

## Training with KG Training and Assessing

RIIWHS204E - Work safely at heights

Safe Working at Heights Course

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## Safe Working at Heights Course Details

### RIIWS204E - Work safely at heights (Status: Current, Usage recommendation: Current)

This unit describes a participant's skills and knowledge required to work safely at heights in the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles where they are required to perform work at heights.

## REFRESHER COURSE

**Course Information** - for those who have previously completed Safe Working at Heights training and need to do it again

- Duration – 1-2 hours of pre-reading at home, followed by half a day (4 hours) at our training venue.
- Method – Face-to-face assessment, you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWS204E - Work safely at heights
- Safe Working at Heights DOES NOT lead to a High Risk Work Licence

## Course Entry Requirements

Candidates MUST;

- Supply a Statement of Attainment (or Record of Results) for RIIWS204E - Work safely at heights, **OR** RIIWS204D - Work safely at heights, completed in the last four years (hardcopy or electronic) – **if it is older than four years please phone us to discuss your options**
- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 1 form of primary identification (see below)
- Non-slip enclosed shoes

**NOTE:** If a candidate does not achieve competency in any assessment they will need to complete the FULL COURSE, with training and assessment and will be required to pay the DIFFERENCE in the cost between the REFRESHER course and the FULL COURSE.

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## FULL COURSE

**Course Information** – for those who require training in Safe Working at Heights before being assessed

- Duration – One full day at our training venue.
- Method – Face-to-face training and assessment, you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWS204E - Work safely at heights
- Safe Working at Heights DOES NOT lead to a High Risk Work Licence

## Course Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates MUST;

- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 1 form of primary identification (see below)
- Non-slip enclosed shoes

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## Primary ID

If you are unable to provide one of the below forms of ID please contact the office on 08 9592 2535, or by emailing [admin@kgtraining.com.au](mailto:admin@kgtraining.com.au) to discuss alternatives

- Photographic Motor Drivers Licence
- Passport
- Original Birth Certificate or certified copy
- Valid High Risk Work Licence
- Proof of Age Card
- Photo Identity Card issued for police or defense force personnel

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## What the course covers

- How to identify the work requirements, procedures and instructions
- How to access and install equipment to work at heights
- How to perform work at heights safely
- How to clean up the work area when finished working at heights

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## Training and Assessment

The Refresher Course requires candidates to read the course Learner Guide prior to attending. When you book one of these courses you will be emailed the booking confirmation with a link to the Learner Guide.

The Full Course does not require any study prior to attending the course, however if you would like a copy of the learner guide before attending, you are welcome to collect a copy at our office, alternatively we can email you a PDF copy.

During the course learners will be assessed using a written assessment to assess their knowledge, and a practical demonstration assessment to assess their performance (skills). If at any point during an assessment a learner is caught cheating, their course will be immediately terminated, and their booking will not be transferred or refunded.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to prepare and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

**NOTE:** Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While understanding numerical values, reading and writing basic English is required, there are some adjustments that can be made if required. Please see the section below for details on additional support and adjustments to the assessment process.

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## Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and have a basic understanding of numerical values.

For example, at the very least, the learner would need to be able to (without assistance) READ and WRITE by following simple instructions like;

*Look at the Risk Assessment*

*Find 'Confirm Task'*

*Write down what the 'Potential Hazards' are.*

As an example of understanding numerical values a learner would need to have to satisfactorily complete this course with us, see the problem below;

*Some work at heights is on scaffolding. Scaffolding is built to be able to bear a certain amount of load weight.*

*Scaffolding that is Light Duty can bear up to 225kg, Medium Duty - up to 450kg and Large Duty - up to 675kg.*

**Question 1:** *If the work will involve a load weight on the scaffold of 475kg, can you use a Medium Duty scaffold?*

**Question 2:** *What duty of scaffold is required for a load weight of 205kg?*

*Answer 1 = No, Answer 2 = Light*

KGTA are able to provide learner support for those who need additional assistance to successfully meet the assessment requirements of a unit of competence. Learner support practices may include:

