



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
V1.1	Oct 2013	Co-provider Student Handbook updates	S. Morante	2014
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V6	Dec 2025	Re write of language to be in line with the outcome standards for RTOs 2025	T. Luhrs	2026

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 update information where required and will notify students of changes that may affect them.

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.



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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

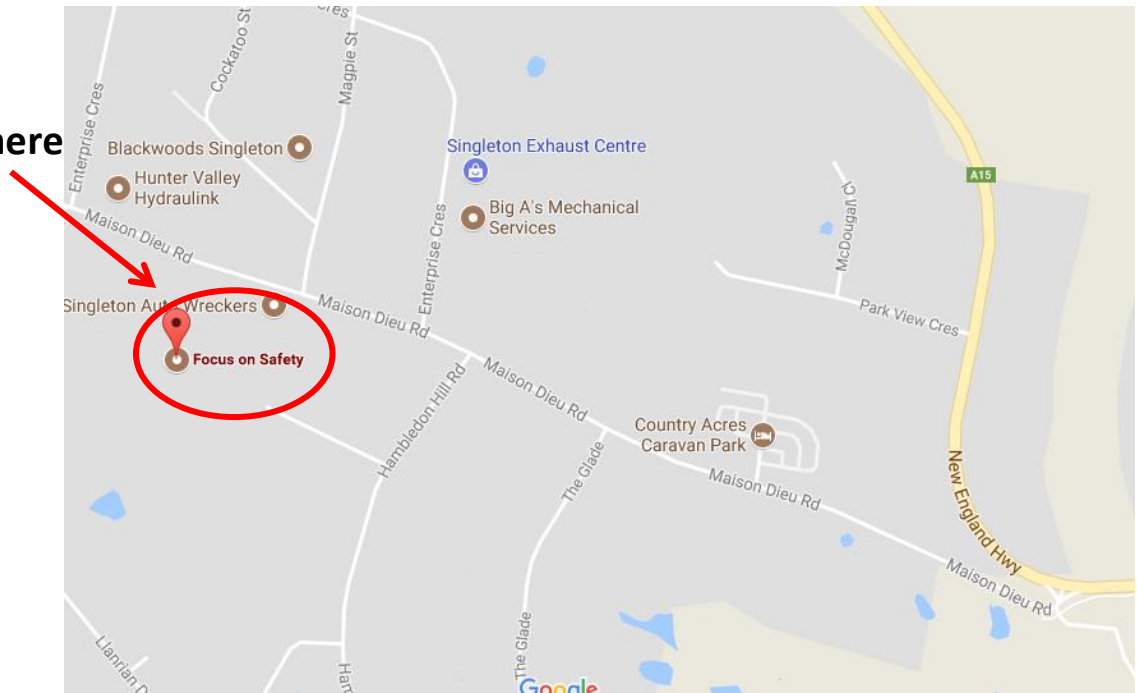
Focus on Safety acknowledges the Traditional Custodians of the lands and waters across Australia and pays our respects to Elders past and present. We extend that respect to all Aboriginal and Torres Strait Islander peoples joining our training today.



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

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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 national VET regulatory framework, as regulated by ASQA.

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 a Registered Training Organisation (RTO), Focus on Safety is required to comply with Commonwealth and State legislation designed to uphold the integrity of nationally recognised training and protect the rights of students.

This includes compliance with the national VET regulatory framework, including:

- the **Outcome Standards for NVR Registered Training Organisations 2025**,
- the **Compliance Requirements** (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use), and
- the **Credential Policy**,
as administered by the Australian Skills Quality Authority (ASQA).

In addition, Focus on Safety complies with a range of other relevant State and Commonwealth legislation, including but not limited to:

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

Further information about applicable legislation and regulatory requirements can be found at:

www.legislation.gov.au - the Australian Government website for Commonwealth legislation

www.asqa.gov.au - the national regulator for Australia's vocational education and training (VET) sector



2. Code of Practice Statement

Focus on Safety (FOS) is committed to delivering high-quality vocational education and training that is ethical, transparent, and focused on positive learner outcomes.

