



STUDENT HANDBOOK

== SpanSet®

www.spanset.com.au | RTO#46524

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WELCOME

Thank you for choosing SpanSet Australia for your specialist training.

For over 30 years, we have been dedicated to providing innovative, high-quality solutions in the fields of Height Safety, Lifting, Load Control, and Safety Management.

With a strong focus on customer satisfaction and a commitment to excellence, SpanSet has become the trusted name in safety equipment and services across various Australian industries. By choosing to learn with us, you are partnering with a team that prioritises reliability, sustainability, and continuously champions the highest standards of safety.

Our industry expertise and safety-first approach make SpanSet Australia the right choice for any business looking to enhance operational efficiency and safeguard their most important asset, their workforce.

Your training will not only include formal theory but hands on experience in our purpose-built state of the art training facility at Emu Plains. Understand the importance of trusting your safety to Australian designed, manufactured and tested equipment by seeing the quality of our leading products made on-site.

This document provides up-to-date information in relation to our enrolment process, the way we deliver training, how we assess, the standard of service you can expect from us, support services you can access, as well as your responsibilities as a student with us.

If you have any questions, comments or feedback during your course, please feel free to contact us via email on training@spanset.com.au or by calling **(02) 4735 3955**.

We look forward to supporting your success.

Kristian Pritchett
CEO
SpanSet Australia

ACCESS, EQUITY & FAIRNESS

Students have equal access to all courses irrespective of gender, culture, disability, health status, pregnancy, marital status, age, race, ethnicity, religion, location, sexuality, socio-economic background, or as prescribed by Anti-Discrimination legislation.

Admission procedures are free of discrimination. If you do not meet entry requirements, we can assist you in identifying alternative options.

Reasonable adjustments are made to delivery and assessments for participants who have an impairment.

Students are invited to raise any concerns regarding equity or reasonable adjustment to training courses and materials with our trainers or RTO staff.

QUALITY & CONTINUAL IMPROVEMENT FOCUS

SpanSet Australia believes in and practices a quality philosophy to ensure all training and assessment services meet our customer requirements and expectations. We have policies and procedures in place which support the quality and compliant delivery of accredited training and assessment activities.

SpanSet Australia uses a systematic approach to address continual improvement opportunities by following the Plan, Do, Check, Act (PDCA) continual improvement cycle, focusing on the following areas particularly:

- Training and assessment services, processes, and resources
- RTO planning, policies, and systems
- Professional development of trainers, assessors, and RTO support staff
- Interaction with industry, the VET sector, and the National Regulator (ASQA)

For enquiries, contact us on Ph. 02 4735 3955, or Email: training@spanset.com.au



CLIENT SERVICE

SpanSet Australia has sound management practices to ensure effective client service, including:

- the timely issue of student assessment results and qualifications,
- a quality focus that includes a Recognition of Prior Learning Policy, where applicable,
- a reasonable and equitable Fee and Refund Policy,
- a clear and fair Complaints and Appeals Policy,
- a Student Support Procedure that includes student welfare and guidance services, in addition to consideration of language, literacy, and numeracy support programs,
- information being disseminated, understood, and applied which is appropriate to our registration as an RTO [1], and
- all fees and charges are made known to students and clients; course content and assessment procedures are explained, entry requirements and delivery methodology are described, and vocational outcomes are defined – all prior to a student's enrolment.

MARKETING & ADVERTISING

SpanSet Australia offers clear and factual information that allows clients and students to make informed decisions regarding the services and units of competency they can obtain. SpanSet Australia markets its vocational education and training products and services with integrity, accuracy, and professionalism; avoiding vague and ambiguous statements.

In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising is conducted in accordance with the provisions of the Standards for RTOs (2015), consumer protection legislation, and carries the organisation's RTO number (RTO# 91173). No guarantee of success or specific work outcomes are identified for learners within the marketing material.

[1] RTO stands for Registered Training Organisation

TRAINING & ASSESSMENT

SpanSet Australia develops detailed Training and Assessment Strategies for each of its courses delivered, seeking to ensure that raising the quality of the training being delivered (including all training resources) and assessment being undertaken (including all assessment resources) is of a standard satisfactory to ensure the desired outcomes of training programs for students. We strive to offer innovative and industry-responsive training, informed through our manufacturing in-house specialists, clients, and industry consultation activities.

