

# 2024 Learner Handbook



**SAFETY**

1300 001 201

[www.ish24.com.au](http://www.ish24.com.au)



[/ish24rescue](https://www.facebook.com/ish24rescue)





## WELCOME TO ISH24

We would like to take this opportunity to welcome you to ISH24, the national workplace safety management specialists. Over the past decade our experience in delivering a comprehensive package of workplace safety, training, consulting and auditing services to clients Australia-wide has resulted in maintained safety standards and risk reduction to a number of industries including mining, oil & gas, civil construction, industrial manufacture & food production.

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### FUTURE BOOKINGS

To enquire about other courses we have available at ISH24, please phone or visit our website.

PH: 1300 001 201

[www.ish24.com.au](http://www.ish24.com.au)

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# 1. INTRODUCTION

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This handbook is designed to provide you with information about the services provided by ISH24 Pty Ltd and our approach to providing a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by ISH24 Pty Ltd. If you are seeking information regarding a specific unit, please refer to the respective Course Brochure which is supplied separately.

# 2. ABOUT ISH24

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ISH24 Pty Ltd is a Registered Training Organisation (RTO Code: 41559) providing high-quality training to learners in Australia. ISH24 Pty Ltd has modern, advanced facilities, and boasts a team of highly qualified and dedicated trainers. You can find out more about ISH24 Pty Ltd at the following websites:

[www.ish24.com.au](http://www.ish24.com.au)

<http://training.gov.au/Organisation/Details/41559>

ISH24 Pty Ltd is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF Statement of Attainment that may be issued based on your achievement of the course requirements.

## 3. OUR SERVICES

ISH24 Pty Ltd provides training and assessment services in support of the following nationally accredited training products:

1	<b>RII30719 - Certificate III in Emergency Response and Rescue</b>
2	<b>RII41319 - Certificate IV in Emergency Response Coordination</b>
3	AHCMOM213- Operate and maintain chainsaws
4	HLTAID009- Provide cardiopulmonary resuscitation
5	HLTAID010- Provide basic emergency life support
6	HLTAID011- Provide first aid
7	HLTAID014- Provide advanced first aid
8	HLTAID015- Provide advanced resuscitation and oxygen therapy
9	MSMPER200- Work in accordance with an issued permit
10	MSMPER201- Monitor and control work permits
11	MSMPER202- Observe permit work
12	MSMPER300- Issue work permits
13	MSMWHS201- Conduct hazard analysis
14	MSMWHS216- Operate breathing apparatus
15	MSMWHS217- Gas test atmospheres
16	PMAWHS211- Prepare equipment for emergency response
17	PUAEME008- Provide pain management
18	PUAFIR207- Operate breathing apparatus open circuit
19	PUAFIR210- Prevent injury
20	PUAFIR306- Identify, detect and monitor hazardous materials at an incident
21	PUASAR022- Participate in a rescue operation
22	PUASAR024- Undertake road crash rescue
23	PUASAR025- Undertake confined space rescue
24	PUASAR032- Undertake vertical rescue
25	RIICOM201E- Communicate in the workplace
26	RIIERR301E- Respond to work site incidents
27	RIIERR303E- Operate in self-contained regenerative oxygen breathing apparatus
28	RIIERR305E- Control underground fires
29	RIIERR306E- Conduct underground searches
30	RIIERR307E- Extricate casualties from underground incidents



31	RIIERR309D- Establish and operate from fresh air base
32	RIIRIS201E- Conduct local risk control
33	RIIRIS301E- Apply risk management processes
34	RIIWHS201E- Work safely and follow WHS policies and procedures
35	RIIWHS202E- Enter and work in confined spaces
36	RIIWHS204E- Work safely at heights
37	UETDRRF006 - Perform pole top rescue
38	UETDRRF007 - Perform rescue from a live LV panel
39	UETDRRF009 - Perform tower rescue
40	UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace
41	DEFWHS013- Control entry to confined spaces

\* The above list is current as of January 4, 2024. For a complete and current scope list, please visit <https://training.gov.au/Organisation/Details/41559>