- Additional time to study course content (with guidance on areas of study required)
- Additional theory and/or practical training (attending additional course dates)
- One on one time with a trainer/assessor (at a time/date identified by KGTA)
- Re-assessment opportunities following further training.
- Oral assessment
  - Oral assessment may be offered only after a candidate has attempted the written assessment.
  - All candidates who complete the theory assessment orally, are required to complete a supplementary assessment to demonstrate they are able to read, understand and write basic English and understand numerical values.
  - The supplementary assessment is similar to the examples given in LLN above and must be successfully completed by the candidate (on their own).
  - An oral assessment may not be able to be conducted on the same day the written assessment is attempted, as it requires a trainer to conduct it one on one with the candidate.
  - When a candidate successfully completes an oral assessment, they will then be required to successfully complete the practical assessment to be judged as competent

KGTA acknowledge that some learners may need modified training materials/resources and assessment papers. or example, to meet the individual needs of learners, KGTA are able to provide additional learner support through;

- Large print manuals and assessment papers
- Manuals and assessment papers printed on coloured paper of a learner's choice.
  - Where a learner requires coloured paper, KGTA require they inform KGTA prior to the scheduled training date/s so arrangements can be made.
  - Learners are welcome to attend our office at an earlier time to review a sample of text on the colours we have available to see what works best for them.

These options must be discussed with KGTA administration at time of booking and prior to course commencement to allow for arrangements to be made.

There are no additional fees charged for learners to access this support. Please Note: If a request for coloured paper is not made prior to the course commencement date and KGTA is unable to provide the requested colour, no refund or transfer will be permitted.

KG Training and Assessing (KGTA) understand that some learners may require learning support that it cannot offer, particularly in the areas of Language, Literacy and Numeracy (LLN). If you feel that you cannot meet the language, literacy and numeracy requirements of the course we advise that you do not book this course with KGTA.

The following information may be of assistance to you in pursuing your training goals. While KGTA do not recommend any particular agency or programme, the websites below may assist learners in accessing LLN support, however it should be noted that KGTA do not;

- Guarantee a place in, or provide eligibility criteria to access any programme/s
- Guarantee that any programme/s offers free services
- Provide information about fees that may be associated with any programme/s
- Offer financial assistance to engage with any programme/s

<https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

<https://www.education.gov.au/skills-education-and-employment>

<https://www.education.gov.au/literacy-net>

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### **When you attend**

#### **Dress:**

We recommend that casual clothing is worn for comfort during our courses, we suggest pants or jeans.

#### **Parking:**

Please do not park across the road at the Lunch Bar, Tint-a-car or Leagues as they may tow your vehicle.

#### **Tea and Lunch Breaks:**

- Tea and coffee is provided for morning and afternoon tea breaks.
- If you attend a full day course, or a combined course booking that will run for a full day there will be a lunch break. Kitchen facilities, including fridge and microwave are provided for your convenience. Cool drinks and snacks are available from a vending machine.
- A lunch bar is located directly across the road if you wish to purchase lunch. Please be aware that the lunch bar is not open on Saturdays.

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### **Fees**

Information regarding fees that apply to training and assessing are available on our website, or by contacting KGTA by telephone on 08 9592 2535, or by emailing KGTA on [admin@kgtraining.com.au](mailto:admin@kgtraining.com.au). As per the Standards for Registered Training Organisations (RTOs) 2015, Clause 7.3, KGTA will not accept payment of more than \$1,500 from an individual learner prior to the date of training. Where an individual wishes to secure a place on a course, a deposit of at least 50% of the total course cost (but not exceeding \$1,500) will be required.

Where an individual has booked multiple courses, KGTA will not accept a pre-payment greater than \$1,500 for all training booked. At no point prior to, or during the individual's training will payment/s totalling \$1500 be accepted for services yet to be delivered.

Any remaining fees are payable at the completion of a course, prior to the issue of the AQF certification documentation (Statement of Attainment).

In the case of enrolment in a combined course, individual Statement of Attainments will not be issued until full payment of the combined course fees has been received.

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## **Refund and Transfer Policy**

KG Training and Assessing (KGTA) is committed to ensuring there is a fair process for dealing with refunds when a party/candidate has made payment for a booking in a course, assessment or VOC

### **Definitions:**

KGTA	- KG Training and Assessing.
Booking	- Is interchangeable with enrolment/enrolled
Activity	- Activity that has been booked, including but not limited to - courses (public schedule or private), VOCs, assessments, RPL or any combination of such activities
VOC	- Verification of Competency
RPL	- Recognition of Prior Learning

### **1. Cancellations and Refunds**

Where a party wishes to cancel a booking, a full refund will be given where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.