SUITABLE & SUFFICIENT RESOURCES

SpanSet Australia provides quality training to its students by having access to suitable resources, facilities, and equipment to deliver its courses. This includes access to relevant training rooms, learning aids, machinery, tools, workplaces, or simulated workplace environments that appropriately reflect a workplace the student is likely to work in once qualified.

SpanSet Australia will also ensure appropriate amount of training for each course to ensure effective outcomes for students in line with industry expectations, Training Package, and AQF [2] requirements.

TRAINERS & ASSESSORS

SpanSet Australia ensures that training and assessment is conducted by qualified trainers and assessors who have vocational competencies at least to the level being delivered and assessed; and possess current, extensive industry skills directly relevant to the courses being provided.

ASSESSMENT

SpanSet Australia has an assessment system that ensures assessment (including RPL [3]) is conducted in accordance with the Rules of Evidence and the Principles of Assessment, as well as the requirements of the relevant Training Package. SpanSet Australia requires students to demonstrate all of the skills and knowledge outlined in the unit of competency criteria, and their ability to perform tasks in a variety of situations, adapt to different contexts and environments, and perform tasks to an appropriate level expected by a workplace.

Before a student is assessed, they are given the opportunity to practice and attempt activities either in the training room or on the job-site.

To ensure no students are disadvantaged, assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs. SpanSet Australia has a plan for and implements, systematic validation of assessment practices, resources, and judgments; as a key part of its continuous improvement program.

[2] AQF stands for Australian Qualifications Framework

[3] RPL stands for Recognition of Prior Learning - Please refer to the RPL section on page 16 of the handbook.

TRAINING DELIVERY

Training delivery involves face-to-face facilitation, coaching, reference manuals, visual presentations, practical demonstrations, and simulations. Students are encouraged to apply their learnings in their workplaces, and employers are urged to mentor and encourage each employee's learning journey with us.

SpanSet Australia will either deliver units individually or link several units together as a 'cluster' to make the training more relevant to you and to avoid unnecessary duplication.

SUBMISSION, FEEDBACK & RE-ASSESSMENT

- Each completed assessment task (e.g. Knowledge Assessment Task, Practical Assessment Task) will be marked as either Satisfactory or Not Satisfactory by your assessor. A unit of competency (or cluster of units) will be marked as Competent once all tasks for the unit (or cluster) have been marked as Satisfactory.
- Students will receive feedback for each task either in written or verbal form, from their assessor.
- Where an answer provided is not correct (i.e. not satisfactory), the assessor may seek clarification from you verbally in the first instance.
- Assessment Appeals - Students have the right to make an appeal against an assessment decision by following SpanSet Australia's Complaints and Appeals Procedure (within this Handbook). Students have 6 months from the date of the assessment decision to make an appeal.

COURSE ADMISSION

All applications for enrolment must satisfy SpanSet Australia's course admission process by meeting all pre-requisite and course entry requirements (qualification and/or experience, as well as foundation skill levels) as detailed in the relevant course information prior to acceptance into the course/s.

All potential students are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the requirements prior to enrolment. SpanSet Australia will provide assistance in clarifying the suitability of the course to the learner's skill development requirements.

ENROLMENT

Prior to enrolment, students are required to go through this Student Handbook. If there are any queries about a particular course, our policies, procedures, enrolment process, where to go, or what to bring, please do not hesitate to contact our main office on 02 4735 3955.

ENROLMENT PAPERWORK

Enrolment Paperwork will be forwarded to the student shortly prior to commencement of the training course. For those students who are undertaking their course within their workplace, this may come from their organisation's Training or HR Manager.

Please complete all forms and return them to either your trainer or by emailing to training@spanset.com.au.

Please note, if a student is under 18 years old, a parent or guardian must also sign.

WHAT TO BRING TO YOUR TRAINING SESSION

- Completed Enrolment paperwork (if not already sent in to us),
- Proof of Identification e.g., birth certificate; driver's license, Medicare card, passport, over 18 Card etc. which must include a photo,
- Pen and a notepad, and
- USI number if it has already been allocated (please refer to the USI section on the following page for further explanation). There is also a section on the Enrolment Form to guide you in obtaining your USI.

