



Focus on Safety Pty Ltd

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Student Handbook



FIRE



HEIGHTS



FIRST AID



MDG-25
HOT WORKS



HIGH RISK



CONFINED
SPACE



RESCUE



Document Revision

Version	Release Date	Change Details	Authorised By	Revision Date
V1	June 2012	Initial implementation co-provider handbook	S. Morante	2013
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V5.6	June 2025	Update to LLN sections, new standards noted, addition of counselling services website	T. Luhrs	June 2025

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Focus on Safety** policy may impact on the currency of information included. **Focus on Safety** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Focus on Safety**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Focus on Safety**. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries regarding the contents of this handbook can be directed to the training team, contact details below.



Table of Contents

Welcome	5
Contacting Us.....	5
About Us	7
1. Legislation	8
2. Code of Practice Statement.....	9
3. Policies and Procedures	11
3.1 Access and Equity Policy.....	11
3.2 Anti-discrimination Policy	12
3.3 Complaints and Appeals Policy.....	12
3.4 Workplace Health and Safety	13
3.5 Infection Prevention	13
3.6 Injury, Incident Reporting and First Aid	13
3.7 Smoking, Drugs and Alcohol.....	14
4. Privacy Policy	14
4.1 Access to Your Records	14
5. Enrolment.....	15
5.1 Enrolment Dates.....	15
5.2 Entry Requirements	15
5.3 Unique Student Identifier (USI)	15
5.4 Foundation Skills	16
5.5 Language, Literacy, Numeracy and Digital (LLND) Evaluation.....	16
5.6 Literacy and Numeracy Support.....	16
5.7 Other Support Services	17
6. Fees	17
6.1 Course Fees.....	17
6.2 Re-issue of Transcripts.....	17
6.3 Re Assessment Fee	18
6.4 Cancellation Fee.....	18
6.5 Payment Options	18
6.6 Failure to Make Payment	18
6.7 Refunds	19
6.8 Course Withdrawal	19
6.9 Cancellation of Course by Focus on Safety	19
7. Course Information	19
7.1 Duration.....	19



7.2 Volume of Learning.....	20
7.3 Competency Based Training (CBT)	20
7.4 How does Assessment work in Competency Based Training?.....	20
7.5 Training and Assessment Strategies	21
7.6 Reasonable Adjustment.....	21
8. Recognition Processes	21
8.1 Recognition of Prior Learning	21
8.2 Credit Transfer.....	22
9. Assessment Information	22
9.1 Assessments	22
9.2 Resubmissions	23
9.3 Assessment Feedback	23
9.4 Plagiarism and Cheating.....	23
9.5 Cheating and Plagiarism Policy	24
9.6 Appeals	24
9.7 Where to Get Help	24
10. Student Conduct.....	24
10.1 Student Code of Conduct.....	24
10.2 Academic misconduct.....	25
11. Student Feedback	25
12. Issuing Certificates	26
Appendix A	26
Appendix B	28



Welcome

Congratulations and thank you on your decision to undertake training with Focus on Safety (FOS). We have been delivering training across the Hunter Valley and NSW since 2011.

Our goal is to deliver current, relevant industry safety training to ensure our students receive the required knowledge, skills, and workplace knowledge to work safely in their chosen field.

Our range of safety training has been developed to assist clients nationwide in meeting specific safety requirements particularly for high-risk working environments.

The Focus on Safety team incorporates a strong focus on safety skills and risk mitigation in all safety training.

Focus on Safety (FOS) is committed to ensuring our training is delivered in a professional manner by trainers with diverse and extensive knowledge and experience, ensuring a high standard of training to all learners.

Focus on Safety will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate your individual training needs.

I sincerely hope that your time at FOS is a memorable and productive learning experience.

Welcome to Focus on Safety,

A stylized, cursive signature of the name 'Scott' in black ink.

