



**Safety Management Systems
International Limited**
trading as
Workplace Skills Development



.....
: PARTICIPANT
: INFORMATION
: BOOKLET
.....

INTRODUCTION

Welcome to; The Workplace Skills Development Training Programs

Safety Management Systems International Ltd (trading as) Workplace Skills Development Registered training organisation

The WSD programs are a recognised Australian and International consultancy company with an array of strong international alliances and partner consultants. Consultancies include:

- Transport, Construction, Mining, Rural, Forestry, Multiple Land Use, Environmental and Carbon Sink Management
- Planning and Training Indigenous Communities, Custom Law and Dispute Resolution, Work Ready Programs
- Monitoring and Evaluation, Security, Risk Management, Business Management, Health and Medical Response
- Training Needs Analysis, Vocational Training System Development, Implementation and Management

WORKPLACE SKILLS DEVELOPMENT WSD MISSION

WORKPLACE SKILLS DEVELOPMENT is a Nationally Registered Training Organisation (RTO) and aims to become a quality Training Provider in the Australia Pacific Asia Regions by promoting and delivering quality programs and services to suit client's needs in a timely manner within any culture and environment. We aim to build relationships with our providers and clients that are lasting and permanent. This has been enhanced in Papua New Guinea with the commencement of WORKPLACE SKILLS DEVELOPMENT.

WORKPLACE SKILLS DEVELOPMENT

The registration of company WORKPLACE SKILLS DEVELOPMENT WSD in 2010 is a strategic plan to provide quality educational services of program delivery by our trainers, joint ventures and alliances to Papua New Guinea clients.

The WORKPLACE SKILLS DEVELOPMENT WSD Registered Training Organisation (RTO) based in Australia is an alliance and sister company and offering the RTO qualifications and services through the Papua New Guinea Company of WORKPLACE SKILLS DEVELOPMENT WSD and Registered Training Organisation.

Yours in Training, WORKPLACE SKILLS DEVELOPMENT

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INFORMATION FOR PARTICIPANTS

Course Directory

WORKPLACE SKILLS DEVELOPMENT WSD Course Directory is your connection to a wealth of knowledge and information networks. Our courses leverage off WORKPLACE SKILLS DEVELOPMENT WSD experience, resources, learning strategies and delivery methodologies to ensure your individual or organisational success. To view a copy of our course directory telephone WSD on +61 0438 954 481.

Courses Offered

Civil Construction

RII30815 Certificate III in Civil Construction Plant Operations

Transport and Logistics

TLI31216 Certificate III in Driving Operations

TLI21616 Certificate II in Warehousing Operations

TLI31616 Certificate III in Warehousing

Education and Training

[National Certificate 2 in Training and Assessment NC2TRA20022B](#)

[National Certificate 3 in Training and Assessment NC3TRA30022B](#)

TAESS00015 Enterprise Trainer and Assessor Skill Set

TAE40116 Certificate IV in Training and Assessment

TAE50116 Diploma of Vocational Education and Training

TAE50216 Diploma of Training Design and Development

Business and Leadership

BSB40812 Certificate IV in Frontline Management

BSB42015 Certificate IV in Leadership and Management

BSB51107 Diploma of Management

BSB51915 Diploma of Leadership and Management

BSB51415 Diploma of Project Management

Health and Safety and First Aid

OHS Levels 1, 2 and 3 PNG:

- CPCCWHS1001 Prepare to work safely in the construction industry Level 1 OHS PNG
- RIIWHS201D Work safely and follow WHS policies and procedures Level 2 OHS PNG
- RIIWHS301D Conduct safety and health investigations Level 3 OHS PNG

Level I, Medical Support Services PNG:

- HLTWHS001 Participate in workplace health and safety
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support

Level II Medical Support Services PNG:

- HLTWHS002 Follow safe work practices for direct client care
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid

Level III Medical Support Services PNG

- HLTWHS003 Maintain work health and safety
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID005 Provide first aid in remote situations
- HLTAID006 Provide advanced first aid

(Workplace Skills Development) Medical Support Accredited Course 12 Month Program

WSD30220 Certificate III Medical Support Services PNG:

- HLTWHS003 Maintain work health and safety
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID005 Provide first aid in remote situations
- HLTAID006 Provide advanced first aid
- HLTWHS004 Manage work health and safety
- BSBMED301 Interpret and apply medical terminology appropriately
- HLTINF001 Comply with infection prevention and control policies and procedures