When payment of your enrolment fee and completed paperwork is received, we can provide either yourself (or your employer if they are paying for the course on your behalf) with a receipt.

EXPLANATION OF DISABILITY CATEGORIES [4]

HEARING / DEAF



Hearing impairment is used to refer to a person who has an acquired, mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally, and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

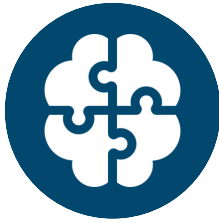
[4] Extract from AVETMISS VET Provider Collection Specifications Release 8.0 November 2018- Please note that disability, in this context, does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

PHYSICAL



A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia, or post-polio syndrome.

INTELLECTUAL



In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

LEARNING



A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the lifespan. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities, but do not by themselves constitute a learning disability.

MENTAL ILLNESS



Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering and/or distress to which represents a departure from a person's usual pattern and level of functioning.

ACQUIRED BRAIN IMPAIRMENT



Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

VISION



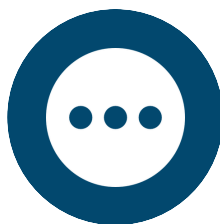
This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness, or injury.

MEDICAL CONDITION



A Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired, or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

OTHER



A disability, impairment, or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

CONTACT DETAILS

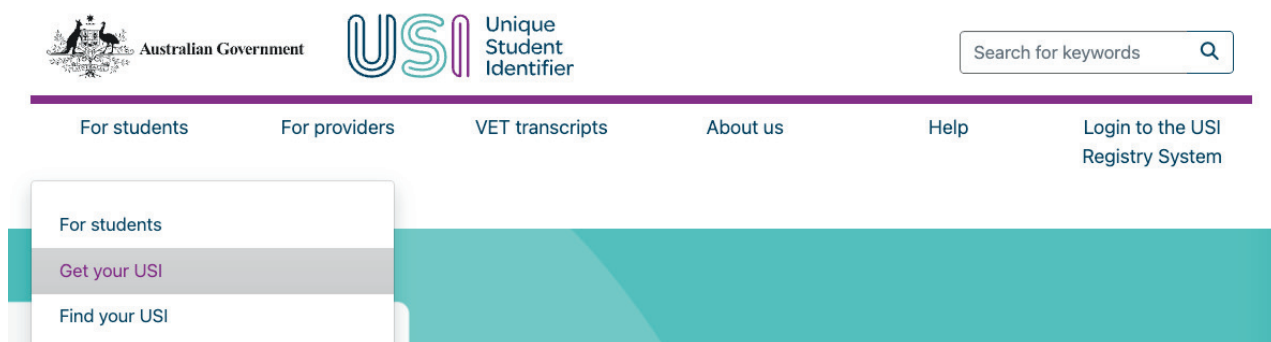
It is important that the following information is accurately noted on the enrolment form and that, if any of this information changes, SpanSet Australia is notified at the earliest opportunity. Please ensure that the below information is clearly written and legible.

- Correct and clear spelling of student name (according to what is on your identification),
- Current email address, and
- Current residential address.

Please note that **THE STUDENT** is responsible for ensuring SpanSet Australia has up-to-date contact details.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number assigned to every student which allows all national training records to be linked. This makes it easier for the student to find, collate, and authenticate the nationally recognised training achievements.



USIs are available online, at no cost to the student and will stay with them for life, with a record of any nationally recognised course completed since 1 January 2015. A student may create a USI directly by going to the www.usi.gov.au website; students' page. If there are any difficulties, please go through the 'Help Centre' section on the USI website or contact SpanSet Australia directly. Please note that SpanSet Australia is unable to issue certificates for accredited training without having a USI number on record, as mandated through legislation.

ISSUING CERTIFICATES

STATEMENTS OF ATTAINMENTS

A Statement of Attainment is provided within thirty (30) days, if a student has:

- successfully completed their course (i.e. a unit of competency or skill set),
- submitted all required paperwork and identification (including a valid USI number), and
- paid all course fees.

REPLACEMENT CERTIFICATES

If a student requires a replacement certificate, they can make a written application to SpanSet Australia requesting the replacement certificate, to training@spanset.com.au. There will be no cost to the student for the re-issue of a certificate.

