



**Triple O
Solutions**

Fire . Safety . First Aid



STUDENT HANDBOOK

 1300 723 853

 www.triple0solutions.com.au

 RTO: 70217

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Welcome to Triple 0 Solutions

Welcome to Triple 0 Solutions Pty Ltd (RTO Code 70217) and congratulations on choosing to further your development by undertaking a nationally recognised training program.

Triple 0 Solutions provides informative, engaging and practical training courses. Our key focus is to equip participants with knowledge and skills that will improve productivity and ensure safer workplaces. Our trainers/assessors have extensive subject matter knowledge and come from a variety of industries including health care, mining, construction, manufacturing and emergency services. As a student with Triple 0 Solutions, you are in safe hands and you can be assured of receiving information and advice which is currently used by industry.

This student handbook contains policies and procedures relating to the training you are undertaking. You should read these policies and procedures prior to the commencement of your course. If you are seeking specific information regarding the duration, content or pre-requisite requirements of your course, please download a course brochure from our website. See <http://www.triple0solutions.com.au/training-courses/>.

It is important to us that you have a great experience with our organisation at all stages of your learning journey. Please take the time to read the information in this handbook carefully and if you require any support or assistance, please let us know.

Once again, welcome to Triple 0 Solutions. It is our hope that you will return many times in the future to undertake additional training with us. We welcome your feedback at any time regarding our service, our course materials, our instructors or any other aspect of your experience with our organisation.

Enjoy your course!!



Luke Miller

CEO Triple 0 Solutions

What you can expect of us

Our vision

To be recognised as the leading provider of process operations, leadership/management and emergency response training throughout regional Australia.

Our mission

To provide a responsive, customised and flexible training experience to learners, whilst building long term relationships with our regional clients.

Our objectives

In recognition of this mission, our objectives are:

- **People** – We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality** – We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics** – We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed** – We aspire to deliver consistent, high quality services and apply quality systems, which support training and assessment excellence.
- **Learner centred** – We thrive on providing learner centred training and assessment which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement** – 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.
- **Completing Service** – Triple O Solutions has a strong commitment to all students to ensure that all training courses are completed for the student's enrolment in a suitable time period. If a student is unhappy with the completion time period a complaint should be lodged to the CEO.

Our expectation of you

As a student in one of our courses, we expect you to comply with our minimum code of behaviour which is outlined below.

General behaviour

You are expected to:

- Comply with the standards outline in this handbook and any specific instructions provided by your trainer during your course.
- Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- Monitor your own progress by ensuring that assessment deadlines are observed.
- 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.
- Utilise facilities and Triple O Solutions publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- Respect other students and Triple O Solutions staff members and their right to privacy, confidentiality and a learning environment free of harassment or discrimination.

Safe behaviour

Given the nature of our courses, it is important that you follow all safety guidelines provided to you. You are expected to:

- Wear appropriate clothing to training including long pants, long shirts and enclosed footwear. Long hair is to be tied back when attending courses with a practical component.
- Wear the correct PPE specified by the workplace and relevant to the tasks at hand.
- Observe and adhere to emergency response and evacuation plans.
- Report all potential hazards, accidents and near misses to your trainer.
- Be responsible for your own actions.
- Observe hygiene standards particularly in eating and bathroom areas.
- Assist in keep training areas neat and tidy at all times by disposing of rubbish in bins provided and tidying up after yourself.
- Avoid any activities which may cause injury to self or others.
- Avoid lifting anything related to the training and assessment activities unless you do so voluntarily and take all responsibility for any injury caused.
- Avoid the consumption of alcohol at any time during the course.

Legislative requirements

Key legislation

It is the policy of Triple O Solutions to ensure compliance with all relevant Commonwealth and State legislation and regulations. As a student you are expected to adhere to all policies and procedures outlined at the beginning of your training course which relate to your legal obligations.