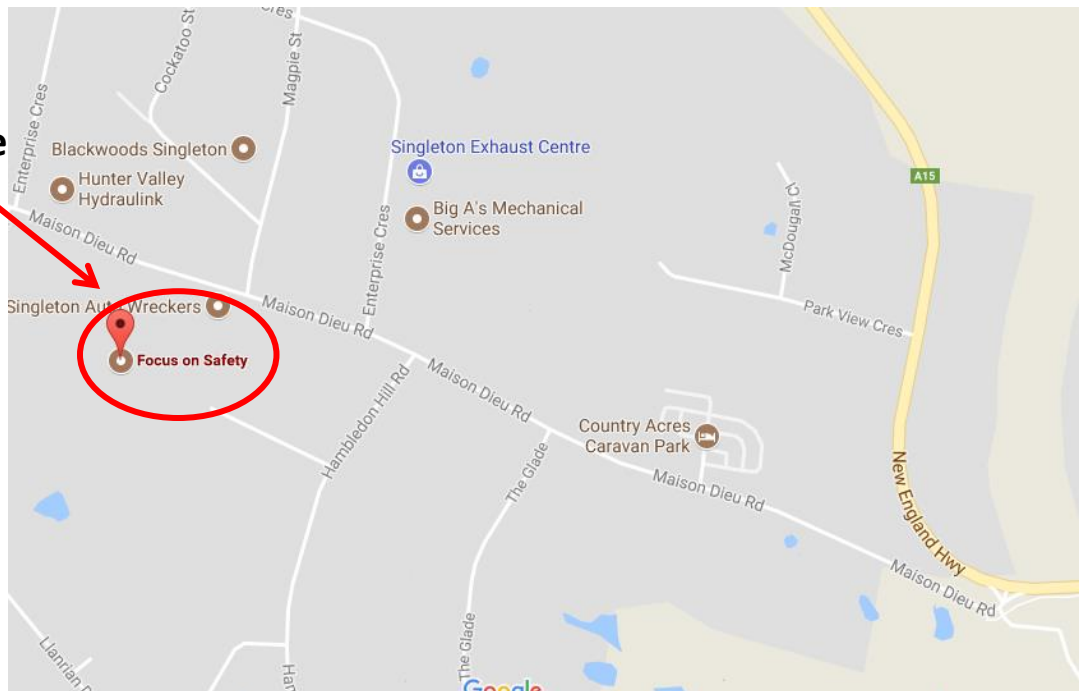
Scott Morante
Chief Executive Officer

Contacting Us

Our contact details are listed below. Feel free to contact us with any query you may have regarding your learning experience with Focus on Safety.



We are here



Contact Details:

Focus on Safety Pty Ltd

RTO Code: 40469

147a Maison Dieu Road, Singleton 2330 NSW

Phone: 02 65713333

Email: admin@focusonsafety.com.au

Web: www.focusonsafety.com.au

CEO Scott Morante



About Us

Focus on Safety strives to lead the industry in quality safety training. Our Singleton training facility is designed to provide realistic workplace experiences using our purpose-built training simulators.

Our courses are delivered by appropriately qualified and experienced trainers, using a variety of methods. We offer training sessions via:

- Face-to-face, classroom based learning
- Simulated activities
- Worksite training

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- First aid
- Confined Space
- Heights Safety
- Emergency Response Training
- Fire and Workplace Emergency Training
- Tower rescue Training
- Work Health and Safety
- Low Voltage Rescue
- High Risk Licence Plant and Machinery Training

We also offer the following Non-accredited training:

Safe Chemical Handling

High Pressure Water Jetting

TRG – Hot work training

Manual Handling

Emergency Decent Device Training

Fire Warden and Fire Chief

A full list of course codes and course titles are included in Appendix B.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **40469**. All training delivered by FOS is in accordance with the Vocational Education Training (VET) Quality Framework.

The VET quality framework provides a set of standards and requirements that ensure learners receive best practice in their vocational training.

Further information about the VET Quality Framework can be found here:

<https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework>



1. Legislation

As an RTO, **Focus on Safety** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, **Focus on Safety** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Focus on Safety is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

2. Code of Practice Statement

As a responsible member of the VET community, **Focus on Safety** follows a Code of Practice which outlines how you can expect the organisation and our staff to behave. Similarly, **Focus on Safety** has expectations for student behaviour. These are outlined in the section 'Student Conduct – Code of Conduct'.

Focus on Safety Training undertakes to provide high quality training and to uphold the highest ethical standards.

To ensure your rights as a consumer are protected and you receive the services detailed in your training agreement;

- Our marketing and advertising to prospective clients is ethical, accurate and consistent
- You will be informed before you enrol of all the costs and charges you will incur throughout your course.
- Our refund policies are fair and are documented and provided to each client prior to enrolment.
- We will ensure that your academic, financial, and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.
- We will ensure that the Nationally Recognised Training (NRT) logo is used only in accordance with its conditions of use.

