information. FireWatch Safety Results Group is cautious about how and when your information is collected, used and shared to protect your privacy and adhere to the Australian Privacy Act and the 13 Privacy Principles.

FireWatch Safety Results Group collects your personal information to help facilitate your learning and to adhere to Australian government legislation. We must collect certain personal information, enabling us to create your file and be aware of any special needs you may have.

When you undertake nationally recognised training, we must provide your details to a National Reporting System (NCVER). If you have any questions about how your personal information is collected and/or managed by FireWatch Safety Results Group, please see our administration team, and/or ask to speak to FireWatch Safety Results Group management.

FURTHER POLICY AND PROCEDURES AVAILABLE ON OUR WEBSITE:

- ⇒ Child Safety and Wellbeing Policy for VET Students Under 18
- ⇒ Communication Protocol Policy for Supporting Students with Disabilities
- ⇒ Conflict of Interest Policy and Procedure
- ⇒ Conflict of Interest Third Party Policy and Procedure
- ⇒ Inclusive and Culturally Safe Learning Environment
- ⇒ Wellbeing Support Policy and Procedure