



# Student Handbook 2017

Royal Life Saving provides Nationally Recognised and Professional Training to thousands of people across Australia every year. For more information visit [www.royallifesaving.com.au](http://www.royallifesaving.com.au)



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## **1. ABOUT ROYAL LIFE SAVING SOCIETY NSW**

Welcome to Royal Life Saving Society NSW.

The Royal Life Saving Society of Australia (new South Wales) a progressive Registered Training Organisation (RTO - 90666) that specialises in delivering quality training solutions across NSW.

We understand training, which is why we offer a range of programs. Whether you are looking to study online short courses, certificate level in aquatics and community recreation, our team will provide you with the guidance and support needed to gain nationally recognised qualifications and real vocational results.

From your initial enquiry, through to enrolment, and on to completion of your study with Royal Life Saving Society NSW, there will always be a supportive team member to assist you.

Why do people choose to study with Royal Life Saving Society NSW?

- Nationally Recognised - Registered Training Organisation – 90666 (RTO)
- Innovative training and education programs
- Flexible online or on-site study options
- Supportive, industry qualified trainers
- Creating everyday community life savers.

## **2. CONTACT INFORMATION**

### **Head Office: Sydney**

Physical Address: 34/10 Gladstone Rd, Castle Hill, NSW 2154

Postal Address: PO Box 8307, Baulkham Hills BC, NSW 2153

Phone: 02 9634 3700 Fax: 02 9634 8529

Email: [nsw@royalnsw.com.au](mailto:nsw@royalnsw.com.au)

Website: [www.royalnsw.com.au](http://www.royalnsw.com.au)

### **Regional Offices:**

#### **Hunter Regional Office**

PO Box 412, The Junction NSW 2291

McDonald Jones Stadium Admin Office

294 Turton Rd, Broadmeadow

Phone: (02) 4929 5600

Email: [hunter@royalnsw.com.au](mailto:hunter@royalnsw.com.au)

#### **Illawarra Regional Office**

PO Box 574, Wollongong NSW 2520

Government Office Block, Level 2, 84 Crown Street, Wollongong NSW 2500

Phone: (02) 4225 0108 Fax: (02) 4228 5399

Email: [illawarra@royalnsw.com.au](mailto:illawarra@royalnsw.com.au)

#### **Northern Regional Office**

PO Box 2455, Coffs Harbour NSW 2450

Unit 10/26 Orlando Street, Coffs Harbour NSW 2450

Phone: (02) 6651 6266 Fax: (02) 6651 6980

Email: [northern@royalnsw.com.au](mailto:northern@royalnsw.com.au)

#### **Riverina Regional Office**

PO Box 701, Wagga Wagga NSW 2650

Bolton Park Swimming and Recreation Centre, Morgan Street, Wagga Wagga NSW 2650

Phone: (02) 6921 7422 Fax: (02) 6921 7124

Email: [riverina@royalnsw.com.au](mailto:riverina@royalnsw.com.au)

#### **Western Regional Office**

PO Box 313, Orange NSW 2800

76 McNamara Street, Orange NSW 2800

Phone: (02) 6369 0679 Fax: (02) 6362 3264

Email: [western@royalnsw.com.au](mailto:western@royalnsw.com.au)

#### **Aquatic Safety Training Academy**

PO Box 8307, Baulkham Hills BC NSW 2153

78 Best Road, Seven Hills NSW 2147

Phone: (02) 8814 8637 Fax: (02) 8814 8687

Email: [asta@royalnsw.com.au](mailto:asta@royalnsw.com.au)

### **3. CODE OF PRACTICE**

#### **Educational Standards**

Royal Life Saving Society NSW maintains high standards in the provision of vocational education and training and other client services. We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our clients.