To ensure we at Focus on Safety Training adhere to the principles of access and equity, meet our legal obligations, and maximise outcomes for each client;

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services. To ensure that you can be confident that the qualifications issued by the Focus on Safety Training are recognised by industry;
- We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments
- Our teaching and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.

To assure the quality of training and assessment provided across all of Focus on Safety Training operations.



- We are committed to continuously improving the services we offer and will seek feedback from you about the services you have received from us.
- Our organisation is a Registered Training Organisation (RTO) that is authorised under legislation to offer nationally recognised training. We ensure that at all times our operations comply with relevant legislation and the national registration standards.

We recognise that you may have skills and knowledge that are relevant to your course outcomes. Prior to the commencement of training;

- We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If you have completed relevant units of competency with another RTO, we will automatically credit these towards completion of your qualification once verified.
- We offer learning and assessment services that as far as practicable meet your individual learning needs.
- We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

Focus on Safety Training is committed to ensuring the quality of vocational education and training programs offered meet the needs of our clients and are in accordance with:

- Australian Skills Quality Authority (ASQA)
- Australian Quality Training Framework (AQTF)
- Australian Qualifications Framework (AQF)
- National Standards for Registered Training Organisation
- Commonwealth/State legislation and regulatory requirements.

As an RTO Focus on Safety Training is subject to regular checks and audits by registration authorities to ensure that we meet the standards for training conducted under the Australian Quality Training Framework. The registering authority for Focus on Safety is Australian Skills Quality Authority (ASQA) and may be contacted on <http://www.asqa.gov.au>

A copy of the Code of Practice can be obtained by contacting Focus on Safety.



3. Policies and Procedures

The following Policies and Procedures underpin **Focus on Safety's** operations. A copy of our full policies are available upon request.

3.1 Access and Equity Policy

Purpose

This policy is used by Focus on Safety (FOS) to integrate access and equity principles into all training and assessment it conducts, and offers to potential, new and existing students.

Focus on Safety is committed to providing all students with equitable opportunities to pursue their training and development. The purpose of this policy is to remove barriers and to open opportunities for all students by creating a training environment that is free from discrimination, harassment, bullying, vilification, racism, prejudice, and offensive behaviour.

Scope

This policy applies to all prospective students, new and existing students enrolled in a course offered by FOS. It also applies to all FOS employees (staff) engaged in the delivery of training and assessment to students and any other clients who may access the services provided by FOS.

Definitions

Access and Equity - Access and equity means policies and procedures aimed at ensuring that Vocational Education and Training (VET) is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location may present a barrier to access, participation and achievement of suitable outcomes.

Equity - Focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate, have the opportunity to reach their potential, make choices and receive responsive and appropriate products and services and therefore benefit to the same level.

Responsibilities

1. FOS CEO is responsible for:
 - a. advocating and adhering to this policy in all areas of practice.
 - b. reporting unfair or unjust practice in line with FOS Complaints Policy and Procedures and other associated policies and procedures.
 - c. reviewing any prospective student's additional needs as identified during the enrolment process by the FOS Administration Team in order to determine possible support measures which can be put into place, reasonable adjustments that can be made and confirm suitability for enrolment in the selected course.
 - d. determining and approving support provisions within the capacity and expenditure of FOS budget.
2. FOS Administration Team is responsible for:
 - a. advocating and adhering to this policy in all areas of practice.
 - b. reviewing any prospective student enrolment forms during the enrolment process to identify additional needs in order to determine possible support strategies which can be put into place, reasonable adjustments that can be made and confirm suitability for enrolment in the selected course.



- c. informing the CEO and trainer assessors of the additional needs of students and possible support strategies required.
- 3. FOS Staff are responsible for:
 - a. advocating and adhering to this policy in all areas of practice.
 - b. working with the FOS Administration Team and Training and Assessment staff in implementing and supporting students with additional needs
 - c. delivering training and assessment services in line with the agreed supports and any approved reasonable adjustments.
- 4. Prospective and enrolled students are responsible for:
 - a. honestly and openly identifying additional needs or supports which may impact on the delivery of training and assessment, and their ability to successfully complete their selected course.

