

# baseline



## training | Pty Ltd

Part of the Corporate Protection Australia Group



# Learner Handbook

**Baseline Training Pty Ltd** RTO Code: 110029

Head Office: Unit 7 / 231 Holt St, Pinkenba QLD 4008

[www.baselinetraining.com](http://www.baselinetraining.com) 1300 BASELINE (227 354)

Version 7.0 Last Reviewed: 21/11/2018 | Document Revision Date: 31/12/2018

## Contents

Introduction.....	3
Our Mission.....	3
Quality Assurance.....	3
Our commitment .....	5
Our service commitment .....	5
Access and Equity.....	6
Unique Learner Identifier.....	7
Admission and Entry Requirements.....	9
Baseline expectations of learners .....	10
Learner rights and expectations .....	10
Copyright and Academic Integrity .....	11
Participant Support.....	12
Training Materials and Equipment .....	14
Course Cancellation and Refund of Fees .....	14
Competency Based Training and Assessment .....	15
Credit Transfer .....	16
Recognition of Prior Learning (RPL) .....	16
Complaints and Appeals .....	18
Complaints .....	18
Appeals.....	20
Access to Participant Records.....	21
Release of Contact Details and Personal Information .....	21
ASQA .....	21
NCVER .....	21
Change of Personal Details .....	23
Results.....	23
Evaluation .....	23
Relevant legislation to be complied with: .....	23
Third Parties .....	25
About Corporate Protection Australia Group.....	26

## 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 Training ensures that courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian Standards.

RTO's are recognised 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 Registered Training Organisations 2015. 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 Registered Training Organisations 2015 are the national set of standards that underpin the provision of quality training and assessment in vocational education and training throughout Australia; Baseline Training as an existing RTO follows these standards to ensure its products and services are user focused and of high and consistent quality.

With a proven track record of helping customers to reduce risk in their workplace, Baseline Training excels in providing the knowledge and skills necessary for you to work safely and respond to incidents or 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 right amount of training needed, under realistic conditions to achieve real workplace ready skills. Being a market leader Baseline Training 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 facilitate safety of workers through the provision of authentic high-quality training, and to be recognised as a training provider of choice by industry and individuals alike.*

## Quality Assurance

All Baseline training 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 Standards for Registered Training Organisations (RTOs) 2015.

As a registered training organisation (RTO), Baseline Training collects and collates data using post training surveys. These surveys are distributed to participants of all courses on completion, via email. The survey results are reviewed and opportunities for improvement are identified and acted upon 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.

Validation of assessment tools and processes is conducted to ensure the assessment principles and rules of evidence are embedded in Baselines training and 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 Training works closely with clients to customise courses to suit their specific needs or requirements. It is this flexibility and attention to detail that enables Baseline Training to develop strong and lasting relationships.

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

Baseline will only enrol learners who:

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

**Baseline Administration Details:**

Phone:	1300 227 354
Email:	<a href="mailto:info@baselinetraining.com">info@baselinetraining.com</a>
Website:	<a href="http://www.baselinetraining.com">www.baselinetraining.com</a>

## **Our commitment**

To ensure that we provide training and assessment services that meet the needs of clients and industry, we ensure that Baseline training:

- employs suitably qualified and experienced trainers and assessors
- uses training facilities with current tools and equipment according to industry standards
- provides opportunities for learning in appropriate environments
- tailors training and assessment to meet the learner and industry needs

### *Prior to commencement:*

Should Baseline Training 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 by 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 is unable to deliver the training, you will be offered the option to enrol with another RTO and Baseline Training will assist in both finding a suitable RTO, and 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 will be 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, 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 30 calendar days of the learner being assessed as meeting the requirements of the training product and providing all the agreed fees have been paid.
- The learner will receive the Statement of Attainment, and where learner permission is given, the employer may also be issued with a copy, particularly to comply with industrial workplace requirements.

