



**COURTENELL**

# Course Candidate Handbook

Business Services Training Package - BSB07

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## Scope of Qualifications

Courtenell is a Registered Training Organisation approved by The State/Territory Accreditation Board to provide training delivery and assessment services for the following units of competency, relating to occupational health & safety, from the Business Services Training Package - BSB07:

- *BSBOHS408A – Assist with compliance of OHS and other relevant laws*
- *BSBOHS401B – Contribute to the implementation of a systematic approach to managing OHS.*
- *BSBOHS402B – Contribute to the implementation of the OHS consultation process*
- *BSBOHS403B – Identify hazards and assess OHS risks*
- *BSBOHS404B – Contribute to the implementation of strategies to control OHS risk*

## Training Location

### Face-to-face Learning

Courtenell's OHS Risk Management (2-day) public courses are conducted at various locations which are close to transport in the City and Parramatta. For more information, including venue maps, please contact a Training Consultant at Courtenell on 02 9516 1499.

### Distance learning

All correspondence should be addressed to:

Courtenell Pty Ltd  
PO Box 622  
BROADWAY NSW 2007

Ph: (02) 9516 1499  
Fax: (02) 9516 3644  
Email: [train@courtenell.com.au](mailto:train@courtenell.com.au)  
Website: [www.courtenell.com.au](http://www.courtenell.com.au)

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## 1. Code of Practice

*For the purposes of this Code 'trainee' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.*

### A PROVISION OF TRAINING AND ASSESSMENT SERVICES

- Our organisation has written policies, procedures and management practices which maintain high professional standards in the delivery of training and assessment services and which safeguard the interests and welfare of trainees and/or clients.
- Our organisation maintains a learning environment that is conducive to the success of trainees.
- Our organisation has the capacity to deliver and assess the vocational units of competency for which it has been registered, provide adequate facilities and equipment, and use methods and materials appropriate to the learning and assessment needs of trainees.
- Our organisation monitors and assesses the performance and progress of its trainees.
- Our organisation ensures that teaching staff are not only suitably qualified and competent but are also sensitive to the cultural and learning needs of trainees.
- Our organisation ensures that assessments are conducted in a manner, which meets the endorsed components of the accredited courses and/or relevant Training Package(s).
- Our organisation is committed to access and equity principles and processes in the delivery of its services.

## **B. ISSUANCE OF QUALIFICATIONS**

- Our organisation issues statements of attainment to trainees who meet the required outcomes of a unit of competency, in accordance with all appropriate national guidelines and our organisation acknowledges that statements of attainment are nationally recognized.
- Our organisation uses the National Recognised Training (NRT) logo when issuing AQF Statements of Attainments within our scope of registration.

## **C. MARKETING OF TRAINING AND ASSESSMENT SERVICES**

- Our organisation markets and advertises its products and services in an ethical manner.
- Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- Our organisation accurately represents recognised training products and services to prospective trainees and clients.
- Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- No false or misleading comparisons are drawn with any other training organisation or qualification.
- Our organisation only advertises AQF statements of attainment, which are within our scope of registration.

## **D. FINANCIAL STANDARDS**

- Our organisation has measures in place to protect fees paid in advance and to ensure that trainees and clients receive a refund of fees for services not provided.
- Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented and that copies of the documentation are made available to the trainee/client.

## **E. PROVISION OF INFORMATION**

Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients covering, but not limited to:

- Code of Practice of the Organisation
- Accreditation status of the course
- Client selection, enrolment and induction/orientation procedures
- Recognition of prior learning (RPL) arrangements
- Course information, including content, vocational outcomes, commencement date and duration
- Certification to be issued on completion or partial completion of the course of study
- Policies on assessment, grading & re-assessment
- Fees and charges, including refund policy and exemptions (where applicable)
- Appeals and complaints procedures
- Rights and responsibilities of the trainee and provider
- Conditions under which tuition may be terminated
- Client support, including external support the RTO has arranged for clients
- Provision for language, literacy and numeracy assessment
- Flexible learning and assessment procedures
- Welfare and guidance services
- Disciplinary procedures
- Staff responsibilities for access and equity

## **F. RECRUITMENT**

- Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner including assessing the education background of trainees.

