



# Student Handbook

Red Zone Training  
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Tel 1300 660 599

**A Copy of This Handbook Is Accessible On Our Website**

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## Welcome

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Red Zone Training welcomes you to our service and we take this opportunity to encourage you to use this guide as an important resource as you make your way through your training programs. Our commitment to service excellence pervades every thing we do. We are commitment is ensuring that the trainers we engage have the highest integrity level and delivering consistent service excellence.

***The Training Department  
of  
Red Zone Training.  
is committed to  
providing high quality  
competency based  
training and assessment  
from nationally accredited courses,  
to meet the needs  
of its Students  
and  
the Wider Community.***

## **Our Responsibility to You**

- To develop a learning environment which is positive, safe, encouraging and accepting of individual differences.
- To embrace all competencies and learning outcomes.
- To provide you with accurate information about your competency.
- To provide a learning environment which is enjoyable and ensures success for all.
- To ensure all participants are treated as adult learners.
- Trainers are committed to providing up to date, current, relevant information in a manner that suits individual and group learning.
- To recognise other qualifications issued by other Registered Training Organisations.
- To ensure all operations and practices follow the Access & Equity principles.
- To provide a learning environment free of harassment and discrimination.

## **Your Responsibility to Us**

- To attend training sessions regularly and on time.
- To act appropriately during the program and respect the rights of other participants and staff.
- To communicate any concerns that you may have about your learning outcomes to the Trainer or follow Red Zone Training appeals process.
- To let the Trainer know if there is anything affecting your involvement in the program.
- To participate in activities to promote learning.
- To complete any task set in an orderly and mature manner.
- To contact Red Zone Training if unable to attend training.
- To return Trainer's messages or phone calls.
- To complete written work with designated time frames.

## **Red Zone Training - The Organisation**

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Red Zone is a diverse organisation that offers a range of OH&S services and support including emergency evacuation planning and training to the business community.

The role of the RTO within Red Zone Training is to ensure that the training programs delivered to students are nationally recognised and competency based and are delivered at a high standard.

The RTO is directly responsible to the Training Director and in his absence, the Board of Directors.

## **The Training Department**

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Red Zone Training Department is a Registered Training Organisation, which provides a range of training options for people with diverse learning styles.

### **Fee for Service**

Red Zone Training is providing fee for service training in Australia. Training packages and/or courses can be tailored to the needs of any organisations and/or individual's requirements.

## Governing Body

As a Registered Training Organisation we are governed by the Australian Quality Framework (AQF) and conduct an internal self-audit every 12 months with a full external audit being completed every 3 years.

The Australian Qualifications Framework provides a set of twelve standards and a national framework for all education and training qualifications.

The aim of the AQF is to:

- Provide consistent qualifications across Australia.
- Encourage easier access to qualifications.
- Provide flexible pathways to achieve qualifications.

## The Australian Quality Framework (AQF) 12 Standards

- |                     |  |
|---------------------|--|
| <b>Standard 1.</b>  | Systems for quality training and assessment.   |
| <b>Standard 2.</b>  | Compliance with Commonwealth, State/Territory legislation and regulatory requirements. |
| <b>Standard 3.</b>  | Effective financial management procedures.   |
| <b>Standard 4.</b>  | Effective administrative and records management procedures.                            |
| <b>Standard 5.</b>  | Recognition of qualifications issued by other RTO's.                                   |
| <b>Standard 6.</b>  | Access and equity and client service.  |
| <b>Standard 7.</b>  | The competence of RTO staff.   |
| <b>Standard 8.</b>  | RTO assessments.   |
| <b>Standard 9.</b>  | Learning and assessment strategies.  |
| <b>Standard 10.</b> | Issuing AQF qualifications and Statements of Attainment.                               |
| <b>Standard 11.</b> | Use of national and state / territory logos.   |
| <b>Standard 12.</b> | Ethical marketing and advertising.   |

## Student Information

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### Smoking

Red Zone Training is a smoke free environment. We ask that all smokers refrain from smoking inside and only smoke outside in designated areas using the smoke trays. As most of our training is site specific we encourage students to follow individual work place guidelines.