At Royal Life Saving Society NSW we maintain a learning environment that supports the success of our clients and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

Royal Life Saving Society NSW ensures that the following are the minimum elements of our Code of Practice:

- Introduction
- Provision of Training and Assessment Services
- Quality Management Focus
- Training and Assessment Standards
- Issuance of Certificates and Qualifications
- Marketing and Advertising of Training and Assessment Services
- Financial Standards
- Provision of Information
- Support Services: Client Services, Welfare and Guidance
- Language, Literacy and Numeracy Support
- Enrolments
- Unique Student Identifier (USI)
- Pre- course material
- Fees and Charges
  - Withdrawals and Refunds Policy
  - Material fees
  - Transferring & Rescheduling
  - Group (Client) Booking Cancellations
  - Online Learning Cancellations
- Assessment Criteria
- Grievance & Complaints Policy
- External Complaint Procedures
- Appeals Policy
- Discipline Policy
- Refusal to Provide Services
- Record Keeping
- Quality Control
- Skills Recognition
- Access and Equity
- Mutual Recognition: Recognised Prior Learning (RPL)/Credit Transfer
- Privacy Policy
- Legislative Requirements
- International Students

**Quality Management Focus**

Royal Life Saving Society NSW is committed to providing a quality service with a focus on continuous improvement. We value feedback from clients, trainers and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to client needs.

**Marketing and Advertising**

At Royal Life Saving Society NSW we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients has no false or misleading comparisons with other providers or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

**4. ENROLMENT****Client Selection and Recruitment**

Recruitment of clients will be responsible, ethical and consistent with training package requirements at all times. Royal Life Saving Society NSW is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

**Entry Requirements**

Please contact Royal Life Saving Society NSW to check for any pre-requisites that are required for entry.

**Enrolment Procedure**

A completed enrolment form is required to advise all details necessary to register a client. All questions should be answered and the client's signature should appear as acknowledged acceptance. The enrolment form may be posted, completed on premises, or submitted online. Please speak to a member of our team for further information.

Arrangements are then made for the payment of course fees.

When the completed enrolment information is received, the client is enrolled into their allocated course and assigned a permanent identification number. A copy of the Student Handbook is made available to all clients prior to commencement of study. The Student Handbook also advises about certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and support services.

**Induction/Orientation**

By the first day of the course (at the latest), clients are to receive induction and/or orientation appropriate to their course, and which ensures (where appropriate) they:

- Understand the information contained in the student handbook and course information
- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration and support people
- Have necessary course materials
- Know where to access more information

## **5. UNIQUE STUDENT IDENTIFIER (USI)**

The objective of the Unique Student Identifier Requirements Policy and procedure for Royal Life Saving Society NSW is to ensure the RTO (90666) meets the requirement of the Student Identifier Act 2014 and the VET regulator.

Royal Life Saving Society NSW will meet the requirements of the Student Identifier Act 2014 by collecting and validating USI data.

Royal Life Saving will meet the USI requirements by:

- Providing USI information prior to and on enrolment;
- Providing assistance with creating and validating USI; and
- Not issuing AQF certification without a validated USI.

Royal Life Saving Society NSW will record USIs' by:

- Collecting USIs on enrolment;
- Validating USIs prior to issuing AQF certification; and
- Meeting Total VET Activity reporting obligations.

Royal Life Saving Society NSW Policy and Procedure reporting obligations will apply.

Royal Life Saving Society NSW Stakeholders may have written Work Instructions in place to supplement this policy and procedure

## **6. COURSE INFORMATION, CONTENT, AND VOCATIONAL OUTCOMES**

### **Course/Program Information**

Clients will have the following information made available to them prior to enrolment:

- Client selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes
- Competencies to be achieved through training and the certification to be issued to the trainee on completion or partial completion of the course
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Facilities and equipment
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy, and numeracy assessment
- Client support, including any external support for clients
- Flexible learning and assessment procedures
- Welfare and guidance services

- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course

### **Vocational Outcomes**

When participants have completed their studies with Royal Life Saving Society NSW, a register of the competencies achieved by the candidate will be maintained for future reference and evidence of these made available for a minimum of 30 years.

### **Client Resources**

All clients are provided with various resources throughout the duration of their course including prior to course commencement. It is the client's full responsibility to maintain the resources provided to them by Royal Life Saving Society NSW.