## **G. SUPPORT SERVICES**

- Our organisation provides adequate protection for the health, safety and welfare of trainees which complies with State/Territory legislation and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counseling.

## **H. COMPLAINTS MECHANISM**

- Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress.
- For this purpose, our organisation has a complaints policy and appropriate operational mechanisms which are made known to trainees at the time of enrolment.
- Where a complaint cannot be resolved internally, our organisation advises trainees and clients of the appropriate body where they can seek further assistance.
- Our organisation ensures that all appeals and complaints are documented and trainees are given a written statement of outcomes.

## **I. RECORD KEEPING**

- Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all fee payments, balances due, and refunds and provides copies of these records to trainees on request.

## **J. QUALITY CONTROL**

- Our organisation seeks trainees' and clients' satisfaction feedback and seeks to improve its services in accordance with this feedback.

## **2. Enrolment, Recruitment and Selection**

All training offered by Courtenell will be advertised and promoted as widely as possible. These advertisements will clearly state the course name and if applicable, any selection criterion for enrolment.

The selection criterion is based on:

- The candidates ability to complete the training and;
- Whether the training is relevant to their career plans.

All enquiries for enrolment will be given equitable consideration. Where there are conditions of enrolment applied to training, these shall be clearly stated to the potential candidates.

Candidates are required to complete an enrolment form prior to being considered for a place within a training course(s).

Candidates who have been accepted for training will be notified in writing as soon as possible about their enrolment.

Candidate's information will only be made available to authorities as permitted under privacy legislation and where there is a contractual agreement to do so. This information for is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

### 3. Fees and Refunds

Courtenell will provide you with information on the applicable fee for the relevant course of training. Fees will be required to be paid prior to the commencement of the training and you will be issued with a receipt.

All fees paid in advance will be entered into the Courtenell financial management system and marked under a section defined as fees paid in advance. These fees will be held during the training and be made available should a refund be required.

Should a candidate be eligible for a refund it will be paid in accordance to the terms set out in the refund policy.

#### Refund Guidelines

##### **Refunds will be made for any Courtenell training in the following circumstances:**

- If in Courtenell's opinion, the candidate would be unreasonably disadvantaged if not granted a refund, for example, a learner meets with a serious misadventure and is unable to continue their enrolment, Courtenell will refund the full fee.
- No refunds will be given to candidates who are removed from courses for disciplinary reasons.

##### **Refunds will be made for the Workplace Learning Training in the following circumstance:**

If a candidate withdraws from the Workplace Learning training before receiving the course pack or within seven days of receiving the course pack, Courtenell will refund the full training fee.

##### **Refunds will be made for the 2-day non-accredited face-to-face OHS Risk Management course in the following circumstances:**

- If Courtenell cancels the course
- If a cancellation is received 7 days or more before course commencement, a full refund is payable.
- No refunds will be given to candidates who:
  - Inform Courtenell of their cancellation less than 7 days before course commencement
  - Do not complete the course for any reason
  - Do not attend a day(s) of the course and do not inform Courtenell prior to the course commencement of their non attendance  
(See *Missed Training Days* below)

As an alternative to cancelling the course, a transfer to another course is acceptable, but this transfer must be arranged at the time of notification and our transfer fee of \$90 plus GST (\$99 incl.) applies to each attendee being transferred.

##### **Change (Transfer) of Bookings:**

1. Transfers (*for all days of a course*) are available prior to the commencement of a course. If notification is received 7 days prior to course commencement, our administration fee is waived.
2. If a transfer is made less than 7 days prior to the commencement of a course, an administration fee of \$90 plus GST (\$99 incl.) is incurred per transfer per person.
3. Transfers are not available if notified any later than after 5pm on the working day prior to the course start.

##### **Missed Training Days**

If after course commencement, a person is unable to attend any day(s) of a course, they may make up this day(s) on a later public course at a per day fee of \$170 plus GST (\$187 incl.).

### 4. Mutual Recognition

Courtenell will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations. Courtenell may contact the issuing RTO to confirm the authenticity of the qualification and/or Statements of Attainment.