As a Registered Training Organisation (RTO), FOS operates in accordance with the Outcome Standards for NVR Registered Training Organisations 2025, the Compliance Requirements, and the Credential Policy, as regulated by the Australian Skills Quality Authority (ASQA).

Focus on Safety undertakes to ensure that:

- Training and assessment services are delivered by appropriately qualified and competent personnel with current industry skills.
- Training and assessment practices are fair, flexible, valid and reliable, and aligned with the requirements of nationally recognised training products.
- Assessment decisions are made in accordance with the Principles of Assessment and Rules of Evidence.
- Information provided to prospective and enrolled students is accurate, current and accessible, enabling informed decision-making prior to enrolment.
- Fees, charges, refund arrangements and enrolment conditions are clearly communicated before enrolment.
- Student records are accurate, secure and managed in accordance with privacy and records-management legislation.
- Reasonable adjustment and support services are available to assist students to successfully participate in training and assessment where appropriate.
- Recognition processes, including Recognition of Prior Learning (RPL) and Credit Transfer, are applied in accordance with regulatory requirements.
- Student complaints and appeals are managed fairly, confidentially and in a timely manner.
- Continuous improvement activities are informed by feedback from students, trainers, employers and industry stakeholders.

FOS expects students to engage respectfully with staff and other learners, comply with safety requirements, and adhere to the Student Code of Conduct while participating in training and assessment activities.

Copies of FOS's policies and procedures that support this Code of Practice are available upon request.

3. Policies and Procedures

Focus on Safety (FOS) has a comprehensive suite of policies and procedures that govern the delivery of training and assessment services and support the safety, wellbeing and rights of students.

These policies ensure that Focus on Safety operates in accordance with the **Outcome Standards for NVR Registered Training Organisations 2025**, the **Compliance Requirements**, and the **Credential Policy**, as regulated by the Australian Skills Quality Authority (ASQA).

Student-relevant policies include, but are not limited to:

- Access, Equity, Welfare, Wellbeing and Student Support Policy
- Advertising and Marketing Policy
- Appeals Policy
- Assessment Policy
- Child Safety and Wellbeing Policy
- Complaints Policy
- Conflict of Interest Policy



- Consumer Protection Policy
- Continuing Professional Development Policy
- Fees, Charges and Refunds Policy
- Information Provision Policy
- Issuance of AQF Certification Documentation Policy
- Privacy Policy
- Quality Policy
- Recognition of Prior Learning and Credit Transfer Policy
- Student Advice, Selection, Enrolment and Induction Policy
- Third-Party Arrangements Policy
- Training Policy
- Validation Policy
- VET Personnel Requirements Policy
- Whistleblowing Policy
- Work Health and Safety Policy

These policies are supported by associated procedures, forms, registers, monitoring tools, audit tools and continuous improvement processes to ensure consistent and compliant service delivery.

Copies of Focus on Safety's policies and procedures are available **upon request**. Students are encouraged to contact Focus on Safety if they wish to access a specific policy or require clarification about how a policy applies to their training.

Further information about privacy and access to records is outlined in Section 4 of this handbook.

4. Privacy and Personal Information

Focus on Safety respects the privacy and confidentiality of student information. Personal information is collected, used and stored in accordance with applicable privacy legislation and is used only for purposes related to the delivery of training and assessment services, regulatory requirements, and student support.

Student information is stored securely and is only disclosed to third parties where authorised by the student or required by law.

Further information about how Focus on Safety manages personal information is outlined in the Privacy Policy, which is available upon request.

4.1 Access to Your Records

Students have the right to access their personal records held by Focus on Safety, including enrolment information, assessment outcomes and certification records.

Requests to access or update student records must be made in writing to Focus on Safety administration via email at admin@focusonsafety.com.au.

Requests will be managed in accordance with privacy and records-management requirements. Where access cannot be granted, students will be advised of the reason.

