

Broadview Safety Pty Ltd has become a Registered Training Organisation through an application and audit process with the Queensland Government. The benefit to you, the client, is an assurance that we have a documented quality system covering all training, assessment and services we offer you.

You are also guaranteed that successful completion of one of our accredited training courses will give you a nationally recognised statement that will have equal worth in all States and Territories (individual licensing authorities set different requirements for their own states/territories)

Student Information

The following list of items is for information to prospective Students/Clients. It provides a brief overview of some of the policies and procedures adopted by Broadview Safety. The information will be recapped during the course induction phase on the day of training. Contained in our documented quality management system, are the full policies and procedures that all students are free to peruse at any time.

Legal Requirements

There are a number of laws which relate to everyone in a workplace or training environment. In Queensland one standard law is the Workplace Health and Safety Act 1995. In brief, sections 28 and 36 of the Act place responsibilities on the people in charge of places, to ensure the safety of all people at that place. Equally, people at a workplace must abide by the rules set; use equipment supplied and not place any other person at risk. A full copy of the requirements of the Workplace Health and Safety Act is in the Broadview Safety policies and procedures manual.

We also abide by the provisions of the national Privacy Act, the Anti-Discrimination Act and the Vocational Education Training and Employment Act to name a few.

Assessment Overview

For all General Safety Induction Courses and Loadshifting, Crane and Dogger Assessments, you will be required to complete a theory component (answering questions) and for Licensing, an Assessment showing your practical skills.

Course Fees – Induction Card (subject to change)

The five hour General Safety Induction Course (White Card) costs \$80 per participant. Course fees are payable on the day of training by cash, EFTPOS, credit card and cheque. Accounts with approved Companies can be arranged.

Fees for Loadshifting and Crane courses

Loadshifting and Crane Courses have two distinct phases, a Training phase and an Assessment phase.

The amount of Training required to safely operate machinery will vary depending on a number of factors. The main factor is determined by the amount of experience the participant already has.

A flowchart has been developed outlining the various pathways available depending on the applicant's experience. A *Training Plan* will be negotiated with Employers which will outline the cost of training. Assessment costs are set out in our Training & Assessment Fee Schedule.

Recognition of Prior Learning (RPL)

Sometimes people enrol in a course knowing that they have done the training before or have otherwise gained experience. All students have the right to apply for recognition of prior learning or RPL. RPL is an assessment process where credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply.

Broadview Safety has a documented policy on RPL and a process which will help make any application less complicated. Application forms and the policy are available from our administration staff.

RPL for Loadshifting and Crane Assessments

Workplace Health and Safety Qld regulates the Licensing aspect of these courses. As a result, RPL is available but with certain conditions. Regardless of experience, all applicant's must complete the Theory and Practical Assessments.

Details of Recognised Prior Learning (RPL) will be required prior to any assessment taking place e.g. Training Record/Log Books, Other experience (where, what machines, who with). This information can be provided by way of relevant References, Letters from Employers, personal Statutory Declarations.

All RPL applications will be subject to a compulsory "Challenge Test" (Assessment) before any decision is made and the outcome of such assessment will determine the result of the application.

Document name	Client Information Sheet	AQTF reference	2 (A)
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Credit Transfer

Not unlike RPL is a process called credit transfer. If you have completed structured training which had modules or units with content identical to the ones you are enrolling in, you may be eligible for a credit transfer. There is no cost involved in a credit transfer. Information and an application form is available from the admin team.

National Recognition

Mentioned earlier, when you undertake nationally recognised training, your qualification is valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country. However it must be noted that the license outcome courses and the Blue Card course is a Queensland based legal requirement and may not be recognised in other states.

Language, Literacy and Numeracy (LLN)

In order for students to complete training, some level of English language comprehension, literacy (ability to write effectively) and numeracy skills are required. These levels vary for different courses and training. As the White Card is a very short course, we do not have time to assess each student's LLN levels fully.

We rely on you being able to read this and complete the enrolment form.

If we do however encounter some problems during the course, our Trainer will spend some one on one time with you to help you achieve a positive outcome. Some reasonable adjustment may also be made to training and assessing practices.

Loadshifting, Crane and Dogger Courses.

Some of these courses do rely on you being able to read text including technical data, complete a written exam and complete forms and calculate basic mathematical equations.