### **Baseline Training will:**

- understand the needs of learners, staff and the industries in which we operate and with whom we do business
- understand individuals specific needs and be flexible in our approach
- 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 Learner 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 will deliver training that:

- is equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training.
- provides equal opportunity for all participants.
- provides support and reference to applicable services which enhance achievement of positive outcomes

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

- uses an identical admission process for all applicants
- enrolls learners into courses and programs solely on availability of places and the applicant satisfying course/qualification entry 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 pre-requisite

- 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 learners with a disability when designing courses as allowed by the conditions of the individual units of competency
- provides inclusive and non-discriminatory learning materials
- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification prior to commencement of training
- adapts assessment where necessary and possible under the conditions of the unit/s of competency to meet learner needs
- provides learners with the right to appeal an assessment or recognition decision
- gives all learners an equal opportunity to demonstrate competence including through making reasonable adjustments for learners with a disability or special need according to individual circumstances without adjusting the integrity of the unit of competency. This may mean providing the appropriate services and/or facilities for learner 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 Training is committed to ensuring all learners 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 an alternative career or course choices if there is reasonable doubt about an applicant's ability to manage the course work successfully (after being provided reasonable additional support), to meet the stated requirements.

### **Unique Learner Identifier**

All learners whether new or continuing are required to supply Baseline Training with their Unique Learner Identifier (USI). The USI is required at the time of enrolment. We are unable to accept enrolments without this number unless provided with an official 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: <https://www.usi.gov.au/learners/create-usi>

Or to watch the video below go to: <https://www.usi.gov.au/video/learner-video-unique-learner-identifier-usi>



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 learners
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

**IMPORTANT:** The details a learner 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 your 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 Learner USI check questions page.

#### **Step 7**

Your USI will be displayed on the screen.

#### **Step 8**

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

#### **Step 9**

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

### **Admission and Entry Requirements**

Baseline Training requires that the applicants can:

- obtain a USI or provide evidence of exemption
- read and interpret workplace documentation
- speak clearly and unambiguously in English
- write to the level required to complete workplace forms

Baseline Training 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 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
- acting in a manner which endangers others or self
- evidencing unexplained 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**

Expectations of behaviour whilst undertaking training and assessment are listed below. 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 work health and safety regulations at all times.
- Always comply with anti-discrimination legislation; this includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Always comply with workplace harassment, victimisation and bullying regulations.
- Ensure that behaviour is always of a level acceptable to the workplace.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer and assessor.
- Inform your trainer and assessor immediately should you be unable to attend due to illness or other reasons.

Inform your trainer and assessor 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 Training 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 be assured of 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 be given opportunity to provide honest and constructive feedback on the quality of our training and assessment, support and other services.

If you are unsure about the right thing to do in any circumstance, you are encouraged to ask staff for advice. 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 copyright below) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct, including suspension or exclusion from Baseline training 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 learners towards positive behaviour and following up concerns with learners and other relevant parties.

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 learner'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 Training 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 Training 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
- be prepared to provide photo ID when requested to authenticate your identity
- protect your work to ensure other learners are not able to copy or misuse your work.

### **Cheating**

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

### **Participant Support**

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

Should you require further support, Baseline Training 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 and counselling services. 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 learner.

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

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 and assessor or a Baseline staff member. 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](http://www.centrelink.gov.au)

**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

**Reading Writing Hotline**  
1300 655 506

#### **Skills for Education and Employment**

- Call the Department of Human Services (DHS) on 132 850 from anywhere in Australia for the cost of a local call or visit your local DHS office.
- Call the Skilling Australia information line on 13 38 73 from anywhere in Australia for the cost of a local call.

If you live in a remote community, contact the Community Development Program (CDP)  
<https://www.pmc.gov.au/indigenous-affairs/employment/cdp>

#### **Adult Migrant English Program**

- Phone: the information line on 13 38 73 from anywhere in Australia for the cost of a local call.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

## **Training Materials and Equipment**

During training and assessment and resources, Baseline Training participants will be given access to safety equipment and other required material. This equipment and material are 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 and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

## **Course Cancellation and Refund of Fees**

### **Learner Funded Courses (not traineeships)**

Course fees may be refunded or reallocated under the following circumstances:

1. If Baseline Training Pty Ltd cancel a course for whatever reason, the Learner will receive a full refund (or pro-rata adjusted refund). Baseline Training Pty Ltd may also offer the learner a transfer to another course (at no additional charge to the Learner), this choice is for the learner to make.
2. If a course cancellation is requested up to 5 days before the commencement of the course, a full refund of paid money will be given.
3. If a course cancellation is requested less than 2 days prior to the day of course commencement, 50% of the course fees will be refunded. If no payments have been received, Baseline Training will issue an invoice for 50% of the course fees. Baseline Training Pty Ltd may elect to waive this fee if no outlays have been incurred.
4. If the learner wishes to change their enrolment into another course date with Baseline Training Pty Ltd, the course fees paid will be transferred to new course.

