



Participant Handbook

2019

Version 4

newhorizons
Safety and Training Services

188 East Street, Rockhampton
QLD 4700
Phone: 07 49270 666
Fax: 07 4927 0699
Email: admin@nhst.com.au
Web: www.nhst.com.au

Handbook Disclaimer

This student Handbook contains information that is correct at the time of printing. Changes to legislation and/or New Horizons Safety and Training Services policies may impact on the currency of information included. New Horizons Safety and Training Services reserves the right to vary and update information without notice. You are advised to seek any updated information by contacting New Horizons Safety and Training Services.

This Handbook has been prepared as a resource to assist students to understand their own obligations along with those of New Horizons Safety & Training Services. 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 the Handbook.

Any queries can be directed to:

New Horizons Safety and Training Services
188 East Street, Rockhampton 4700 QLD
Phone: 07 4927 0666
Fax: 07 4927 0699
Email: admin@nhst.com.au

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Introduction

Welcome, and thank you for considering training with New Horizons Safety and Training Services. New Horizons Safety and Training Services are a nationally recognised training organisation registered in Queensland through the Australian Skills Quality Authority (ASQA). Our RTO number is: 31372.

We have been delivering training in the mining and civil construction industries since 2002 and are a leading provider of training and assessment services in Queensland. Our goal is to consistently deliver cutting edge and innovative training solutions specifically developed for the mining and civil construction industries, whilst ensuring clients confidence that quality objectives are fulfilled. We also aim to create a learning environment whereby all groups work safely, develop trust, commitment and a common sense of purpose and success.

The Australian Skills Quality Authority (ASQA) implements and maintains standards for Registered Training Organisations (RTO) delivering national training and assessment programs in Vocational Education and Training (VET) within Australia. ASQA ensure that RTO's are delivering consistent, high quality training and assessment services to clients in the VET sector.

Our objectives centre around the delivery of superior training, in turn enabling students to contribute significantly to the productivity and efficiency of their workplace or environment whilst maintaining workplace health and safety standards to the highest degree.

The purpose of this Handbook is to provide prospective and current students information regarding various aspects of New Horizons Safety and Training Services, and to answer any questions that may arise throughout the course of study. Including, but not limited to, the structure and operations of NHST, the training and assessment services available, RPL procedures, complaints, appeals, information of participant services, and policies and procedures.

Prior to the completion of your enrolment form, please ensure that you have thoroughly read and understood the contents of this Handbook. Once your signed enrolment form is submitted, you are acknowledging that you have read and agree to the terms contained in this Handbook. If you have any questions, or need further clarification, please contact our friendly staff on 07 4927 0666.

Awards & Recognition

New Horizons Safety and Training Services were awarded the prestigious award of "Best Training Processes and Practises of the Year for RTO's in consecutive years 2011 and 2012. The award was presented by Kinetic Group, in recognition of the leading work performed in relation to training for the resources industry.

Contacting Us

Our contact details are listed below, please feel free to contact us with any query you may have regarding your learning experience with New Horizons Safety and Training Services.