Where less than five (5) business days' notice of a cancellation has been given, all fees paid will be non-refundable, including but not limited to situations where:

- A candidate is late for their activity for any reason
- A candidate arrives for an activity but has not completed an entry requirement of the booking (e.g. mandatory study).
- A candidate withdraws from their booking after it has commenced
- In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.

If a candidate is unable to attend an activity due to illness or injury, a medical certificate will be required in order to consider a refund the booking. We will only accept medical certificates from registered medical practitioners; certificates from pharmacists or other health practitioners will not be accepted.

In accordance with the 2016 revision of the AMA Medical Certificate Guidelines, we will not accept medical certificates from online medical certificate service providers unless the certificate was issued during a face to face consultation or there is a pre-existing doctor-patient relationship. Any certificate that does not meet these requirements will not be accepted.

Inability to attend the activity for any other reason will be judged on a case by case basis and proof of circumstances will be required.

Although the request can be made, without providing 5 business days notice there is no guarantee that a refund will be approved, even with the provision of a medical certificate or other proof of circumstances as appropriate.

Any party wishing to request a refund may do so in writing to KG Training and Assessing, PO Box 2111 Rockingham DC WA 6967, or via email to [admin@kgtraining.com.au](mailto:admin@kgtraining.com.au). Requests for a refund that is approved by KGTA will be processed within four (4) weeks of being received.

## **2. Transfers**

Where a party wishes to transfer to an alternative date or an alternative activity, the transfer will be granted where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.

Where less than five (5) business days' notice of a transfer has been given the request may or may not be granted depending on the circumstances. If the transfer is granted all fees paid will be non-refundable and no further transfers will be granted for any reason.

If a candidate requests the transfer due to illness or injury, a medical certificate will be required in order to consider transferring the booking. We will only accept medical certificates from registered medical practitioners; certificates from pharmacists or other health practitioners will not be accepted.

In accordance with the 2016 revision of the AMA Medical Certificate Guidelines, we will not accept medical certificates from online medical certificate service providers unless the certificate was issued during a face to face consultation or there is a pre-existing doctor-patient relationship. Any certificate that does not meet these requirements will not be accepted.

A transfer request for any other reason will be judged on a case-by-case basis and proof of circumstances will be required.

Although the request can be made, without providing 5 business days notice there is no guarantee that a transfer will be approved, even with the provision of a medical certificate or other proof of circumstances as appropriate.

A transfer will not be granted where a candidate does not arrive or is late for the activity; or where the candidate arrives but has not completed an entry requirement of the booking (e.g. mandatory study). In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.

## **3. Reassessment**

Where a candidate is deemed to be not yet competent following an assessment they are able to attend a further two (2) assessments at no extra cost; these assessments will be at a time arranged by KGTA. If a candidate's booking has been transferred prior to being deemed to be not yet competent, they will only be able to attend one (1) further assessment at no additional cost, at a time to be arranged by KGTA.

If ultimately the candidate is unable to achieve competency, all fees paid for the booking will be non-refundable, excepting any fees paid to make an application to WorkSafe for high risk work licence.

## **4. Substitute Participants**

A replacement participant may be allowed at no extra charge provided that KGTA staff receive notice before commencement of any face to face activity.

Where the booking has a mandatory pre-course study component, KGTA must be notified of the replacement participant and their contact details in order to provide the replacement participant with the required study.

A replacement participant will not be permitted if there is not sufficient time for them to complete the study prior to any face to face activity. If KGTA do not allow a replacement participant no refund will be granted for the booking.

## **5. Transfers and Cancellations made by KGTA**

KGTA reserves the right to cancel or transfer activity dates due to unforeseen circumstances, up to and including the day prior to commencement of face to face activities. Candidates scheduled to attend these activities will be notified by phone/SMS or email advising of the changes, including where a full refund of fees paid will be offered or alternative arrangements will be made.

If KGTA is unable to offer the booking, the refund will be processed within two (2) weeks.

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## **KGTA Obligations to Learners**

KGTA is committed to quality outcomes for all learners. As the registered training organisation that will issue each learner's AQF certification document (that is, Statement of Attainment), KGTA is responsible for the quality of the training and assessment in compliance with the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2015.