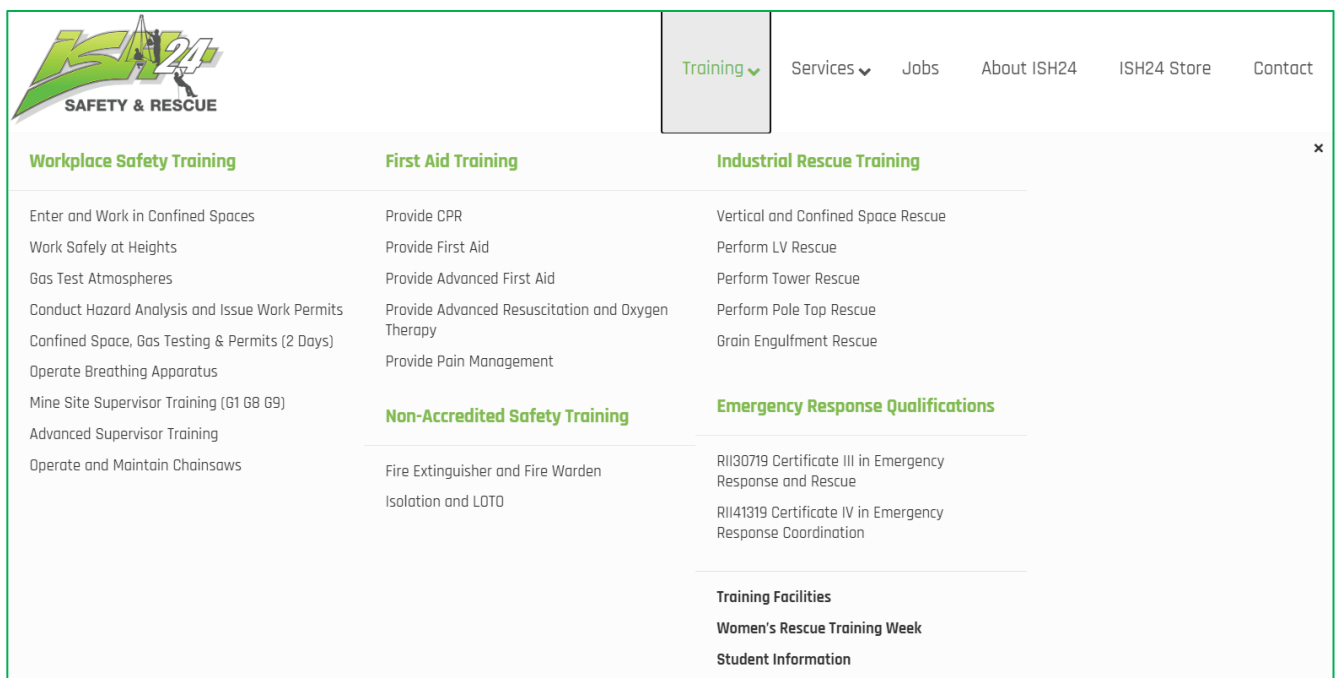
## 4. OUR OBJECTIVES

<p>People</p>	<p>We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.</p>
<p>Safety and Equality</p>	<p>We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.</p>
<p>Integrity and Ethics.</p>	<p>We conduct ourselves in accordance with shared and agreed standards of behaviour which hold ethical conduct and integrity as our highest priorities.</p>
<p>Quality Committed</p>	<p>We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.</p>
<p>Learner Focused</p>	<p>We thrive on providing training and assessment that is learner-focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.</p>
<p>Industry Engagement</p>	<p>We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.</p>

## 5. ENROLMENT

### 5.1 Completing Your Enrolment

You can complete your enrolment into a public training course by selecting a course from our list of public training available on our website: <https://ish24.com.au>



The screenshot shows the ISH24 website navigation and training options. The 'Training' menu is active, displaying a list of courses categorized into Workplace Safety Training, First Aid Training, Industrial Rescue Training, and Non-Accredited Safety Training. There are also links for Emergency Response Qualifications, Training Facilities, Women's Rescue Training Week, and Student Information.

Workplace Safety Training	First Aid Training	Industrial Rescue Training
Enter and Work in Confined Spaces	Provide CPR	Vertical and Confined Space Rescue
Work Safely at Heights	Provide First Aid	Perform LV Rescue
Gas Test Atmospheres	Provide Advanced First Aid	Perform Tower Rescue
Conduct Hazard Analysis and Issue Work Permits	Provide Advanced Resuscitation and Oxygen Therapy	Perform Pole Top Rescue
Confined Space, Gas Testing & Permits (2 Days)	Provide Pain Management	Grain Engulfment Rescue
Operate Breathing Apparatus		
Mine Site Supervisor Training (G1 G8 G9)		
Advanced Supervisor Training		
Operate and Maintain Chainsaws		
	Non-Accredited Safety Training	Emergency Response Qualifications
	Fire Extinguisher and Fire Warden	RII30719 Certificate III in Emergency Response and Rescue
	Isolation and LOTO	RII41319 Certificate IV in Emergency Response Coordination
		<b>Training Facilities</b>
		<b>Women's Rescue Training Week</b>
		<b>Student Information</b>

If booking training over the phone or via e-mail, you will receive an e-mail with course specific details including USI information and the online registration link.

If registration can't be done online, a paper copy will be made available on the day of the training before the start of the course.