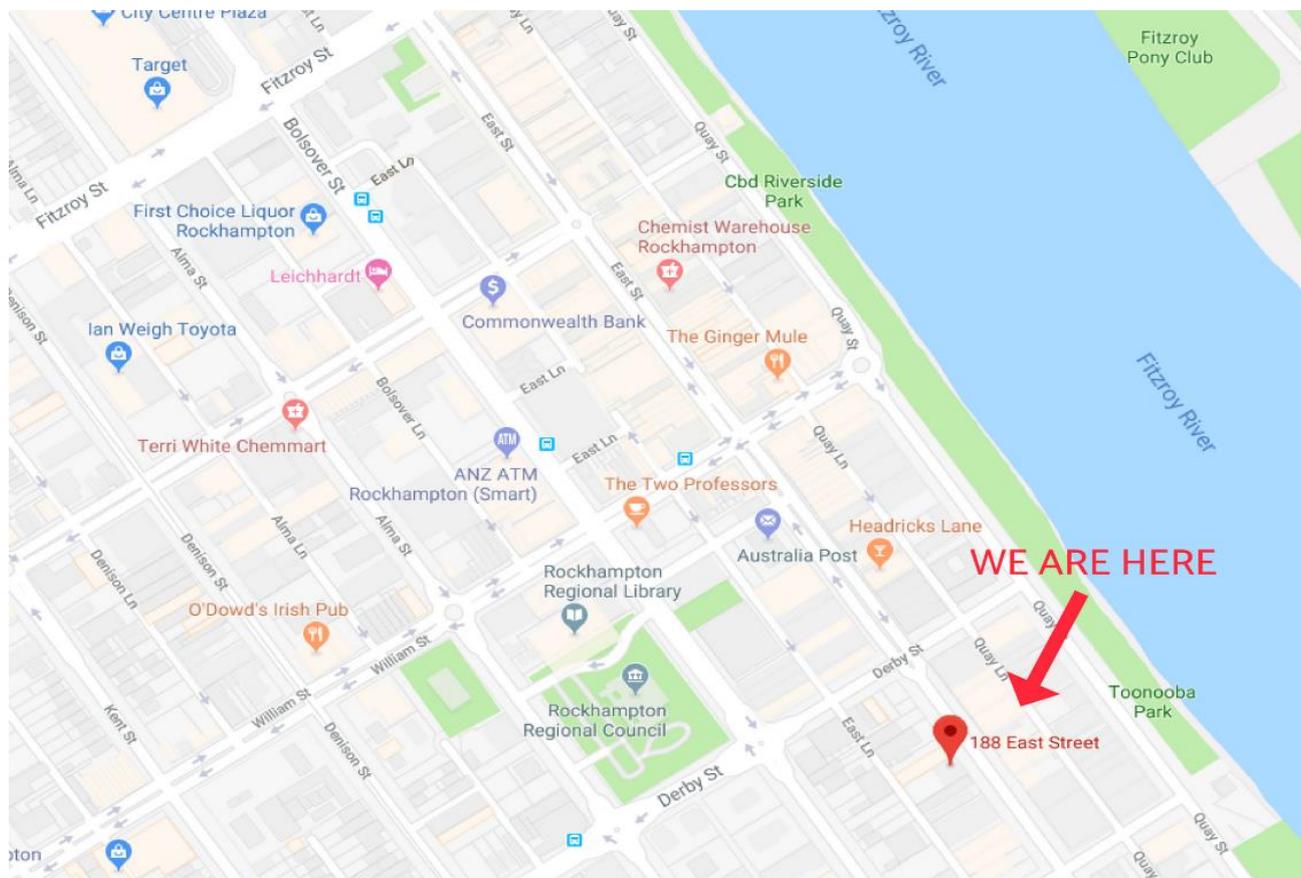
188 East Street, Rockhampton 4700 QLD

Phone: 07 4927 0666

Fax: 07 4927 0699

Email: admin@nhst.com.au

Please see below map of our location for your convenience:



Quality Statement

New Horizons Safety and Training Services is committed to providing clients with the confidence that their quality requirements will be exceeded. This commitment is fundamental to achieving our own strategic objective to exceed client expectations. We are committed to providing the highest possible quality training and assessment to our clients and any potential future clients.

New Horizons Safety and Training Services is committed to continuous improvement in quality and meeting our strategic objective. Continuous improvement is the objective and obligation of every New Horizons Safety and Training Services employee, as quality is essential to the success of our business.

Employees of New Horizons Safety and Training Services will participate in the implementation of systems and play a proactive role in the continual improvement of our operations. The support of management and employees in honouring these commitments is a vital factor in ensuring the effectiveness of our quality system and reliability of our business.

New Horizons Safety and Training Services will provide the necessary technical resources to ensure that our quality system is continually reviewed for improvement and that client's objectives are exceeded.

To achieve the above, New Horizons Safety and Training Services will:

- Set project objectives that exceed our client's expectations and specified requirements
- Develop procedures and documentation that result in consistently high standards
- Ensure compliance with legal and regulatory requirements
- Monitor and manage the performance of subcontractors and suppliers
- Encourage input and communication between management and employees
- Implement planning, training, monitoring, inspection and verification systems
- Maintain a committed Quality Management System



Gregory McMillan
Managing Director

Training Services

New Horizons Safety and Training Services provide clients with a range of training products that are in line with the policies and procedures implemented and enforced by both the National Training Framework and the Standards for NVR Registered Training Organisations. The range of programs are both accredited and nonaccredited. Accredited programs have been ratified by State and /or Commonwealth Government.