5. Enrolment

Focus on Safety aims to ensure that all students are provided with clear, accurate and sufficient information prior to enrolment so they can make an informed decision about their training.



Enrolment is only confirmed once all pre-enrolment requirements have been met and payment arrangements finalised.

5.1 Enrolment Process

To enrol in a course with Focus on Safety, students must complete the required enrolment application and provide all requested information prior to course commencement.

Before enrolment is finalised, students are provided with information relating to:

- Course content and duration
- Assessment requirements
- Fees, charges and refund arrangements
- Entry requirements and pre-requisites (where applicable)
- Support services and reasonable adjustment options

Focus on Safety reserves the right to decline or defer an enrolment where entry requirements are not met or where the course is not considered suitable for the student's needs.

5.2 Pre-enrolment Information and Suitability

As part of the enrolment process, Focus on Safety undertakes a pre-enrolment review to confirm that the selected course is appropriate for the student.

This may include consideration of:

- Course expectations and delivery mode
- Physical or safety requirements of practical activities
- Language, literacy, numeracy and digital skill requirements
- Any support needs or reasonable adjustment requirements

Where Focus on Safety determines that a course is not suitable, students will be advised accordingly and alternative options or referrals may be discussed where appropriate.

5.3 Entry Requirements

Some courses may have specific entry requirements or pre-requisites. These may include:

- Minimum age requirements
- Physical capability to safely participate in practical activities
- Completion of prerequisite units (where applicable)
- Appropriate language, literacy, numeracy and digital skills

Entry requirements are communicated prior to enrolment. Students who are unsure about entry requirements are encouraged to contact Focus on Safety for clarification.

Due to the practical nature of training, appropriate clothing and protective footwear must be worn. Skirts, dresses, shorts, sandals or thongs are not permitted during practical activities.



5.4 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a mandatory requirement for all students undertaking nationally recognised training in Australia.

Focus on Safety cannot issue a Statement of Attainment or Certificate unless a valid USI has been provided. Students must supply their USI prior to certification being issued.

Students who do not already have a USI can create one at www.usi.gov.au

5.5 Foundation Skills and LLND Evaluation

All training delivered by Focus on Safety incorporates foundation skills relevant to the unit or course being undertaken.

Prior to commencement, students may be required to complete a Language, Literacy, Numeracy and Digital (LLND) evaluation to ensure they have the skills required to successfully participate in training and assessment.

The purpose of this evaluation is to:

- Identify potential barriers to learning
- Determine appropriate support or reasonable adjustment
- Confirm suitability for the selected course
-

Where Focus on Safety is unable to provide the required level of support, students will be advised prior to enrolment and appropriate alternatives may be discussed.

5.6 Literacy, Numeracy and Learning Support

Focus on Safety is committed to supporting students to successfully complete their training.

Support strategies may include:

- Trainer assistance during training and assessment
- Reasonable adjustment to assessment methods
- Referral to external literacy and numeracy support services

Support is provided in a way that does not compromise the integrity or requirements of the training product.

5.7 Wellbeing and Support Services

Focus on Safety recognises that personal circumstances may impact a student's ability to participate in training.

Students experiencing personal or wellbeing concerns are encouraged to speak with their trainer or contact administration to discuss available support options or referrals to external services.

* Students are encouraged to ask questions prior to enrolment to ensure the course meets their needs.



6. Fees and Charges

Focus on Safety is committed to transparent and fair fee and refund practices. All fees, charges and refund conditions are provided to students prior to enrolment to support informed decision-making.

6.1 Course Fees

Course fees vary depending on the training product and are published on the Focus on Safety website or provided directly by administration prior to enrolment.

Fees are correct at the time of publication. Any changes to fees will not affect students who have already confirmed their enrolment.

6.2 Payment of Fees

For individual enrolments, full payment of course fees is required at the time of booking to secure a place in the course.