WHS and Health Programs

Qualifications

BSB41415 Certificate IV in Work Health and Safety

BSB51315 Diploma of Work health and Safety

HLT21015 Certificate II in Emergency Medical Service First Response

<https://training.gov.au/Training/Details/HLT21015>

HLT31115 Certificate III in Non-Emergency Client Transport

<https://training.gov.au/Training/Details/HLT31115>

Units of Competence

HLTAID001 Provide cardiopulmonary resuscitation (CPR)

HLTAID002 Provide basic emergency life support

HLTAID003 Provide first aid

HLTAID005 Provide first aid in remote situations

HLTAID006 Provide advanced first aid

PNG Short Courses and Skills Sets

1. Work Safely in Industry and Workplace & Inductions
2. Basic, Senior and Advanced Levels First Aid
3. Chainsaw and Tree Felling
4. Fire Warden, Fire Level 1 (Basic) and Fire Level 2 (Intermediate) Fire level 3 (Crew Leader)
5. Small Engine Maintenance and Repair and Boat handling
6. Agriculture & Farming
7. Warehousing Operations PNG (Level 1 and 2)
8. OHS Levels 1, 2 and 3 PNG

- 9. Emergency Rescue and Response (Level I)**
 - HLTAID001 Provide cardiopulmonary resuscitation (CPR)
 - HLTAID002 Provide basic emergency life support
 - CPCCWHS1001 Prepare to work safely in the construction industry Level 1 OHS PNG
 - Life Jacket Safety and Use in Water
 - Self Rescue Skills in Water
 - Work Safely at Heights
 - Communicate Emergencies in Workplace

- 10. Emergency Rescue and Response (Level II)**
 - RIIWHS201D Work safely and follow WHS policies and procedures Level 2 OHS PNG
 - Communicate Emergencies in Workplace
 - Fire Fighting Level 1
 - HLTAID003 Provide first aid
 - Work Safely at Heights
 - Handle dangerous goods & hazardous substances

- 11. Emergency Rescue and Response (Level III)**
 - Communicate Emergencies in Workplace
 - SOLAS Training (Safety of life at sea)
 - Man-Overboard Procedures and Rescue
 - Self Rescue at Sea
 - Prevent Injury
 - Dangerous Goods Handling (IMDG)
 - Work Safely at Heights
 - Enter and Work in Confined Spaces
 - Perform Rescue from a Live LV Panel
 - Fire Fighting Level 2 (Intermediate)
 - Hazmat Incident Response

- 12. Emergency Rescue and Response (Level IV) *Pre-Requisites Apply**
 - SOLAS Training (Safety of life at sea)
 - Incident Cause Analysis Method (ICAM WSD PNG)
 - Rehabilitation and Return to Work (RRTW WSD PNG)
 - International Maritime Dangerous Goods Handling (IMDG WSD PNG)
 - Emergency Evacuation Procedures

13. Heavy Machinery, Plant and Equipment:

- Forklift
- Tractor Operations (Agriculture or Construction)
- Material Handler
- Ridge Stacker
- Vertical Guarding
- Crane Operations
- Dogging
- Rigging
- Scaffolding
- Operate an Elevated Work Platform (EWP)
- 4 x 4 Vehicle Operations

Structure of Courses Offered

Courses are designed to suit our Client or Participants' needs and are tailor made to suit the client, venue, location, personal or work and production requirements. Courses generally are delivered with a component of formal theory, practical sessions, field trips where possible, practical instruction and practice on the work site and assessment in all environments. On enrolment a course program will be developed with you outlining the entire course from start to completion. This allows you to select the units of competence most suited to your requirements.

Depending on your requirements you may elect to enrol in a full qualification or an individual unit of competence. Course programs offered include the following:

Recognition of Prior Learning/Recognition of Current Competence

Assessment only

Delivery of individual units of competence

Delivery of a Qualification

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling (+61 7) 0438 954 481 to enrol. Our friendly staff is waiting for your call and can help you with any queries you may have regarding course programs, qualifications available and cost. For course program, individual unit of competence, full qualification, RPL or assessment, enrolment is required.