New Horizons Safety and Training Services primarily service the mining and civil construction industries by conducting training and assessment services to mining companies, contractors, labour suppliers, service providers, government departments, local businesses and organisations among others.

The main training areas and services are derived from the following training packages:

- RII20215 Certificate II in Surface Extraction Operations
- RII30115 Certificate III in Surface Extraction Operations
- RII30415 Certificate III in Resource Processing
- RII30815 Certificate III in Civil Construction Plant Operations

Due to potential changes to New Horizons Safety and Training Services' registration of scope, it is recommended that clients visit our website for the most up to date and accurate reflection of course offerings.

Accredited programs are typically competency based, meaning that training and assessment or recognition of current skills and knowledge focuses on a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard. The specific skills and knowledge required for a particular workplace application are set out in Units of Competency. These can be grouped together to make up a nationally recognised qualification.

What is Vocational Education and Training?

Vocational Education and Training, or VET, is Australia's system of nationally endorsed and accredited training packages that identify specific industry skills and knowledge necessary for the workplace. For a participant to be awarded a VET qualification they must demonstrate specific skills and knowledge and be assessed as 'competent' in the units of competency selected within the training package. For more information regarding the vocational education and training sector, please visit: www.training.gov.au.

What is a Registered Training Organisation?

A Registered Training Organisation (RTO) is a government approved provider for training and assessment practises within Australia. Essentially, as an RTO, New Horizons Safety and Training Services are recognised providers of quality training and can issue nationally recognised Qualifications or Statements of Attainment.

What does Nationally Recognised Mean?

When a course is nationally recognised, it means that the course meets the standards required by industry and the training product and is subsequently recognised Australia-wide. The Australian Qualifications Framework (AQF) develop the nationally recognised courses within Australia and is sometimes referred to as accredited training.

Training Delivery

New Horizons Safety and Training Services offers training and assessment services in a range of delivery methods, such as:

- Face to face classroom training
- Practical onsite training
- Practical off-site training
- Online

Prerequisites

Several courses facilitated by New Horizons Safety and Training Services have prerequisites that must be supplied by the participant prior to attending the course. Prerequisites are units of competency that are critical to achieving subsequent competency. This requirement will be communicated to potential students upon booking and detailed on the website. If the prerequisite cannot be fulfilled, the participant will be refused entry into the course, and any fees paid will not be refunded, nor held in credit.

Legislation

As an RTO, New Horizons Safety and Training Services 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, New Horizons Safety and Training 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
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Policies & Procedures

The following Policies and Procedures underpin New Horizons Safety and Training Services operations. Please contact our office for more information:

- Access and Equity Policy
- Appeals and Complaints Policy
- Audit and Validation Policy
- Client Information and Partnering Policy
- Code of Conduct Policy
- Enrolment, Assessment, and Recognition Policy
- Evaluation and Continuous Improvement Policy
- Financial Management and Refund Policy
- Health and Safety Policy
- Management and Marketing of RTO Policy
- Privacy, Issuing Certification, and Record Management Policy
- Quality Management and Legislation Compliance Policy
- Staff Policy
- Training and Assessment Strategies Policy
- Training Delivery and Transition of Training Packages Policy

Code of Conduct

New Horizons Safety and Training Services is committed to actively promoting a workforce that embraces diversity in all areas of the business, is free from inappropriate behaviour, and will meet all obligations under the relevant Acts and Regulations. In an endeavour to ensure all who work for or deal with New Horizons Safety and Training Services are treated fairly and respectfully, and to subsequently achieve the corporate vision to be the preferred employer in the region, we will:

