

baseline



training | Pty Ltd

Part of the Corporate Protection Australia Group



Learner Handbook 2018

Contents

Introduction	3
Our Mission	3
CPA Group Vision	3
Quality Assurance	3
Our commitment.....	5
Our service commitment	5
Access and Equity.....	6
Unique Student Identifier.....	7
Admission and Entry Requirements.....	8
Baseline expectations of learners	9
Learner rights and expectations.....	9
Copyright and Academic Integrity	10
Cheating.....	11
Participant Support.....	11
Training Materials and Equipment	12
Cancellation	12
Special Consideration	12
Activated Withdrawal.....	12
Competency Based Training and Assessment.....	12
Credit Transfer	13
Recognition of Prior Learning (RPL).....	14
Complaints and Appeals	15
Appeals	16
Access to Participant Records	17
Release of Contact Details and Information	17
Privacy Policy.....	18
Change of Personal Details	18
Results	18
Evaluation.....	18
Relevant legislation to be complied with:.....	18
About Corporate Protection Australia Group	21
Corporate Protection Australia Pty Ltd (CPA)	21
Baseline Training and Consulting	21
Corporate Protection Australia Group Health and Medical Pty Ltd (CPAGHM)	21
Corporate Protection Australia Fire & Rescue Pty Ltd (CPAF&R)	21
iSafe Safety Management Systems Pty Ltd (iSafe SMS)	21
Corporate Protection International Pty Ltd (CPI).....	21

Introduction

Baseline Training Pty Ltd is a registered training organisation (RTO) that provides quality workplace health & safety training and assessment throughout Australia. Under the umbrella of the VET Quality Framework (VQF) Baseline ensures that courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian Standards.

RTO's are recognized as providers of quality-assured and nationally recognised training and qualifications. RTO's must act in the best interests of its clients and meet the Standards for NVR Registered Training Organisations 2011. This means that we must have quality systems, policies and procedures in place and the business is monitored by the National Regulator, Australian Skills Quality Authority (ASQA). The Standards for NVR Registered Training Organisations are the national set of standards that underpin the provision of quality training and assessment in vocational education and training throughout Australia and because Baseline is an existing RTO we follow the "Essential Standards for Continuing Registration" section of the Standards for NVR Registered Training Organisations.

With a proven track record of helping customers to reduce risk in their workplace, Baseline excels in providing knowledge and the necessary skills to employees so that they can work safely or respond to incidents / emergency situations that may occur. This is achieved by providing dedicated highly skilled trainers with industry specific qualifications and hands on experience. Baseline's training facilities are well equipped, and all courses are designed to provide participants with the maximum amount of knowledge and practical application possible under realistic conditions. Being a market leader Baseline has a large and diverse client base across many industry sectors including oil & gas, energy, petrochemical, drilling, mining, construction, manufacturing, government and local councils.

Our Mission

To partner with clients via the provision of corporate protection.

CPA Group Vision

To be the recognised specialist advisor and provider of corporate protection solutions in Asia Pacific/Oceania to the oil & gas, mining, ports and critical infrastructure sectors.

Quality Assurance

All Baseline course materials are developed in accordance with applicable legislative requirements and are tailored to suit the requirements of the industry/organisation in which the training is being delivered. All Nationally Recognised Training is designed to meet all relevant Industry Training Package guidelines and criteria. All documentation is maintained in line with Baseline's version control policy and the NVR Standards for continuing registration.

As a registered training organisation (RTO), Baseline collects and collates data using learner engagement surveys. These surveys are distributed to participants of all courses for completion and the survey results are reviewed and opportunities for improvement are identified. In line with Baseline's continuous improvement policy; all trainers and assessors actively participate in moderation and validation of the assessment tools and

processes used. The validation of assessment tools and processes is conducted on a regular basis and is designed to ensure the assessment principles and rules of evidence are embedded in Baseline assessment material (i.e. the tools are reliable, flexible, valid and fair) and meet the requirements of the relevant training package. Baseline trainers and assessors also participate in professional development activities to support delivery of quality training and assessment practice and to maintain industry currency.

Baseline works closely with our clients to customise courses to suit their specific needs or requirements. It is this flexibility and attention to detail that enables Baseline to develop strong and lasting relationships.

This handbook outlines our responsibilities as an RTO and your responsibilities as a student of this RTO. Please read and retain this handbook for your future reference.

Baseline will only enrol students who

- have made an informed decision about their course of learning through information provided via Baseline staff, this Student Handbook, or the website, and
- agree to abide by Baseline's policies and procedures, code of conduct and WHS obligations.