Please note that charges may be incurred for replacement of any client resources. Please contact Royal Life Saving Society NSW for further information.

## **6. FEES AND CHARGES**

A copy of the Fees and Charges terms and conditions is available in the Royal Life Saving NSW Code of Practice make available to all students prior to enrolment and a copy may be found at [www.royalsnw.com.au](http://www.royalsnw.com.au)

### **User Choice**

Any changes to units of competency in a training plan will cause the student fees to be recalculated and any adjustments required must be made to either party.

### **Financial Hardship**

Where payment of the student fees will cause extreme financial hardship, the participant may be exempt from paying this fee. Extreme financial hardship is categorised as a situation where the participant would have to forego food, shelter or a basic necessity of living in order to pay the fee. If extreme financial hardship is a consideration, participants are required to communicate this to Royal Life Saving Society NSW at time of enrolment for assessment.

## **7. REFUND POLICY**

The Royal Life Saving Society is a Registered Training Organisation and as such is required to outline the policy for Fee Refunds.

The Royal Life Saving Society's first responsibility is to customers that use our training products and services.

The Fee Refund policy will encompass training delivery and assessment services for the following programs developed by the Royal Life Saving Society NSW:

- Royal Life Saving Society awards
- Community Education Courses
- Vocational Courses/Qualifications (AQF)
  - Accredited Short Courses
  - Qualifications from Training Packages
  - Units of competency from Training Packages

**Fees Paid in Advance**

Royal Life Saving has a separate Security Account that will protect students who have paid fees in advance. The Finance Manager will manage this account. Every quarter the Finance Manager will review all fees paid in advance to ensure funds maintained are adequate.

**Applicability**

The Royal Life Saving Society NSW General Manager – Training and Education is responsible for implementing the refund policy.

Applications for refunds must be made in writing and the decision of the General Manager – Training and Education is final.

The policy of Royal Life Saving Society NSW is at all times to be fair and equitable to registered clients.

For full details on fees, charges and payments contact Royal Life Saving Society NSW.

**8. LANGUAGE, LITERACY, AND NUMERACY SUPPORT**

Clients may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

Individuals who require help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at <http://www.readingwritinghotline.edu.au/>. Any costs incurred will be the responsibility of the client.

The Reading Writing Hotline <http://www.readingwritinghotline.edu.au/>

The Australian Government Language Literacy and Numeracy Program  
<http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

Adult Migrant English Program (AMEP) <http://www.border.gov.au/Trav/Life/Help/Learn-English>

**9. CLIENT SUPPORT****Client Services, Welfare, and Guidance**

Royal Life Saving Society NSW uses quality management practices to ensure effective client services. Operational standards ensure timely issuance of training assessments, results and qualifications,

appropriate to competence achieved and issued in accordance with National guidelines. All client results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Clients can access their files by request, with 14 days' notice in writing.

All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Royal Life Saving Society NSW has client welfare and guidance services relevant to its training products. Where necessary, clients requiring literacy and/or numeracy support are referred to relevant qualified experts.

Royal Life Saving Society NSW has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Royal Life Saving Society NSW informs clients of all fees and charges prior to enrolment. Clients are also advised of course content, outcomes and assessment procedures before training commences.

Royal Life Saving Society NSW's quality focus includes access and equity ensuring that no client is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the client to the relevant agency or expert.

### **Procedure for Client Support**

Royal Life Saving Society NSW is at all times concerned with the welfare of our clients. Staff will counsel clients as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by clients, and to actively render appropriate assistance.

If you require extra support or counselling, please make contact with a member of our team who will be eager to assist you.

### **Counselling/Personal Support**

If you require counselling or personal support please contact one of the below organisations.

Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue – 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

## **10. ACCESS AND EQUITY**

### **Access and Equity Principles**

Royal Life Saving Society NSW will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. Royal Life Saving Society NSW offers opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Royal Life Saving Society NSW prohibits discrimination towards any group or individuals in any form including:

- age

- carer's responsibilities
- disability
- homosexuality
- marital or domestic status
- race
- sex (Including pregnancy and breastfeeding)
- transgender status

**Staff Responsibilities for Access and Equity**

Royal Life Saving Society NSW applies access and equity principles to all programs and provides timely information and suitable support to assist clients to identify and achieve their desired outcomes.

