

A1 Fire and Safety

# STUDENT INFORMATION HANDBOOK

Version 3.0



# Message from Director

One of the strengths of A1 Fire and Safety is the commitment of all our staff and partners to deliver quality training and assessment services to our clients.

We are proud to offer a professional and supportive environment for our clients to develop the skills and knowledge they require in order to achieve their goals. Our training facilities and resources are maintained at an appropriate standard to ensure that our clients are equipped with the necessary tools to learn effectively.

Our Training and Assessing staff are industry professionals with extensive experience in the different fields of fire protection. Their technical knowledge of the subject and skills combined with their relaxed yet thorough training style makes it easy for any client to comprehend the lessons.

To support our management systems and ensure that our clients consistently achieve high quality outcomes, we have developed a number of policies and procedures that explain our obligations and expectations. This student handbook contains a selection of those policies and procedures that will assist our clients as they prepare to undertake one of our training programs.

I trust that the information contained in this handbook is beneficial and extend my personal appreciation, as well as that of my training team, to you for choosing A1 Fire and Safety to assist with your training needs. We look forward to your productive feedback to ensure that our services meet your expectations.

**Luke Lindemann**  
**Director**

## About A1 Fire and Safety:

A1 Fire and Safety Pty Ltd is a fire protection company located in Toowoomba, Queensland.

Toowoomba is a strategic location as it allows us to service the Darling Downs which is the gateway to the Surat Coal Basin, yet also allows us close proximity to Brisbane and south-east Queensland.

The company has 15 full time staff and a number of Contractors who can be called upon to provide specialist services when required.

In the last 15 years the company has established itself as a reputable, reliable and professional company that has allowed us to establish a significant client base throughout Queensland and Australia.

Our core business is installation, inspection, testing and preventive maintenance of fire protection systems and equipment and our services are provided to a range of industries including service industries, manufacturing, mining, oil and gas, health and aged care, and civil works projects amongst others.

We are also a fully licensed and approved Registered Training Organisation (RTO) providing training to the fire protection industry. Our training is available to a diverse range of people including job seekers, existing workers and those who wish to participate in training for a personal interest.

Our programs are planned and executed in conjunction with both industry and Government initiatives to achieve the highest possible outcomes in terms of student skills and employment opportunities.

We are committed to providing you with training and assessment of a high level of quality and therefore are committed to AQTF standards and relevant legislation.

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## **Student Details:**

As you will be trained and assessed in national units of competency it will be necessary that we obtain your personal details when you register for the course. These details can be found on the enrolment form and will be treated in the strictest of confidentiality.

Your details may be required to allow you to be contacted to interview you about the quality of our training and assessment.

All students wishing to enrol in a course must complete the A1 Fire and Safety Pty Ltd Enrolment Form. Once this form is fully completed it should be returned to us as soon as possible by mail, in person or fax. Payment of fees is to be accompanied by the enrolment form.

At enrolment you will be given the opportunity to identify any issues that need to be brought to the attention of the Trainer/Assessors to ensure your needs are met. Please contact the training manager in advance to discuss any issues.

At induction the trainer/assessor will outline the course and the training and assessment strategies to be utilised. It will also include general information:

- Evacuation procedures will be covered for the building
- Location of toilets and rest rooms
- Course time line and breaks
- Issue of course notes and folders
- RTO information for students
- How special needs will be accommodated if applicable
- Other applicable information from this Student Handbook

## **Change in Situation:**

Students must advise A1 Fire and Safety in writing of any changes in their personal details.

## **Student Welfare and Guidance:**

A1 Fire and Safety Pty Ltd will ensure that the welfare and guidance of all students will be met.

Any students with the need for provision of special learning services shall contact the Training Manager at enrolment. Other welfare and guidance issues may include review of fees structure and payment, learning pathways and RPL, provision for special cultural and religious needs or dietary needs. All sections of the Anti-discrimination Act are complied with.

Trainers and Assessors are flexible with learning and assessment procedures in line with any language, literacy and/or numeracy (LLN) issues. Assessments are in line with the national unit of competency standards however there is scope for our assessors to be flexible.

Where LLN is identified assistance will be provided where necessary. External support may be required and in that case the Training Manager shall be advised of the request for such support.

## **Course Fees:**

Our fee structure has been determined based on substantial market research and consultation to ensure that we offer fair rates for the quality of our services.

The fee schedule cannot be changed by our staff without the approval of our Director who will consider requests for discounts on a case-by-case basis.

Generally discounts will be offered for group bookings of more than 5 people and for students that enrol in multiple courses. The value of the discount will vary depending on the course(s) being undertaken and the number of students.

Course fees are required to be paid upon enrolment unless a Payment Plan, Government funding or 30 day account (employers and employment service providers only) has been approved.

Please note the course fee paid upon enrolment does not include any reassessment fees. Refer over page to 'Being Reassessed'.

## **Refunds:**

Course fees paid in advance will be refunded if the student withdraws from the course and provides written notice at least 10 business days prior to commencement. 10% of course fees are non-refundable and are treated as an administrative fee.

Substitution of participants is accepted without penalty.

No refunds will be paid after commencement of the course.

Clients are deemed to have commenced the course when the enrolment process has been completed and the client has been issued with learning and / or assessment materials.

# **Training and Competency Based Assessment:**

Trainers and assessors possess a Certificate IV in Assessment and Training. These people are experienced in the field they are delivering in and have a minimum of 5 years experience in the area.