### Fire and Emergency

Should training be delivered at our head office, Red Zone Training has Fire and Emergency procedures displayed at the main office and around the building. We ask that you make yourself aware of this procedure for evacuation. The procedure can be found at the front and back doors.

### Mobile Phones

As is the custom in all gatherings, mobile phones should be switched off. In the event of an emergency, please refer people to the main office, who will pass on a message.

### Fees and Charges

The Training Department of Red Zone Training receives PETP (Priority Education and Training Program) funding. These courses are funded by the Office of Training and Tertiary Education (OTTE), which is a division of the Victorian Government Department of Education and Training.

It is the policy of OTTE that Registered Training Organisations (RTO's) must charge a tuition fee, which OTTE determines annually. This fee is based upon the number of Student contact hours of the course in a calendar year (January to December).

### Collection of fees

The collection of Tuition Fees will occur when the student enrolls. A written receipt will be given. Any concession or exemptions will be decided at enrolment.

### Refund Policy

- Cancellation of the course. Refund in full with at least four (4) weeks of notification of initial booking date.
- Withdrawal before the course is due to begin, must be received four (4) weeks prior to commencement of the course to receive a full refund. A cancellation fee of \$200.00 may be charged at the Directors' (or delegate's) discretion.
- Withdrawal less than 4 weeks before the course is due to begin will, at the directors (or delegate) discretion, be refunded as follows:
  - 3 weeks prior: 75% refund. A cancellation fee of \$200.00 may be charged at the Directors' (or delegate's) discretion.
  - 2 weeks prior: 50% refund. A cancellation fee of \$200.00 may be charged at the Directors' (or delegate's) discretion.
  - 7 days prior: 25% refund. A cancellation fee of \$200.00 may be charged at the Directors' (or delegate's) discretion.
- Withdrawal from the course after commencement will not be refunded.

**All cancellations made by the Provider (RTO) will be given in writing.**

**Any withdrawal made by a student must be in writing.**

If student is not satisfied with the procedures of Red Zone Training processes then they can contact an independent Training Recognition Consultant (TRC) Damien Nash 8 Wells Road Brighton, Phone 03 95922133, Mobile 0418507149.

## **Student Information**

### **Continued.....**

#### **Participant Recruitment and Selection**

Recruitment for all courses conducted by Red Zone Training RTO will be conducted in an ethical and responsible manner, consistent with the principles of Access and Equity. If any LLN support is address or recognised then appropriate assessment strategies will be implemented

#### **Access and Equity**

Red Zone Training Department applies Access and Equity principles to its operations and aims to provide timely and appropriate information, advice and support services, which assist employers, participants, and trainers to achieve their desired outcomes.

The Training Department will ensure that they do not discriminate on any ground, that no person will be directly or indirectly disadvantaged due to gender, race, pregnancy, political or religious beliefs, disability, age, marital status, parental or carer status, physical features, personal association or sexual preferences.

Support for participants from specific groups is included in the planning, delivery and assessment of training.

#### **Induction/Orientation**

Prior to the first session, the trainer will discuss and where requested, distribute an information handbook to each student. The trainer will discuss and answer questions relating to any queries concerning the forthcoming training and assessment.

The following areas will be covered

- What is Red Zone Training Department?
- What is Competency Based Training?
- Assessment.
- Certificates – What will it lead to?
- Recognition of Prior Learning.
- Grievance Procedure.
- Appeals Process.

#### **Enrolment**

On commencement of the training program, enrolment forms are completed. The enrolment forms are kept in a clearly marked manila folder and stored in a locked filing cabinet. All information provided on enrolment forms will be treated in accordance with the Confidentiality and Privacy Policies. At enrolment, all fees will be paid (unless other arrangements have been made with the Training Director and a written receipt will be given.

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

Language, Literacy and Numeracy are seen as an integral pathway into Vocational, Education and Training (VET). It is therefore the policy of Red Zone Training that all participants will be provided with assistance and support for any Language, Literacy, and Numeracy problems.

On commencement of any course all participants will complete a Pre-Training Review where literacy and numeracy skills will be assessed.

## **Student Information**

### **Continued.....**

#### **Support Services**

All participants will be made aware of support services and accessibility issues.

Wherever possible, modified facilities and resources will be provided to assist participants with specific disabilities.