Baseline Administration Details:

Phone:	1300 227 354
Email:	info@baselinetraining.com
Website:	www.baselinetraining.com
Facebook:	https://www.facebook.com/baselinetrainingqld/

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement:

Should Baseline Training Pty Ltd. cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced:

In the unlikely event that Baseline Training Pty Ltd. is unable to deliver the training, you will be offered the option to enroll with another RTO and Baseline Training Pty Ltd. will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our service commitment

Your questions are important to us.

- Please be aware that our trainers are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 21 days of your completion.

Baseline Training will:

- Understand the needs of our students, staff and the industries in which we operate and with whom we do business;
- Understand your specific needs and be flexible in our approach to serving you;
- Operate professionally and always conduct business in a sound, ethical and fair manner;
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity;
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you;
- Respond to student and industry needs and remain competitive within our market.

Access and Equity

Baseline is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

All staff and contractors employed or engaged by Baseline are obliged to comply with this policy.

Based on the Access and Equity Policy for the Vocational Education and Training System Baseline Training Pty Ltd. will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training.
- Providing equal opportunity for all Participants.
- Providing access for all to appropriate quality Vocational Education and Training programs and services.
- Providing support services which enhance achievement of positive outcomes

To ensure the learning environment is free from harassment, discrimination and victimisation, Baseline will ensure that it:

- uses identical recruitment and admission process for all applicants;
- enrolls learners into courses and programs solely on availability of places and the applicant satisfying course/qualification and payment requirements (if applicable);
- provides all applicants with adequate information and support enabling the selection of the most suitable program for their needs;
- considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- offers flexible course design including recognition or qualifications and statements of attainment from other RTOs and recognition of prior learning;
- adapts to the requirements of students with a disability when designing courses;
- provides inclusive and non-discriminatory learning materials;
- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification;
- adapts assessment where necessary and possible to meet student needs;
- provides students with the right to appeal an assessment or recognition decision;
- gives all students an equal opportunity to demonstrate competence including through making reasonable adjustments for learners with a disability or special need according to individual circumstances. This may mean providing the appropriate services and/or facilities for student learning and assessment including:
 - the use of adaptive/assistive technology
 - educational support
 - alternative assessment methods
 - extra time to complete a course or assessment
 - learning support for basic literacy or numeracy difficulties

Baseline is committed to ensuring that all students have a reasonable chance of achieving an outcome, whether a unit of competency or a qualification. For this reason, they may advise applicants to consider alternative career or course choices if there is reasonable doubt about an applicant's aptitude to manage the course work (with reasonable additional support), attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

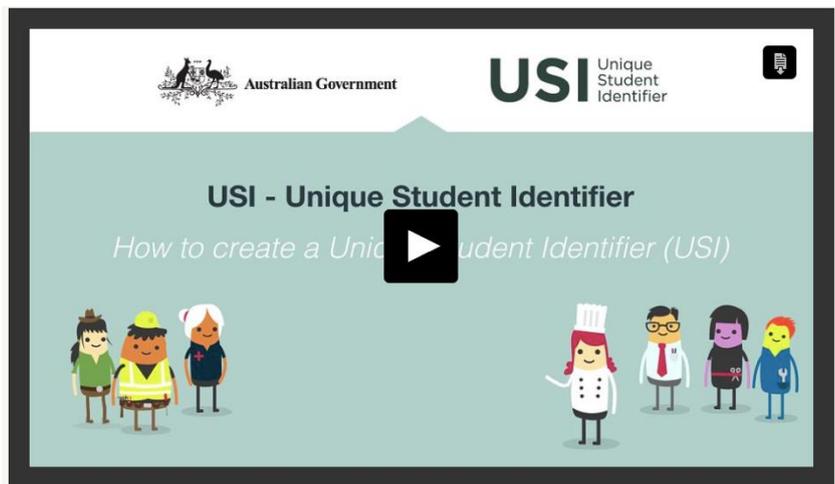
All students will be required to complete an enrolment form once the pre-course information has been received and the course selection has been made.

Unique Student Identifier

All learners whether new or continuing are required to supply Baseline Training Pty Ltd. with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training. For more information and to apply for your USI go to:



Or follow these steps:

Step 1

You will need to get one form of ID from the list below ready:

- Medicare Card
- Driver's License
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on the ID.

More information on proof of ID and different types.

Step 2

Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3

Then click on 'Create USI'.

Step 4

Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5

You will then be asked to enter the details from you ID from the list above.

Step 6

You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student USI check questions page.

Step 7

Your USI will be displayed on the screen.