## 5.2 Collection of Information in Accordance with SRT0 2015

In vocational education, Registered Training Organisation (RTO) must abide by very clear set of guidelines – **Standards for Registered Training Organisations 2015**. These guidelines are governed by **Australian Skills Quality Authority (ASQA)** and are in place to regulate courses and training providers to ensure nationally approved quality standards are met.

Part of these guidelines means that we must meet and collect VET Management Information Statistical Standard (AVETMISS) which includes information of student demographic information.

Mandatory information collected includes but is not limited to:

- Mandatory information
- Age, Sex and other demographic information
- Indigenous and disability information
- Geographic location
- Type of study
- Location of training delivery

RTOs are required to collect and report AVETMISS data as part of their registration requirements. It is important that this information is collected as it is used to assess the impact of training on different population cohorts.

This information is collected as part of our enrolment process and, like all information that we collect, it is kept under strict privacy protocols. Please see Privacy section for further details on our Privacy Policy.

## 6. BOOKING PROCESS & FEES PAYABLE

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### 6.1 Booking Confirmation

**FOR PUBLIC STUDENT BOOKINGS:** To confirm your spot in the training we require full payment of the training invoice ahead of the training date. Please call our office at 1300 001 201 to secure your booking.

**FOR CORPORATE BOOKINGS:** To confirm a corporate booking, either into a public training course or a private / corporate session, we will require either a Purchase Order Number to be provided or full payment of the training invoice ahead of the training date.

Course costs are listed on our website <https://www.ish24.com.au/> and are communicated at the time of inquiry and course booking. For a full list of course fees, please contact us at 1300 001 201 or send an e-mail to [training@ish24.com.au](mailto:training@ish24.com.au) to request a list of our fees and charges.

### 6.2 Pre-Requisite Requirements

Certain units of competency may have pre-requisite unit requirements. Learners must provide proper evidence to confirm that they have met the pre-requisite requirements prior to completing the associated unit/s. Learners must be deemed competent in a pre-requisite unit prior to the determination of competency in the associated unit/s.

### 6.3 Cancellation Policy

#### 6.3.1 PUBLIC TRAINING COURSES

##### 6.3.1.1 Public Training – Short Courses (1 Day)

Cancellations **within 3 business days** prior to the start of a 1-day public course will not incur any cancellation charges.

Cancellations **within 2 business days** prior to the start of a 1-day public course will incur a \$50 administration fee per student.

Cancellations **within 1 business day** prior to the start of a 1-day public course or no-shows will incur the full course cost.

##### 6.3.1.2 Public Training – Long Courses (2+ Days)

Cancellations **within 11 or more business days** prior to the start of a 2+ day public training course will not incur any cancellation fees.

Cancellations **within 6-10 business days** prior to the start of a 2+ day public training course will incur a cancellation fee equal to 50% of the full course cost.

Cancellations **within 5 business days** prior to the start of a 2+ day public training course or no-shows will incur the full course cost.

## 6.3.2 CORPORATE TRAINING COURSES

### 6.3.2.1 Corporate Training – Short Courses (1 Day)

Cancellations **within 6 or more business days** prior to the start of a scheduled 1-day corporate training course will not incur any cancellation fees.

Cancellations **within 3-5 business days** prior to the start of a 1-day corporate training course will incur a cancellation fee equal to 50% of the full course cost.

Cancellations **within 2 business days** prior to the start of a scheduled 1-day corporate training course or no-shows will incur the full course cost.

### 6.3.2.2 Corporate Training – Long Courses (2+ Days)

Cancellations **within 21 or more business days** prior to the start of a scheduled 2+ day corporate training course will not incur any cancellation fees.

Cancellations **within 11-20 business days** prior to the start of a 2+ day corporate training course will incur a cancellation fee equal to 50% of the full course cost.

Cancellations **within 10 business days** prior to the start of a scheduled 2+ day corporate training course or no-shows will incur the full course cost.

### 6.3.2.3 Corporate Training – Travel and Logistics

Additional cancellation charges may apply if travel and logistics arrangements were made to facilitate the corporate training session. Final cancellation fees for travel and logistics will be considered on a case by case basis.

## 6.3.3 CERTIFICATE IV COURSES

### 6.3.3.1 RII41319 Certificate IV in Emergency Response Coordination – Public Course

Cancellations **within 21 or more business days** of a Certificate IV in Emergency Response Coordination training course will not incur any cancellation fees.

Cancellations **within 11-20 business days** of a Certificate IV in Emergency Response Coordination training course will incur a cancellation fee equal to 50% of the full course cost.

Cancellations **within 10 business days** of a Certificate IV in Emergency Response Coordination

training course or no-shows will incur the full course cost.

### 6.3.3.2 RII41319 Certificate IV in Emergency Response Coordination – Corporate Course

For Corporate Certificate IV in Emergency Response Coordination courses, the cancellation policy outlined in sections 6.3.3.1 and 6.3.2.3 applies.