#### **Harassment Policy**

Red Zone Training aims to provide a learning environment free of harassment and discrimination and to protect the safety and well being of individuals. No person shall be directly or indirectly disadvantaged due to his or her sex, race, pregnancy, political or religious belief, disability, age, marital status, parental or carer status, physical features, personal association, sexual preference, or being from a non English speaking background.

Any person who feels that he/she is being sexually harassed or discriminated against should advise the other party that the conduct is inappropriate, offensive and must cease. If it continues the person has the right and is encouraged to make a complaint, which will be treated seriously, sympathetically and confidentially. Action will be taken to stop the harassment or remedy the discrimination.

If a complaint of sexual harassment is substantial against any individual person, the person may be disciplined. If the behaviour does not change, the complaint can be brought to the attention of the Director of training who will deal with the matter.

The person may be unaware that the impact of his/her behaviour is upsetting and discussing the situation amicably may clear up any misunderstanding. If the harassment or discrimination continues, assistance should be sought or a formal complaint should be made. Any necessary investigation will be carried out in an impartial manner.

Sexual harassment and discrimination are unacceptable behaviours, which will not be tolerated under any circumstances. As a participant you have a right to make a complaint, which will be treated seriously, sympathetically and confidentially. Please see the Training Director.

#### **Privacy Policy**

Red Zone Training adheres to the *Privacy Amendment (Private Sector) Act 2000*. Red Zone Training collects personal information from individuals to assist individuals in vocational services, participation in lifestyle and training programs and engaging in voluntary work with Red Zone Training. The information may be provided to Centrelink, the Commonwealth Department of Family and Community Services, the Department of Human Services, the Office of Tertiary and Education and where required by other funding bodies and /or legislation.

An individual can choose not to provide such information, however this may impede the ability of Red Zone Training to assist that individual. An individual can access his or her personal information held by Red Zone Training by contacting our Equal Opportunities Officer.

## **Student Information**

### **Continued.....**

#### **Confidentiality and Client Files**

All information given by participants to the Training Department is treated confidentially. A file is set up for each participant in courses run by Red Zone Training This file will contain all records related to your involvement in the program, and may include samples of work completed.

Your file is locked away and only authorised Red Zone Training Staff can access it. You may request to see your file at any time. Other people may only see your file with your prior written consent.

#### **Disciplinary Procedures**

Where disciplinary action is required, the trainer shall notify the student/participant of the reason. The first warning shall be verbal and will be recorded on the students/participants file.

If the problem continues, or is of a serious nature, the matter will be discussed with the student/participant by the Training Director and the warning will be provided in writing with a copy being given to the student/participant and a copy being placed on their file. Reasonable opportunity for the student/participant to take corrective action will be provided.

If the problem continues, the Training Director will place the student/participant on notice and further occurrences will result in further action up to and including dismissal from the training course. This notice will be provided in writing as a final written warning.

In the event of continued breaches the student/participant will be dismissed from the training course.

Dismissal of a student/participant from a training course may occur for acts of "serious and wilful misconduct" without recourse to the above procedure.

If a dispute should arise over the disciplinary action, the course of action to be followed is the same as for complaints and grievances.

#### **Right of appeal**

All participants have the Right of Appeal regarding any decision made affecting them, including their course results. Prior to lodging a formal appeal, the matter should be first discussed with the Trainer and if you are not satisfied with the outcome you are then advised to follow the appeals process.

#### **Grievance Procedure**

The Training Department of Red Zone Training is committed to facilitating a learning environment that is fair and equitable. Participants can raise any matters of concern relating to assessment, the quality of the training, student amenities, discrimination, sexual harassment and any other issues, which may arise. Red Zone Training will act upon any complaint, dispute and/or grievance found to be substantiated. If still unresolved and student is not satisfied with the outcome then the student can contact an independent party Training Recognition Consultant Damien Nash 8 Wells Road Brighton, Phone 03 95922133, Mobile 0418507149

## **Student Information**

### **Continued.....**

#### **The Appeals Process**

The following is the Red Zone Training appeals process.