Where an employer or third party is paying for training, a valid purchase order or written confirmation may be required prior to course commencement.

Payment methods include:

- Credit or debit card
- Electronic funds transfer
- Online payment at time of booking

6.3 Additional Fees

Additional fees may apply in limited circumstances, including:

- Replacement or re-issue of certificates or Statements of Attainment
- Replacement of course cards (where applicable)
- Reassessment fees for selected courses

Details of any additional fees are provided prior to booking or at the time the service is requested.

6.4 Cancellations and Refunds

Students may cancel their enrolment by notifying Focus on Safety in writing via email.

Refund eligibility is as follows:

- A full refund is available where cancellation is received more than 48 hours prior to course commencement.
- For selected courses, including First Aid and High Risk training, a minimum of five (5) days' notice is required for a refund.



- No refund applies where cancellation occurs after the applicable notice period or where the student fails to attend the course.

Requests to change course dates may be accommodated subject to availability. Repeated changes may result in full course fees being charged.

6.5 Cancellation of Course by Focus on Safety

If Focus on Safety cancels a course for any reason, students will be offered either:

- A full refund, or
- Transfer to an alternative course date

Where a course has commenced and a student has been assessed as competent in one or more units, a Statement of Attainment will be issued for those units.

6.6 Failure to Make Payment

Failure to meet payment obligations may result in cancellation of enrolment or withholding of certification.

Outstanding debts may be referred for recovery in accordance with Focus on Safety's debt management procedures.

Students experiencing financial difficulty are encouraged to contact Focus on Safety as early as possible to discuss available options.

This policy operates in conjunction with Australian Consumer Law.

7. Course Information

Focus on Safety delivers short-duration, competency-based training designed to meet industry and regulatory requirements.

Course information, including course content, duration and assessment requirements, is provided prior to enrolment and confirmed at the commencement of training.

7.1 Duration

The duration of each course varies depending on the training product and delivery method. Most courses delivered by Focus on Safety are completed over one (1) to three (3) days.

Course duration information is provided prior to enrolment and published on the Focus on Safety website.

7.2 Volume of Learning

Volume of Learning refers to the amount of time a typical learner would require to achieve the learning outcomes of a course, including training, assessment and related learning activities.

For short-duration safety training, Volume of Learning reflects:



- Focused, intensive delivery
- Pre-developed learning materials
- Practical, workplace-based assessment

Volume of Learning is determined in accordance with training package requirements and industry expectations.

7.3 Competency Based Training (CBT)

All training delivered by Focus on Safety is competency-based.

Competency-based training focuses on a learner's ability to demonstrate the required skills and knowledge to the standard expected in the workplace, rather than achieving a graded score.

7.4 Training and Assessment

Training and assessment are designed to enable students to demonstrate competence through a combination of:

- Practical skills demonstrations
- Simulated workplace activities
- Verbal questioning
- Written or product-based assessment tasks

Assessment requirements are explained by the trainer at the commencement of each course.

7.5 Reasonable Adjustment

Focus on Safety recognises that students may demonstrate competence in different ways.

Reasonable adjustment may be applied to training and assessment to support individual needs, provided that the integrity of the unit of competency and assessment requirements is not compromised.

Students requiring reasonable adjustment are encouraged to discuss their needs prior to or at the commencement of training.

8. Recognition Processes

Focus on Safety recognises that students may already have skills, knowledge or qualifications that are relevant to their training.

Recognition processes are available in accordance with regulatory requirements and are applied fairly and consistently.

8.1 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves evaluating a student's existing skills and knowledge gained through previous training, work experience or life experience.



Students may apply for RPL prior to course commencement. Evidence provided must demonstrate current competence and meet the requirements of the relevant unit of competency.

Due to industry and regulatory requirements, many short-duration safety courses delivered by Focus on Safety require full participation in training and assessment to meet currency, licensing or site access expectations. As a result, RPL may not be appropriate or available for some courses.

Students seeking RPL are encouraged to contact Focus on Safety prior to enrolment to discuss suitability.