## 6.4 Statements of Attainment & Qualification Certificates

**SOA:** Statements of Attainment will be issued within 30 calendar days of the learner being assessed and meeting all the competency requirements for the unit/ program the learner is enrolled in, and, providing all the fees for the training are paid in full.

**Qualification Certificates:** Qualification Certificates can be issued once a student has met all the Certificate requirements, either through credit transfer or through training & assessment with ISH24. Issuing a Qualification Certificate will incur a cost of \$50.00 + GST per certificate.

**Reissuing Statement of Attainment & Qualification Certificates:** Statements of Attainment are initially issued upon successful completion of the training and payment in full of all associated training fees. Students may submit a request to have their statement(s) of attainment or qualification certificates reissued (for example, in the event of misplacement of their previously issued SOA). Reissuing a digital statement of attainment or qualification certificate will not incur any additional costs.

## 6.5 Refunds

Learners who have paid in full in advance of the course start date and wish to cancel their booking will be eligible for a refund and subject to any applicable fees as outlined in the Cancellation Policy above.

This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

To obtain a refund, please contact our office at 1300 001 201 or via email [training@ish24.com.au](mailto:training@ish24.com.au).

Please note, withdrawals part way through the completion of a training course are not eligible for a refund.

## 6.6 Payment Method

ISH24 Pty Ltd accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details are outlined on the invoice)

Payment in cash is discouraged. ISH24 do not hold cash at the training facilities.

## 7. FACILITIES

We have state of the art training facilities located throughout Australia.

Our main training centres are:

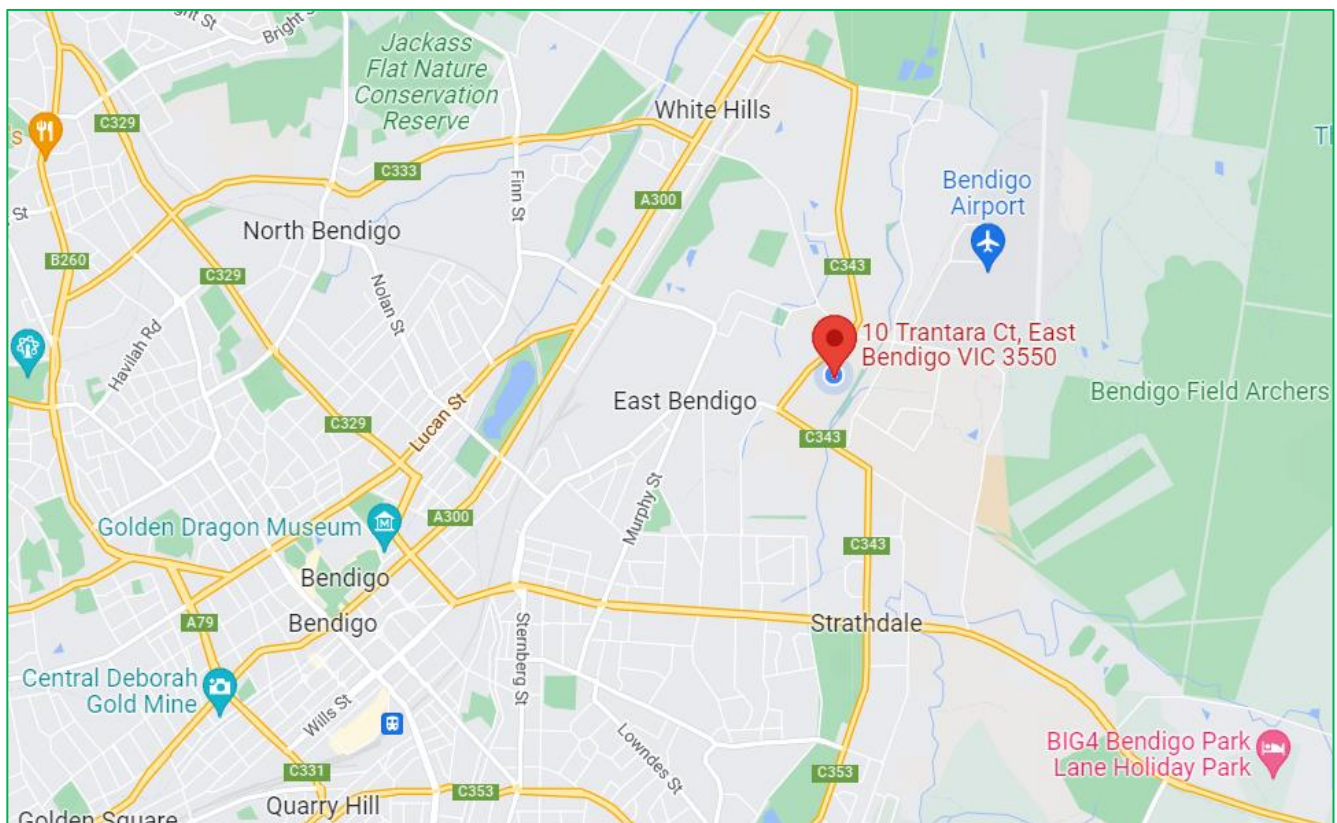
Bendigo Training Centre	10 Trantara Court, East Bendigo VIC 3550
Goornong Rescue Training Centre	2 Railway Place North, Goornong VIC 3557
East Perth Training Centre	21 Joel Terrace, East Perth WA 6004
Kalgoorlie Training Centre	235 Forrest Street, Kalgoorlie WA 6430