Courtenell will grant the appropriate credit transfer for units of competency awarded under mutual recognition and adjust the candidate's assessment program where appropriate.

## 5. Candidate Records

All candidate records are stored both in a hard copy and electronically for 2 years. A copy of the applicable Statements of Attainment and the transcript issued is kept electronically for 30 years. Access to your records is available on request. Where a request for a re-issue of a Statement of Attainment is made an administration fee will be charged for that service.

There may be a cost involved in accessing your records once your course has been completed.

## 6. Flexible Learning

Courtenell is committed to providing its candidates, where possible, with flexible learning processes. This means that Courtenell focuses on the learning rather than the teaching to provide the best possible outcome of the candidates. Through this the candidate will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- Providing a self-paced learning experience through distance learning.
- The option of undertaking a face-to-face learning component in addition to the distance learning.
- The scheduling of face-to-face learning sessions at a variety of times
- A variety of assessment methods and tools.
- The provision of flexible learning and assessments for those with special needs

## 7. Assessments

The training you will be undertaking is competency based. The competencies and assessment for your training will be clearly stated to you at the beginning of the training.

It is the responsibility of Courtenell to ensure all candidates receive the full scope of information, knowledge and assessments required to complete their training successfully.

All Courtenell assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The assessor will seek evidence to confirm achievement of the stated competencies in your training and more than one competency may be assessed at any given time.

Do not regard your assessment as an examination. The assessor simply needs to know which competencies from the training you have mastered, and which competencies require further practice.

Candidates will be sent by mail (or in the case of completing the 2-day face-to-face learning first, on the last day of the course) a training manual which contains a theory workbook, practice assessment tasks (self-assessment checklists) and a learning and assessment guide.

Once you have completed studying the theory workbook and feel you are ready to commence assessment, you will be required to submit to Courtenell 5 assessment tasks.

Each assessment task covers **parts** of two or more of the units of competency covered in the training. A task on its own does not cover all the performance criteria's of any one unit.

The tasks will contain the following types of assessment methods:

- Written questioning
- Workplace application
- Scenario OR Incident problem solving
- Case studies
- Writing reports
- Writing action plans
- Gathering information in a portfolio style

*In addition to the assessment tasks you will be asked to submit a third party report regarding your communication skills. This report is similar to a work reference in that it is written by a person who is or has been senior to you and is based on their knowledge and observation of your work practices as witnessed over a period of time. It will be used by Courtenell's examiner to verify and support your assessment for the above units.*

After successful completion of the training you will receive a Statement of Attainment for the appropriate units for the training.

In a situation where you have been deemed 'Not Yet Competent' your assessor will further supply you with feedback and guidance on your direction in relation to reaching competency in that assessment task and advise you in writing on when to resubmit the assessment task(s) for re-assessment.

If you are unsatisfied with the result of either the initial assessment or re-assessment you should refer to the assessment appeals process for the steps to take.

### **Access and Equity in Assessment**

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless (for example) of your race, sex, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the Training Manager (or designated person).
- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the Training Manager (or designated person) immediately.

Reasonable adjustments may include:

- Use of special equipment,
- Practicable extension of your agreed target dates for completion.

### **Assessment Feedback**

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be "Not Yet Competent" your assessor will explain to you why, and what you need to do to gain competency.

### **Plagiarism**

You should always submit evidence of competency that has been created by you and only you. Plagiarism is not accepted by Courtenell and where plagiarism is detected Courtenell will assess the evidences as Not Yet Competent and further will counsel you on the requirement to submit your own evidences. Continued plagiarism will warrant disciplinary action. This could include being removed from the course. No refund is available to persons removed from the course for disciplinary action.

### **Assessment Appeals**

Courtenell acceptance of re-assessment appeals is fourteen days after you have been issued with the results of your initial assessment. Every effort is made to settle the appeal to both your's and Courtenell's satisfaction.