8.2 Credit Transfer

Credit Transfer is available where a student has previously completed an equivalent unit of competency issued by a Registered Training Organisation.

To apply for Credit Transfer, students must provide a verified copy of their Statement of Attainment or qualification. Where eligibility is confirmed, Credit Transfer will be granted without the need for further assessment.

9. Assessment Information

Assessment at Focus on Safety is designed to confirm that students can demonstrate the skills and knowledge required to perform safely and effectively in the workplace.

All assessment is conducted in accordance with nationally recognised training requirements and the Focus on Safety Assessment Policy.

9.1 Assessment Overview

Focus on Safety uses competency-based assessment. This means assessment outcomes are recorded as:

- **Competent (C)**, or
- **Not Yet Competent (NYC)**

Assessment decisions are based on whether a student meets the required standard of performance for the unit of competency.

9.2 Assessment Methods

Assessment methods vary depending on the course and may include one or more of the following:

- Practical skills demonstrations
- Simulated workplace activities
- Verbal questioning
- Written or product-based assessment tasks

Assessment requirements are explained by the trainer at the commencement of training.



9.3 Assessment Outcomes and Feedback

Students will be provided with feedback on assessment outcomes.

Where a student is assessed as **Not Yet Competent**, feedback will outline the areas requiring further evidence or improvement.

9.4 Resubmissions

Students who are assessed as Not Yet Competent may be given the opportunity to resubmit assessment tasks or re-demonstrate skills, subject to course requirements.

Reassessment opportunities are provided in accordance with course requirements and assessment conditions.

For some courses, reassessment fees may apply. Where applicable, this will be communicated prior to enrolment.

9.5 Academic Integrity

Students are expected to complete assessment tasks honestly and ensure that all work submitted is their own.

Plagiarism, cheating or any form of academic misconduct may result in assessment being deemed Not Yet Competent and may lead to further action in accordance with Focus on Safety policies.

9.6 Appeals

Students who disagree with an assessment decision have the right to lodge an appeal.

Appeals must be submitted in accordance with the Focus on Safety Complaints and Appeals Policy, which is available upon request.

9.7 Where to Get Help

Students who are unsure about assessment requirements or outcomes are encouraged to speak with their trainer or contact Focus on Safety administration for support.

10. Student Conduct

Focus on Safety (FOS) is committed to providing a safe, respectful and inclusive learning environment for all students.

All students are expected to behave in a manner that supports the safety, wellbeing and learning of others and to comply with Focus on Safety policies, procedures and trainer instructions.



10.1 Student Code of Conduct

While participating in training and assessment activities, students are expected to:

- Treat trainers, staff and other students with respect and courtesy
- Follow all workplace health and safety requirements and instructions
- Participate safely in practical activities and simulations
- Use training facilities, equipment and resources appropriately
- Comply with assessment requirements and instructions
- Behave in a manner that does not disrupt training or place others at risk

Unacceptable behaviour includes, but is not limited to:

- Bullying, harassment, discrimination or threatening behaviour
- Unsafe acts or failure to follow safety instructions
- Use of alcohol or illicit drugs during training
- Damage to property or equipment
- Behaviour that compromises the safety or wellbeing of others

Focus on Safety may take appropriate action where student behaviour does not meet these expectations. This may include removal from training activities, assessment being deferred or discontinued, or further action in line with organisational policies.

10.2 Academic misconduct

Students are required to complete assessment tasks honestly and ensure that all work submitted is their own.

Academic misconduct includes, but is not limited to:

- Cheating during assessment
- Plagiarism or copying the work of others
- Providing false or misleading information
- Interfering with the assessment process

Where academic misconduct is identified, assessment outcomes may be affected and further action may be taken in accordance with Focus on Safety policies.

Students have the right to procedural fairness and may access the Complaints and Appeals process if they disagree with a decision.