Step 8

Students should write down their USI somewhere safe or enter it into their phone for safe keeping.

Step 9

Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI).

Admission and Entry Requirements

Baseline Training Pty Ltd. Pty Ltd requires that the participant can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

Baseline Training Pty Ltd. Pty Ltd upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Baseline Training Pty Ltd. Pty Ltd reserves the right to suspend from their training courses participants who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol
- Disobeying a reasonable trainer or staff member request
- Displaying rude or derogatory behaviour or action;
- Evidencing non-attendance or non-participation.

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Baseline expectations of learners

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Learner rights and expectations

As individuals, learners enrolled with Baseline can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- To rely on the protection of personal information;
- To be able to access personal records (not that of other persons);
- To be provided with timely and accurate information about course(s), enrolment, and all administrative matters;
- That assessment within course(s) will be equitably and appropriately implemented;
- That the facilities and equipment used are safe, and comply with workplace health and safety guidelines;
- To provide honest and constructive feedback to us on the quality of our training and assessment, support and other services.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from staff. They are here to help and assist where possible. Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see below re copyright) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct including suspension or exclusion from Baseline programs or withholding of results.

Disciplinary actions, other than those requiring recommendations for suspension or expulsion, are intended to be remedial rather than punitive and will be implemented only after all other good teaching techniques and strategies have been exhausted (such as supporting students towards positive behaviour, following up concerns with students etc).

As much as possible and wherever appropriate, informal resolution and or mediation will be used to resolve issues of individual behaviour before recourse to formal disciplinary procedures. Learners should be aware that serious offences such as sexual harassment, racism, assault (including verbal), attending a course under the influence of alcohol or drugs, or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately, obviously impacting on the ability to continue or complete a course. Please be aware that external authorities, such as the police, will be alerted where a student's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied however, including suspension, for consistent minor breaches of the code of conduct.

Copyright and Academic Integrity

In accordance with the Copyright Act 1968 (Cth), for study and research purposes, you are allowed to copy:

- One chapter or 10% of a book; or
- One chapter, or 10% of the number of words of text materials in electronic form; or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation.

You should remember to reference carefully the copyright works you use in order to avoid plagiarism, which is considered to be 'academic misconduct'.

When producing an assessment item, such as an assignment or report, you are required to acknowledge the sources of information that you have used:

- to prove that your work has a substantial, factual basis;
- to show the research you've done to reach your conclusions;
- to allow readers to identify and retrieve the references for their own use;
- If you do not acknowledge these sources, then you are plagiarising their work.

You must also comply with licences for the use of intellectual property, including software. All software on **Baseline** computers or provided to you as part of your learning resources is licensed and there is no permission to copy software unless permitted by licence.

Baseline is committed to upholding high standards of training and assessment and therefore implements the following academic integrity policy.

- You must at all times in the course of your studies:
- Participate in learning and training & conduct research with honesty & integrity;
- Where necessary, acknowledge and seek permission to use the work of another;
- Understand that all work submitted for assessment must be your own work and in no way falsified or completed by another person;
- Always protect your work to ensure other students are not able to copy or misuse your work.

Cheating

Cheating is student behaviour that is unethical and is not acceptable. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face academic penalties.

Participant Support

Baseline Training Pty Ltd. is dedicated to providing a high standard of service to learners. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Participants as quickly as possible but you are reminded that our Trainers do have other Participants and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Baseline Training Pty Ltd. can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Baseline Training Pty Ltd. we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

Should you feel that you are not coping with your training either because of difficulties at work or as a result of personal issues, you may seek advice and/or assistance from your trainer or Baseline. Baseline will make every effort to assist you to manage issues that could have an impact on the successful completion of training.

Additional agencies that may provide further support include:

Centrelink

Phone: 131 021

Email: www.centrelink.gov.au

Language Literacy and Numeracy Providers

TAFE Queensland

Phone: 1300 308 223

Email: <https://business.tafeqld.edu.au/literacy-language-and-numeracy>

Alcohol & Drug Foundation Queensland

For closest branch call or check website

Free Call: 1800 172 069

Email: <https://adf.org.au>

Lifeline

<http://lifeline.org.au>

131114

Beyond Blue

<https://www.beyondblue.org.au/>

1300 122 3646

Training Materials and Equipment

During training, Baseline Training Pty Ltd. participants will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Baseline Training Pty Ltd. Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Cancellation

A cancellation fee of 50% of the course/qualification cost applies if cancellation is made within 7 working days of a booked occurrence date and the full fee will be charged for cancellations made with less than 2 working days' notice. All cancellations are to be made in writing and scanned or emailed to info@baselinetraining.com.