Triple O Solutions does not tolerate unlawful behaviour in relation to:

- Work Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination
- Privacy.

Accessing legislation

Further information regarding the legislation applicable in your state or territory can be found by visiting the following links:

Commonwealth: www.comlaw.gov.au or www.austlii.edu.au

NSW: www.legislation.nsw.gov.au

VIC: www.legislation.vic.gov.au

WA: www.safetyline.wa.gov.au

SA: www.legislation.sa.gov.au

QLD: www.legislation.qld.gov.au

NT: www.worksafe.nt.gov.au

TAS: www.wst.tas.gov.au

Legislative requirements specific to RTOs

Triple O Solutions also has policies and procedures in place for ensuring compliance with the VET Quality Framework, including how we will comply with the following:

- Standards for Registered Training Organisations (RTO's) 2015
- Australian Qualifications Framework
- Fit and proper person requirements
- Data provision requirements
- Legislation associated with each unit of competency delivered.

Enrolment and selection

Pre-course information

Information about our courses can be found in course brochures on the Triple 0 Solutions website <http://www.triple0solutions.com.au/training-courses/>. You may obtain further information by contacting our Customer Support Officer on 1300 723 853.

Course entry requirements (including pre-requisites)

Triple 0 Solutions is committed to providing equal opportunity and inclusion for all students. There are no restrictions placed on entry to our training courses, however some of our courses do require pre-requisite units. The relevant training packages specify the prerequisite units of competency that are required prior to undertaking training in certain competencies. Details of any prerequisites are provided in the course brochure for each course offered and will be discussed prior to enrolment.

It is also important to understand that some practical exercises conducted in our courses are potentially hazardous. You should ensure that you understand the risks relating to, or arising from, your participation in such activities or practical exercises prior to enrolling in a course.

Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). A USI is a reference number made up of 10 numbers and letters.

A USI provides the following benefits:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations.
- Will give you access to your training records and transcripts.
- Can be accessed online, anytime and anywhere.
- USI's are free and easy to create.
- Stays with you for life.

All student will be required to have a USI prior to undertaking a training course. Triple 0 Solutions cannot issue a statement of attainment (or certificate) without a USI.

Important:

If you do not have a USI, you should create one now by using the link below
<https://www.usi.gov.au/students/create-your-usi>

If you have created your USI, please have it handy when you complete the enrolment form for your chosen course.

Enrolment form

Prior to the commencement of training, you will be required to enrol in your course of study. An enrolment form can be accessed via our website or completed in hard copy on the day of your course. The information contained on this form complies with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and is reported to government authorities annually. Please ensure all details on the enrolment form are completed accurately.

What to expect in a training course?

Clothing to be worn

Appropriate clothing is to be worn when attending training including long pants, long shirts and enclosed footwear. Long hair is to be tied back when attending courses with a practical component. PPE specified by the workplace and relevant to the tasks at hand is to be worn.

Attendance

Students are required to arrive at least fifteen (15) minutes prior to the scheduled start time.

Course briefing and induction

Your trainer will conduct an induction prior to the commencement of your course, which will provide information on the following:

- overview of the course
- expected course outcomes
- schedule of delivery and assessments (including duration of various activities)
- student/trainer expectations and responsibilities
- WHS issues and procedures

The induction process will allow you to ask any questions you may have and raise any issues you may have with the intended training. If you consider that you may have difficulties coping with the course content for any reason, please take a moment to discuss this with your trainer before commencing training. Your trainer will make every effort to provide the support you require or refer you to agencies that can be of assistance.

How will you be trained?

The training courses offered by Triple 0 Solutions align to competency standards. Competency standards are industry-determined requirements for effective performance in the workplace. They specify the knowledge, skills and attitudes required to perform various workplace functions, activities or processes.

Most of our courses use PowerPoint presentations, videos, handouts, group activities and critical discussion to deliver the content. Our courses also contain lots of practical sessions which are designed to provide opportunities for practice and feedback.