Course Registration and Fees

- Depending on the course you wish to attend the course costs will vary from individual units of competence to a full qualification
- For detailed course fees and a quotation, please contact the receptionist at WORKPLACE SKILLS DEVELOPMENT WSD
- All course fees are either payable at least one week in advance or for corporate group bookings, contact WORKPLACE SKILLS DEVELOPMENT
- Bookings are not confirmed until payments or authorised purchase orders are received
- All bookings received are firm bookings (tentative bookings are not accepted)
- The management or reception will acknowledge and confirm all enrolments in writing
- Late registration will be acknowledged by facsimile to the nominated person
- All cheques should be made payable to WORKPLACE SKILLS DEVELOPMENT
- An Application for Enrolment (Form 1.3) is a requirement for all course enrolment and attendance

Recognition after Successful Completion of a Course or Qualification

On successful completion of the course or Qualification the participants will receive the following:

- Qualification if enrolled and completed
- Statement of attainment if enrolled and completed in a unit of competence

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course Participants prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards and/or curriculum, a transition phase is provided to allow existing Participants to complete their qualifications. Qualified staff is available to discuss your options at a time suitable for you.

Course Materials

Course materials are available and each Participant will receive a set of course materials, including handouts and reference materials.

Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form (FORM 8.3) and signed by both the Trainer/Assessor and the Participant.

Appeals

Participants have the right of appeal to the Manager against decisions of WORKPLACE SKILLS DEVELOPMENT WSD staff. If you wish to lodge an appeal, please contact Ian McLeod or WORKPLACE SKILLS DEVELOPMENT. Participants must lodge any appeals against their assessment decision within 14 days of results of the unit of competency being advised using the Complaints and Appeals Statement (Form 3.1).

Assessment

In accordance with the Australian Quality Training Framework, WORKPLACE SKILLS DEVELOPMENT WSD assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Participants will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Some units of competency require a formal examination to be completed. If you are unable to sit an exam at the specified time because of circumstances beyond your control (e.g. illness) you must contact Ian McLeod.

Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by WORKPLACE SKILLS DEVELOPMENT WSD as meeting the national standards for assessment and delivery personnel (Australian Quality Training Framework Standards and PNG National Quality Framework). A Trainer/Assessor is able to conduct assessment only in areas of work in which they have the relevant vocational competencies. They must also be competent in the assessment competencies to the national standards required.

Qualified Trainer/Assessors are required to be employed by an industry enterprise or Registered Training Organisation (RTO) that provides services to the industry and has an Agreement with WORKPLACE SKILLS DEVELOPMENT.

Preparing for Assessment

Participants applying for assessment are to be provided with the following information by the Trainer/Assessor at least 24 hours, but preferably much earlier, before the assessment process for each competency:

- Details of the learning outcome/elements, the performance criteria required for competency and a copy of the Assessment Instrument against which they will be assessed.
- Documentation and processes required when applying for Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), National Recognition or Credit Transfer, if applicable.
- Details of the appeals process.

Participants, on receiving this information, should undertake a self-assessment and decide whether to proceed to full assessment, part assessment (only some learning outcomes/elements) or consider further skill development.

On receiving notification that the Participant wishes to proceed with assessment the Trainer/Assessor makes the appropriate arrangements to ensure all the performance criteria for the competency can be adequately assessed. The majority of assessments will be conducted in the workplace. This will most likely involve making appropriate arrangements with the Participant's employer to ensure minimal disruption to the business operation.

Assessment

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Participant is given every opportunity to demonstrate that they can meet the required performance objectives. The assessment process your Trainer/Assessor uses must conform to the following principles:

-Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.
- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

-Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor or another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

-Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

-Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant
- Different periods over which the assessment might be done; eg. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

RPL/RCC

Definition:

- Recognition of Prior Learning/Recognition of Current Competency is an evidentiary process that matches the outcomes Participants have achieved through non-credentialed study and/or life/work experience against the outcomes that would be covered in specific competencies
- Assessment is the process of collecting evidence and making judgements on a Participant's achievement of the performance criteria set out in a competency standard
- Credentialed study is study towards a formally recognised qualification or Statement of Attainment
- Non-credentialed study is study in a program that does not lead to a formally recognised qualification or Statement of Attainment

Principles:

WORKPLACE SKILLS DEVELOPMENT WSD is committed to recognising the skills and knowledge of all employees. It recognises that valuable learning takes places within and outside Industry through:

- credentialed study
- non-credentialed
- work experience
- life experience

Benefits of RPL/RCC are, creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL/RCC for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

The Assessment Process:

- The individual Trainer/Assessor is deemed responsible for determining the extent of RPL/RCC and applying the process.
- Participants should apply directly to a WORKPLACE SKILLS DEVELOPMENT WSD Trainer/Assessor for RPL/RCC, and discuss with the Trainer/Assessor the best or most appropriate means of demonstrating competence.