Where there is a change to any agreed service, KGTA staff will take every endeavour to contact learners and clients (via phone and/or email) as soon as is practicable to advise of the change, be it a change of ownership, a change in a third party arrangement or the like.

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## **KGTA Limitations**

KGTA do not have the resources to deliver training or assessment in a language other than English. If a student is seeking training and assessing in any other language, including Auslan (Australian sign language) they should contact KGTA. Where it is lawful KGTA will see what arrangements can be made to accommodate the request. Should KGTA close, or cease to deliver or cancel a product/service that has been booked, KGTA staff will take every reasonable step to contact all parties that would be affected to notify them of the change, and any monies paid will be refunded. Where possible KGTA will endeavour to provide direction on where students can access an equal or similar product / service.

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## **Access and Equity**

KG Training and Assessing (KGTA) is committed to a policy of equal opportunity for clients and staff. The policy has been introduced to protect clients and staff from discrimination and harassment. Training and assessment will not be restricted on grounds of nationality, place of birth, language, culture, religion, age, sex or educational background. Learners are to notify staff of disabilities or other factors that may affect their training or assessment before enrolment. Learner support can be offered to assist those with specialist needs.

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## **Complaints and Appeals Policy**

### **1. Purpose:**

KG Training & Assessing (KGTA) is committed to managing and responding to allegations involving staff and/or clients, or incorrect assessment decisions.



This policy is based on providing and maintaining training and assessment services that are fair and reasonable and provide a forum for issues to be raised and resolved. The object of this policy is to ensure that KGTA staff act in a professional manner at all times and provide clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## **2. Policy Statement**

KGTA acknowledges the clients have a right to lodge a complaint when they are dissatisfied with the services provided by KGTA; or appeal an assessment decision if they feel they were unfairly treated during an assessment or the decision made was incorrect. KGTA will ensure that clients have access to a fair and equitable process for expressing complaints and lodging appeals.

## **3. Policy Principles**

In managing complaints and appeals, KGTA will ensure that:

- a. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals processes.
- b. The complaints and appeals policy is publicly available.
- c. There is a procedure for making a complaint or appeal.
- d. Complaints and appeals are treated seriously and dealt with promptly, confidentially and will be acknowledged in writing and finalised as soon as practicable.
- e. All clients have the right to express concern or lodge a complaint if they are dissatisfied with the services provided, or the conduct staff or another client.
- f. All clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect.
- g. The complaints and appeals procedures are based on the understanding that no action will be taken without consulting the complainant/appellant and respondent, using a process of discussion, cooperation and conciliation.
- h. The rights of the complainant/appellant and respondent will be acknowledged and protected throughout the complaint and appeals procedures, including the conduct of separate interviews initially.
- i. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- j. Final decisions will be made by a Director of KG Training and Assessing.
- k. If the complaints or appeals process fails to resolve the complaint/appeal, or the complainant/appellant is not satisfied with the outcome, the matter will be referred to an independent third party for review, at the request of the complainant/appellant. All costs incurred for the third-party review will be advised to the complainant/appellant.
- l. If the complaint or appeal will take in excess of 60 calendar days to finalise, KGTA will inform the complainant/appellant in writing providing the reasons why more than 60 calendar days are required. The complainant/appellant will also be provided with regular updates on the progress of the complaint/appeal.
- m. Victimisation of complainants, appellants, respondents or anyone one else involved in the complaints or appeals resolution process will not be tolerated.
- n. All complaints and appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

## **4. Types of Complaints**

A complaint may include allegations involving the conduct of:

- a. KG Training and Assessing, its trainers, assessors or other staff; or
- b. A client of KG Training & Assessing.

## **5. Grounds for Appeal**

Valid grounds for an appeal against an assessment decision (where the client feels the assessment process was unfair, or the assessment decision is incorrect) could include the following:

- a. The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b. Alleged bias of the assessor;
- c. Alleged lack of competence of the assessor;
- d. Alleged wrong information from the assessor regarding the assessment process;
- e. Alleged inappropriate assessment process for the particular competency;
- f. Faulty or inappropriate equipment; and/or
- g. Inappropriate conditions.

## **6. Responsibilities of KG Training and Assessing**

A Director or KGTA will be responsible for the resolution of the complaint or appeal. The Director may delegate responsibility for the resolution of the complaint or appeal if necessary.

Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the staff induction process, Student Handbook and KGTA's website.