Because our training is delivered to align with your workplace, our trainers will integrate relevant workplace policies & procedures into their presentation to ensure the information is relevant and current.

How will you be assessed?

Most of Triple 0 Solutions' training courses use a combination of written **theoretical assessment** and **practical assessment** to determine the competency of students. Theory assessments will test your knowledge of important concepts. Theory assessments typically include answering a number of multiple choice or short answer questions to a specified standard. You will be given a second attempt at the theory assessment if you fail to complete the theory assessment correctly on your first attempt.

Practical assessments are designed to assess your skills in a realistic work based scenario. You will be expected to demonstrate the skills required by the competency standard/s as well as meeting any specific workplace requirements. Practical scenarios will continue to be conducted until you have been given suitable opportunities to achieve the required competence.

Assessment

What is competency-based assessment?

Competency based assessment is a process of gathering evidence of competence against a recognised benchmark (i.e. nationally recognised unit of competency). Evidence gathering may come in the form of assessing a person's knowledge (i.e. quiz, multiple choice, verbal questioning) and observing a person performing tasks in a real or simulated working environment.

Once a person is deemed to be competent in a unit of competency, they are deemed to have demonstrated the required knowledge and skill to the standard of performance required in the workplace.

Triple 0 Solutions has designed its assessment tasks to reflect actual workplace requirements. You can be assured that once you have completed the assessment correctly that you are competent to operate in the workplace.

Participation in assessment

All assessment activities/tasks must be completed in order to achieve competency. You may choose not to participate in a given activity, however, you must understand that in making such a decision you may fail to satisfy the required assessment components to be deemed competent.

Making a claim for reasonable adjustment

Triple O Solutions is able to customise an assessment task to facilitate the successful participation of people with a disability. Adjustments are considerable 'reasonable' if they do not compromise the integrity of the competency standard.

If you believe you will be disadvantaged in completing an assessment task, due to a disability or unusual circumstance, you may request an alternative assessment. These requests should be submitted directly to the assessor.

Appealing an assessment decision

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during assessment. If you are dissatisfied with an assessment result and you believe that you have fulfilled the requirements of the assessment task, you have the right to appeal the decision.

Steps for appealing an assessment decision

1. Discuss your concerns with your trainer/assessor.
2. If a suitable outcome cannot be obtained through this discussion, you may provide a written statement to the CEO of Triple O Solutions specifying the particulars of the assessment decision and why you believe it is unfair.
3. Appeals must be submitted to Triple O Solutions within 28 days of the student being informed of the assessment decision or finding.
4. Email address to send appeals to: info@triple0solutions.com.au

Receiving a Statement of Attainment

Once you are deemed competent in a unit of competency, you are entitled to receive a nationally recognised **Statement of Attainment** specifying the unit (or units) of competency that you have successfully completed.

In accordance with the Australian Qualifications Framework, you are entitled to receive a Statement of Attainment so long as you fulfil all the requirements specified in your course of study.

However, you will not be able to receive your certificate if:

- you owe a debt to Triple O Solutions, or
- you have outstanding assessment items which remain incomplete.

Triple O Solutions will also issue you with a **Wallet Card** which can be used in the workplace to verify that competency has been achieved.

Recognition of qualifications issued by other RTOs

Triple O Solutions recognises qualifications and statements of attainment issued by Registered Training Organisations (RTOs), enabling individuals to receive national recognition of their achievements.

If you wish to have a Statement of Attainment recognised, you will need to provide a certified copy of the original or have an original sighted and copied by a Triple O Solutions trainer/assessor prior to the commencement of the course.

Recognition of prior learning (RPL)

Recognition of prior learning is an assessment process that assesses the competencies of an individual that may have been acquired through formal, non-formal and informal learning. You may apply to have your prior learning recognised toward a qualification or units of competence for which you are enrolled. However, due to the nature of our courses being of a short duration, practical based and dealing with changing legislation we would strongly encourage you to undertake the full training program.