If you have any concerns that you will not be able to complete any or all of these tasks, you should let your trainer or assessor know before you attempt any assessment.

Student Support and Welfare Services

If at any time during your training at Broadview Safety you require any assistance with a welfare issue or require professional counselling or advisory services, we will make initial contact with an appropriate external body if requested by the student.

No matter how big or small you think the issue may be, come and talk to any staff members and we will help.

Complaints and Appeals

If you have a complaint about anything we do or any of the people who work for Broadview Safety, please notify any member of staff.

Appeals are grievances regarding assessment outcomes (sometimes called academic appeals). Broadview Safety has a documented process for re-evaluating assessment outcomes involving independent people. Please contact the Office Manager if you are unhappy with an assessment outcome.

Any complaint or appeal will be properly dealt with and you will receive a written reply regarding the outcome.

Flexible Learning and Assessment Procedures

Some of our courses are delivered as in class lectures with set timeframes. If necessary and with some flexibility, the program can be adjusted to accommodate some diverse learning arrangements.

If you have a situation which requires some delivery or assessment methods to be modified to suit your circumstances, please discuss these with the Office Manager or Trainer. All reasonable adjustments will be considered by Broadview Safety.

Other courses we offer have learning materials which you can purchase and study in your own time until you are ready to be assessed. This allows complete learning flexibility for you.

Rules of the House

There are a number of basic rules to be observed whilst training with Broadview Safety.

- All students will comply with all reasonable requests and requirements made by staff of Broadview Safety.
- No student will attend any class whilst under the influence of alcohol or any drugs.
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any excessive obscene, offensive or insulting language or behaviour, will not be tolerated.
- Be courteous to co-students, staff and public at all times.
- Disruptive behaviour will not be tolerated.
- Any breaking of any state or federal law will be reported to the relevant authority (eg. Stealing, damaging property, assault etc.).
- Should any of these basic rules be broken, management reserves the right to take appropriate action which may include exclusion from the course.

Document name	Client Information Sheet	AQTF reference	2 (A)
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Access and Equity

Put simply, access and equity in training is about making sure that no person or group is disadvantaged in accessing training because of things like their age, race, religion, sex, marital status etc.

Staff of Broadview Safety has developed all policies and procedures keeping in mind the principles of access and equity. These include enrolment and recruiting standards.

Equally important is the view that no student training at Broadview Safety will act in any discriminatory manner towards any other student or staff member. Broadview Safety has developed a list of legislative (legal) requirements which outline that discrimination of any kind, harassment, workplace bullying and victimisation, are against the law. If detected at Broadview Safety, the appropriate authorities will be contacted.

Privacy and Confidentiality

Staff at Broadview Safety will ensure that the strict security provisions relating to your personal details are not compromised. As a result your privacy is assured and any communications between you and our staff will be held in the utmost of confidence.

You should be aware that we are audited from time to time by the Government. During these audits, we are obligated to provide samples of the students work including assessments and contents of a student file. Government personnel at these audits may view your student file. Apart from these people, our staff or due to any legal proceedings, the content of your student file is kept confidential at all times.

All assessment outcomes are to be reported to the Department of Education, Training and the Arts through AVETMISS compliant software.

You are able to access your own training records at any time upon request.

External Support Agencies (local area) Personal Counselling

Aust Counselling Association – 1300 784 333
Centacare - 5527 7211
Relationships Australia – 1300 364 277

Drug and Alcohol

Alcoholics Anonymous - 5591 2062
Drug Information & Referral Centre – 5535 4302
Drug Counselling - 5520 7900

General

Lifeline - 131114
Centacare - 55277211
Gambling help line – 1800 222 050

English language support

GEOS Queensland College Of English Gold Coast (GEOS QCE GC) - 5531 6788
Australian International College of Language - 5531 1990

If you are having a problem with anything, please talk to us. We can help.

Enrolment

You can complete the enrolment form once you have read this student information and acknowledge having done so by signing the enrolment form. If there is anything in this information package or on the enrolment form that you do not understand, please ask one of the Broadview Safety staff.

Overview of the Courses

The courses will involve some form of assessment.

General Safety Induction Course (White Card)

The White Card course takes five hours in a face-to-face teaching environment. The course will be delivered by a Trainer who has experience in Workplace Health and Safety and the Building and Construction Industry. Upon successfully completing the course a laminated white card will be provided to you.