Location of the training is outlined at the time of booking and your training confirmation email will state your training location.

### 7.1 Getting Here

#### 7.1.1 BENDIGO TRAINING CENTRE - GOOGLE MAP DIRECTIONS

Google Map directions can be obtained [here](#) (or by clicking the map below)

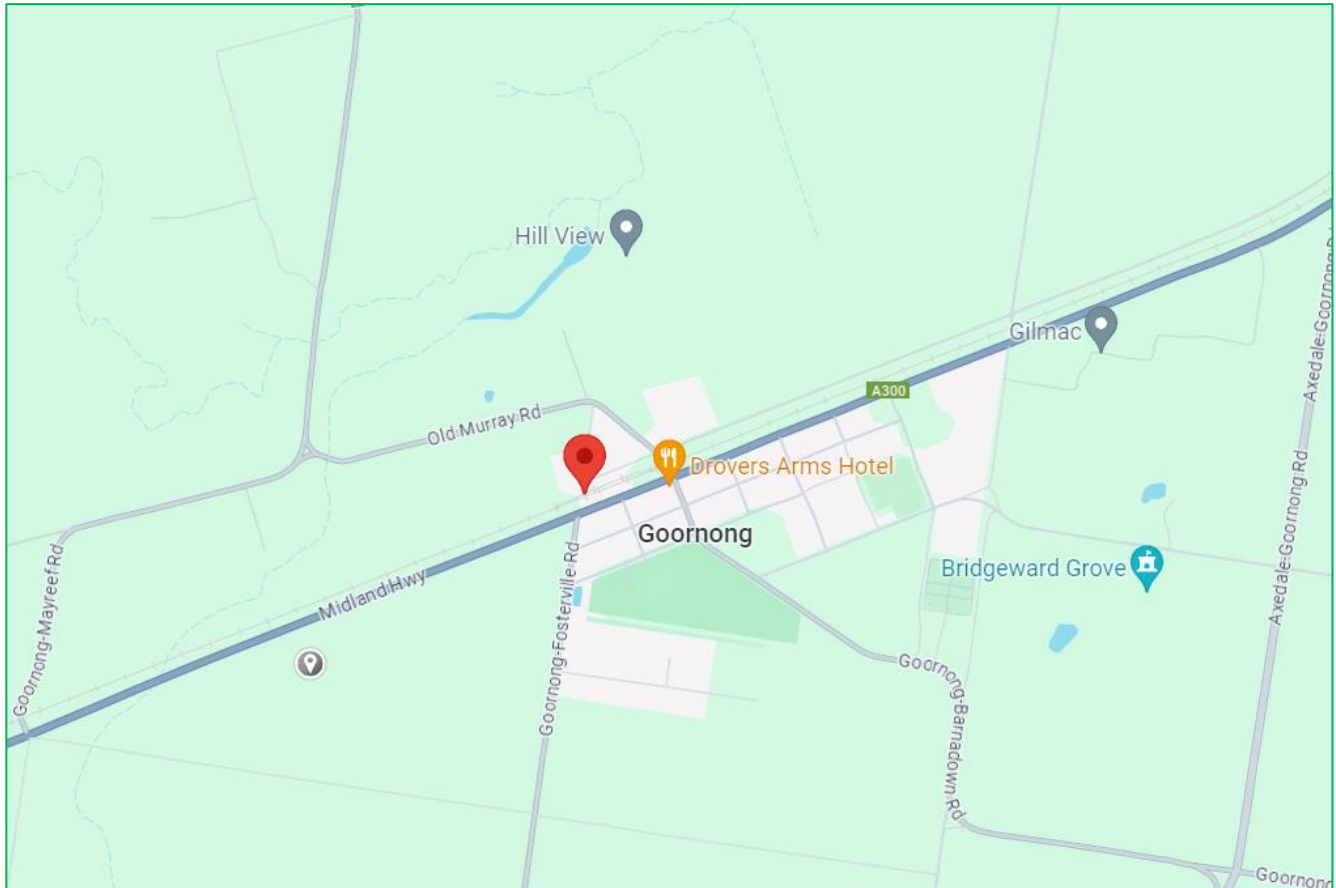






## 7.1.2 GOORNONG RESCUE TRAINING CENTRE - GOOGLE MAP DIRECTIONS

Google Map directions can be obtained [here](#) (or by clicking the map below)



## 7.2 Parking

All our facilities have access to street parking. The information below was correct at the time of printing however circumstances can change, so please ensure that you check and adhere to local council and parking regulations. ISH24 will not accept responsibility for any parking infringements issued.