Special Consideration

If you withdraw after commencement of the course or program, due to unforeseen difficulty or circumstances you may apply for special consideration of a refund which will be considered on a case by case basis. Your application must be in writing and you will need to provide supporting evidence and documentation.

Activated Withdrawal

If you fail to attend classes, and/or fail to submit course work for any period of time that is sufficient to impact your progression, Baseline will attempt to contact you to determine your intentions to continue in the course.

If you are unable to be contacted after three attempts Baseline may initiate an Activated Withdrawal process from which you are considered to be withdrawn and all fees paid to date are non-refundable. To recommence after a withdrawal has been activated you are required to submit a new application and may be treated as a new student.

The acceptance of the refund policy and procedures and the availability of a complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

Competency Based Training and Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Baseline Training Pty Ltd. and must be signed by you. Please always include the question/task you are addressing.

You are able to access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

Information about vocational education and training and the national register of training providers and qualifications can be accessed at: www.training.gov.au

Information related to regulation of registered training providers and the VET Quality Framework is available via: www.asqa.gov.au

The Australian Qualifications Framework (AQF) website can assist you with information on national qualifications in schools, vocational education and training (TAFE’s, and private providers) and the higher education sector (mainly universities). Valuable information is also provided on learning and employment pathways: <http://www.aqf.edu.au/>

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. To apply for Credit transfer, you will need to request an application form from Baseline administration. This is required to be submitted with your supporting documents.

Whilst you may apply for credit transfer at any time, you are encouraged to apply before commencing a training program or within three (3) weeks of the program commencement. This will reduce unnecessary training and guide you towards a more efficient path to competence.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek assistance from their Educator for potential recognition of previous work towards unit assessment.

You will be notified in writing of the outcome of your credit transfer application.

Three (3) major factors need to be considered:

- How current the Qualification/Statement of Attainment is
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

Recognition of Prior Learning (RPL)

All students enrolled with Baseline who consider that they have and can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether achieved through prior training (formal or informal) or through relevant work history and [work or life] experience may apply to have their knowledge and skills 'assessed' via an RPL process.

The RPL process at Baseline may vary depending on individuals' specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider your suitability;
- A conversation between assessor and you to discuss evidence requirements for individual units, make a preliminary assessment, advise you accordingly and review the RPL assessment tool(s);
- You will supply evidence of your capability (prior learning, work history, personal skills etc) specifically related to the units of competency;

Examples of evidence might include (but not limited to):

- licenses or tickets
- resume/ CV or detailed work history
- certificates (accredited, non-accredited, higher education degrees or training programs. Refer Recognition re 'credit')
- performance appraisals
- indentures or trade papers
- statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving etc.
- photographic evidence of work
- diaries/task sheets/job sheets/log books
- memberships of relevant professional associations
- hobbies/interests/special skills outside work
- references/letters from previous employers/supervisors
- industry awards
- letters from employers, records of professional development.

An assessor may conduct a review/verification of the evidence supplied against the units of competency

The assessor may facilitate a one – on - one professional conversation(s) (depending on your experience and/or evidence, the assessor may need more than 1 occasion and/or to assess your skills in your workplace or a simulated environment)

If you consider you may have prior knowledge and skills that could demonstrate your current competence in accredited training, you are encouraged to discuss with Baseline at enrolment.

For more information regarding RPL and how to apply, please discuss this with your Trainer.

Complaints and Appeals

Baseline is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework. Your feedback about your experiences with Baseline is very important in enabling us to do this effectively.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in Baseline feedback and continuous improvement cycle.

Baseline considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisations continuous improvement and all staff are actively encouraged to participate in continuous improvement processes.

We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback. As an RTO, Baseline is also required to collect Learner Engagement feedback (via a survey) about your experience with us and report the outcomes to the national regulator annually or quarterly. We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

Baseline's full Complaint and Appeal Policy and Procedure is available on request, on our website, and will be discussed at induction. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

If you have a complaint, please discuss it first with the relevant person (the person your complaint is related to), or another Baseline staff member (see options below). If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, letter or via the website) to Baseline who will commit to investigating the issue and working with you to have it resolved.

If you are lodging an appeal about a decision, whether the decision is about the result of an assessment or a decision about an issue, it must be done within 14 days of notification of the result or decision. Each student has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision.

Whilst Baseline would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides students with access to a National Training Complaints Hotline (13 38 73 or skilling@education.gov.au) which is open from 8am to 6pm Monday to Friday.