It will have a card number and will include your signature and date of birth and the date of the course.

You will also receive a Statement of Attainment as confirmation that you have successfully completed CPCCOHS1001A – Work Safely in the Construction Industry with Broadview Safety.

Topics to be covered by the course include:
Basic information on the [Workplace Health and Safety Act 1995](#), [Workplace Health and Safety Regulation 2008](#) including OHS Legislative Requirements, Duty of Care Requirements, Safe Work Practices, Principles of Risk Management, Common Construction Hazards, Measures for Controlling Hazards, Communication Processes, Information and Documentation, Designated OHS Personnel, Safety Signs and Symbols, Relevant Authorities for reporting Hazards, Incidents and Injuries, General Procedures for responding to Emergencies, Procedures for accessing First Aid, Personal Protective Equipment and Fire Safety Equipment.

Replacement General Safety Induction Cards

To obtain a replacement induction card, you must have completed the course with us.

Document name	Client Information Sheet	AQTF reference	2 (A)
Revision date	Jan 2010	<i>Uncontrolled when printed</i>	
Version number	five		

Or alternatively, have a Statement of Attainment from the Registered Training Organisation (RTO) you did the course with.

You will need to:

- complete an Application Form
- complete a Statutory Declaration stating that you require a new card and the circumstances surrounding the loss of your original card.
- produce sufficient Proof of Identification
- pay the applicable Fee – currently \$30.00

PROOF OF IDENTITY DOCUMENTS

LIST ONE (One Document required)	LIST TWO (Three Documents required)
Current and valid Australian Driver's Licence or 18+ Card; or Current and valid Passport; or School Identity Card	Birth certificate Current Medicare Card Current Credit Card Land Title Record Rates Notice Telephone Gas or Electricity Bill Land Line Telephone Bill
Where Centerlink has paid for the course, Centerlink approved proof of identity.	

Loadshifting, Cranes and Dogger

Loadshifting, Cranes and Dogger and courses all vary in length and content. All Employers will be required to complete a training plan which is an individualised document. This will outline the training and assessment hours and costs for you based on your experience.

Students will be required to complete an enrolment form and return it along with a \$50.00 non-refundable deposit.

Generally speaking, with the exception of forklift courses, Broadview Safety does not conduct practical training across the range of machinery tickets. We are technically able too, but machinery will need to be accessed or hired for this purpose. We supply all theory training materials when required and can conduct all assessments.

All loadshifting courses including dogger and crane courses, are subject to the licensing authority's regulations. Part of our obligation to you is that we will collect the Government licence fee on their behalf and submit all the relevant paperwork required for you to get your licence. You should however keep a copy of all paperwork and certificates issued to you. All persons applying for Licences MUST be 18 years of age or over.

The applicant must provide documentation, which supports his or her true identity; the assessor must sight one original document from **List 1** or two **originals** from **List 2**. All documents must be originals, photocopies are not acceptable.

One of the documents sighted **must show the applicant's signature** and preferably his or her current address.

Finding Out More

If you need any more information about our services, please contact one of our friendly staff for assistance.

Broadview Safety Phone: (07) 5593 6656
 Email: robin@broadviewsafety.com.au
 Post: PO Box 5552 GC Mail Centre, 9726
 Web – www.broadviewsafety.com.au

PROOF OF IDENTITY DOCUMENTS

LIST ONE (One Document)	LIST TWO (Two Documents)
Current Australian driver's licence with photograph or 18+ card <i>(or equivalent)</i>	Current Medicare card
Birth certificate <i>(extract will suffice)</i>	Pension Concession Card, Department of Veteran's Affairs entitlement card, Senior's Health Card or any other current entitlement card issued by the Commonwealth or State Government
Current Australian passport issued by the Australian Passport Office or an Australian passport that expired within the last two years	Current credit card, or account card from a bank, building society or credit union
Current overseas passport or overseas passport that has expired within the last two years:	Passbook from a bank, building society or credit union
Australian naturalisation or citizenship document or immigration papers issued by the Commonwealth Department of Immigration and Multicultural and Indigenous Affairs	Telephone, gas or electricity bill up to one year old, where name and address match those on this application

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