FEES

All fee amounts to pay must be made available to the student prior to enrolment to ensure an informed decision can be made.

- SpanSet Australia does not use a commercial “shopping cart” system to collect online payments for courses. Fees are paid either upon booking a course or upon the issuing of an invoice.
- In accordance with the Standards for Registered Training Organisation RTOs 2015, no more than \$1500 of individual students’ monies will be held in advance of any course [5].
- SpanSet Australia does not have any contracts to deliver industry or government-funded training to students, so all fees are considered fee-for-service.
- Course Fees include all training and assessment resources and required personal protective equipment [6].
- Students will have four (4) options in relation to payment of fees:
 - **Option A:** Students pay the full course fee amount at the time of booking.
 - **Option B:** Students enter a payment plan arrangement in instances of financial hardship [7].
 - **Option C:** Students pay deposit of \$150 to secure their place in the course, with the remainder being paid no later than 3 business days prior to course start.
 - **Option D:** Course fees are paid by a third party such as their employer or job agency.

REFUNDS

All refunds will be provided in the same form as the original payment made by the student (or on the student’s behalf).

- Pre-enrolment information for potential students must be publicly provided on:
 - a) How to request a refund, and
 - b) The conditions under which a refund would be provided.
- Fee refund requests are processed in a timely manner, with the aim of not disadvantaging the client with unnecessary and/or lengthy delays.
- When a course is cancelled (or rescheduled where a student cannot attend) by SpanSet Australia, the student is entitled to a full refund or credit for a future course (at the student’s discretion).
- If a student withdraws their enrolment for a course, a refund may be applicable based on timeframes of notice given to the RTO and/or the circumstances causing the withdrawal (refer to the following table).
- Requests for refunds can be made by contacting SpanSet Australia Administration on ph. 02 4735 3955 or email training@spanset.com.au and be accompanied by any supporting documentation requested.
- Refunds are to be made to the student, organisation or third party who originally paid the fees, unless written permission has been received by the payee that the fees may be refunded to another party.

[5] This does not apply when an employer is paying for a course on the student’s behalf, only if the student is paying for themselves.

[6] For courses delivered on a client’s worksite, the client’s PPE will be used.

[7] All payment plans will include consideration that the course must be paid in full prior to commencement.

REFUND ENTITLEMENTS

Refunds of fees may be given in the circumstances outlined below:

Circumstance	Entitlement
Course cancellation by SpanSet Australia	The student will be entitled to either a full refund or to transfer fees paid to another course within a reasonable timeframe.
SpanSet Australia reschedules a course for a day unsuitable to the student	The student is entitled to either a full refund or to transfer fees paid to another course.
Student withdrawal more than two (2) business days prior to course commencement	The student is entitled to either a full refund or to transfer fees paid to another course.
Student withdrawal less than two (2) business days prior to course commencement or student lateness to course [8]	A refund will not be provided, unless: The student can provide evidence supporting a valid reason for the short notice of withdrawal, such as: • a medical certificate to substantiate illness of either themselves or for another they care directly for, or • extenuating circumstances (e.g., a death in the family, motor vehicle accident). In these instances, the student is entitled to either a full refund or to transfer fees paid to another course.

[8] Lateness - For attendance at our short-courses (i.e. not full qualifications delivered over a longer period of time), if a student is 30 or more minutes late for a course for which they have enrolled, without prior agreement received from SpanSet Australia, this constitutes "Student withdrawal less than two (2) business days prior to course commencement". Please ph. 02 4735 3955 or email us at training@spanset.com.au for any queries.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a means of measuring skills acquired through work or life experiences, through informal training or through past qualifications obtained from formal studies [9].

SpanSet Australia acknowledges these forms of learning are valid pathways for recognition of competency achievement during the RPL assessment process. If an RPL assessment is successful for one or more units of competency, the student may finish their course earlier. Students who consider they may qualify for RPL are asked to complete a self-assessment questionnaire and discuss this pathway with their trainer.

The fees for RPL may differ according to the units of competency being assessed and whether any gap assessment may be required. RPL candidates are encouraged to contact us for a quote prior to commencing this process formally.