3.2 Anti-discrimination Policy

The FOS Anti-discrimination and Harassment policy aims to promote equal opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training.

FOS is committed to ensuring all FOS staff, participants and clients are treated fairly and equally.

- 1. All opportunities are based on merit without regard for age, disability, race, sex, intersex status, gender identity and sexual orientation
- 2. FOS trainer/assessors are accountable for the implementation of this policy
- 3. FOS is responsible for providing an environment free from any form of discrimination, harassment, insult, ridicule, or bullying.

3.3 Complaints and Appeals Policy

We believe it is important that if you have an issue or concern (with training, assessment outcome or other services) that we know about it, providing us with the opportunity to work with you to resolve it.

If you have a complaint, you may choose to informally discuss it first with the relevant person or a FOS staff member. If the issue is unable to be resolved or, if you are unable or unwilling to discuss it directly, you may submit a written complaint form. Complaint forms and confidential envelope (if required) are available from reception or via email request to the Compliance Manager – tammy.luhrs@fos.net.au. Lodged complaint forms will be acknowledged in writing within 5 working days and will indicate the anticipated review period within 14 days of receipt of the complaint/appeal form. If the process will/is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay, and kept informed of all progress.

All complaints are managed in the strictest confidence, fairly, equitably, as efficiently as possible and stored securely.



All complaints, appeals and outcomes are logged in the Complaints and Appeals Register. Outcomes of complaints and appeals processes are used to inform continuous improvement activities. Focus on Safety will implement any improvement actions arising from complaints for the benefit of future learners.

All learners have the right to lodge an appeal if you disagree with a decision regarding an assessment or complaint outcome. Where the complaint/appeal cannot be resolved acceptably, you will be informed and referred to the most appropriate body, e.g. external mediator.

If you raise a concern but are not willing to proceed with a formal complaint be advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by Focus on Safety. A copy of our Complaints and appeals policy and procedure can be found here - [Complaints and Appeals Policy and Procedure](#) or ask any of our staff for a copy.

3.4 Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Focus on Safety. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes Focus on Safety's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place.

This includes the provision of:

- An environment that is safe to work/learn in, with working procedures that are safe to use,
- adequate staff training
- properly maintained facilities and equipment,
- a clean and suitably designed workplace with the safe storage of goods such as chemicals.

Please report any incident, hazard or concerns immediately.

If an emergency involving fire, please follow the evacuation notices found just inside the door of each classroom and the instructions given by your trainer during your site induction prior to the commencement of your course.

3.5 Infection Prevention

Infection prevention and control is everybody's responsibility. This responsibility applies to everybody working and visiting our training facility including Focus on Safety staff and course participants.

If you or anyone close to you is experiencing the symptoms of gastro (diarrhoea, vomiting) or respiratory illness, you are required to inform your trainer immediately. This includes any symptoms of COVID-19 (see COVID-19 procedures)

You will be not be able participate in training while these symptoms persist. In the case of Gastroenteritis, you must be free of symptoms for 48 hours before attending the training centre.

Focus on Safety strives to ensure a comfortable, safe, and healthy learning environment for all learners. By upholding the principle of infection prevention, we ensure our commitment to our students.

3.6 Injury, Incident Reporting and First Aid



All students and visitors must report any incident that has the potential to/or causes injury, illness or damage to persons, equipment, buildings or the environment as soon as possible. An incident may range from a 'near-miss', to serious accidents or emergencies. Incident forms are available from administration or ask your trainer.

First Aid provisions are in accordance with the SafeWork Australia – First Aid in the Workplace Code of Practice. Any participant who feels unwell or requiring first aid treatment for an injury should report to their trainer immediately.

Your trainer will arrange for the Focus on Safety First Aid Officer to assess and manage/refer your illness/injury accordingly.

3.7 Smoking, Drugs and Alcohol

Focus on Safety provides a training environment which aims to ensure the health, safety, respect and productivity of all students.

Focus on Safety is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Focus on Safety premises, to use Focus on Safety facilities or equipment, or to engage in any Focus on Safety activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected. Some prescription medication or pharmaceuticals may affect your ability to drive or operate machinery safely. You should check with your Doctor that your prescription does not impair your study performance or put you or others at risk.