- Create an environment where all employees and clients are treated with fairness, dignity and respect and maintain a high degree of ethics, integrity, honesty and professionalism in all dealings with students, other employees and businesses.
- Comply with all Federal, State and Local laws and regulations and with all reasonable, lawful instructions and decisions related to their work.
- Maintain the confidentiality of New Horizons Safety and Training Services operations in relation to service, confidential documentation and work practices during and after their employment.
- Implement training and awareness raising strategies to ensure all employees know their rights and responsibilities.
- Provide an effective procedure based on the principles of natural justice for dealing with all complaints.
- Treat all complaints sensitively, fairly, quickly and confidentially.
- Provide protection from victimisation for people who complain or provide witness statements and/or those people dealing with complaints.
- Promote appropriate standards of behaviour at all times.
- Ensure the privacy and confidentiality of employee and clients personal details and information.
- Dress suitably for held position, presenting a clean, neat and tidy, appearance at all times and wear a uniform (if supplied) and maintain its condition.
- Not accept benefits or gifts which give rise to a real or apparent conflict of interest.
- Not engage in fighting or disorderly conduct, or sexually harass other employees, students or other individuals.
- Encourage the reporting of behaviour that breaches this policy.
- Not tolerate any illegal discrimination or harassment, such as for gender, religion, ethnic origin, disability, marital status, sexual orientation, age or political opinion.

Discrimination, harassment, victimisation and bullying are inappropriate and will not be tolerated in the workplace or in external business dealings.

Privacy Policy

New Horizons Safety and Training Services is committed to maintaining compliance with the obligations under the *Privacy Act 1988*, and the associated Australian Privacy Principles (APP's) outlined in the amended *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. Specifically, in the way it collects, uses, secures and discloses the personal information of clients and stakeholders.

As a Registered Training Organisation operating in Australia, New Horizons Safety and Training Services is required to collect personal information from all participants that may be disclosed to Australian Commonwealth and State Government Agencies and Authorities such as:

- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education Research (NCVER)

New Horizons Safety and Training Services takes pride in the management of personal information, implementing a framework in accordance with The Australian Privacy Principles.

Australian Privacy Principle 1: Open and Transparent Management of Personal Information

New Horizons Safety and Training Services requires specific personal information to be provided by all participants engaging in services with the RTO. This information is collected, used, retained, and disclosed for a range of purposes, including but not limited to:

- The provision of services to clients
- The management of employee and contractor teams
- The promotion of products and services
- For utilisation in internal business functions and activities
- Stakeholder requirements

The legislative instruments outlining the requirements for Registered Training Organisations to collect, hold, use and disclose personal information of participants enrolled in nationally recognised training programs are as follows:

- *Student Identifiers Act 2014*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Data Provision Requirements 2012*
- *National VET Data Policy*

New Horizons Safety and Training Services is bound also by State Government Acts that require similar information to be collected, used, and disclosed. Furthermore, the delivery of services through Commonwealth and State Government funding contract agreement arrangements also require specific information to be collected, used and disclosed.

In regard to the approach taken in collecting personal information, New Horizons Safety and Training Services utilises forms (enrolment forms, participant details forms, etc.) and also web-based systems. There are different kinds of personal information collected and held, such as:

- Contact details
- Employment details
- Identity information
- Educational backgrounds
- Demographic information
- Indigenous status
- Disability status
- Course progress and achievement information
- Financial billing information

New Horizons Safety and Training Services' approach to retaining personal information includes robust storage and security measures at all times. Information is stored in secure, password protected student and financial management systems, and hard copies are stored in secure facilities with authorised access only. System access is only authorised to personnel whom require the information for their role.

New Horizons Safety and Training Services ICT systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection, backup procedures, and ongoing access monitoring procedures are in place.

In addition, personal information hard copies are destroyed as soon as practicable through the use of professional shredding and destruction services.

Australian Privacy Principle 2: Anonymity and pseudonymity

Where practical and possible, New Horizons Safety and Training Services provides individuals with the option of remaining anonymous or being identifiable through a pseudonym. In an instance where an individual's identity is not necessary, such as generic enquiries, New Horizons Safety and Training Services allows individuals to use a name, term, or descriptor different to their actual name.

Under ASQA requirements relating to rules of evidence, New Horizons Safety and Training Services requires all course participants to present valid Government issued identification. This requirement has been derived from the need for authenticity and verification that the person enrolled, trained and assessed is the same person that will be issued with a qualification or statement of attainment.

Australian Privacy Principle 3: Collection of Solicited Personal Information

The collection of personal information is limited to what is reasonably necessary for New Horizons Safety and Training Services business activities. We only collect sensitive information in cases where the individual consents to the information being collected. An exemption to this is where the information is required by law to be collected. All information is collected by lawful and fair means.