**Bendigo Training Centre** – Public parking is available in front of the training centre as well as street parking with no fees or time restrictions

**Goornong Rescue Training Centre** – Parking is available in front of the training centre.

**East Perth Training Centre** – Street parking is available in front of the training centre with no fees or time restrictions.

**Kalgoorlie Training Centre** – There is a car parking space directly in front of ISH24 Building. Parking is also available over the road with no fees or time restrictions.

## 7.3 Kitchen Facilities

ISH24 will Provide Tea/Coffee/Milk for morning and afternoon breaks.

Learners will be given a 30 minute lunch break.

It is recommended that learners bring their own lunch and make use of the ISH24 break room facilities:

- Microwave
- Fridge
- Toaster/Sandwich Press
- Tea and Coffee

### 7.3.1 GOORNONG RESCUE TRAINING CENTRE

Students are encouraged to bring a packed lunch and make use of the kitchen facilities at the training centre as there are no stores close by to the Goornong Rescue Training Centre where food can be purchased during the lunch break.

## 7.4 Training on Client Sites

**PLEASE NOTE:** For training delivered at client sites, all the above details (location, parking, lunch facilities, etc.) will vary. Details will be provided within the course confirmation e-mail sent at the time of booking.



## 8. STATUTORY COOLING OFF PERIOD

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The Standards for Registered Training Organisations 2015 require ISH24 Pty Ltd to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that ISH24 Pty Ltd do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

## 9. OUR GUARANTEE TO CLIENTS

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If ISH24 Pty Ltd cancels or ceases to provide training, ISH24 Pty Ltd must issue a full refund for any services not yet provided (if payment has been made in full ahead of the training date). The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

## 10. OUR TRAINERS / ASSESSORS

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Our Trainers/Assessors (TA) are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is current and maintained by the uniqueness of our business. Our staff not only participate in professional development activities, they also regularly attend site as part of our confined space safety management, which gives our TAs the ability to provide our learners with the best practical industry experience.

At ISH24, we deliver nationally accredited training face-to-face, at our training facilities and in the workplace. When you study with ISH24, your TA will be always there to assist you throughout your course. You can also contact your TA upon completion of training for advice, which means you get the support you need when you need it.

ISH24 TAs are all professionally qualified and have personal industry and job role experience. Our TAs use a range of techniques to deliver their training. We have strong connections to industry and regularly seek feedback and guidance from these sources. Our training materials are designed in such a way as to enable our TAs to contextualise the training to your work environment.

# 11 . ASSESSMENT

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At ISH24 Pty Ltd an assessment is conducted using a combination of Written Knowledge Assessment and Practical Assessments.

The following provides a brief explanation of the primary assessment methods:

## 11.1 Written Knowledge Assessment

- The learner is required to provide a written response to a range of questions relating to required knowledge of the unit(s) of competency. These would generally be a combination of multiple choice, true/false and short answer questions.

## 11.2 Practical Assessment

- The learner will be observed performing specific tasks in an actual or simulated workplace. The assessor will observe the learner performing tasks relevant to the unit(s) of competency being assessed. The learner will be briefed on these practical activities prior to undertaking them.

## 11.3 Re-Assessment

- Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.
- If the learner is unable to provide correct answers to all theory questions or satisfactorily demonstrate the practical assessment task even after the 1-on-1 discussion with the trainer, the learner will be given the opportunity to complete the assessment again.
- Re-assessment after a 1-on-1 discussion with the trainer will be conducted at no additional charge to the learner.
- If upon the re-assessment attempt following the 1-on-1 discussion with the trainer the learner is still not able to provide the correct answers or demonstrate satisfactorily the practical component, the learner will be required to re-complete the course anew and will be charged accordingly for a new enrolment.

## 12. OUR EXPECTATION OF YOU (THE LEARNER)

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ISH24 expects you:

- To contribute to learning in a harmonious and positive manner irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ISH24.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ISH24 publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and ISH24 staff members and their right to privacy and confidentiality.

## 13. UNIQUE STUDENT IDENTIFIER (USI)

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If you wish to study a nationally recognised course in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, with your approval we can create your USI on your behalf. To do this we will require some identification information from you such as your driver's license number or Medicare card.