4. Privacy Policy

Focus on Safety strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements as required by the VET regulator, the Australian Skills Quality Authority (ASQA).

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

From time to time Focus on Safety may wish to use images taken during training sessions for advertising, marketing or to emphasise aspects of training. No images will be collected or published without your consent given in writing. A **Release and Consent to use photographic images** form will be included with your enrolment. Read full Policy here - [APP Privacy Policy](#) or ask any of our staff for a copy.

4.1 Access to Your Records

All students have the right to access their record of participation and progress. If you wish to access your student information file, please direct your request in writing to Admin at Focus on Safety via email: admin@focusonsafety.com.au

5. Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be available, on the website, in each classroom and in office, for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding exceptional circumstances and/or training needs. Information on the fees, charges and payment methods relating to your proposed course of study will be provided.

5.1 Enrolment Dates

Focus on Safety operates on a schedule system of start dates. This means you are able to enrol up to the day before your course is scheduled to commence. Please note that course registration is required prior to the course commencing to ensure your place on the course date of your choice.

5.2 Entry Requirements

Some courses may have pre-requisite requirements. A pre-requisite is a unit that must be completed or a requirement that must be satisfied before you can enrol in a particular unit. Pre-requisite units are stated on the website where they are applicable.

Please contact Focus on Safety if you are unsure of any pre-requisites or co-requisites that are required for entry to the course in which you are interested. Entry or pre-requisite requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Minimum age requirements
- Due to the practical hands-on nature of our courses, appropriate clothing and protective footwear should be worn. No skirts, dresses or shorts, sandals or thongs.

5.3 Unique Student Identifier (USI)

A USI is a unique 10-digit number assigned to students undertaking nationally recognised vocational education and training.

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure, online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Focus on Safety cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI,



please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

* Note - international students studying onshore who have not yet arrived are not required to provide a USI as a condition of enrolment but are required to provide a USI when arriving in Australia before commencement of their course.

5.4 Foundation Skills

Foundation Skills are a mandatory component of Units of Competency and a part of all FOS training.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as oral communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate and interact in the workplace such as teamwork, problem solving, and self-and time-management.

Using core Language, Literacy, Numeracy and Digital (LLND) skills is not just about whether someone can read or write, but about how the skills can be used and applied in various situations. This is especially the case when it comes to recognising specific vocational core LLND skills, for example how to read and enter information into a vehicle record management system or understanding specific industry terms.

5.5 Language, Literacy, Numeracy and Digital (LLND) Evaluation

All vocational education and training in Australia must comply with the Standards for Registered Training Organisations 2015. To ensure that we comply with the Standards, your LLND skills will be evaluated prior to commencement of your course. This helps us identify your ability to comprehend the content and tasks for the course and any possible barriers to successful completion.

Focus on Safety course materials contains written information and limited numerical calculations, and we recognise that not all people are able to read, write and perform calculations to the same level. We endeavour to assist those with difficulties where the assistance will not compromise the integrity, equity or fairness of assessment tasks or the requirements of the course.

If it is identified that Focus on Safety is not able to offer the level of support required, we will provide appropriate advice, support or external agency referral for assistance. All fees will be refunded in this instance.

5.6 Literacy and Numeracy Support

- Australian Council of Adult Literacy: Email: info@acal.edu.au or <https://acal.edu.au/>
- Skills for Education and Employment (Aust Govt): www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment
- NSW Adult Literacy and Numeracy Council: 1300 655 506 or <http://www.nswalnc.org.au/>
- Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au
- NSW Government – Education: <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/disadvantaged-students/extra-learning-support>

5.7 Wellbeing Support Services

Focus on Safety will make every effort to support our participants in their studies. But if you are experiencing personal difficulties and think you may benefit from counselling or personal support, many professional organisations offer support services. These include:

- Australian Counselling Services: www.acscounselling.com.au
- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 224 636 or www.beyondblue.org.au
- Salvation Army: 13 72 58 or <https://salvos.org.au/>

6. Fees

6.1 Course Fees

Information about fees and charges for courses is documented on our website <http://www.focusonsafety.com.au> or can be obtained by contacting Administration staff at Focus on Safety. ABN 75 151 700 051

Several factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Individual course fees are listed with the corresponding course on our website.