Sufficient, current, valid, authenticated, supporting evidence must be supplied and the RPL candidate must satisfy underpinning knowledge and practical skill criteria to enable a decision to be made. Assessors will guide candidates through the process and timeframes involved for this assessment method.

There may be occasions where the student cannot produce evidence of past work, life or learning experience which meet the Rules of Evidence. On these occasions, it may be appropriate for the student to undertake an assessment-only pathway, whereby they undertake the same theory and practical assessment tasks as other students do for the courses, but are not required to participate in the training component.

Please ph. 02 4735 3955 or email us at training@spanset.com.au for all queries, including copies of the relevant self-assessment questionnaire to determine if you would be a suitable candidate for this pathway, as well as a copy of the full process involved.

Please note some courses are not appropriate for RPL due to high risk safety considerations, as advised by industry.

[9] Please note for our licenced courses, students must satisfactorily pass the National Assessment Instrument before competency can be granted (i.e. a formal RPL pathway is not available). The student may, however, require less training before undertaking this assessment, if they already have adequate experience and the required underpinning knowledge.

CREDIT TRANSFER

SpanSet Australia recognises and accepts any Australian Qualifications Framework qualifications and Statements of Attainments that are issued by other Registered Training Organisations. Credit will be given for units of competency for which a certificate or Statement of Attainment is produced, after it has been verified by us.

Alternatively, the Unique Student Identifier (USI) website contains a record of all accredited training completed after 1 January 2015. We will give credit for units listed on a student's USI Transcript, after it has been verified by us through the USI website.

Please speak with your trainer prior to starting your training program or contact our office if you would like to pursue this option.

COMPLAINTS AND ACADEMIC APPEALS PROCEDURES

Any student, staff member or other stakeholder of the RTO has the right to register a complaint formally and in writing. All students have the right to register an academic appeal.

SpanSet Australia will encourage all parties to approach a complaint or appeal with an open mind and to resolve problems through discussion and conciliation.

If still not resolved, you may lodge a formal complaint by contacting the HR on Ph: 02 4735 3955 or email training@spanset.com.au who will notify you of receipt within 48 hours.