Access and Equity issues are considered during training, product development and in training and assessment.

**11. FLEXIBLE LEARNING AND ASSESSMENT****Competency Based Training and Assessment**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each client has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification.

Each course is made up of the required number of core units and elective subjects that have been chosen to offer you the best all around knowledge and skills base.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course.

Royal Life Saving Society NSW applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the client to show that they have achieved competency in the unit(s). Clients may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project

- Or any other method outlined in the Training and Assessment Strategy (TAS).

Clients will be advised of the assessment methodology before training commences.

**Training and Assessment Standards**

Royal Life Saving Society NSW staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program. Appeals procedures are in place for clients who are not satisfied with assessment or training.

**Flexible Learning**

Royal Life Saving Society NSW provides clients with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements agreed to must never the less adhere to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace, online or a mix of all methods; it may be delivered in various modes including face to face interaction, online interaction, or correspondence.

Clients should initially discuss possible flexible arrangements with their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the Training Manager.

**Reasonable Adjustment**

Where clients are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date.

Where strict Performance Evidence is outlined with Assessment Conditions, no reasonable adjustment can be made.

In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

**Resitting Assessments**

In the event of a 'not yet competent' outcome the client will have an opportunity to re-do the assessments for that unit at no cost.

Should the result of the resit be an outcome of 'not yet competent' one further resit is allowed at a discretionary cost per assessment.

If, after re-doing the assessment(s), the client still does not meet the necessary criteria for competency he/she must redo the entire unit (cost on application) in order to achieve the full qualification. Every effort will be made by the staff of Royal Life Saving Society NSW to ensure a successful outcome for its clients.

**12. RECOGNITION OF PRIOR LEARNING (RPL)****Recognition of Other Qualifications/Credit Transfer**

Royal Life Saving Society NSW recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations.

Clients may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.
- Successful RPL application.

### **Recognised Prior Learning (RPL) and Recognised Current Competencies (RCC)**

Clients who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Clients, who believe this applies to them, may make an application for RPL or RCC.

Royal Life Saving Society NSW advises all applicants of RPL opportunities and procedures upon enrolment. The 'performance criteria' of the course module sets the RPL benchmark and evidence for credit of prior learning may include:

- Evidence of current competencies
- Performance, demonstration or skills tests
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

There are a number of stages in the RPL process. These include:

- Information stage
- Initial support and counselling stage
- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

A candidate may appeal an unsuccessful claim (see complaints and appeals).

Suitable, qualified, and experienced Royal Life Saving Society NSW staff will manage the RPL process.

A candidate may receive recognition for all competencies required for the course module, or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained.

Evidence considered for assessment is the RPL application form plus a wide range of supporting documentation or other evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the Training Manager or a panel consisting of a course/subject expert and the Training Manager.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. A qualified assessor must conduct the assessment.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. Further learning options or 'Gap Training' prior to a second assessment will be suggested. 'Competent' is recorded on the client's record if recognition is granted.

### **13. COMPLAINTS AND APPEALS**

#### **Complaints Process**

Royal Life Saving Society NSW in providing a quality service to its clients has developed a grievance guideline to deal with complaints from clients and participants which may arise in the delivery of training and assessment services.

The process for dealing with complaints is as follows:

In the event of a complaint, the client is required to follow the procedures to ensure the issue is resolved.

- The complainant must try to resolve the problem with the person concerned.
- The complainant must seek the assistance of their Royal Life Saving Society NSW Trainer if necessary.

Should the problem still be unresolved, the following procedure must be followed:

1. Participants should lodge a formal complaint, in writing, to the Training Manager or Regional Manager for regional office courses.
2. Upon receipt Royal Life Saving Society NSW will address the issue.
3. The client will receive a written statement of the outcome from the Regional Manager and/or Training Manager within 14 days of the complaint being received.