Assessment of RPL/RCC is based on the following set of principles:

Commitment on the part of the Trainer/Assessor of the value of RCC/RPL This commitment is essential to ensure that quality control procedures will support the implementation of RCC/RPL

Assessment Principles ie, valid, reliable, fair and flexible (the same principles used when assessing the outcomes of a training program against the competency standard outcomes)

Evidence: The evidence for recognition may be in a number of forms, including:

- Credentials/certificates
- Successful completion of a formal assessment or exam
- Statements of workplace experience validated by a supervisor, manager or client
- Oral presentations
- Written reports, video and audio presentations
- Photographs
- Observation by an assessor
- Observation by a mentor
- Case studies
- Historical evidence
- Personal statements
- Workplace assignments
- Projects
- Reports, newsletters and brochures

These sources can come from a number of different people including the enrolled Participant, workplace personnel, a Trainer/Assessor, the Participant's colleagues, and sometimes other Participants, clients or customers.

RPL/RCC Enrolment

For RPL/RCC a normal enrolment is required and you will receive the WORKPLACE SKILLS DEVELOPMENT WSD Participant Information Booklet and detailed information relating to the process of RPL/RCC including the RPL/RCC Application Form (Form 4.1).

Recognition

The RTO recognises the Australian Qualifications Framework (AQF) qualifications and PNG National Qualification Framework (NQF) statements of attainment issued by any other RTO. Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by WORKPLACE SKILLS DEVELOPMENT. On course program interview for enrolment please forward certified copies of Statements of Attainment and Qualifications for recognition toward your chosen course program.

Attendance

Attendance for training and assessments is to be punctual. However, for reasons of health, family commitment or sickness, WORKPLACE SKILLS DEVELOPMENT WSD will review attendance requirements. It is in the best interest of Participants to maintain reliable attendance for training and assessment to maximise learning outcomes.

Language, Literacy and Numeracy

Participants will be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a Participant has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to the Participant to ensure success. This may simply be asking verbal questions rather than using a written test.

Participants will be required to complete courses using the English language, both spoken and written. The level of language required is Secondary School Grade 8 to 10, depending on the program required, as used in the reading of newspapers.

Support Services Information

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide on page 18 of this booklet.

Complaints

You have the right to expect open, fair, and effective complaints procedures. If you are not satisfied with the services you receive, refer to “How People Formally Express Concern”, on page 15 in this document.

Confidentiality Policy

Participants can be assured that personal information provided to WORKPLACE SKILLS DEVELOPMENT WSD will be given maximum protection and made available only to authorised users such as employers where a contract (e.g. Training Contract) exists, or to government research agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes.

No information about the Participants will be released over the telephone. This means that staff cannot take messages for Participants or confirm that Participants are attending classes or even enrolled. Images of Participants will only be used with written permission.

Privacy Act

The rules for protecting privacy are set out in <http://www.privacy.gov.au/act/> Australia's Privacy Act 1988.

Some States in Australia have also enacted privacy legislation. For information on these privacy regimes please visit the site:

http://www.privacy.gov.au/privacy_rights/laws/index.html

Copyright

The law requires copyright royalty payments for the reproduction of a considerable amount of publishable material, notably books. For study and research purposes, Participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

Discrimination and Harassment

WORKPLACE SKILLS DEVELOPMENT WSD aims to provide an environment free from discrimination and harassment for both Participants and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Manager who can provide confidential support and information about options to deal with such situations.

Discipline/Participant Conduct

Certain Participant conduct is prohibited within training and assessment activities conducted by WORKPLACE SKILLS DEVELOPMENT. The following are examples of unacceptable behaviour or actions:

- ✦ Any misuse, legal or illegal, of any vehicles or property of WORKPLACE SKILLS DEVELOPMENT;
- ✦ Any unsafe or illegal practice;
- ✦ The possession of alcohol or prohibited drugs;
- ✦ The conduct of business for private gain;
- ✦ The possession of animals on WORKPLACE SKILLS DEVELOPMENT WSD or training and assessment property;
- ✦ Dishonesty in training and assessment activities;
- ✦ Damage of equipment;
- ✦ Obstructive behaviour;
- ✦ Disorderly, disruptive or harassing behaviour;
- ✦ Non-payment of fee requirements
- ✦ Harassment or discrimination towards any other person
- ✦ Non-declaration of a pre-existing medical, mental or physical condition which may be accelerated or increased due to training or assessment

The WORKPLACE SKILLS DEVELOPMENT provides disciplinary hearings along with an appeals procedure. Gross misconduct may result in suspensions or expulsion from WORKPLACE SKILLS DEVELOPMENT training and, or, assessment programs.