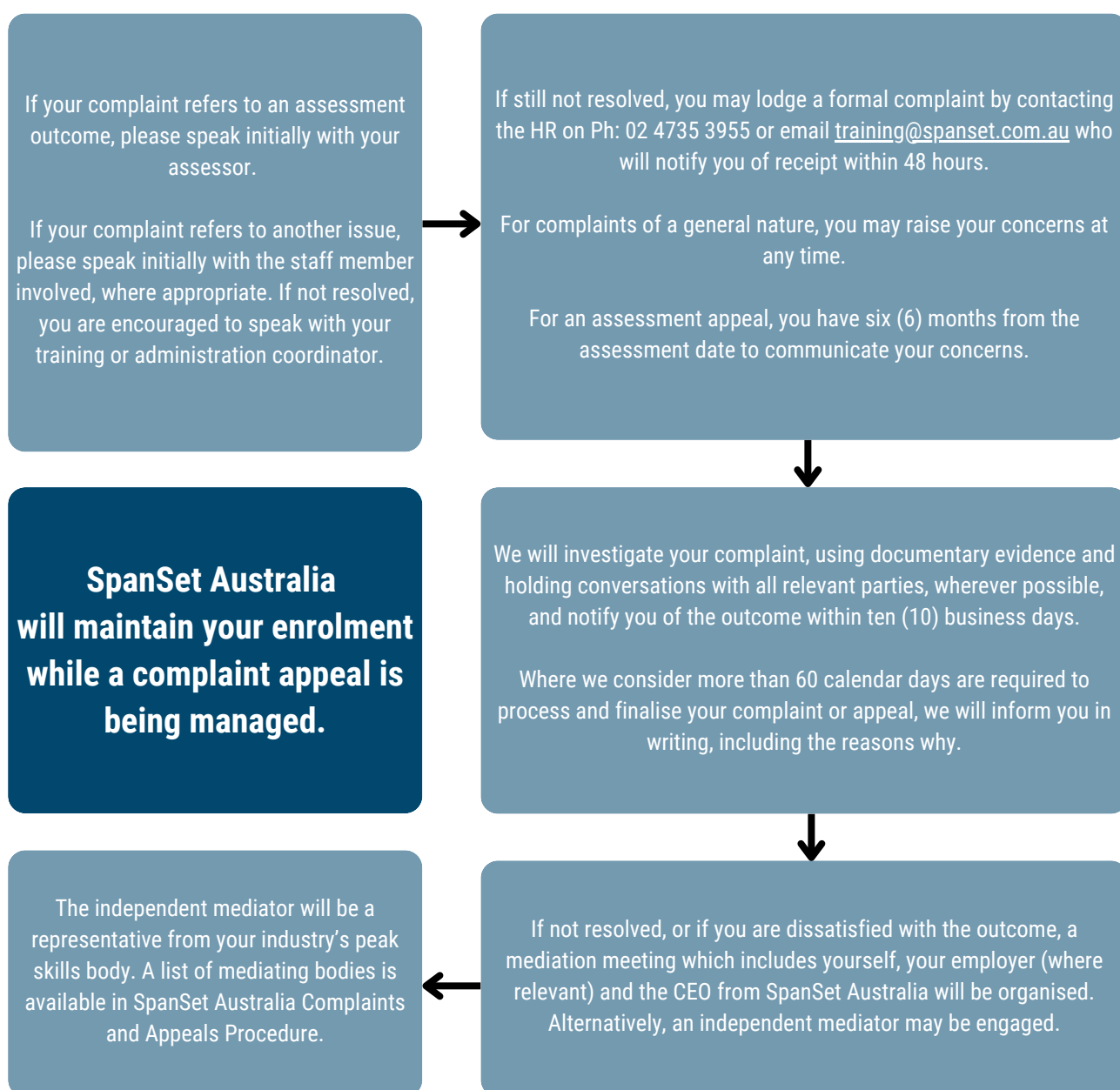


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SpanSet Australia seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

PRIVACY & PERSONAL INFORMATION PROTECTION

WHY WE COLLECT YOUR PERSONAL INFORMATION & HOW WE USE IT

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority (please note, we do not disclose your information to overseas recipients).

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact SpanSet Australia using the contact details listed in this Handbook.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at www.dese.gov.au/national-vet-privacy-notice.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact SpanSet Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Student information will not be disclosed to overseas recipients. Student photographs will not be displayed publicly or included on any marketing or training materials without prior written consent.

STUDENT RECORDS RETENTION

Student records are retained in full by SpanSet Australia for six (6) months after a student has been issued with a Statement of Attainment.

After this time, a student may request return of their assessments (through RTO administration); alternatively, they will be destroyed; with the evidence of judgement paperwork (i.e. assessment summaries and signoff sheets) being retained under secure, confidential measures, for a total of 30 years, as per our legal obligations of being a registered training organisation.

DISCRIMINATION, HARASSMENT & BULLYING

SpanSet Australia Ltd is committed to promoting a working environment that is free from unlawful discrimination, harassment, sexual harassment, bullying, vilification, victimisation and adverse action. Behaviour of this kind will not be tolerated under any circumstances and swift disciplinary action will be taken against any worker who breaches this policy [CQ1] .

To ensure that the organisation is able to meet this commitment, it requires all students and workplace participants (including employees, contractors and visitors) to treat each other with respect and courtesy in the workplace and refrain from unlawful behaviour.

SEXUAL HARASSMENT

SpanSet Australia Ltd will not tolerate sexual harassment in the workplace. Any student or employee found to have sexually harassed another workplace or training participant (including a customer or client) may be the subject of disciplinary action which may result in termination of course enrolment, employment or contract[CQ1] .

Sexual harassment is against the law. All SpanSet Australia employees must ensure that all persons on site (including visitors) are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

[CQ1]Added this comment

VILIFICATION & BULLYING

Neither vilification or bullying of any kind will not be tolerated. Everybody has the right to an environment free of harassment on the basis of race, gender, age, religion, or sexual preference.

All SpanSet Australia employees (and employees of any third parties or contractors it engages) must ensure all persons on site (including visitors) are not subject to this behaviour. They must also ensure that people who make complaints, or act as witnesses, are not victimised in any way.

WHAT DO I DO IF THESE CIRCUMSTANCES OCCUR?

A student has the right to feel safe and to have full opportunity to achieve the potential in their study. Don't let harassment interfere with life; seek help immediately.