Any variations to these fees will be discussed prior to enrolment with you and/or the third party (such as employer, school, agency etc.) who may be paying the tuition fees for you.

All fees are correct as of **16th January 2024** and are subject to change. Please contact **Focus on Safety** if you have any questions related to course fees.

With the change to an online booking system, all fees are now required to be paid at the time of booking to secure your place in the course. You are entitled to a refund if you cancel more than 48 hours before commencement of the course (5 days for High Risk and First Aid courses). Additionally, we offer a refund if we cancel the course for any reason. To request a refund, simply email us with the details.

In line with The Standards for Registered Training Organisations (RTO's), Focus on Safety does not collect more than \$1500 in fees prior to course commencement.

6.2 Re-issue of Transcripts

An administration fee of **\$22** applies for **Focus on Safety** to re-issue a hardcopy replacement of your Certificate or Statement of Attainment. Requests for digital replacements of successfully completed units attract no charge.

The administration fee of **\$22** also applies to requests for card replacements.

Replacement transcripts or cards that cannot be personally collected, will be posted, on receipt of your written request confirming the delivery address. Postage is included in the replacement fee.

NOTE: Your request will not be completed until payment has been received.



6.3 Re Assessment Fee

High-risk plant/machinery courses include assessment by an approved SafeWork assessor. If you are unsuccessful in your initial assessment and reassessment is required, a fee of **\$120** will apply. Payment of this fee is required upon booking the reassessment.

If you are unable to gain a competent outcome in the timeframe given for this course you will be required to enrol into the course again, at full course cost, for re assessment.

6.4 Cancellation Fee

Focus on Safety Pty Ltd realise that cancellation or deferment of a course is sometimes unavoidable and therefore have established the following guidelines:

- Focus on Safety Pty Ltd online registration/booking binds the client to full payment prior to commencement of the course.
- All requests for cancellations and movements are to be received via email.
- No penalty applies if student is moved to another course date in the first instance. However, if a student changes course date multiple times, then full course fees will apply.
- Full fee payment will apply if a cancellation or movement request is received less than 48 hours prior to commencement of the course for all courses other than High Risk courses and First Aid courses, these require 5 days' notice.
- No cancellation fee applies if Focus on Safety cancels the course for any reason.

6.5 Payment Options

Payment of course fees can be made to **Focus on Safety** via:

- Credit card
- Debit card
- Electronic funds transfer
- Online payment when booking
- Cash

Fees are due for payment at the time of the course booking for individuals and non-account customers. In cases where an employer, with an account with Focus on Safety, is paying for the course a purchase order is required at the time of booking. An invoice will be sent to them on the commencement day of the course.

If you have trouble paying your fees, please contact us on 6571333 to discuss options.

Note: Focus on Safety does not have Smart and Skilled funded training.

6.6 Failure to Make Payment

Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Focus on Safety as early as possible to discuss options.



6.7 Refunds

You are entitled to a full refund if you cancel your course **more** than 48 hours before commencement of the course.

Additionally, we offer a refund if we cancel the course for any reason. We will notify you if this is the case.

However, if you believe that a refund should be considered for your individual circumstance, please contact Administration for an appointment to discuss this with the CEO or General Manager.

* **Note:** A different Refund policy exists for First Aid and high risk courses. First Aid & high risk courses require a 5 day notification of change and cancellation.

6.8 Course Withdrawal

Due to the type of short duration courses at Focus on Safety, formal course withdrawal should be addressed to FOS administration staff in the first instance. You must advise **Focus on Safety** in writing (email) of your decision and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation

Please Note: If the course has already commenced, full fee payment will still apply.

6.9 Cancellation of Course by Focus on Safety

In the event that a course is cancelled by **Focus on Safety** for any reason, students who may have already been assessed as competent for any units in the course will be issued a Statement of Attainment for these units.

7. Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format where applicable. Participant manuals are provided to all participants. In some cases, “classroom copy manuals” are provided. This resulted from many participants not wishing to keep their manual. These ‘classroom copies’ should not be removed from Focus on Safety, however, if you would like your own copy, please ask at Administration and you will be supplied with one.

You will not need to supply your own stationery materials.

7.1 Duration

All courses offered by Focus on Safety have a set duration. These can be found on the Focus on Safety website www.focusonsafety.com.au on the individual course information pages.

The level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the ‘Volume of Learning’.