## 14. LANGUAGE, LITERACY & NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach ISH24 Pty Ltd will:

<b>ASSESS</b>	<p>Assess a learner’s language, literacy and numeracy skills at enrolment to ensure they have adequate skills to complete the training</p> <p>Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered</p>
<b>PROVIDE</b>	<p>Provide clear information to learners about the details of the language, literacy and numeracy assistance available. ISH24 Pty Ltd generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner’s development.</p>
<b>REFER</b>	<p>Refer learners to external language, literacy and numeracy support services that are beyond the support available within ISH24 Pty Ltd and where this level of support is assessed as necessary; and</p>
<b>NEGOTIATE</b>	<p>Negotiate an extension of time to complete training programs if necessary.</p>

It is essential that students have the appropriate language, literacy, and numeracy (LLN) skills sufficient to successfully participate in training and assessment during their study.

**Please contact us if you require any additional language or learning support during the training. By contacting us in advance we can be better prepared to support you in successfully completing the course.**

## 15. RECOGNITION OF YOUR EXISTING SKILLS & KNOWLEDGE

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In accordance with the requirements of the Standards for Registered Training Organisations 2015 ISH24 Pty Ltd provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### 15.1 What Is Recognition?

- Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

#### 15.1.1 RECOGNITION GUIDELINES

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competency or a qualification which are not included in ISH24 Pty Ltd scope of registration.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

#### 15.1.2 FORMS OF EVIDENCE FOR RECOGNITION

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry. Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. ISH24 Pty Ltd reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## 15.2 What is National Recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a learner to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### 15.2.1 EVIDENCE REQUIREMENTS

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to ISH24 Pty Ltd.

These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### 15.2.2 NATIONAL RECOGNITION GUIDELINES

The following guidelines are to be followed in relation to national recognition:

- **Learners may not submit SOA of a previously completed unit of competency for national**

recognition if they are required to “refresh” or recomplete a unit of competency based on industry standards or if a unit has a sunset clause.

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in ISH24 Pty Ltd scope of registration.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and ISH24 Pty Ltd does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

## 16. YOUR SAFETY

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ISH24 Pty Ltd is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibility to maintain a safe environment.

### 16.1 General Safety Guidelines

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the ISH24 staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### 16.2 Electrical Equipment

- Electrical equipment that is not working should be reported to ISH24 Pty Ltd staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### 16.3 Fire Safety

- ISH24 Pty Ltd will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all

EXITS and fire extinguishers. Users will be shown these on arrival at the training venues.

- It is the learner's responsibility to understand fire drill procedures advised at the training.

## 16.4 Incidents & First Aid

- Provision for first aid facilities are available where training is delivered.
- All incidents must be reported to staff.
- The incident and any aid administered must be recorded by staff involved by completed an Incident Report Form and recording the incident in the Incident Report Register.
- If the learner is completing the training on behalf of an employer, the employer will be notified and provided with a copy of the Incident Report Form.

## 16.5 Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ISH24 Pty Ltd unless they do so voluntarily and taking all responsibility for any injury incurred.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## 16.6 Work & Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of tripping or falling hazards.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.



## 17. YOUR EQUITY

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ISH24 Pty Ltd is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All ISH24 Pty Ltd staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from ISH24 Pty Ltd staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of ISH24 Pty Ltd that they feel they can trust. This will initiate a complaint handling process which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to ISH24 Pty Ltd, they are advised to contact the Human Rights Equal Opportunity Commission's Complaints Info-line on 1300 656 419.

## 18. YOUR PRIVACY

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ISH24 Pty Ltd takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- ISH24 Pty Ltd will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in a lockable storage facility which is monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our secure cloud server.
- ISH24 Pty Ltd is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, ISH24 Pty Ltd will seek the written permission of the learner for such disclosure. ISH24 Pty Ltd will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as an employer, you need to authorise this access, otherwise this access will be denied.
- You have the right to access information that ISH24 Pty Ltd is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to Your Records".
- If you have concerns about how ISH24 Pty Ltd is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## 19 . ACCESS TO YOUR RECORDS

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You are entitled to have access to your records. These records include your:

- Learner file,
- Learning and assessment record,
- Administrative records,
- AQF certificates including a reissuance of a statement of attainment which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by ISH24 Pty Ltd, if you would like access to your records please inquire with your trainer or send a request via e-mail to [vic.admin@ish24.com.au](mailto:vic.admin@ish24.com.au). As ISH24 is a national company and stores all student files in one location, please allow up to 5 business days to be granted access.

In the case of accessing a reissuance of a previously issued Statement of Attainment, if you have lost or misplaced your AQF Statement of Attainment you may obtain a reissued certificate from ISH24 Pty Ltd. To obtain this, please make a request via e-mail to [vic.admin@ish24.com.au](mailto:vic.admin@ish24.com.au). AQF statement of attainments will be sent digitally to your specified e-mail address.