There are several options for seeking help whilst undertaking study with SpanSet Australia. The course of action chosen should be what the student is most comfortable with. Do not ignore sexual harassment, vilification, or bullying, thinking it will go away - often discrimination gets worse and silence may give the impression that bad behaviour is acceptable.

A student may:

- Address it directly with the relevant person without our involvement and if you feel comfortable and safe in doing so, or
- Make a complaint to SpanSet Australia, as per the process outlined in this Handbook (this can be done with the assistance of a staff member, if desired). Refer to our **Complaints and Appeals policy**.

If a student witnesses bullying, they should report the matter immediately to an RTO staff member.

Workplace participants should also be aware that legal action can be taken against them personally if they discriminate against, harass, vilify, sexually harass, bully or victimise another person at work.

For more information refer to SpanSet **Q011-Discrimination, harassment and bullying policy** available in Sharepoint or request it to one of our members.

HEALTH & SAFETY POLICY

SpanSet Australia is committed to providing a safe and healthy workplace. Staff will work together with all relevant employees and key stakeholders on workplace health and safety matters.

SpanSet Australia has established procedures for risk management, adhered to by all employees, contractors and visitors. At all times, immediate action will be taken to correct any unsafe condition that has arisen under Duty of Care obligations.

SpanSet Australia management, through WHS meetings and the continuous improvement process, monitor and review workplace health and safety control measures, and address areas requiring rectification.

WORKPLACE HEALTH & SAFETY RESPONSIBILITIES

Students have duties under Section 29 of the Work Health and Safety Act 2011 to:

- take reasonable care for his or her own health and safety,
- take reasonable care that his or her actions or omissions do not adversely affect the health and safety of other persons, and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

NOTE: Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Code of Conduct and can face disciplinary action. For more information refer to SpanSet **Q005-WHS policy** available in Sharepoint or request it to one of our members.

MOBILE PHONES & PAGERS

SpanSet Australia focuses on equal access to learning opportunities for all students and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties, or interferes with the conduct of classroom operations.

Mobile phones and pagers should be turned off before entry into training rooms or any training and assessment environments unless prior arrangements have been made with the trainer or person in charge. Only in emergencies will permission be given for mobile phones or pagers to be left on during training and assessment activity. If permission is granted, students must leave the room to answer calls.

STUDENT SUPPORT SERVICES

Contact your trainer directly or our RTO staff if you need help.

Inclusive practice in training is about using a range of teaching strategies to meet individual needs, and providing learning experiences that:

- consider differing learning styles or preferences,
- recognise the differences among learners, and
- ensure no one is excluded.

Wherever possible and appropriate, SpanSet Australia' trainers will assist students with support arrangements, including referrals if required. These arrangements may include:

- negotiating with a student's workplace supervisor for work-release or on-the-job scheduling for training or assessment activity,
- re-scheduling training or assessment activity to suit a student's other work or personal commitments,
- referring students to local community services for external support, and/or
- referring students to employer-provided assistance programs

Students learn best in environments where their social, emotional and physical wellbeing is nurtured. Student support services and flexible approaches to training assist with overcoming barriers to successful completion.



- Financial & Gambling Assistance
- Mental Health Support
- Housing & Crisis
- Supporting People with a Disability

www.anglicare.com.au
Ph. 1300 111 278 (national helpline) or
Ph. (02) 9612 3900 (NSW helpline)



www.beyondblue.org.au
Ph. 1300 224 636

Provides information & support to help everyone in Australia achieve their best possible mental health.



mates.org.au
Ph. 1300 642 111

Delivers suicide prevention & mental health programs to the building, mining, energy & construction industries. This is done by raising awareness, building capacity, connecting workers to help & providing information to the industry.

LANGUAGE, LITERACY & NUMERACY

HOW WE SUPPORT

NUMERACY

Showing participants how to do the calculations with step-by-step instructions and examples of completed calculations.

LANGUAGE

- Presenting information in small chunks
- Speaking clearly, concisely & not too quickly
- Encouraging participants to ask questions
- Asking all questions to ensure participants understand

LITERACY

- Providing participants only essential writing tasks
- To avoid fatigue, use group activities to share writing
- Providing examples & models of completed tasks
- Ensuring documents & forms are written in plain English
- Providing explanations of all technical terms used

SpanSet Australia is committed to assisting students with differing abilities for success in study. Prior to a course, students are required to undertake an LLN quiz (also referred to as a skills-check) to determine their current levels of language, literacy, and numeracy, compared with course requirements.