The following appeals procedure applies if for any reason you disagree with the decision regarding the outcome of your assessment task:

1. Communicate with the assessor at Courtenell (by phone) about your situation and see if the matter can be resolved through consultation.
2. If the matter has not resolved in consultation, you can request that your assessment task be reassessed by another appropriately qualified assessor. This request should be put in writing and addressed to the Training Manager (or designated person) at Courtenell who will notify you in writing upon receipt of the request. It needs to include the reasons why you felt that the assessment decision was inappropriate.
3. In the event that you are still not satisfied with the outcome (once the assessment task has been assessed a second time) an appeal can be referred to a mutually agreed accredited assessor for determination. This request should also be put in writing and addressed to the Training Manager (or designated person) at Courtenell who will notify you in writing upon receipt of the appeal. It needs to include the reasons why you felt that the assessment decision was inappropriate.

4. The results of the reassessment (by the mutually agreed accredited assessor) will be supplied to the Training Manager (or designated person) who will supply this information to you in writing. The results of the appeal are final. Any costs incurred through the involvement of the mutually agreed assessor will be born by the candidate unless the appeal is upheld in the candidates favour.

Similarly, if for any reason you have a complaint throughout any part of the assessment process you should raise the complaint with the Training Manager (or designated person) at Courtenell. If the matter cannot be resolved at this level you will be advised of the specific procedure to be followed.

Should the outcome of the appeal not be acceptable to you, you will be informed in writing, of the opportunity to lodge a complaint the applicable State Training Authority.

## **8. Recognition (RPL)**

Recognition of Prior Learning is an acknowledgement of your current skills and knowledge that you have obtained through formal training, work experience and life experience. Recognition is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in specific units of competency from the course you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course.
- You are able to supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience.
- You can supply authenticated documents or samples of work demonstrating relevance and currency

To apply for Recognition you will be required to provide proof of your current skills and knowledge and complete the "RPL Workbook". This workbook is available from Courtenell upon request.

### **Cost of Recognition**

- The initial consultation with the Training Manager (or designated person) is free.
- The administration fee charged for assessing your portfolio will be the same as the course fee.
- The administration fee may vary according to the number of units of competency being sought through Recognition.

### **If you make a claim for RPL a number of things could happen:**

- You may not be granted any exemptions
- You may be granted exemptions for some of the Units of Competency you have applied for RPL
- You may be granted exemptions for all of the Units of Competency you have applied for RPL

## **9. Complaints**

A complaint relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a candidate. An appeal against an assessment result is not managed as a complaint but as an appeal as detailed at point 7.

Courtenell will strive to establish a consistent atmosphere of trust and openness with candidates so that any type of complaint is dealt with in a timely, constructive and effective manner.

All complaints are carefully considered and are dealt with within two working days of receiving the said complaint.

If you make any form of complaint you have the right to have an independent person or panel to act on your behalf or hear the complaint at any time or even to support you whilst the complaint or appeal is being resolved.

You have the right to formally present your complaint.

All complaints will be recorded in writing onto the "Complaints Reporting and Action Form". All complaints outcomes will be communicated back in writing explaining the reason of the decision and the outcome.

Any complaint raised that is proven to be made without foundation will be forwarded to the Training Manager (or designated person) for action. Proven false complaints raised will be considered reason for removal of the candidate(s) from the course.

The steps in the complaints and appeals process are:

#### **(a) Local Level Resolution**

Any candidate with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the candidate, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

#### **(b) Resolution by the Training Manager (or designated person)**

Should the matter remain unresolved following (a) Local Level Resolution or should this be considered inappropriate, the candidate is encouraged to contact the Training Manager (or designated person) for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

The Training Manager (or designated person) will ask you to put your concerns in writing (using a Complaints Reporting and Action Form), will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

#### **(c) Resolution by Arbitration**

Should the matter remain unresolved, the Training Manager (or designated person) will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

## **10. Client Support, Welfare and Guidance Services Advice**

Courtenell will endeavour to assist you with matters of concern. Courtenell is committed to providing all its candidates lifelong learning that will enhance their existing skill set. To this end Courtenell will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking.
- Referral to relevant agencies which offer vocational counselling and advice
- Advice on possible services of Government support, e.g. Austudy, JET subsidy for single supporting parents, Centrelink.
- Making arrangements for advice where possible between you and trainer/assessor.