Recognition guidelines

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

As a student, you may:

- apply for recognition in a course or qualification in which you are currently enrolled.
- not apply for recognition for units of competence or a qualification which are not included in Triple O Solutions' scope of registration.
- apply for recognition at any time before the commencement of the course.

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:

- 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
- 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. Triple O Solutions 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.

Providing support to students

Triple 0 Solutions has access to a range of support services (both internal and external) to assist students.

Trainer/assessor support

Your trainer/assessor will always be your first point of contact. Our trainers/assessors are approachable and available at any time during your course to assist with any questions or concerns you might have. If required, your trainer/assessor may agree to provide you with an extension of time to complete the assessment requirements of your course.

Language, literacy and numeracy (LLN) support

Language, literacy and numeracy skills are critical to almost all areas of work and you will most likely be required to demonstrate some proficiency in common tasks such as measuring, weighing, comprehending written work instructions and communicating with others verbally and in writing.

If you have concerns regarding your language, literacy or numeracy skills, please discuss your concerns with your trainer and your trainer will adjust the training and assessment approach to accommodate you.

Support services list

Triple 0 Solutions can refer students to external language, literacy and numeracy support services that are beyond the support available within Triple 0 Solutions. The list below provides contact details for support services available through referral.

Organisation	Provider information	Support requirement
Alcoholics Anonymous	www.aa.org.au Ph: (02) 4964 1555	Persons who are or have been affected by alcoholism.
Australian Counselling	www.australiacounselling.com.au/ Ph: (02) 8006 1149	Persons who may require support in relation to learning disabilities, life balance, stress management and vocational assessment.
Australian Mediation Association	www.ama.asn.au/ Ph: (02) 6270 5499	Person who require mediation services to settle a conflict or dispute.
Beyond Blue	www.beyondblue.org.au Ph: 13 36 77	Persons who are experiencing depression, anxiety or any other mental illness.
Domestic Violence Help Line	www.community.nsw.gov.au Ph: 1800 656 463	Persons who may be experiencing difficulties in the home.
Just Ask Us!	www.justaskus.org.au Ph: 1800 422 899	Persons who may be suffering from post-traumatic stress.
Lifeline Australia	www.lifeline.org.au Ph: 13 11 14	Persons who are dealing with hardship or required assistance with

Organisation	Provider information	Support requirement
		personal issues.
Literacy Net	www.education.gov.au/literacy-net Ph: 1300 566 046	Website to assist persons with LLN challenges.
Narcotics Anonymous	www.na.org.au/ Ph: 1300 652 820	Persons who are or have been affected by drugs.
Physical Disability Australia	www.pda.org.au/ Ph: 0477 772 885	Persons who require assistance and support for physical disabilities.
Reading Writing Hotline	www.readingwritinghotline.edu.au/ Ph: 1300 655 506	Persons having difficulty with reading, writing and numeracy.

Your privacy & records

Privacy requirements

Triple O Solutions takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2001). Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Triple O Solutions will seek the written permission of the student for such disclosure.

Accessing your records

You may request your records at any time by sending an email to the Customer Support Officer stating the information you are requesting. You will be required to produce an acceptable form of identification before receiving your records.

Discrimination & harassment

Triple O Solutions is committed to ensuring that the training and assessment environment is free from discrimination and harassment. It is expected that you will treat other people fairly and show respect and tolerance for difference and diversity. The following information is provided to all students to promote a learning environment free from discrimination and harassment.

Definitions

Discrimination is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. Discrimination is any practice that makes distinctions between individuals or groups that disadvantages some people and/or advantages others. Some types of discrimination are unlawful, such as discrimination on the grounds of gender, race, age, marital status, parental status, pregnancy, political beliefs, religion or sexual orientation. Discrimination can be either direct or indirect. Direct discrimination is when a person is treated less favourably than another in the same or similar circumstances. Indirect discrimination is treatment that appears on the surface to be fair or neutral, but which has an unequal effect on people.