All records of any complaints are kept on file. If the complaint is still unresolved, Royal Life Saving Society NSW clients may lodge a complaint with the Australian Skills Quality Authority (ASQA): 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

#### **Appeals**

Royal Life Saving Society NSW seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with clients.

Should a complaint about any assessment never the less be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analysed by the Training Manager and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receiving the complaint. All records of any appeals are kept on file.

#### **Appeal Procedure**

1. Request a Student Appeal Form from your trainer, or contact Royal Life Saving Society NSW to obtain the form.
2. Fill out all required details on the form and attached any relevant documentation.
3. Submit the form to Royal Life Saving Society NSW via contact email or postal address provided on the form.
4. Upon receipt Royal Life Saving Society NSW will address will review the appeal.
5. The client will receive a written statement of the outcome from the Trainer and/or Training Manager within 21 days of the complaint being received.

If the appeal is still unresolved, the client may contact any relevant Government Department that may be able to assist. Clients may also seek legal redress through the usual court processes if they feel unsatisfied.

#### **External Complaints or Appeals**

For assistance with lodging an external complaint or appeal please contact the Australian Skills Quality Authority (ASQA): 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). If ASQA finds your complaint is justified, the conclusions are reported to you and to the relevant Department of Education, Training and Employment regional office.

### **14. RULES, REGULATIONS AND DISCIPLINARY PROCEDURES**

#### **Rules and Regulations**

The following apply to all persons, staff and clients:

An individual's property is to be respected and not interfered with without consent of the owner. Look after your own possessions. Royal Life Saving Society NSW accepts no responsibility for personal property lost or stolen at training sessions.

- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Alcohol and other drug use in training facilities or while undertaking Royal Life Saving Society NSW activities is not permitted.

- Intoxicated persons and persons affected by other drugs are not permitted inside training facilities and will be asked to leave.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

**Discipline Policy**

Clients at all times must maintain appropriate behaviour and follow Royal Life Saving Society NSW rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the client may be requested to leave the course.

The Training Manager will oversee all disciplinary matters.

**15. HUMAN AND PHYSICAL RESOURCES****Human Resources**

Royal Life Saving Society NSW is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their subjects through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment.

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

**Physical Resources**

Where appropriate, clients have access to, or provision of, the necessary facilities, materials and equipment. These may include (but are not limited to):

- Training Room Facilities
- Adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods.
- Provision of comfortable chairs, designed for use over sustained periods.
- Adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli.
- Tables that are suitable for writing and which do not cramp clients for space.

- Clear sight and hearing from all points and to the point of presentation.
- Audio visual equipment that is not intrusive.
- Strategically placed power points.
- Clearly accessible amenities such as toilets and drink stations.
- Telephones placed away from training rooms.
- Rooms located away from external noise of any kind likely to disturb proceedings.
- Pleasing overall aesthetics.
- Shape and size of the room(s) and the type of furniture conducive to varied layouts.
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities

## **16. COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES**

A client will be issued with a certificate on successful completion. If a client completes only one or more units of competence but not a complete qualification, a Statement of Attainment will be issued.

A Certificate of Attendance may be issued where appropriate.

Before certification is issued the training and assessment staff verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the staff member authorises issue of the relevant certificate.

When a client has completed their course and a certificate has been issued, the client's file is archived within the Training Management System.

## **17. REFUSAL TO PROVIDE SERVICES**

Royal Life Saving Society NSW has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. Royal Life Saving Society NSW shall not be liable for any failure to provide services.

## **18. PRIVACY POLICY**

Royal Life Saving Society NSW complies with the Privacy Act 1998 (NSW). Information collected on clients is only used for the purpose of delivery of our services.

### **Use and Disclosure of Personal Information**

Sensitive personal information will only be collected, as required, from clients. Such information is treated as confidential within Royal Life Saving Society NSW and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the training services.
- Informing clients about additional or upcoming courses available.