Entry Requirements

WORKPLACE SKILLS DEVELOPMENT provides a range of training programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites, health and fitness and/or prior or concurrent work experience. Specific details are available from WSD.

Flexible Delivery

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with an aim of enhancing accessibility to education/training.

Grievances / Complaints

When a person feels aggrieved because of:

- ✦ A decision which affects them/or their interest;
- ✦ unacceptable behaviour (e.g. harassment, discrimination, victimisation)

There are processes available. Refer to “How People Formally Express Concerns” further on in this document.

Refunds

Refunds of program fees are available and only to be initiated in line with WORKPLACE SKILLS DEVELOPMENT Policy 2.0 and Procedure 2.2.

Refund Policy:

- The WORKPLACE SKILLS DEVELOPMENT WSD will make a full refund of all fees paid should a course be discontinued. Should the Participant desire to take an alternative course in the WORKPLACE SKILLS DEVELOPMENT, fees will be fully transferable to that course. In the event of a course for which the Participant was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.
- Should a Participant cancel an enrolment with the WORKPLACE SKILLS DEVELOPMENT, the following conditions will apply regarding a refund of fees:
 - o The enrolment fee is non-refundable
 - o Cancellation up to two weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given
 - o Cancellation between course commencement date and two weeks prior to the commencement of the course, 80% of fees will be refunded, less the enrolment fee

- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail*
- All requests for cancellation or refunds must be made in writing (FORM 2.1 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Confidentiality of Participant information will be ensured (see PRO 1.5 Participant Information Management Policy)
- Refunds will be paid within one (1) week of the claim being agreed

* Extenuating circumstances: Should a Participant have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

Results






Statements or Qualifications of Results are available on request from the WORKPLACE SKILLS DEVELOPMENT WSD office. Students can access their records by completing Form 1.8 Participant Information Access Request, please contact McLeod Training Organisation or their trainer/assessor to discuss their progress towards a qualification or completion of a single unit.

Participant Property

WORKPLACE SKILLS DEVELOPMENT takes no responsibility for any tools, instruments or any other property belonging to Participants. Participants must always accept responsibility for safeguarding their own property.

Participant Rights and Responsibilities

As a WORKPLACE SKILLS DEVELOPMENT Participant you are entitled to:

-  Be treated fairly and with respect;
-  Learn in an environment free of discrimination and harassment;
-  Pursue your educational goals in a supportive and stimulating environment;
-  Be provided with support for learning, language, literacy or numeracy assistance needs (this may include additional training and assessment support or referral to appropriate support programs or organisations)
-  Be informed of assessment procedures.

Where required, Participants will be offered the assistance of a suitable mentor or will be referred to support services to assist in meeting course outcomes. Those support services may include:

- ▶ WORKPLACE SKILLS DEVELOPMENT WSD LL&N services
- ▶ Disability support services
- ▶ Local libraries
- ▶ Social support agencies (see Support Reference Guide)

The Management and staff of WORKPLACE SKILLS DEVELOPMENT WSD are responsible for ensuring access and equity for all Participants. This ensures all Participants are treated equally and fairly and have equal access to participation in training. Selection of Participants into courses is based on Participants meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential Participant will be discriminated against for any other reason.

As a WORKPLACE SKILLS DEVELOPMENT WSD Participant it is your responsibility to:

- ▶ Treat other people with respect;
- ▶ Be punctual and regular in attendance;

Withdrawal/Cancellation of Enrolment

If you wish to withdraw from a course, please discuss this with Ian McLeod. Ian can be contacted on +61 0438 954 481

Cancellation, Transfer and Refund

WORKPLACE SKILLS DEVELOPMENT WSD recognises that from time to time there will be instances where people who have enrolled in training need to either cancel that enrolment or transfer to an alternative training program. There may also be instances where sponsors of training may elect to substitute another person in lieu of the original enrolment.

We consider each instance of training cancellation, transfer or substitution on its merits; however WORKPLACE SKILLS DEVELOPMENT has specific policy guidelines to cover these.

Cancellations will be accepted only as per WORKPLACE SKILLS DEVELOPMENT WSD Policy 2.0 Participant Fees and Refunds and Procedure 2.2 Participant Refunds.