The provision of training will deliver the stated learning outcomes/elements of the national units of competency via a combination of simulation, role-play, demonstration, classroom lectures, group discussion, workplace projects, practicing work skills under supervision of Trainer, and other audio-visual aids.

Students will be assessed against the elements of the national units of competency and have their underpinning knowledge and skills tested. The assessment methods will be valid, reliable, fair and flexible.

All evidence that we collect for each student's assessment will need to be valid, sufficient, authentic and current.

All assessments and training will be conducted in a safe and healthy manner and will comply with Workplace Health and Safety relevant statutes in each State/Territory.

At the completion of your course assessment/s you will receive the following mark:

- Competent
- Not Yet Competent
- Unable to achieve competency.

Students shall be issued with a Statement of Attainment within 2 weeks after completion of the unit/s and within the AQTF timeframes. The statement shall detail the national unit of competency (s) that competency has and/or has not been achieved for.

# Being Reassessed:

Sometimes when a student is assessed they do not demonstrate that they are competent in the unit. This may be because of some of the following underlying reasons:

- they have had limited opportunity in performing certain skills in their normal workplace which places them in a position where they may not be ready to undertake a competency based assessment;
- they have had difficulty gaining and demonstrating necessary knowledge to the Workplace Assessor;
- they get nervous when being assessed and suffer recall difficulty;
- they have not undertaken the necessary pre-course learning and research prior to the assessment;
- they are not ready to be assessed in the first place and need to further practice prior to competency based assessment.

Simply attending one of our courses does not guarantee your competency.

If an Assessor makes a judgement that a student is 'Not Yet Competent', then the student will be provided with guidance as to how to improve their competency.

The student may choose to lodge an Appeal against the decision of Not Yet Competent. See complaints and appeals over page.

The student will be required to pay a reassessment fee of \$195.00/hr (plus any travel, incidentals, accommodation costs) for every subsequent assessment that occurs until they are judged competent. Travel, incidentals, and accommodation are to be negotiated between the student and the Assessor on a case by case basis.

Any re-assessment fees are to be paid prior to reassessment.

# **Recognition of Prior Learning:**

This is a process whereby a student who believes they already possess the competency (s) may be assessed for RPL. The process is also referred to as Recognition of Current Competency (RCC).

Skills of students may have been developed over time through a combination of factors. They may include your work experience, informal or formal study/training. The process focuses on what has been learned rather than where or how you learnt it. If you can demonstrate competency against our criteria that conform with the national unit of competency please contact our Training Manager if you would like to know more about this process.

There is a form available that will be provided when you make a request for RPL/RCC. You will then be contacted by our Training Manager. Assessment against RPL often involves a practical assessment, observation/demonstration, written assessment, oral questioning. This may be done in your normal workplace setting, our facilities, or in a simulated environment.

## **Mutual Recognition:**

If you have been issued a Statement of Attainment from another RTO this may be recognized and therefore you may be granted credit for the unit of competency.

Students seeking mutual recognition will need to verify all claims by submitting a portfolio of evidence that clearly documents the unit of competency they have achieved. Mutual Recognition can be sought by completing the relevant form available from the Training Manager.

# Complaints and Appeals:

## Complaint -

If any student has a complaint to make they can make that complaint to the Trainer / Assessor to be dealt with in the first instance. If it cannot be resolved the Training Manager shall be contacted. The complaint will be logged in the Performance Improvement Notice. The student shall advise the Training Manager within 7 days. The Training Manager will respond within a further 7 days.

Where the complaint cannot be resolved internally by complainant and the organization, an appropriate independent person or panel will be appointed for review. This will include any appeal of the result of an assessment.

## Appeals –

Candidates may seek to formally appeal the results of assessment on any grounds. The appeal must include details of the unit / course and clearly state grounds for appeal.

- Notify trainer / assessor within 21 days. Initially the staff member(s) responsible for assessing and issuing results will initially review appeals. Other staff or A1 Fire and Safety management may be required to have input into the initial appeals process.
- Negotiate for re-assessment. Students may be required to undertake further assessment tasks or submit further assessment evidence.
- All appeals will be handled as quickly as possible. A1 Fire and Safety will provide a written statement of outcome within a further 21 days.
- Should a student believe the appeal is not addressed appropriately, he / she may formally request to have the appeal heard by a third party or panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be advised of external organisations. A1 Fire and Safety has nominated in the first instance an independent assessor or RTO and in the second instance the State Authority (Queensland Department of Education, Training and the Arts) to act as intermediary in providing independent expert advice in appeal cases. A1 Fire and Safety will make all records available to the independent review body and cooperate in any way as required.

# Privacy:

A1 Fire and Safety collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Queensland Government who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit and/or AVETMISS reporting.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training program, there will be times when A1 Fire and Safety and/or its trainers, managers or administration staff may need to discuss your situation with others. Unless otherwise advised in writing, by completing the enrolment process with our RTO you authorise us to release information to the employer or employment service provider who has referred you to us (if applicable). We will not disclose your details to any other person or organisation without your written consent, unless of a statutory licensing contravention.

Also while you are undertaking your course or training program, our trainers, managers or administration staff may take photo, video or audio recordings of you participating in training and assessment activities. Unless otherwise advised in writing, by completing the enrolment process with our RTO you authorise us to use these images and/or recordings for training and marketing purposes.