- In the first instance, approach the Trainer or discuss it with the person concerned.
- If unresolved approach the Training Director.
- The Training Director will give you a Student Complaint Form.
- If the complaint is not resolved to the student's satisfaction then it is recommended that a formal complaint be lodged (following Red Zone Training Inc. policies and procedures) and forward onto the Red Zone Training Board of Directors.

All appeals will be handled professionally and confidentially in order to achieve a speedy resolution. Any appeals will be managed fairly, equitably and as efficiently as possible. If required, alternative measures may need to be explored such as the involvement of an independent mediator.

Each appellant will have the opportunity to formally present their case and will be given a written statement of the appeal outcomes, including reasons for the decision.

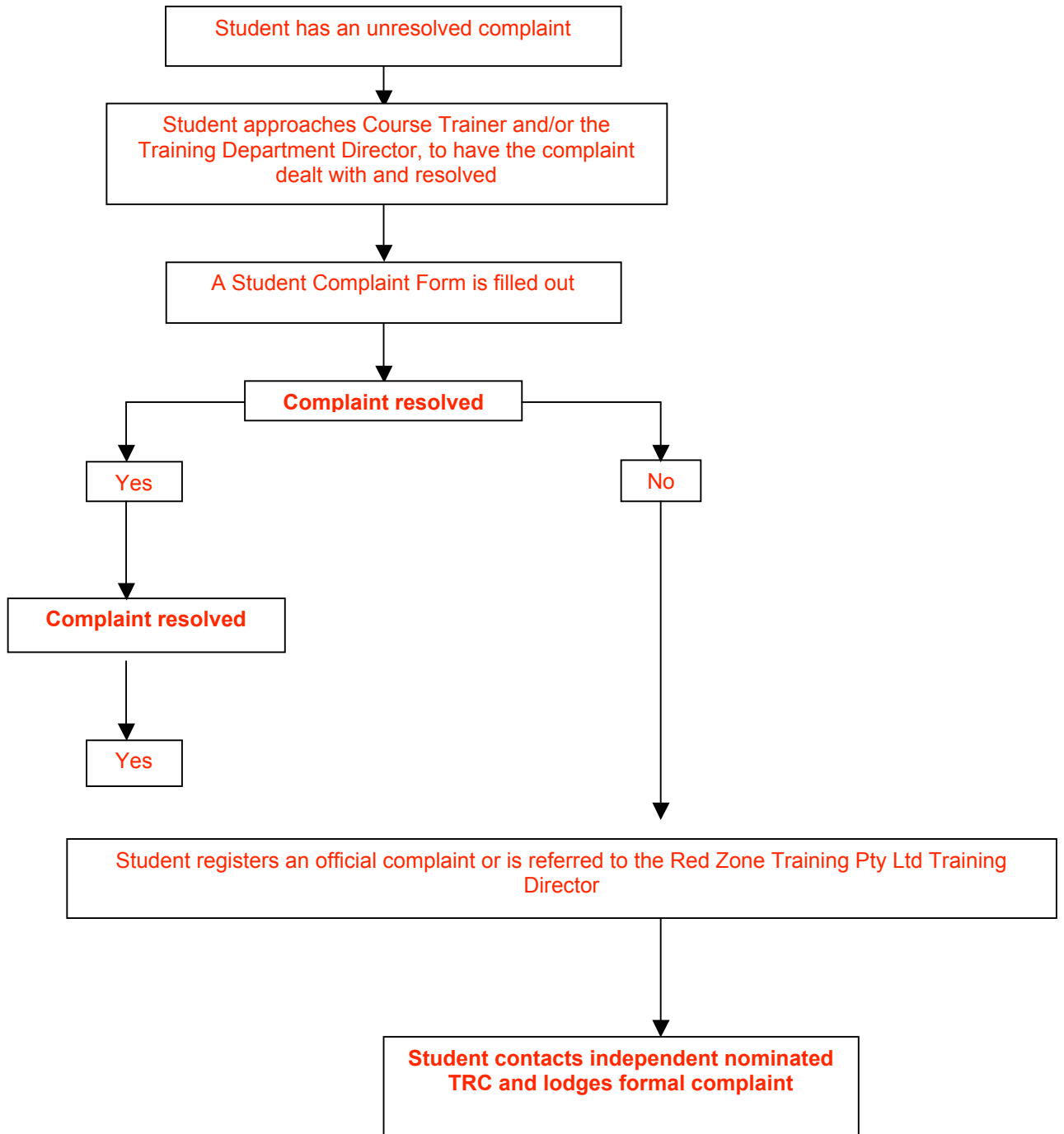
The Training Department of Red Zone Training will encourage the parties to approach any appeal with an open view and to attempt to resolve problems through discussion and conciliation.