The following contacts are provided for support of participants:

Australian Tax Office	13 28 61
Creditline	02 9951 5544
Welfare Rights Centre	02 9211 5300
Ethnic Communities Council	02 9319 0288
NSW Government Info Service	02 9743 7200
Legal Aid Help Line	1800 806 913
Women's Legal Resource	02 9749 5533
Interpreting Services	13 14 50

If you would like more information about any additional support services please contact Courtenell.

### **Language, Literacy and Numeracy**

Courtenell will carry out an initial assessment of a your language, literacy and numeracy (LL&N) skills by means of the completion of your enrolment form. This will provide Courtenell with an understanding of your LL&N skills and any assistance you may require. This is for the benefit of both parties.

Courtenell will also ask candidates to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the candidate, action could include:

- Discussions between you and your trainer/assessor about your particular needs.
- Restructuring training delivery and assessment methods to suit your needs.
- On-going support provided and progress monitored by Courtenell, to ensure successful learning outcomes.

If you require further additional or specialist assistance, Courtenell will refer you onto a specialised LLN service provider such as TAFE.

All LLN issues are treated with understanding, discretion and confidentiality.

## 11. Legislation

### Privacy

In accordance with the Privacy Amendment (Private Sector) Act 2000, Courtenell is committed to protecting your privacy and your personal information.

It is necessary for Courtenell to collect personal information about you and does so by getting you to complete an enrolment form at your induction. The State Training Authority, NCVER and Courtenell will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, inform the Training Manager (or designated person) at Courtenell so that your details can be amended, please use the Change of Circumstances Form. You have the right to access the personal information recorded at any time and provide any necessary corrections.

A copy of our privacy policy is available upon request.

### Discrimination, Bullying, Victimisation and Harassment

Courtenell is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both candidates and Courtenell staff members.

Courtenell's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment, is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- racial authenticity
- religion
- physical appearance or peculiarities
- cultural background
- sexual preference
- sex
- age
- social status
- residence
- education
- or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your trainer or the Management of Courtenell.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- discuss the issue with your trainer or the Management of Courtenell
- fill out an Incident Report Form
- it is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same discrimination, bullying, victimisation or harassing treatment
- if you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

### **Access and Equity Policy**

Courtenell, its staff, and its contracted staff are to adhere to the principles and practices of Equity in Education and Training.

Candidates will be individually assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation. Candidates will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Complaints procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately. Courtenell and its staff will treat every candidate fairly and without discrimination in the training environment and/or in the workplace.

Staff and participants are bound by the Anti-discrimination Act, 1977, the Disability Services Act 1986, and the Affirmative Action (Equal Employment Opportunity for Women) Act, 1986. These are available free of charge on the WEB at <http://www.austlii.edu.au/>.

Training services will be made available to all candidates (and potential candidates) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the candidate. In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment.

### **Occupational Health and Safety**

Whilst participating in this course you are to take responsibility for your own health & safety and that of the equipment provided to you and also that of your fellow candidates.

If applicable, you should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may use.

You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain or backache.

You will be informed of Courtenell's occupational health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

As part of your course you will be trained in Occupational Health & Safety. This is a mandatory requirement of all nationally accredited Training Packages. The occupational health and safety training will last the entire length of your course and you will be assessed in this area at regular stages.

### **Occupational Health & Safety Act**

The provisions of the relevant state OH&S Act cover every place of work in the relevant state. These provisions cover both self employed people and visitors as well as employees and employers.

Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- Providing or maintaining equipment and systems of work that are safe and without risks to health
- Making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- Providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- Maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits
- Making available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation
- Employees must take reasonable care of the health and safety of others. Employees must co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must:

- Interfere with or misuse things provided for the health, safety or welfare of persons at work

- Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- You will find a copy of the relevant Occupational Health and Safety Act displayed in the workplace.
- WorkCover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee's representative during an inspection, if requested.