How People Formally Express Concerns

There are four main tools for the formal expression of concerns by customers and staff:

● Grievance / Complaint Process

This is used by a person who feels aggrieved because of unacceptable behaviour e.g. discrimination, harassment or victimisation, or by a decision which affects him or her. The steps in the Grievance / Complaint Process are in accordance with natural justice with the Fair Hearing Rule and No Bias Rule being observed.

An aggrieved person can talk to Ian McLeod, Managing Director, who can provide contact details of the responsible person to talk to (Wendy McLeod). Wendy McLeod can provide information, support, and help in exploring options and then record the complaint.

The aggrieved person can then choose to do nothing, make an informal complaint by approaching the responsible person(s), go to an outside agency or make a formal complaint.

A formal complaint involves writing to Wendy McLeod, Privacy and Quality Control Officer, who will aim to resolve the grievance/complaint and provide a complaint form.

● Participant Feedback Process

This is used by participants, staff and employees to provide feedback about a matter (excluding formal grievance/complaint and assessment appeals) or to suggest opportunities for improvement. The Feedback Forms can be used to comment on any matters with how WORKPLACE SKILLS DEVELOPMENT operates. Examples might include matters such as the adequacy of the facilities, improvement to processes, information provided, availability of services, level of services etc. The aim of the process is the continuous improvement of products and services, this form is a regulatory requirement.

● Training Evaluation

This is the structured evaluation by participants of units of competency and, in some cases, the whole course. Not necessarily all units of competency will be so evaluated; a sample may be selected. In situations where Participants wish to comment on units of competency which are not subject to formal evaluation, they may use the Feedback Forms.

For units of competencies which are evaluated, Trainer/Assessors will provide Participants with a brief questionnaire. To guarantee anonymity/confidentiality, questionnaires do not need to be named.

● Assessment Appeals Process

This is used when a Participant is not satisfied with the process or result of an assessment. The steps to be followed by the Participant include:

- ✚ Complete the Grievance/Appeals Statement;
- ✚ Lodge completed form with Trainer/Assessor for re-evaluation;
- ✚ Finally, if still not resolved, the appeal will be lodged with Wendy McLeod who will convene a review committee.

Occupational Health And Safety

WORKPLACE SKILLS DEVELOPMENT Occupational Health and Safety Policy recognises the obligations under the Workplace Health and Safety Act 1995, and commits to maintaining high standards of occupational health and safety for all our employees and Participants.

The OH&S Policy is located in the office of WORKPLACE SKILLS DEVELOPMENT. WORKPLACE SKILLS DEVELOPMENT acknowledges the importance of a preventative approach to occupational health and safety issues and the need for clear strategies to implement and monitor OH&S programs, structures, responsibilities and practices.

The directors of WORKPLACE SKILLS DEVELOPMENT are owners of Safety Management Systems International Pty Ltd (SMSI) a stand alone company which develops, implements and audits safety management systems for corporate entities.

NB: The wearing of personal protective equipment and clothing is mandatory in many learning environments. The aims of, and responsibilities under WORKPLACE SKILLS DEVELOPMENT OH&S Policy, are documented further on in this document.

WORKPLACE SKILLS DEVELOPMENT management will:

1. Provide and maintain equipment and systems of work that are safe;
2. Provide sufficient information and training to ensure staff and Participants are safe from injury and risks to health.

Staff and Participants will:

1. Cooperate with management and adhere to instructions on safe work practices;
2. Take care of the health and safety of others;
3. Report and hazards, and accidents to their supervisor/teacher.

Regional Occupational Health and Safety committees will:

1. Assist management to identify, process and control risks in the workplace;
2. Consider reports on workplace inspections, and investigations of incidents and accidents, and make recommendations to management;
3. Assist management by identifying any OH&S training requirements in the workplace.

Hazard Reports

Hazard Identification Checklist (FORM 8.1) is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property. WORKPLACE SKILLS DEVELOPMENT WSD encourages the reporting of all hazards, before they can cause an accident. Don't leave it to 'someone else'.

General Information

Location:

WORKPLACE SKILLS DEVELOPMENT PNG office is located in Level 1 ADF Haus
Musgrave Street Port Moresby NCD Papua New Guinea

WORKPLACE SKILLS DEVELOPMENT Head office is located in
Cairns, Queensland, Australia.

Opening Hours:

WORKPLACE SKILLS DEVELOPMENT Head office is open from
8:30am to 5 pm, Monday to Friday.

Contact Details:

PO Box 957N
North Cairns Qld 4870
Phone: +61 (0) 438 954 481
Email: consulting@smsi.net.au

All WORKPLACE SKILLS DEVELOPMENT training is conducted externally at commercial or public training venues.