11. Child Safety and Wellbeing

Focus on Safety (FOS) is committed to providing a safe, respectful and inclusive learning environment for all students. This includes a strong commitment to the safety, wellbeing and empowerment of students under the age of 18.

FOS upholds the principles of child safe organisations and does not tolerate any form of child abuse, harm, bullying, harassment or discrimination. Child safety and wellbeing are embedded in FOS's organisational culture, policies and practices.

All students, trainers, staff, contractors and visitors are expected to behave in a way that supports the safety, dignity and wellbeing of children and young people.



11.1 Feeling Unsafe or Raising a Concern

Students have the right to feel safe while participating in training and assessment activities.

If a student feels unsafe, uncomfortable, or is concerned about their own safety or the safety of another person, they are encouraged to speak with:

- their trainer,
- a Focus on Safety staff member, or
- Focus on Safety management.

Concerns will be taken seriously and managed appropriately. Where required by law, serious child safety concerns may be reported to relevant authorities.

11.2 Information and Support

Information about Focus on Safety's child safety and wellbeing approach, including the **Child Safety and Wellbeing Policy** and **Child Safe Code of Conduct**, is available upon request.

Students and families are encouraged to contact Focus on Safety if they would like further information or support related to child safety and wellbeing.

12. Student Feedback

Focus on Safety values feedback from students and uses it to improve the quality of training, assessment and support services.

Students are encouraged to provide feedback about their learning experience at any time, including during or at the completion of training.

Feedback may be provided through:

- student surveys,
- direct discussion with trainers or staff, or
- written or electronic communication with Focus on Safety.

Providing feedback will not disadvantage a student in any way. All feedback is treated respectfully and, where appropriate, is used to inform continuous improvement activities.

Students wishing to raise a concern or lodge a formal complaint should refer to the Complaints and Appeals section of this handbook.



13. Issuing Certificates and Statements of Attainment

Focus on Safety issues nationally recognised certification documentation in accordance with the **Australian Qualifications Framework (AQF)** and regulatory requirements.

Students who successfully complete all assessment requirements for a course will be issued with a **Statement of Attainment** or **Certificate**, as applicable.

13.1 Conditions for Issuance

Certification documentation will be issued once:

- the student has been assessed as Competent in all required units,
- a valid Unique Student Identifier (USI) has been provided, and
- all applicable fees have been paid in full.

Focus on Safety is unable to issue AQF certification documentation without a valid USI.

13.2 Timeframes

Certification documentation is issued within 30 calendar days of course completion, provided all requirements have been met.

13.3 Replacement or Re-Issue of Certification

Students may request a replacement or re-issue of certification documentation if their original documentation is lost or damaged.

An administrative fee may apply for replacement hard-copy certificates. Digital copies may be provided where available.

Requests must be made in writing to Focus on Safety administration.

13.4 Record Retention

Focus on Safety maintains secure records of student enrolment, assessment and certification in accordance with regulatory and record-keeping requirements.



Appendix A – Information and Consumer Rights (Outcome Standards 2025)

Focus on Safety provides VET students with clear, accurate and current information prior to enrolment and keeps students informed of changes that may affect them.

Before enrolment (and before fees are required to be paid), students can access information about:

- the training product code and title, course duration, delivery mode, location, commencement dates and scheduling;
- entry requirements and assessment requirements (including any licensing requirements, where applicable);
- any third-party arrangements that apply to delivery (where relevant);
- available training support and wellbeing support services and how to access them;
- all fees, costs and charges (including payment terms and refund conditions); and
- student obligations (e.g., required PPE/equipment, withdrawal processes, USI requirements, and work placement requirements where applicable).

Focus on Safety also notifies students as soon as practicable of changes that may affect them, including changes to training products (e.g., superseded or deleted units) or changes to organisational operations relevant to enrolled students.

Consumer rights

Prospective learners are informed about their consumer rights in accordance with applicable Commonwealth and State/Territory requirements. Where a cooling-off period applies under relevant law, Focus on Safety will provide this information prior to enrolment.