- Gathering feedback from clients regarding training for Royal Life Saving's market analysis and course development.

Royal Life Saving Society NSW does not disclose sensitive personal information to other third parties without permission or instruction from the client unless required by Law to do so.

**Information About Clients from Third Parties**

Royal Life Saving Society NSW may need to source or verify information about clients from a third party. Wherever possible this will be done with the client's authorisation, or if not possible, Royal Life Saving Society NSW will inform the client when such information is collected.

**Receiving Marketing Information**

With client's consent, Royal Life Saving Society NSW may provide them with information from time to time about new courses available to them.

Client's consent to this will be implied unless they notify Royal Life Saving Society NSW that they do not wish to receive this information. You may do this by advising the Training Manager in writing that you do not wish to receive marketing information.

**Security of Personal Information**

In line with new technology, Royal Life Saving Society NSW continually improves the security of personal information collected. Royal Life Saving Society NSW takes all reasonable steps to protect the personal information of persons by:

- Securing all files with personal information in locked cabinets
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to the computer systems
- Not releasing information to third parties without prior written authorisation

**Rights to Access Information**

Under the Privacy Act, clients have the right to access their personal and course progression information held about them. If the information is incorrect, they have the right to require Royal Life Saving Society NSW to amend the information.

To access the information and course progress clients are required to contact the Training Manager in writing requesting access. The Training Manager must verify the client's identity through either presentation of appropriate identification or answering a series of specific security questions. Both

the client and the Training Manager, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.

**Further Information**

To obtain further information about the Privacy Policy or access to personal information, please contact the Training Manager.

### **Staff Confidentiality**

Staff must be aware of the Privacy Act 1998 (NSW), and its requirements, and must at all times ensure client information remains confidential.

No staff member may release any information (including results or training) about clients to any third party unless prior written authorisation is obtained from the client or disclosure is required by law.

### **Authorised Third Parties**

Clients may nominate third parties they wish to access their records. The Training Manager ensures a *third party access form* is completed and the details for the third party are obtained. These details will be entered into the client's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions prior to releasing any information.

## **19. LEGISLATION**

Royal Life Saving Society NSW is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training please contact Royal Life Saving Society NSW. Legislation we are subject to includes (but is not limited to):

### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces.

The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

### **Privacy Act 1988 (NSW)**

The Privacy Act 1988 (NSW) makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in New South Wales and in other states and territories, visit:

<http://www.privacy.gov.au>

### **Copyright Act 1968**

The Copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

[www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

### **National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

### **Anti-Discrimination Act 1977 (NSW)**

Under federal and state laws, it is against the law for employers to discriminate employees and job applicants, or allow discrimination and harassment to occur with their organisations.

In NSW, employers must not treat job applicants and employees unfairly or harass them because of their:

- age
- carer's responsibilities
- disability
- homosexuality
- marital or domestic status
- race
- sex (Including pregnancy and breastfeeding)
- transgender status

It is also against the law to treat people unfairly or harass them because of the age, disability, homosexuality, marital or domestic status, race, sex or transgender status of any relative, friend or colleague of a job applicant or employee.

Employers, managers and supervisors must treat all their job applicants and employees on the basis of their individual merit and not because of irrelevant personal characteristics. They must also do their best to make sure that their employees are not harassing any other job applicant or employee. In the recruitment process, all jobs (including traineeships and apprenticeships) must generally be open to all people on the basis of merit only.

### **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

### **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

**Child Protection (Working with Children) Act 2012**

The object of this Act is to protect children by:

- (a) not permitting certain persons to engage in child-related work, and
- (b) requiring persons engaged in child-related work to have working with children check clearances.

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

**20. INTERNATIONAL STUDENTS**

As Royal Life Saving Society NSW is not a CRICOS provider, it is unable to provide national training to overseas students holding a student visa. An overseas student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa, or • a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

As specified in Section 8 of the ESOS Act, a provider must be registered on CRICOS to provide a course at a location or do so in accordance with an arrangement they have with another registered provider.