Support Reference Guide

Language Literacy and Numeracy

Should a participant or potential participant be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) for support. Assistance to the participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Learning Support

Should a participant or potential participant be identified with learning support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the Participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Disability Support

Should a participant or potential participant identify themselves with a disability, trainers will liaise with the participant and relevant disability support agencies/workers to address the delivery and assessment requirements of the participant through customization of the program. If however, Providers are unable to accommodate the needs of the participant, WSD will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the participant.

Equal Opportunity, Access & Equity

Equal Opportunity

Equal opportunity focus on everyone having an equal start, it's about making sure that people are not discriminated against and treated unfairly on the basis of difference.

An inclusive environment

Is one that acknowledges and values the differences between people and cultures. It recognises and embraces difference and provides the means by which all clients have the best opportunity to achieve their goals. An inclusive environment does not exclude or just tolerate difference, it recognises it as an opportunity to enrich and extend opportunities for all. Flexibility, mutual respect, communication and willingness to adapt are all critical factors.

What is Access and Equity?

Access and Equity is about removing barriers and opening up opportunities. It means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. Some links for further information:

[Human Rights and Equal Opportunity Commission \(HREOC\)](#)

[Disability Discrimination Act 1992](#)

[Racial Discrimination Act](#)

[Equal Opportunity for Women in the Workplace](#)

Australia's Cultural Diversity

Under the World Convention, racial discrimination occurs when a person or group is treated differently because of their race, colour, descent, national origin or ethnic origin and this treatment weakens or destroys their human rights and fundamental freedoms. True cultural diversity means that all people will be treated equal regardless of any differences at all. Some links for further information: [Commonwealth Racial Discrimination Act \(1975\)](#)

Environmental, Cultural & Traditional Management

Heritage laws: overview

In September 2003, the Federal Parliament passed new heritage legislation that identifies, conserves and protects places of national heritage significance, provides for the identification and management of Commonwealth heritage places, and establishes an independent expert body to advise the Minister on the listing and protection of heritage places. **The legislation comprises three Acts:**

- [Environment and Heritage Legislation Amendment Act \(No. 1\) 2003](#)
- [Australian Heritage Council Act 2003](#)
- [Australian Heritage Council \(Consequential and Transitional Provisions\) Act 2003.](#)

and their associated Regulations:

- [Environment Protection and Biodiversity Conservation Amendment Regulations 2003 \(No. 1\) 2003](#)
- [Australian Heritage Council Regulations 2003](#)

Australia's Heritage & Traditional Land Owner Issues

Traditional Land-Owner

Indigenous Protected Areas are a relatively new form of protected area that has been developed collaboratively by Indigenous landholders and federal, state, and territory conservation agencies in Australia. Indigenous Protected Areas may include areas of land and waters over which Aboriginal and Torres Strait Islanders are custodians, and which shall be managed for cultural biodiversity and conservation, permitting customary sustainable resource use and sharing of benefit. These areas are owned and managed by Indigenous peoples and form part of Australia's national system of protected areas.

Australia's Heritage

An area of land and/or sea especially dedicated to the protection and maintenance of biological diversity and associated cultural resources, and managed through legal or other effective means.

Explanation of the heritage, cultural and traditional land-owner legislations as they apply to your workplace.

Any area of land and/or sea especially dedicated to the protection and maintenance of biological diversity and associated cultural resources, and managed through legal or other effective means:

- Indigenous Protected Areas are a relatively new form of protected area
- This has been developed collaboratively by Indigenous landholders and federal, state, and territory conservation agencies in Australia
- Any area of land and/or sea especially dedicated to the protection and maintenance of biological diversity and associated cultural resources
- Is managed through legal or other effective means
- These areas must be protected and this means adjusting our way of life and work to protect these areas

OH&S Procedures, Practices, Policies & Precautions

When you perform tasks at work both you and your employer have certain responsibilities in relation to the health and safety of yourself and your fellow workers. OH&S legislation has set the responsibilities in such a way that both you and your employer are required to behave in a way which minimises the potential for injury. Whilst many of these responsibilities may appear to be common sense, there may be severe penalties applied to either you or your employer if they are not followed.