## **12. Trainee Conduct in Courses**

### **Attendance**

You are required to attend this course every scheduled day - promptly. You are also required to be on time for all classes and return from lunch and be ready to start as expected.

### **Presentation**

The training venues for Courtenell's face-to-face courses are in professional areas. As such you are required to present yourself in a suitable manner at all times. E.g. thongs, singlets and short shorts are not considered as appropriate attire.

A well-groomed appearance, neatly presented clothing appropriate to the workplace is expected.

### **Behaviour**

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because (for example) of their race, gender, sexual preference, background or religion.

In face-to-face training situations you may be required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers/assessors and other persons with whom you come in contact with and will make an effort to foster co-operative and supportive relationships with your colleagues.

### **Mobile Phones**

Please switch off your mobile phone while in Courtenell's training venue. If you need to have your phone active please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

### **Cleanliness**

It is expected that you will ensure your class areas are left clean and tidy and any rubbish is placed into the bins provided.

### **Smoking**

Courtenell is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the building.

### **Disciplinary Process:**

Disciplinary processes occur when the behaviour of a participant is deemed as unsatisfactory within the guidelines set by Courtenell.

The Disciplinary process has three steps.

1. Where there is any breach in the expected behaviour, you will be firstly counselled by your Trainer/Assessor.
2. If the unsatisfactory behaviour continues then you will be counselled by the Training Manager (or designated person) at Courtenell.
3. If the unsatisfactory behaviour continues then you will be considered for removal from the program.

## **13. Emergencies**

In the case of face-to-face training, a copy of the Emergency Procedures in Case of Fire and Evacuation will be on display in the training area at each venue. The trainer will advise candidates of these procedures at the beginning of the course. You are required to follow any instructions given to you by the staff in the case of emergency.

## 14. Candidate Induction

Induction will be undertaken on commencement of training and assessment for the course by Courtenell. The course workbook covers all the information you will need to know in order to complete the course. When you hand in your assessment tasks you will be asked to sign an assessment cover sheet which states that you have read all the information and understand the course requirements. The induction process consists of detailed explanations of the following:

- Name and contact details of Courtenell
- Course content
- Required participant behaviour
- Contact details for any questions a candidate may have
- Emergency procedures (Face-to-face Training only)
- Self Assessment and RPL (Recognised Prior Learning) process
- Record keeping and access to files
- Assessment Procedures
- Statements of Attainment to be issued (Distance Learning Only)
- Courtenell course certificates to be issued (Face-to-face training only)
- Complaints Procedure & Appeals



**COURTENELL**

## OHS RISK MANAGEMENT TRAINING

(Including 5 units from the Business Services Training Package BSB07)

### Candidate Withdrawal Form

If for an unforeseen reason you need to withdraw from the training before the completion of all 5 assessment tasks (and third party report) please inform Courtenell by filling out this form and posting it to:

**Course Administrator  
Courtenell Pty Ltd  
PO Box 622  
BROADWAY NSW 2007**

Your Name: \_\_\_\_\_

Your Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

State and Post Code: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Your Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please state the reason why you need to withdraw from the course in the space provided below:

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NOTE: If you were eligible for any Statements of Attainment through the assessment tasks you have already completed, they will be mailed out to you 4 weeks upon Courtenell's receipt of this form in the mail.



## Complaint Reporting and Action Form

The RTO is committed to improving services to you and future candidates. If you have a concern about any part of the services provided to you, please read The RTO complaints procedures.

If for some reason you are unable to (or wish not to) talk about the concerns and you would like a representative to follow up the matter, please complete and return the following form to:

**Courtenell Pty Ltd**  
**PO Box 622**  
**BROADWAY NSW 2007**  
**Fax: 02 9516 3644**

For telephone enquiries please contact The Training Manager (or delegated person) on 02 9516 1499

**Name** .....

(Your name and address must be included for follow-up purposes)

**Address** .....

**Telephone** ..... **Date** .....

**Comments:**

(Please describe your concerns in the area provided below)

**Describe any efforts you have made to resolve your concern**

**Date of incident or concern.....**

**Name and contact details of the Training Representative allocated to you by The RTO**

**Signature .....**