7.2 Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of learning figures assumes none of the competencies identified in a qualification are currently held.

The time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

7.3 Competency Based Training (CBT)

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

Definition of Competency: The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

7.4 How does Assessment work in Competency Based Training?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace.

If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a simulated practical task
- A combination of the above

Focus on Safety has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

7.5 Training and Assessment Strategies

Focus on Safety staff is appropriately qualified and have sufficient, relevant industry experience to train and assess the courses being delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT).

All courses are assessed under the competency based training and assessment criteria established under the AQF (www.aqf.edu.au)

7.6 Reasonable Adjustment

Focus on Safety recognises that not all participants learn or can demonstrate competence in the same manner, and that with some flexibility, participants who may not learn best with traditional learning and assessment styles can still achieve their desired outcomes.

This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities. For example, some students may not be able to complete a written assessment but can successfully demonstrate competence verbally.

Reasonable adjustment in the learning environment utilises the principles of Access and Equity for all participants.

Any participant with disability, impairment or temporary conditions may be granted 'reasonable adjustment' dependent on their individual circumstance. Assessment for 'reasonable adjustment' must be completed before commencement of the course.

Reasonable adjustments are made to ensure that participants are not presented with barriers to demonstrating achievement in the training programs, however, the performance requirements for the courses cannot be compromised. Determining reasonable adjustment to assessment, considers the vocational and professional outcomes of the course in order to ensure assessment decisions are appropriate.

8. Recognition Processes

Focus on Safety offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

8.1 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has because of past study and/or work skill experience.

You may be considered for RPL if you have:

- Undertaken similar study in another course and/or
- Relevant workplace, community and life experiences

RPL is to be demonstrated through evidence of previous study and/or experience.

The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

To apply for RPL, you will need to provide evidence of previous study or experience such as academic transcripts, certificates, workplace documents and references.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact our administration staff to discuss your options.

Please Note: In some instances RPL is not relevant for the competency-based courses offered by Focus on Safety. Most courses have a requirement by local industry to be renewed every 2-3 years. Many employers require a copy of the current Statement of Attainment to allow employees onto sites.

8.2 Credit Transfer

Focus on Safety recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer, you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our administration staff at reception.

9. Assessment Information

9.1 Assessments

You are expected to complete assessments for all units in your qualification. You will need to complete all required assessments for a result to be recorded.

You will receive detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Assessment activities vary for each course and may include:

- Quizzes
- Written assessment activities such as completing forms
- Practical skills demonstrations
- Simulated scenarios

9.2 Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions or demonstrating a task again.

Focus on Safety does not charge a fee for resubmission of assessments. If, after three resubmissions, your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the unit, in order to achieve the full qualification.

All staff at Focus on Safety will take every reasonable effort to help you succeed in your course.

9.3 Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Please speak to your trainer/assessor if you have any concerns or would like more details regarding your feedback.

9.4 Plagiarism and Cheating

All work that you submit must be your own. You will be asked to sign a declaration attached to each assessment confirming that all work submitted is your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Focus on Safety. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from. Of each participant to ensure the work is their own.

Participants undertaking training courses at Focus on Safety engage in learning and assessment activities that determine overall competency of skills and knowledge. Through these undertakings, it is the ethical responsibility of every participant to ensure the integrity of their own work.

If plagiarism is suspected, penalties will be imposed and may include:

- resubmission and/or completion of alternate assessment tasks.
- Learners may be deemed 'not yet competent' if they cannot provide evidence of knowledge
- Permanent notation on assessment records

Cheating is to obtain information or ideas using unfair advantage, deceit, fraud, swindling or tricking.

In reference to training and assessment practices, cheating includes but is not limited to:



- Plagiarism
- Copying in part or whole from another person's work during an exam or test
- Discussing answers or ideas during an examination or test where the discussion is not authorised by the trainer
- Using or displaying cheat sheets
- Allowing another person to represent the enrolled student in class
- Submitting work that has been completed by another person including tasks, projects, log books or assessments
- Submitting work that is exactly the same as another participant

9.5 Cheating and Plagiarism Policy

The purpose of this policy is to provide guidelines to FOS staff if cheating and/or plagiarism is suspected. To see the full policy, please contact FOS administration.

9.6 Appeals

As a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, however, you are encouraged to speak with your assessor in the first instance.