## **7. Complaints Process**

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Lodgement Form, to lodge a formal complaint. KGTA will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative, or other mediator may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- a. Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Lodgement Form.
- b. A submitted complaint lodgement form will constitute a formal complaint from the client.
- c. The Director of KGTA must be informed of receipt of all complaints immediately, and will then acknowledge the complaint in writing.
- d. The Director may initiate a transparent, participative investigation to identify the issues, or may delegate responsibility to investigate and/or resolve of the complaint.
- e. Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- f. In all cases the final conclusion will be assessed by the Director.
- g. The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- h. If the outcome is not to the satisfaction of the client, they may seek an appointment with KGTA's Director, to discuss the complaint further.
- i. If the client is still not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.

## **8. Appeals Process**

If a client wishes to appeal an assessment decision, they are encouraged to speak immediately with the trainer/assessor concerned to resolve the issue. If the appellant is not comfortable discussing the matter with the trainer/assessor they can discuss the matter with a member of Management. If the appellant is not satisfied that the issue has been resolved they will be asked to complete an Appeals Lodgement Form, to lodge a formal appeal. KGTA will then investigate the appeal and advise the appellant of the outcome.

If the appellant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative, or other mediator may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All appeals shall follow the below process:

- a. Appeals are to be made in writing within 7 calendar days of the assessment decision using the Appeals Lodgement Form.
- b. A submitted appeals lodgement form will constitute a formal appeal from the client.
- c. The Director of KGTA must be informed of receipt of all appeals immediately, and will then acknowledge the appeal in writing.
- d. The Director may initiate a transparent, participative investigation to identify the issues, or may delegate responsibility to investigate and/or resolve the appeal.
- e. Appeals, where possible, are to be resolved within 14 calendar days of the initial application.
- f. In all cases the final conclusion will be assessed by the Director.
- g. The Director may uphold the original decision, require re-assessment, require further training prior to reassessment or support the appeal
- h. The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of resolution.
- i. If the outcome is not to the satisfaction of the client, they may seek an appointment with KGTA's Director, to discuss the appeal further.
- j. If the client is still not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

## **9. Records Management**

Records of all complaints and appeals and their outcomes are maintained securely.

Records of complaints and appeals include:

- a. How the complaint/appeal was dealt with;
- b. The outcome of the complaint/appeal;
- c. The timeframes for resolution of the complaint/appeal;
- d. The potential causes of the complaint/appeal; and
- e. The steps taken to resolve the complaint/appeal.

## **10. Monitoring and Improvement**

All complaints and appeals practices are monitored by the Directors of KGTA to identify areas of improvement that can be acted upon.

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## **Course Resources**

All training and assessment equipment/materials and stationery will be provided by KGTA. Learner Guides are available in hardcopy and electronic PDF formats.

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## **Assessment**

KGTA will conduct training and assessing in accordance with the relevant National Training Packages.

Assessment processes comply with the principles of assessment, which are fairness, flexibility, validity and reliability. The rules of evidence, being validity, sufficiency, authenticity and currency are also applied in the assessment process.

KGTA do NOT guarantee that learners will achieve a successful outcome following the training and assessment. However, trainers and assessors will make concerted efforts to allow the learner to achieve the outcomes required, and assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

If learners are deemed “Not Yet Competent” in a particular component/s, they will be offered the opportunity to receive further training at a mutually agreed time, prior to re-assessment. There will be no further fees for the additional training and re-assessment. If there is an increase in price before the re-assessment has occurred, the difference in course prices will be payable before reassessment can occur. Re-assessments must be completed within 60 days of the original course date.

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### **Recognition of Skills and Knowledge (Including RPL)**

Recognition of skills and knowledge is available to learners. If you would like to be assessed through what is known as an RPL arrangement (Recognition of Prior Learning), please notify KGTA and arrangements will be made that allow you to demonstrate your competency. The evidence provided through the RPL process must meet the unit of competency in its entirety and include sufficient and current evidence.

Where gaps in evidence are identified, further evidence, training and assessment may be required. If training is required, it is no longer considered a RPL pathway, but rather the amount of training may be reduced to fit your individual needs in a training and assessment pathway.

KG Training and Assessing (KGTA) provide an RPL Guide to those who are considering making an application for RPL. If you haven't already received one (hardcopy or electronic), please let a KGTA staff member know. The RPL Guide contains important information that you must read and understand before you formally enrol in an RPL application.