The Australian system for managing work related injury and disease consists of three parts:

- Prevention of injury
- Compensation for the victim
- Rehabilitation for the victim

The more effort that is put into the 'prevention of injury' the less need for compensation and rehabilitation. Each State, through Acts of Parliament, has passed Acts and regulations which must be followed with the following links:

National OHS Strategy 2002-2012

<http://www.safeworkaustralia.gov.au/swa/HealthSafety/OHSstrategy/>

<http://www.safeworkaustralia.gov.au/swa/HealthSafety/OHSstandards/>

NSW: <http://www.workcover.nsw.gov.au>

[NSW Occupational Health and Safety Regulation 2001](#)

VIC: www.workcover.vic.gov.au

Vic: Occupational Health and Safety Act 2004. <http://www.legislation.vic.gov.au/>

VIC: [Occupational Health and Safety Regulations 2007](#)

ACT: [Occupational Health and Safety Act 1989](#)

ACT: <http://www.workcover.act.gov.au>

ACT: [Occupational Health and Safety Regulation 1991](#)

QLD: <http://www.dir.qld.gov.au>

QLD: <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSA95.pdf>

QLD: <http://www.deir.qld.gov.au/workplace/law/legislation/regulation/index.htm>

QLD Regulations: <http://www.legislation.qld.gov.au/LEGISLTN/SLS/2008/08SL283.pdf>

SA: [Occupational Health, Safety and Welfare Act, 1986](#)

SA: <http://www.safework.sa.gov.au>

WA: <http://www.workcover.wa.gov.au/>

Tasmania: [Workplace Health and Safety Act 1995](#)

Tasmania: http://www.wst.tas.gov.au/safety_comply/legislation/acts

NT: <http://www.worksafe.nt.gov.au/>

Other Acts And Legislations

Act Interpretations Act 1954

Corporations Act 2001

New Tax System and Payroll Tax Act 1971

Industrial Relations Act 1999

Industrial Relations Act 1988 (C'wealth)

Anti Discrimination Act 1991

Disability Discrimination Act 1992 -

DDA Education Standards 2005 –

www.ag.gov.au/DSFE

Equal Employment Opportunity Act 1987

Equal Employment for Women in the

Workplace Act 1999

Workplace Health and Safety Act 1995

Civil Liability Act 2003

Commissioner for Young Persons (blue card):

Commission for Children and Young

People and Child Guardian Act 2000

Copyright Act 1968

Copyright Amendment Act 2000

Vocational Education, Training and

Employment Act 2000

Training and Employment Regulation 2000

Apprenticeship and Traineeship Act 2001

Codes of Practice (COP)

Standards Australia

Privacy and personal information

protection act 1998

Freedom of Information Act 1982

(C'wealth)

Freedom of Information Act 1992 (State)

Forestry and Timber Bureau Act 1930

National Environmental Protection Measures (Implementation) Act 1998
 National Forest Agreements Act 2002
 Forestry Act QLD 1959
 Forestry Act NSW 1916
 Land Act 1994
 Timber Utilisation and Marketing Act 1987
 Diseases in Timber Act 1975
 Diseases in Timber Regulation 1997
 Environmental Protection Act 1994
 (ISO) <http://www.iso.org/iso/home.html>
 Sustainability
<http://www.cleanenergyfuture.gov.au/>

Transport Operations (Road Use Management) Act 1995
 Privacy Act 1988
 Racial Discrimination Act 1975
 Sex Discrimination Act 1984
 Human Rights and Equal Opportunity Commission Act 1986
 AS ISO 14064.2-2006 Greenhouse gases
 Environmental
<http://www.environment.gov.au/>
<http://www.nicnas.gov.au/>

Social Support

Where social or personal circumstances may affect a participant's learning experience, McLeod Training Organisation will support the participant where possible, including referral to the following organisations:

Australia

Centrelink	131 021
Mission Australia Helpline	1300 886 999
Salvation Army Care Line	1300 363 622
Life Line	131 114
Men's Line Australia	1300 789 978
Kids Helpline	1800 55 1800
Alcoholics Anonymous	(see local yellow pages)
Alcohol and Drug Information Service	1800 811 944
Drug-Arm	1300 656 800
Interpreting Service	131 450
Statewide Sexual Assault Helpline	1800 010 120

PNG

Refer to Policy 8.0 Supporting Documents

WORKPLACE SKILLS DEVELOPMENT QMS

Employee-Relations-Management-Plan

Environmentally Sustainable Work Practices

HIVAIDS Plan

HSE Well Being Policy

Medical Facilities

WORKPLACE SKILLS DEVELOPMENT Environmental Policy

Safety Handbook

Safety Management System

Workplace rehabilitation work instruction