If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Focus on Safety's procedure for lodging an appeal.

(See section 3.3 Complaints and Appeals)

9.7 Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted in person or through our office on 65713333.

10. Student Conduct

10.1 Student Code of Conduct

Just as Focus on Safety has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, complete assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Focus on Safety provides training services in a spirit of cooperation and mutual respect. Your responsibilities as student are:

- Treat all others with respect, courtesy and impartially.
- Respect the views and opinions of others



- Avoid conduct which could be perceived as racist, sexual, intimidating or gender based harassment
- Engage with your learning and ensure all work is your own work
- Adhere to Focus on Safety WHS guidelines and report any perceived risks

Focus on Safety views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a manner, that will uphold the integrity of the RTO.

Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Focus on Safety

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

10.2 Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. See *Cheating and Plagiarism*.

11. Student Feedback

Focus on Safety is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Please take the time to complete these feedback surveys, your views give us valuable insight into ways we can improve our services.

12. Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Focus on Safety and other RTOs in the Standards for RTOs 2015.

If for some reason Focus on Safety ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Focus on Safety')

Appendix A

Information from the Standards for RTOs

The following information has been taken from [Outcome Standards - Standards for NVR Registered Training Organisations 2025](#)

Standard 2.1: VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Performance Indicators

An NVR registered training organisation demonstrates:

- (a) all information provided to VET students by the organisation or any third parties is clear, accurate and current;
- (b) how it identifies which information VET students require prior to their enrolment and how that information is communicated to VET students prior to their enrolment;
- (c) the following information is easily accessible by VET students:
 - (i) the training product code and title, duration, modes of delivery, training delivery location, training commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training;
 - (ii) the training support services and wellbeing support services that are available to the VET student, and how the student can access those services;
 - (iii) all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies; and
 - (iv) any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;



- (d) the organisation provides all VET students with documentation prior to their enrolment or before any fees are required to be paid which sets out
 - (i) the training which the organisation or third parties will provide the VET student;
 - (ii) all fees, costs and charges which the VET student will be required to pay; and
 - (iii) any obligations or liabilities which may be imposed by the organisation or third parties on the VET student; and
- (e) that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.

Standard 2.2: VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

Performance Indicators

An NVR registered training organisation demonstrates:

- (a) taking into account the requirements of the training product – it has procedures in place to review, prior to enrolment, the skills and competencies of prospective VET students, including their language, literacy and numeracy proficiency and digital literacy; and
- (b) based on the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.



Appendix B

Regular Courses

First Aid and CPR

- HLTAID009- Provide cardiopulmonary resuscitation (current)
- HLTAID011- Provide first aid (current)

Confined Space – 2 Day

- MSMPER200- Work in accordance with an issued permit (current)
- MSMPER202- Observe permit work (current)
- MSMPER300- Issue work permits (current)
- MSMWHS201- Conduct hazard analysis (current)
- MSMWHS217- Gas test atmospheres (current)
- RIIWHS202E- Enter and work in confined spaces (current)
- RIIIRIS201E- Conduct local risk control (current)

Confined Space – Day 3

- PUAFIR207- Operate breathing apparatus open circuit (current)
- PUAFIR210- Prevent injury (current)
- PUASAR022- Participate in a rescue operation (current)

Heights

- RIIWHS204E- Work safely at heights (current)

Low Voltage Rescue and CPR Training

- UETDRMP007 – Perform rescue from a low voltage panel (current)
- UETDREL006 - Work safely in the vicinity of live electrical apparatus as a non-electrical worker (current)
- HLTAID009 - Provide cardiopulmonary resuscitation (current)

High Risk Licence

- TLILIC0003 - Licence to operate a forklift truck (current)
- TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more) (current)



Other Courses (contact Admin)

Fire Extinguisher Training

- PUAFER008 - Confine small emergencies in a facility (current)

Tower rescue Training

- PUASAR022- Participate in a rescue operation (current)
- RIIRIS201E- Conduct local risk control (current)
- PUAFIR210- Prevent injury (current)

Twin Rope Rescue Training

- PUASAR022 - Participate in a Rescue Operation (current)
- PUAFIR210 - Prevent Injury (current)

Work Health and Safety

- RIIRIS201E - Conduct local risk control (current)

See our website for further information on all courses.