Australian Privacy Principle 4: Dealing with Unsolicited Personal Information

In the event that New Horizons Safety and Training Services receives unsolicited personal information and has taken no active steps to collect said information, it is first determined if this information could have been collected for business purposes. Where this is the case, New Horizons Safety and Training Services may hold, use and disclose the information appropriately.

If the information collected does not meet requirements (by law or for a valid business purpose), New Horizons Safety and Training Services immediately destroys or re-identifies the information (unless it would be unlawful to do so).

Australian Privacy Principle 5: Notification of the Collection of Personal Information

Reasonable steps are taken to ensure the individual is aware of the purpose for the collection of personal information by New Horizons Safety and Training Services. Where possible, it is ensured that the individual confirms and acknowledges their understanding through various methods such as that of signed documentation.

Australian Privacy Principle 6: Use or Disclosure of Personal Information

New Horizons Safety and Training Services will not use or disclose personal or sensitive information other than what is required to conduct primary business activities. In an instance where personal information is used or disclosed for secondary purposes:

- It is ensured the participant has given written consent (please see s.12 Participant Details Form)
- It can be reasonably expected by the individual that the secondary use or disclosure is directly related to the purpose of collection
- The use or disclosure of the information is required or authorised by law

Where New Horizons Safety and Training Services is required to use or disclose personal information for “enforcement related activities”, a written note of the use or disclosure will be constructed, and include the following:

- The date of use/disclosure
- The personal information used/disclosed
- The enforcement body
- How the organisation has used the information
- The basis for our reasonable belief the information needed to be disclosed

Australian Privacy Principle 7: Direct Marketing

New Horizons Safety and Training Services does not engage in any direct marketing practises, and therefore does not use or disclose personal information collected for this purpose. In the instance that an individual requests us at any stage not to use or disclose personal information for the purpose of direct marketing, New Horizons Safety and Training Services will ensure the request is fulfilled and any required actions are taken promptly.

Australian Privacy Principle 8: Cross-Border Disclosure of Personal Information

New Horizons Safety and Training Services does not disclose any of the personal information collected and retained to any overseas recipient.

Australian Privacy Principle 9: Adoption, Use or Disclosure of Government Related Identifiers

Government related identifiers are not adopted, used, or disclosed by New Horizons Safety and Training Services except in the instances where:

- It is a requirement by Australian law or other legal requirements
- It is reasonably necessary to verify the identity of the individual
- It is reasonably necessary to fulfil obligations to an agency or a State or Territory authority
- It is required under the prescription of any regulations

Australian Privacy Principle 10: Quality of Personal Information

Reasonable steps are taken to ensure that the personal information collected for use and disclosure by New Horizons Safety and Training Services is accurate, up-to-date, and complete. This is particularly important in the instances of initially collecting the personal information, and when the information is used or disclosed.

Australian Privacy Principle 11: Security of Personal Information

New Horizons Safety and Training Services takes all reasonable steps to ensure the security of personal information collected and retained. Such protection secures information against loss, damage, unauthorised access, use, modification or other misuse. Access to offices and document storage facilities is restricted to New Horizons Safety and Training Services personnel only, and any visitors must be authorised and accompanied at all times.

Documentation that contains personal information that is no longer required for any purpose, is destroyed or de-identified by New Horizons Safety and Training Services.

New Horizons Safety and Training Services further ensures the security of personal information through conducting ongoing internal audits of the adequacy of practices and systems implemented. In addition, security issues, practises, procedures and expectations are regularly addressed and reiterated to employees.

Australian Privacy Principle 12: Access to Personal Information

New Horizons Safety and Training Services provides individuals with access to their retained personal information upon request. Prior to releasing any personal information, it is confirmed that the individual making the request is the individual associated with the information or is someone authorised to make a request on their behalf. No other parties will have access to your personal information unless your written permission has been received. Information access is provided free of charge; however, the request of copies may incur nominal fees.

Australian Privacy Principle 13: Correction of Personal Information

New Horizons Safety and Training Services takes reasonable steps to correct personal information held in cases where it is apparent that the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading. New Horizons Safety and Training Services may become aware of the need for correction through the availability of updated information, notification from third parties, or by request.