#### **Documentation**

All complaints, grievances, appeals and their outcomes will be recorded in writing. Students are advised to fill out a 'Student Complaint Form' ensuring the following information is provided.

- Description of the complaint.
- What action was taken to try and resolve that complaint?
- A suggested remedy to the problem.
- The agreed action.
- Outcome.
- Dated and signed.

**The Grievance Procedure – Flow chart**



## Student Complaint Form

### Instructions to students

- 1 Complete this form and submit to the Training Department Director as soon as possible.
- 2 Clearly state the nature of your complaint and clearly indicate what you have done to resolve the issue yourself.
- 3 All complaints will be treated seriously and you may be required to discuss the complaint with senior management of Red Zone Training

Surname

Given Name

Describe your complaint

What action have you taken to try and resolve this complaint?

Do you have a suggested remedy to the problem?

No

Agreed Action

Outcome

I hereby declare that the information provided on this form is true and correct.

Student's Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Training Department Director's Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## **General Course Information**

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### **Course Involvement**

It is a requirement of all Nationally Accredited Courses, that all participants be actively involved in sessions. It is advantageous that all participants contribute to group discussions and complete tasks set in timeframes allocated. Where ever possible Red Zone Training will provide assistance and support in achieving goals and outcomes for each module of the course.

### **Competency-based Training**

**Definition:** Training that is aimed at providing learners with the skills, knowledge and understanding to demonstrate proficiency against standards.

### **Competency-based Assessment**

In keeping with the principles and practices of competency-based assessment, the competency will be made on an accumulation of evidence, not on isolated activities or events. Once you have been assessed against the standards you will receive a grade of “C” for Competent or “NYC” for Not Yet Competent. Not yet competent means that you have not met the requirements and will be given another opportunity for re-assessment.

### **Assessment**

- Providing user-friendly learning resources.
- Providing opportunities for learning that is adult focused.
- Providing clear information about the requirements of the course, including the assessment details.

### **Objectives of the assessment process**

The objectives of the assessment process are:

- To confirm that participants have acquired the competencies identified in the learning outcomes.
- To demonstrate that participants are competent to the agreed industry standard.
- To be assessed by a qualified/experience trainer.

### **Assessment method**

Assessment methods include but are not limited to:

- Observation.
- Projects/assignments.
- Role plays.
- Practical demonstration.
- Case studies.
- Group discussion.

## General Course Information

### Continued.....

#### Recognition of Current Competencies or Recognition of Prior Learning and Mutual Recognition

##### **Definitions**

Recognition of current competencies (RCC) is the acknowledgment of skills and knowledge obtained through formal training, work experience, and/or life experience.

Recognition of prior learning (RPL) is a process that allows the competencies you already possess to be recognised, regardless of how you obtained them. These might include skills you picked up on the job or from other life experiences that do not necessarily include formal training.

Mutual Recognition is an automatic process where individuals are credited with formal study completed with another RTO. The Red Zone Training RTO will recognise the AQF Certificates and Statements of Attainment issued by another RTO upon producing the original copy of the students/participants Certificates or Statements of Attainment.

Recognition of prior learning suits people who have industry relevant:

- Work skills or knowledge.
- Paid or unpaid work experience.
- Life experience.
- Community work experience.

Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training.

Course participants may apply for RCC/RPL by supplying evidence that demonstrates that they have the skills and knowledge relating to the module performance criteria. When an assessor is satisfied with the evidence supplied (documented or demonstrated), the course participant will be granted RCC for that specified module or part of the specified module.

##### Evaluation/feedback

Throughout the duration of the course there will be scheduled intervals for evaluation and feedback. You are encouraged to provide constructive information that will assist us in further development of the course. All feedback is treated confidentially.

# General Course Information

## RECOGNITION OF PRIOR LEARNING POLICY – Flow Chart