Harassment is unwanted, unwelcome behaviour, which does not have any legitimate workplace function. Harassment includes any written, physical or verbal conduct that from the perspective of a reasonable person, is intimidating, offensive or humiliating against another person.

Sexual Harassment includes any verbal or physical sexual conduct that is unwelcome and unwanted, and that humiliates, intimidates or offends. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Racial Harassment occurs when a person is threatened, abused, insulted or taunted in relation to their race or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks about people from particular countries, races or religious groups, disparaging remarks about someone's accent or manner of speaking, mockery of skin colour or appearance, displays of material prejudicial to a particular race or racial jokes.

What to do if you notice discrimination or harassment

If you feel that you have been discriminated against or harassed in some way, you should report this information to a staff member of Triple O Solutions. This will initiate a complaints handling procedure, which will be fair and transparent and will protect your rights as a complainant. Alternatively, you may report discrimination or harassment to an external agency by contacting the HREOC Complaints Info-line on 1300 656 419.

Actions taken by Triple O Solutions

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. Students should expect fair and friendly behaviour from Triple O Solutions staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

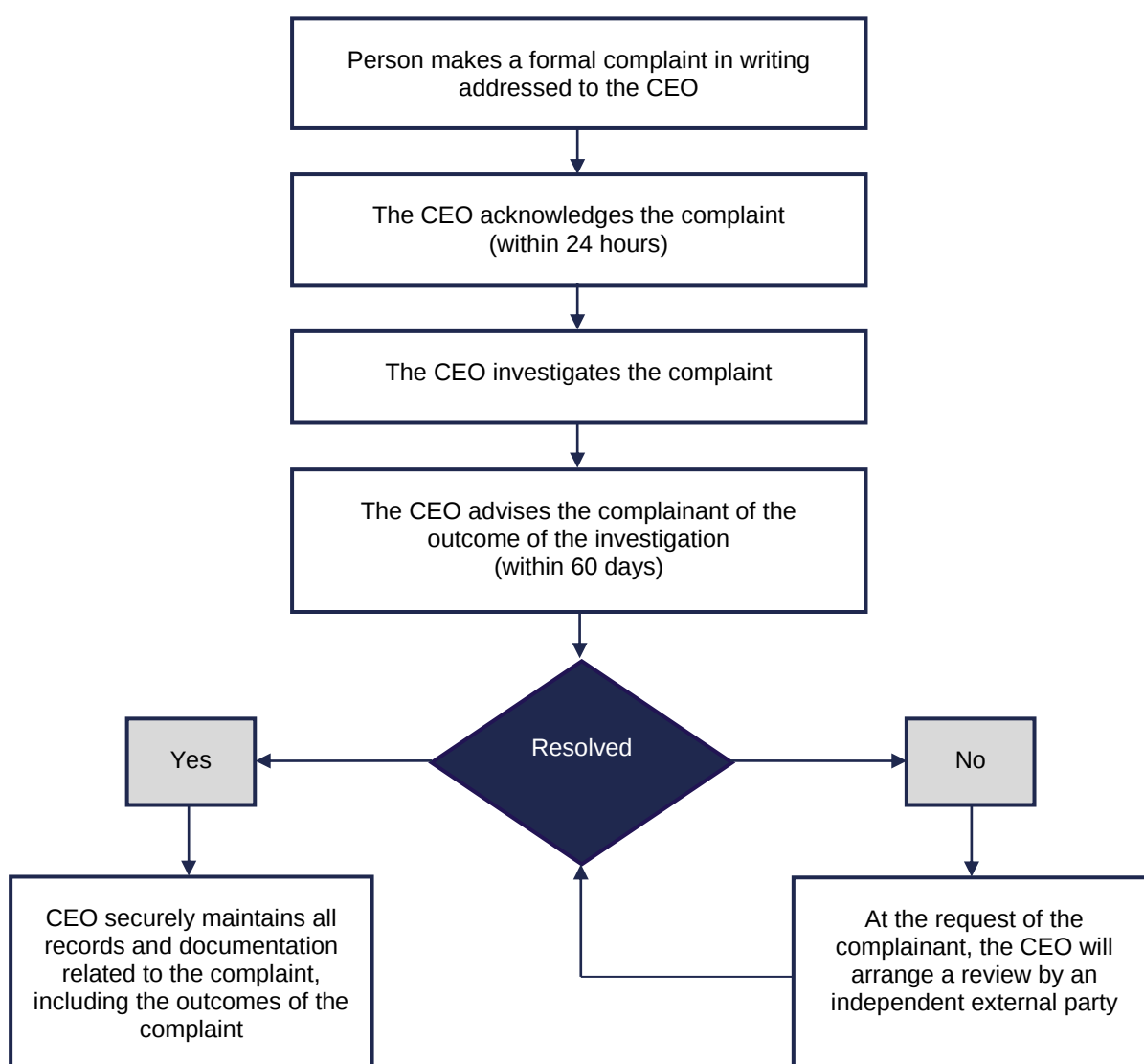
Complaints & grievances

Triple 0 Solutions has a comprehensive set of policies and procedures for dealing with complaints and grievances. A complaint can be made by any person about:

- any aspect of service provided by Triple 0 Solutions or one of our training partners
- our trainers, assessors or other staff
- another student on the course.
- complaints in writing to info@triple0solutions.com.au (addressed to the CEO)

See flowchart below.

Complaints flowchart



Fees and refunds

Our courses are generally organised for groups within a workplace. In these instances, fees will be paid for by your employer. Students who will pay for the course themselves, should be aware of the policies and procedures below.

Fees payable