The Privacy Act states that you may request to make corrections to your personal information held at any time. In order to request this, please contact New Horizons Safety and Training Services on 07 4927 0666.

Photography and Video Privacy

In order for New Horizons Safety and Training Services to document, demonstrate, and provide authenticity and validity of training and assessment programs, a staff member may take photographs or record elements of your training program. These photos and/or videos will be used solely for meeting regulatory requirements and marketing the business practises of NHST. They will not be used for any other purpose without your written permission. For promotional purposes, these photos or videos may appear on our website, in newspapers, magazines and other forms of media.

Complaints

You can lodge a complaint in writing with New Horizons Safety and Training Services regarding how the RTO has handled your personal information or if there is believed to be any breach of the Privacy Act. This complaint will be responded to in accordance with New Horizons Safety and Training Services complaints policy.

Photographs and Recording

In order for New Horizons Safety and Training Services to document, demonstrate, and provide authenticity and validity of training and assessment programs, a staff member may take photographs or record elements of your training program. These photos and/or videos will be used solely for meeting regulatory requirements and marketing the business practises of NHST. They will not be used for any other purpose without your written permission. For promotional purposes, these photos or videos may appear on our website, in newspapers, magazines and other forms of media.

Access to Your Records

If you are wishing to access your student information and/or records, please contact our friendly staff on 07 4927 0666 or via email at admin@nhst.com.au.

Enrolment

The enrolment process may vary depending on the type of course or qualification you intend to undertake. An enrolment form must be completed, along with a LLN self-assessment to identify special circumstances and/or training needs. Information on the fees and charges relating to your training course will be provided, and payment terms and methods will be agreed upon.

When New Horizon's Safety and Training Services receives your application, a member of the Administration Team will process the enrolment and provide the participant with a course enrolment confirmation which outlines the course details, fees, and terms and conditions.

Unique Student Identifier

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, New Horizons Safety and Training Services cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all students either supply, or give permission for NHST to source 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 instruction on how to apply.

Access and Equity

New Horizons Safety and Training Services are committed to meeting the needs and standards of all current and prospective clients, through the practise of fairness and equal opportunity, and prohibiting discrimination based on factors including:

- Gender
- Age
- Martial Status
- Sexual Orientation
- Race
- Ethnicity
- Religious Background
- Impairment

We are committed to providing flexible learning and assessment options, allowing clients alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.

New Horizons Safety and Training Services will work to ensure all participants have equitable access to training resources, facilities, equipment, support services, information, training and assessment personal, materials and training and assessment opportunities.

It is the responsibility of all staff at New Horizons Safety and Training Services to uphold our commitment to Access and Equity principles, policies, and legislation.

Other Support Services

New Horizons Safety and Training Services is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 72 58 or www.salvos.org.au

Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au

Fee Schedule

Up to date information about fees and charges are documented and available on our website, www.nhst.com.au, or can be obtained through contacting our office on 07 4927 0666. All costs listed in this Handbook are true and correct as at August 2018 and are subject to change.

Payment Options

New Horizons Safety and Training Services have partnered with Debit Success to offer payment plans to students for a number of courses delivered. This service can be accessed through our website (www.nhst.com.au). Alternatively, payment can be made via direct deposit, cash, or EFTPOS facilities.

Fee Protection

No more than \$1500 will be collected from individual participants in prepaid fees by New Horizons Safety and Training Services. For this reason, New Horizons Safety and Training Services does not necessitate the implementation of fee protection arrangements, however appropriate measures are taken to ensure any fees paid in advance are identified and protected.

Failure to Make Payment

Upon completion of your course, if payment has not been made New Horizons Safety and Training Services reserves the right to withhold certifications until payment is made. This is in line with the Australian Quality Skills Authority's *Standards for Registered Training Organisations 2015*.

Refunds

Participants that cancel their enrolment are subject to the following notice requirements to be given to New Horizons Safety and Training Services to receive a refund or course credit:

- Notice of cancellation must be given no less than two (2) business days prior to the course commencement to receive a full refund of fees paid.
- Notice of cancellation must be given no less than one (1) business day prior to the course commencement to receive a course credit to the same value as fees paid.
- Notice of cancellation which is less than one (1) business day prior to the course commencement will receive no refund or course credit.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment after the course commencement date.
- A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of substitution must be provided no less than one (1) business day prior to the course commencement.