### **No Refund**

1. If a learner applies for RPL and the application is unsuccessful, there will be no refund. However, fees paid can be transferred as a discount to attending the course identified as deficient by the RPL process, if the course is a current course offered by Baseline Training Pty Ltd.
2. Once training has commenced in the course, no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non-completion of course. In these cases, the learner may wish to return to studies at a later date. This will require approval by Baseline Training Pty Ltd (the learner must return within 1 year to complete course).
3. The learner fails to comply with terms and conditions of enrolment and policies and procedures as provided in the Learner Handbook
4. The learner provides false or misleading information

## Progress Payments

Generally, Baseline Training Pty Ltd require upfront payment of course fees.

In line with our values on equity and access, learners may approach Baseline Training Pty Ltd, if they have circumstances that warrant an alternative payment structure.

## How to apply for refund

To apply for a refund, the learner is required to complete the Refund form. This form is available on Baseline Trainings Website. <https://www.baselinetraining.com/>

**Note:** Refunds due to the Learner will be paid within 2 weeks of receiving written application and gaining approval from the General Manager.

## Competency Based Training and Assessment

Learners enrolled in training which will lead to a Nationally Accredited outcome are required to complete assessments to demonstrate competency in compliance with the unit of competency and/or Qualification as specified in Training.gov. Competency based assessment is the process of gathering evidence to confirm that learners can perform the required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Workplace logbooks
- 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 and must be signed by you. Please always include the question/task you are addressing.

Information about vocational education and training and the national register of training providers and qualifications can be accessed at: [www.training.gov.au](http://www.training.gov.au)

Information related to regulation of registered training providers and the VET Quality Framework is available via: [www.asqa.gov.au](http://www.asqa.gov.au)

The Australian Qualifications Framework (AQF) website can assist you with information on national qualifications in schools, vocational education and training 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 Training administration. This is required to be submitted with your supporting documents. All copies of transcripts, statements of attainment and certificates must be certified as true copies by a justice of the peace. For more information on where to locate a Justice of the Peace in your area go to: <https://www.australia.gov.au/information-and-services/public-safety-and-law/justices-of-the-peace>

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 you will be advised to seek assistance from your trainer about 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:

- certified copies of your 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 learners who consider they can demonstrate current skills and knowledge in qualifications or individual units of competency, whether achieved through prior training (formal or informal) or through relevant work history and experience may apply to have their knowledge and skills 'assessed' via an RPL process in any current advertised program offered by Baseline Training

The RPL process at Baseline Training may vary depending on individuals' specific circumstances but will generally follow the process outlined below:

- RTO provides preliminary information about the RPL process in the Baseline training RPL Application guide to applicants
- Applicant provides RTO with evidence to be analysed against the desired units of competency such as a resume, letters from employers and job descriptions
- The RTO provides the applicant with a preliminary report outlining eligible units based on the provided evidence and a quote for the cost of enrolling in the RPL process for those units.
- Applicant enrolls in the units selected
- A conversation between assessor and applicant to discuss further evidence requirements for individual units
- Applicant supplies further evidence of 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 will 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 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 this with Baseline Training at enrolment.

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

## **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 Training is very important in enabling us to do this effectively.

Learners, prospective learners 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 Training continuous improvement cycle.

Baseline considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation play 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 (online 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 and on our website. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

### **Complaints**

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 through an appointment, email, letter or via the website to Baseline Training 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 learner 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.

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 and third parties.

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 and so on

**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 Manager on 1300 227 354 and to complete the Complaints and Appeals form located on the website and submit to [compliance@baselinetraining.com](mailto:compliance@baselinetraining.com).

