
Terms and Conditions

Access & Equity

Worksafe Australia is committed to providing you with high quality programs and services designed to meet your needs. We will supply accurate information so that you can make an informed decision about the appropriateness of the course being offered. Worksafe Australia will provide programs relevant to and in line with industry needs, and ensure that trainers are kept up to date with industry standards and regulations.

Student Support

Support is available through Worksafe Australia, and includes interpreters, tutors, mentors etc. Every effort will be made to accommodate people from disadvantaged groups, however where we are unable to assist we will endeavour to refer you to an alternative Registered Training Organisation who can meet your needs.

For any special requirements and or further information, please contact us on (07) 32101234.

Legislation

WorkSafe Australia acknowledges & complies with relevant State or Territory laws, Commonwealth or State / Territory legislation relating to occupation health and safety; workplace harassment; victimisation and bullying; anti-discrimination, including equal opportunity, racial vilification, disability discrimination and privacy.

Fees

Course fees need to be paid prior to the commencement of the course. All fees paid in advance will be held during the course and made available should a refund be required.

Course fees will be specified in our course brochures, and are subject to change. Worksafe Australia will honour any Worksafe Australia marketing or promotional material that is current and relevant to a specific course or service.

Should a participant be eligible for a refund it will be paid in accordance with the terms set out in the refund policy.

Prerequisites

Pre-requisite information for all WorkSafe Australia courses can be found on our web site. For all accredited courses the minimum level of education (Language, Literacy & Numeracy (LLN)) recommended is school certificate level or equivalent. Course material and assessment tasks are written in English and participants are required to submit assessments in English. Participants will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts.
- Read procedural texts to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.

If a participant has difficulty in understanding the course material they are advised to contact WorkSafe Australia for support services. If assistance is required, WorkSafe Australia will discuss the most appropriate action with the participant to ensure the opportunity to complete the qualification is given.

Eligibility

All participants must be over the age of 18 to participate in a course unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate Worksafe Australia staff member.

Generally, our courses do not require a high level of computer literacy. However, learners will need access to a computer with a word-processor and access to email and internet. We do not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties.

Learners will need to have a good command of written and spoken English.

Cancellations and Transfers

All requests for cancellations or transfers must be made in writing to Worksafe Australia prior to commencement of the course.

If a student withdraws within one month of commencing study for the Certificate level course Worksafe Australia will refund 50% of the course fee. If participants are paying on a per unit basis, refunds are not applicable.

Participants can transfer enrolment between people but only prior to commencement, and a transfer fee of 15% of the course fee will apply. Worksafe Australia will consider a full/part refund or transfer where a participant meets with a serious misadventure and cannot continue their enrolment.

Refunds cannot be issued for change of mind or not finishing a course.

We reserve the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a Statement of Attainment will be issued for those units completed. If a learner is having difficulty meeting this deadline, we may grant extensions under certain circumstances. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements.

Recognition of Prior Learning

Recognition of Prior Learning is the acknowledgement of your current skills, which you have obtained through formal training or work and life experience. WorkSafe Australia and its training partners will recognise all AQTF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia.

We acknowledge your accumulated knowledge and skills, and as such has policies and practices which support recognition of your prior learning (RPL), recognition of current competencies (RCC) and mutual recognition.

If you consider that you already have skills in specific subject units from your chosen course you may be granted an exemption. You can apply for RPL, RCC or Mutual Recognition by completing a "Request for RPL / RCC / Mutual Recognition form" and submitting it with all supporting evidence. You are encouraged to apply for recognition of prior learning before enrolling.

Evidence for RPL can include:

- Qualifications.
- Certificates of training courses undertaken.
- Work history detailing job roles, responsibilities and duties.
- Previous achievements and or awards.
- References.

All documents submitted for recognition must be original or certified (signature of solicitor or Justice of the Peace). WorkSafe Australia trainers or consultants, will undertake the assessment of all applications for recognition. This process may take up to ten working days and we will inform you of the outcome in writing. An administration fee will be charged for assessing your application. This fee will vary according to the qualification being sought through RPL. This administration fee will not exceed the full course cost.

Originality of work

All work is to be your own.

Assessments

There are assessments for all accredited courses. These assessments are to be completed within the set time frames and according to the stated course criteria. If an extension is required, all requests are to be in writing and to be received by the training department before the due date. The maximum extension for all assessments is two (2) weeks.

Participants have the right to view any documentation relating to their records i.e. results etc. All participants' files will be kept for a period of 30 years. A written request is required by participants to view such documentation

Worksafe Australia has a formal appeals process available to all course and seminar participants and ensures that all assessments and appeals are conducted with integrity and confidentiality.

Appeals

All participants have the right to appeal any decision made if you believe that the assessment is invalid or you feel that the process was invalid, inappropriate or unfair.

Before making an appeal, please discuss the matter with us within seven (7) days from notification of competence, in an attempt to reach a decision. You are then able to lodge a formal appeal if you are still unhappy. This must be done within seven (7) days of the initial discussion.

Once a formal appeal is lodged, we will appoint a third party in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute. If you are still not satisfied, another registered provider in the same curriculum area will be appointed to arbitrate and reassess you if necessary.

Complaints

You are encouraged to raise concerns directly with your trainer. This enables your concerns to be dealt with promptly. In cases where you are uncomfortable with raising a matter with your trainer please contact Worksafe Australia's Training Department on (07) 32101234. All complaints are taken seriously and in confidence.

Participant Records

Records of assessments and competencies are kept in confidence and stored electronically. Electronic records are backed up daily. All participants' records will be kept by Worksafe Australia and its partner RTO for a period of no less than 30 years.

At any time participants are invited to view their personal records. A written request is required by the participant to view records and a minimum of ten (10) working days should be allowed. There may be a cost involved in accessing your records once your course has been completed.

Please note that where training has been organised and paid for by your employer, a summary of your results will be provided to them on request.

Privacy

Worksafe Australia takes its obligations under the Privacy Act seriously and has taken all reasonable steps in order to comply with the current commonwealth privacy legislation and protect the privacy of any personal information that we hold.

Information gathered by Worksafe Australia will only be utilised for the purpose of delivering training services, and Australian Quality Training Framework (AQTF) compliance requirements.