Note: In the event the participant is prevented from completing the course due to personal injury, death, or a death in the immediate family; a course credit may be granted if the relevant documentation is provided to New Horizons Safety and Training Services. No refunds will be given under these circumstances or any other circumstance.

To be eligible for a course refund the participant must complete a refund request form and return it within five (5) days from notice of course cancellation. In the event this form cannot be completed and returned in the required time frame please advise our office staff so that alternate arrangements can be made.

Course Credits

In the event that a course credit is issued, they will not be transferrable and cannot be refunded. To be eligible for a course credit, the participant must complete and return a refund request form within five (5) days from notice of course cancellation.

Cancellation of Course by NHST

In the rare event that New Horizons Safety and Training Services have no option but to postpone or cancel scheduled prepaid training, the participants will be refunded all prepaid course costs. Alternatively, the participant can re-enrol to complete the same course at a future date or a course credit can be given to complete another course/s with New Horizons Safety and Training Services (to the same value).

Late Arrivals

Arriving late to a course affects the learning outcomes of all students. New Horizons Safety and Training Services reserves the right to refuse entry to participants who arrive late to a course. They will not be eligible for a refund.

Replacement & Reissuance

At New Horizons Safety and Training Services, you will be issued with a qualification or Statement of Attainment upon successful completion of our training. This certificate will detail the nationally recognised units of competency included in the training undertaken. New Horizons Safety and Training Services will only issue a certification directly to the participant and not to any other party, such as an employer. Due to retention and storage requirements, a record of all results is kept on file for no less than 30 years.

Should you require a replacement or reissuance of your certificate, please contact New Horizons Safety and Training Services' office via email or phone. A Certificate Issuance Authority Form will need to be completed and submitted, and appropriate payment will be taken (please see Additional Fee's Schedule).

Course Fees

Coal Mining Inductions (Standard 11)		
Surface Induction (Standard 11) Full	3 days	\$800
Surface Induction (Standard 11) Partial	2 days	\$650
Surface Induction Refresher	1 day	\$300
Surface Induction Online	4-6 hours	\$250
S123 Supervisor Training	3 days	\$400
S123 Supervisor Refresher	1 day	\$250
G2 Risk Management Training	1 day	\$250
Work Safely at Heights Training	1 day	\$170
Heights Refresher	1 day	\$100
Enter and Work in Confined Spaces Training	1 day	\$170
Confined Space Refresher	1 day	\$100
White Card Training (QLD Construction Industry)	5 hrs	\$80
SARC – Rail Corridor	Coming soon	
Provide First Aid + CPR	1 day	\$150 (\$100 for FA + \$50 for CPR)
Low Voltage Switchboard Rescue + CPR	5 hours	\$100
Forklift Training – Full Course	4 days	\$595
Start-Up Training	1 day	\$300
Final Assessment	1 day	\$300
Elevated Work Platform Training – Full Course	3 days	\$695
Start-up Training	1 day	\$300
Final Assessment	1 day	\$300
4WD / Light Vehicle Driving Course	1 day	\$495
Heavy Machinery Training <i>*workplace options available</i>		
Start-up Training	1 day	\$400
Final Assessment <i>*participant must have access to machine</i>	1 day	\$600

Additional Fees

Item	Fee (\$)
Recognition of Prior Learning (RPL) Fee	\$250
Credit Transfer Fee	\$170
Certificate (copy) Issuance Fee	\$25
Certificate (original) Issuance Fee	\$80
Accreditation Card Issuance Fee	\$25
White Card / Blue Card Issuance Fee	\$30

Course Information

Certifications

Upon successful completion of a course, and after all course fees are met, New Horizons Safety and Training Services will issue a certification in recognition of the training completed. There are several certifications that can be issued, including but not limited to:

- *Statement of Completion:* A statement of completion is issued in recognition of training undertaken, but not yet completed.
- *Statement of Attainment:* A statement of attainment is issued when a participant has successfully completed one or more of the units of competency of an accredited course but has not meet the requirements for a qualification (e.g. Certificate III in Surface Extraction Operations).
- *Verification of Competency:* A verification of competency (VOC) is issued when a participant undertakes non-accredited training to challenge test the skills and/or competencies they already hold and utilise.