**Second instance:**

If the issue is not resolved, you will be referred to the National Operations Manager available on 1300 227 354.

**Third instance:**

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

In the event that a complaint has been lodged with a third party, a copy of the original Complaint or Appeals form must be forwarded to the General Manager at [info@baselinetraining.com](mailto:info@baselinetraining.com), even if the situation has been resolved to the satisfaction of all parties.

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

**Fourth instance:**

Whilst Baseline Training would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides learners with access to a National Training Complaints Hotline (13 38 73 or online through the Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

## Appeals

Appeals are the expression of dissatisfaction of an assessment result. This would occur when a learner 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
- learners' needs have not been taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process was not based on Training Package/Unit of Competency 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.

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

### Step 2

If not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Compliance Manager on [info@baselinetraining.com](mailto:info@baselinetraining.com)

*(This should occur within five (5) working days of the outcome 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 will 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 not satisfied with the outcome of the appeal, your appeal is to be reviewed by the National Operations Manager. The National Operations Manager will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The National 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 you are 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 Personal Information

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### ASQA

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 learners to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of learners and industry.

Upon request Baseline Training 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.

### NCVER

Under the Data Provision Requirements 2012 **Baseline Training Pty Ltd** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by **Baseline Training** for statistical, regulatory and research purposes. **Baseline Training Pty Ltd** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary learner undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting learner surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET learner survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

You may under the Freedom of information Act, apply to access copies of documents held by the department of Education and Training relating to yourself. For more information go to <https://docs.education.gov.au/pages/how-make-freedom-information-foi-request>

Baseline Training Pty Ltd will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment reporting requirements as stated above, or in emergency and life-threatening situations.

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.
- destroy personal information using certified secure destruction services
- not retain any credit card information and will securely destroy documents containing credit card information immediately upon processing

## **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 Nationally Accredited Qualification or Unit of Competence, Baseline Training will issue Statements of Attainment/ Certificates within Thirty (30) working days.

### **Please Note:**

If you require a Statement of Attainment, Qualification Certificate or workplace card to be issued is a shorter timeframe, you will need to advise your trainer and assessor at the beginning of your training.

If a replacement Statement of Attainment, Qualification Certificate or workplace card is required, please download the "Certificate/Card reprint request" form from our website, alternatively email to [info@baselinetraining.com](mailto:info@baselinetraining.com) . An administration fee of \$40 inclusive of GST applies.

## **Evaluation**

Your feedback is particularly important to our commitment to ongoing improvement. On completion of your training you will be asked to provide your thoughts and comments on the training received via an email. Baseline Training encourages all learners to take the survey which takes no more than 3 minutes to complete alternatively contact Baseline training personally to provide feedback or comments on any aspect of the service received on 07 1300 227 354.

## **Relevant legislation to be complied with:**

### **Model 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:

<https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-act>

### **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://workplaceohs.com.au/legislation/vic-legislation>

### **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: [https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a555.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a555.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/](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.

<https://www.legislation.gov.au/Details/C2017C00180>

For more information regarding use of copyrighted materials for educational purposes go

to : [https://www.alrc.gov.au/sites/default/files/pdfs/publications/13\\_educational\\_use.pdf](https://www.alrc.gov.au/sites/default/files/pdfs/publications/13_educational_use.pdf)

### **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. For more information go to: <https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act>

### **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:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees>

### **Third Parties**

Baseline Training partners with the following training providers under third-party arrangements:

- CPA Group
- Black Rock

This means that training and assessment delivered by these organisations is done so under the provision of Baseline Trainings Registration Code 110029. All of Baseline Trainings' Third-Party training providers are obligated to follow all of Baseline Trainings process, policies and procedures as outlined in this document and in the policies and procedures located on our website. If your training is being delivered by a Third Party and you have any questions relating to this, please contact Baseline Training Head Office on 1300 227 354.



### **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.

1300 BASELINE

[www.baselinetraining.com](http://www.baselinetraining.com)

Baseline Training and Consulting is part of the Corporate Protection Australia Group and is a registered training organisation (RTO) CODE 110029. 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.