This quiz is designed to provide the trainer with the necessary information required to provide coaching support and/or make any adjustments to an individual's training or assessment that will maximise their success. The results of the LLN will be discussed with the student and they will be provided with the opportunity to discuss any specific learning needs directly with their trainer.

This LLN quiz is not designed to eliminate anyone from training, but to support successful completion.

External Language, Literacy and Numeracy Support

Whilst our trainers are professionally competent and experienced in providing this support to students, there are some external resources you may wish to visit to improve your skills in these areas.



Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English. For further information refer to

<https://www.education.gov.au/adult-migrant-english-program-0>



Safe-T1

Safe-T1 provides Workplaces Health and Safety-specific resources for students with low Language, Literacy and numeracy levels and their educators. For further information refer to <http://www.safe-t1.net.au/>

STUDENT CONDUCT

All students are entitled to participate in training and undertake assessment in conditions that are free of disruption from others. If a student engages in disorderly, offensive, or aggressive conduct towards the assessor or other students, they will be told to leave the assessment area immediately.

DRUGS, ALCOHOL & ARTICLES CONSIDERED DANGEROUS

SpanSet Australia prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by the organisation. The penalties for serious misconduct are exclusion from courses for a specified period of time at the discretion of the Training Manager.

CHEATING

A student shall not cheat or attempt to cheat in any assessment.

A person, whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where an assessor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor will prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter will then be referred to the Training Manager for appropriate action.

If a student engages in fraudulent activities such as copying, using unauthorised notes or aids, or exposing worked papers so that another student may copy them, they will be liable to disciplinary action. The penalty for this will be an instruction for the student to leave the assessment area immediately.



MISCONDUCT

Misconduct of a student is any behaviour which:

- Disrupts the learning of others,
- Prevents staff members from performing their duties,
- Endangers the health and safety of staff or students, and/or
- Interferes with the conduct of SpanSet Australia's operations

The following examples of behaviour constitute misconduct if a student participates.

VANDALISM & THEFT

- Defaced equipment, furniture or fixtures on premises under the control of SpanSet Australia,
- Stealing.

SAFETY & HYGIENE

- Did not wear appropriate safety clothing or used safety equipment inappropriately,
- Refused to follow safety or hygiene regulations.

FAILURE TO COMPLY WITH DIRECTIONS

- Refused to obey emergency procedures,
- Smoked a cigarette in a non-smoking designated building or area,
- Refused to obey trainer/assessor direction when given for safety of class,

VERBAL ABUSE

- Shouted at a member of staff or other person whilst under control of SpanSet Australia,
- Used inappropriate or offensive language, signs, or body gestures,
- Used language to threaten a member of staff.

PHYSICAL ABUSE

- Became involved in a physical argument,
- Became involved in a behaviour not appropriate to surroundings,
- Used physical threatening actions to intimidate or assault another student or staff member.

WEAPONS

- Carried a weapon on their person on premises under the control of SpanSet Australia Pty Ltd,
- Used an object as a weapon to threaten or intimidate another person on premises under the control of SpanSet Australia.

DISCIPLINARY ACTION

Disciplinary action will be taken, and a student may be penalised if they act in a way contrary to the student rights and responsibilities as set out in this Handbook. This could be time away from a course or even removal from a course. A student can appeal against certain penalties (refer to Complaints and Appeals Policy) if they feel they are unjustified or unfair.

If legislation has been breached, the RTO will refer the matter to the Police.

CONSEQUENCES OF MISCONDUCT

If a student has acted in, or engaged in any misconduct:

- The student shall be immediately suspended for 24 hours from attendance at class.
- The trainer, assessor or staff member shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student suspension.
- The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Training Manager.

The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result will be documented.

The student will be advised in relation to their right of appeal against certain penalties. The Training Manager will give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:

- Modify or dismiss the charge
- Reprimand and warn the student against repetition of the breach of discipline
- Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.

SpanSet Australia reserves the right to notify a student's employer where disciplinary action is involved.

CONTACT INFORMATION

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