Fees must be paid in full within 30 days of receiving an invoice from Triple 0 Solutions. Triple 0 Solutions may discontinue from conducting further training courses if fees are not paid as required. For a full list of current fees and charges please request a copy of Triple 0 Solutions schedule of fees and charges.

Triple 0 Solutions accepts payment for fees using:

- Electronic Funds Transfer (account details are displayed on all invoices)
- Cheque (made payable to Triple 0 Solutions)

Note: Payment in cash is discouraged.

Student cancellation

Students who cancel their enrolment part way through a training program must notify Triple 0 Solutions in writing at the soonest opportunity. Once Triple 0 Solutions is notified a refund will be issued for the component of training not commenced. Triple 0 Solutions is entitled to retain fees for any component of the course completed up until the point of notification by the student.

Replacement of a certificate or wallet card

If your certificate or wallet card is damaged or lost, you should call Triple 0 Solutions and request a replacement. A replacement will incur a small administration fee of \$50.00.

Refunds

Triple 0 Solutions invoices for all training in arrears. If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the CEO on its merits.

Continuous improvement of our services

Triple 0 Solutions is committed to the continuous improvement of our training and assessment services, student 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.

Suggesting improvements

The primary method of reporting opportunities for improvement is on the Training Evaluation Form which is provided to each student at the conclusion of a course. You may also wish to provide this information verbally with your trainer prior to leaving the course.

If you wish your feedback to be anonymous, you may use our general enquiries contact information to provide feedback over the phone or via email.

Learner satisfaction survey

Within 6 months of completing your training program, you may be required to complete an online AQTF Learner Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback from students about their experience with an RTO. Your completion of this survey is important to Triple 0 Solutions 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.

Contacting Triple 0 Solutions

General enquiries

1300 723 853

info@triple0solutions.com.au

Complaints or appeals

Addressed to CEO (Luke Miller)

lukem@triple0solutions.com.au

Triple 0 Solutions Pty Ltd
1300 723 853
www.triple0solutions.com.au