The Queensland government also enable students to raise issues and concerns with the Training Ombudsman. trainingombudsman.qld.gov.au

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- Training delivery
- Training and/or assessment, including Recognition of Prior Learning
- Any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

First instance:

You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Compliance Team on 07 3902 0222.

Second instance:

If the issue is not resolved you are encouraged to either speak to or contact in writing the Operations Manager on 07 3902 0222.

Third instance:

If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti- discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the General Manager on info@baselinetraining.com immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance:

If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider/should-i-make-complaint-asqa>

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor

- faulty or inappropriate equipment or facilities

Step 1

You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Compliance Team on info@baselinetraining.com

(This should occur within five (5) working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten (10) working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Operations Manager. The Operations Manager will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Operations Manager if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 5

If you are not satisfied with the outcome of this procedure they should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider/should-i-make-complaint-asqa>

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request Baseline Training Pty Ltd. is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose

of this is to ensure compliance with regulations and standards.

Privacy Policy

Baseline Training will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Baseline Training will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way.
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification.

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Baseline Training Pty Ltd. will issue Statements of Attainment/ Certificates within twenty-one (21) working days.

Please Note:

If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Baseline Training Pty Ltd. office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

If a replacement Statement of Attainment is required, please download the "Certificate/Card reprint request" form from our website, alternatively email to info@baselinetraining.com . An administration fee of \$40 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Baseline Training Pty Ltd. encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with:

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice.

For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).

For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Equal Opportunity

New South Wales Anti-Discrimination Act 1977
Queensland Anti-Discrimination Act 1991
South Australia Equal Opportunity Act 1984
Victoria Equal Opportunity Act 2010
Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

For more information visit:

consumerlaw.gov.au/the-australian-consumer-law/legislation

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information visit:

http://www.austlii.edu.au/au/legis/cth/consol_act/caca2010265

Children, Youth and Families Legislation

New South Wales Children and Young Persons (Care and Protection) Act 1998
Queensland Child Protection Act 1999
South Australia Children's Protection Act 1993
Victoria Children, Youth and Families Act 2005
Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of offences

For more information visit:

<https://www.childrens.health.qld.gov.au/chq/our-services/community-health-services/>



About Corporate Protection Australia Group

The Corporate Protection Australia Group (CPA Group) is a national group of companies with over 15 years' experience in our chosen fields. We currently employ in excess of 350 staff across multiple industries and locations. CPA Group's key individuals and associates have a history of successful outcomes in demanding, high profile matters including supply of manpower, projects, safety and risk management in our dedicated environment.

The CPA Group comprises of 6 companies including:

Corporate Protection Australia Pty Ltd (CPA)

CPA is a major supplier of asset protection officers and emergency service officers to the mining/energy, maritime and critical infrastructure industries.

Baseline Training and Consulting

Baseline Training and Consulting is part of the Corporate Protection Australia Group providing quality workplace health & safety education and training throughout Australia.

Baseline is a registered training organisation (RTO). Under the umbrella of the VET Quality Framework, Baseline ensures all courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian Standards.

With a proven track record of helping customers to reduce risk in their workplace, Baseline excels in providing knowledge and the necessary skills to employees so that they can work safely or respond to incidents / emergency situations that may occur. Being a market leader Baseline has a large and diverse client base across many industry sectors including oil & gas, energy, petrochemical, drilling, mining, construction, manufacturing, government and local councils.

Corporate Protection Australia Group Health and Medical Pty Ltd (CPAGHM)

CPAGHM provide certified paramedics and nurses, equipment, vehicles and clinical infrastructure for a complete site emergency solution.

Corporate Protection Australia Fire & Rescue Pty Ltd (CPAF&R)

CPAFR specialises in fire rescue and emergency management. Our expert fire/rescue officers, equipment and vehicles ensure total site compliance and safety.

iSafe Safety Management Systems Pty Ltd (iSafe SMS)

iSafe specialises in risk, safety and security consultancy (plans, audits and advice) to the maritime, mining/energy and critical infrastructure industries. iSafe's products and services also include drug and alcohol testing, supply of specialist medical and fire/rescue equipment, safety management planning and speed monitoring. iSafe also installs and maintains security related systems including CCTV and access control.

Corporate Protection International Pty Ltd (CPI)

CPI provides an extensive range of security and consultancy services on a global scale, particularly in South East Asia.

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www.baselinetraining.com

Baseline Training and Consulting is part of the Corporate Protection Australia Group and is a registered training organisation (RTO). Under the umbrella of the VET Quality Framework, Baseline ensure that all courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian standards.