## 20 . CONTINUOUS IMPROVEMENT

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ISH24 Pty Ltd is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### 20.1 Suggesting Improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by ISH24. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to ISH24 Pty Ltd so we can improve our services in the future.

### 20.2 Learner Satisfaction Survey

At the completion of your training program, you will be send an e-mail with a link and instructions for completing the Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion of this survey is important to ISH24 for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## 21 . COMPLAINTS AND APPEALS

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ISH24 Pty Ltd is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

**What is a complaint?** A complaint is negative feedback about services or staff which has not been resolved locally. Feedback may be received by ISH24 in any form and will be acted on. A complaint needs to be formally documented. Complaints may be made by any person but are generally made by learners and/or employers of learners.

**What is an appeal?** An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to ISH24 within **28 days** of the learner being informed of the assessment decision or finding.

### Early resolution of complaints & appeals

Where possible, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved between the persons involved as they occur. Sometimes, it will not be possible and in these cases, learners are encouraged to come forward and inform us of their concerns with the confidence that they will be treated fairly.

### 21.1 Making a Complaint or Appeal

To make a complaint or an appeal, learners are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available by request from ISH24 or on the ISH24 Website. Please contact us on 1300 001 201 or email [training@ish24.com.au](mailto:training@ish24.com.au) to receive a copy of the required form(s).

You may complete the forms either digitally or as a hard copy and submit the completed forms to:

Education Manager - ISH24

10 Trantara Court, East Bendigo, VIC 3550

[training@ish24.com.au](mailto:training@ish24.com.au)

### 21.2 Complaint and Appeals Handling

ISH24 Pty Ltd applies the following principles to its complaints and appeals handling:

- Written records of all complaints / appeals are to be kept by ISH24 including all details of

lodgement, response and resolution. ISH24 will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.

- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint / appeal is to commence within seven (7) working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where ISH24 Pty Ltd Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, ISH24 will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of ISH24 and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of four (4) weekly intervals.
- ISH24 Pty Ltd shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No ISH24 Pty Ltd representative will disclose information to any person without the permission of ISH24 Pty Ltd Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant



considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [http://www.ombudsman.wa.gov.au/Complaints/Making\\_complaints.htm](http://www.ombudsman.wa.gov.au/Complaints/Making_complaints.htm)

## 21.3 Review by an Independent Person

ISH24 Pty Ltd provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person.

In these circumstances the ISH24 Pty Ltd CEO will advise of an appropriate party independent of ISH24 Pty Ltd to review the complaint (and its subsequent handling) and provide advice to ISH24 Pty Ltd in regards to the recommended outcomes.

Where the ISH24 Pty Ltd appoints or engages an appropriate independent person to review a complaint / appeal, ISH24 Pty Ltd will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the ISH24 Pty Ltd may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by ISH24 Pty Ltd as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

## 21.4 Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by ISH24 Pty Ltd, they have the opportunity for a body that is external to ISH24 Pty Ltd to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by ISH24 Pty Ltd may refer their grievance to the following external agencies:

In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.

In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

## 22 . CHANGES TO TERMS AND CONDITIONS

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ISH24 Pty Ltd reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed 7 calendar days prior to changes taking effect.

## 23 . LEGISLATIVE AND REGULATORY RESPONSIBILITIES

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ISH24 Pty Ltd is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ISH24 Pty Ltd has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with ISH24 Pty Ltd.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### OCCUPATIONAL HEALTH & SAFETY (OHS) / WORK HEALTH AND SAFETY (WHS) ACTS

Different states have different Acts relating to OHS/. WHS requirements found on the links above. The main object of these Acts is to provide for a balanced and consistent framework to secure the health and safety of workers and workplaces. These Acts protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The Acts covers workers by providing a uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The Acts also provides protection for the general public so that their health and safety is not placed at risk by work activities.

The Acts requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the OHS/WHS Act and OHS/WHS Regulation.

## PRIVACY ACT 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

## DISABILITY DISCRIMINATION ACT 1992

Sect 5 - Disability Discrimination

- (1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.
- For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## SEX DISCRIMINATION ACT 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

## AGE DISCRIMINATION ACT 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

## RACIAL DISCRIMINATION ACT 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## COPYRIGHT ACT 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## FAIR WORK ACT 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

## STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

These standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. The purpose of these standards is to

- Set out the requirements an organisation must meet in order to be an RTO
- Ensure that training products delivered by RTO's meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study: and
- Ensure RTO's operate ethically with due consideration of learners' and enterprises' needs.







ISH24 Bendigo Training Centre



ISH24 Rescue Training Centre





## ISH24 OFFICES

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**FACEBOOK:** [facebook.com/ish24rescue](https://facebook.com/ish24rescue)