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### **Issuing Certification**

KGTA only issue an AQF certification document (Statement of Attainment) to learners who demonstrate competence through meeting the required performance and knowledge evidence and performance criteria of the unit of competency.

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### **Re-print of Certification**

Where a learner requires a replacement of their AQF certification documentation (Statement of Attainment) that was issued by KGTA, a replacement fee of \$25.00 is payable prior to the replacement being issued.

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### **Feedback and Suggestions**

At completion of training and/ or assessment, clients will be provided with the opportunity to complete an evaluation of training and provide feedback and/or suggestions. Clients may remain anonymous, and completion of the feedback forms is not mandatory. However, KGTA appreciate all feedback provided as it gives us an opportunity to gain valuable insight into the needs of learners and their expectations. By providing feedback learners are assisting us to deliver quality training that is relevant to the needs of learners.

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### **Access to Client Records**

Clients may have access to their own records upon application in writing directed to a KGTA Director. KGTA staff are willing and able to assist you in completing a written request.

All training records are treated as confidential and information about a client will not be released to a third party without the prior written consent of that client.

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### **Privacy Policy Statement**

KGTA collect and retain information that is reasonably necessary for our functions and activities as a RTO. We consider the security of your personal information to be of great importance and use a range of measures to protect your data. In most instances you will be able to access the personal information that KGTA hold about you. Please contact us if you would like to access your personal information.

If at any time you are unhappy with how your personal information has been handled by us, you are encouraged to contact us and discuss your concerns. We are committed to effective management of personal information to protect it from unauthorised access, loss, corruption and/or theft. Please contact us if you would like to receive a copy of our Privacy Policy.

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### **Occupational Health and Safety (OHS)**

KGTA are committed to maintain a safe and healthy environment for staff, clients and visitors. This means that staff, client and visitors have a responsibility to conform to the policies and procedures implemented by KGTA. All staff are aware of these policies and procedures and they will be discussed with clients as applicable. These policies are on display and made available from the front office.

Clients have a responsibility to –

- Observe occupational health and safety requirements
- Follow instructions from Staff
- Act in an acceptable manner
- Unacceptable behaviours include, but are not limited to:
  - Discrimination and harassment
  - Bullying and intimidation
  - Making racist or sexist comments
  - Assaulting or attempting to assault anyone
  - Verbally abusive towards an individual
  - Illegal use of drugs or alcohol
  - Vandalising or causing wilful damage to KG Training and Assessing property
  - Endangering the safety of themselves and/or others

Where behaviour is disruptive or unacceptable disciplinary action may be taken:

- A staff member may ask a client to leave the training area or refuse entry to premises if behaviour is considered disruptive or dangerous
- A client may be withdrawn from a KGTA course for behaviour that threatens the safety of others, interferes with the duties of staff or other clients study, or damages or threatens property
- The police may be contacted in cases of possible criminal behaviour

Should the client feel that such disciplinary action is unfair or unreasonable they should contact a KGTA Director, or submit a written appeal.

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## Accidents and Hazards

All accidents and hazards must be reported immediately to KGTA staff where appropriate procedures will then be followed.

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## Evacuation Plans

At the beginning of each course, the KGTA trainer will advise all clients of the workplace health and safety requirements/procedures applicable to the training and assessment location. Evacuation plans are displayed in the front office and all training rooms.

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## Unique Student Identifier (USI) Number

As of 1st January 2015, the Australian Government requires all students to have a Unique Student Identifier (USI). You can create a USI for yourself at [usi.gov.au](http://usi.gov.au). Once you provide us with your USI we will require your permission to verify it.

Although we are able to create a USI on your behalf using one of the following forms of ID, WE STRONGLY ADVISE that you create your own USI. This enables you to set a password as you go, there are also instances where the USI websites may have trouble with a form of ID and you will be best placed to offer an alternative form of ID.

### USI acceptable ID is:

- Australian Drivers Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport
- Australian Birth Certificate
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immicard

**Please Note:** No other form of ID is acceptable

If you do not have access to the internet or are unable to create your own USI, you are able to provide us with permission to create one on your behalf. You will need to provide one form of identification, as listed above, at enrolment. You will also be required to complete a privacy notice.

**Please Note:** KGTA are not able to issue an award for accredited training without the learner having a USI.

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