Training and Assessment Strategies

New Horizons Safety and Training staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of the 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 and Credit Transfer. All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Recognition Process

All participants have the right to apply for an assessment process called recognition of prior learning (RPL). This process allows for a partial or full credit to be granted for learning previously completed through either structured or unstructured training, work experience, or some other means. The evidence of prior learning supplied by the participant is assessed by a qualified Assessor to determine the eligibility for the credit to be granted.

An RPL Kit can be accessed by contacting our friendly staff on 07 4927 0666, or via email at admin@nhst.com.au.

In the instance that an Assessor determines the participant's prior learning is not sufficient to meet the criteria of RPL, gap training can be utilised, and costing will be determined on a case to case basis.

Credit Transfer

The Credit Transfer process is much the same as Recognition of Prior Learning. If you have completed structured training in which the units of competency are identical to those you are enrolling or wanting to upgrade, you may be eligible for a credit transfer.

Foundation Skills

All training and assessment delivered by New Horizons Safety and Training Services, contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency and are non-technical skills that support participation in the workplace, community and adult education and training.

Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing, numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self/time management.

Literacy, Language and Numeracy (LLN)

New Horizons Safety and Training Services recognises that literacy, language and numeracy skills vary amongst current and potential students. We seek to identify and assess the special needs of students through various stages of learning and assessment programs to accommodate these where reasonable and within our ability. This includes initial consultation with employers and learners during planning stages, during the enrolment process where course participants have the opportunity to seek assistance and during training programs themselves.

Course participants are encouraged to seek assistance from New Horizons Safety and Training Services staff members where LLN or special needs issues may inhibit participants from successfully completing courses.

Reasonable Adjustment

At times it may be required to adjust the assessment process to cater for individual needs. This is an acceptable process providing the assessment specifications including criteria and standards are not diminished in any way. Examples of reasonable adjustment may be replacing a written questionnaire with an oral questionnaire or changing the scheduling of an assessment.

Transition of Training Packages

New Horizons Safety and Training Services ensures that participants are only training in current courses through the management of training program transitions. The Standards for SRTO's 2015 allows RTO's a 12-month transition period for the adequate adoption and facilitation of updated training packages. This ensures that all participants are only training in current courses and receiving optimum quality training.

Assessment Information

Assessment Results & 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.

New Horizons Safety and Training Services document management system will retain participant results for a period not less than 30 years, in accordance with the Standards for Registered Training Organisations.

Attempts

New Horizons Safety and Training Services allows participants to attempt any one assessment item on up to two (2) occasions. If after the first attempt it is deemed that a participant has not satisfactorily met the assessment requirements, the participant will receive one-on-one training, and then permitted to re-sit the assessment piece. In the instance where the second attempt is not satisfactory, a re-evaluation will take place that will include a discussion with an independent assessor, including a review of the assessment outcome.

If it is determined a third attempt may be necessary after additional training, fees may apply. All fees will be determined and discussed with the participant, documented and agreed to prior to additional training being conducted.

Submitting Authentic Work

It is a requirement of New Horizons Safety and Training Services that all work submitted for assessment is your own, an authentic representation of your skills and abilities. New Horizons Safety and Training take numerous steps throughout the assessment process to verify true assessment, such as:

- Participant confirmation and declaration
- Workplace supervisor verification (where applicable)
- Practical assessments are filmed for evidence
- Randomised verbal questions asked of participants

Appeals

New Horizons Safety and Training Services acknowledges that clients have the right to appeal an assessment decision. It is encouraged that you speak to your assessor in the first instance, and if you are not satisfied with the outcome of that discussion, a formal review of the assessment decision can be requested. The New Horizons Safety and Training Services Appeals and Complaints Policy can be accessed through our website (www.nhst.com.au), or through contacting our administrative staff. In addition, the procedure for lodging an appeal is summarised below, and the full document can be accessed by contacting our administrative staff on 07 4927 0666.

Where to Get Help

If you require further assistance in understanding the assessment process, or how to complete your assessment, please talk to your trainer and/or assessor. They are more than happy to offer support and assistance throughout your learning experience and can be contacted through our office on 07 4927 0666.

Appeals & Complaints

If you have a complaint, grievance or wish to appeal any decision while completing your training program New Horizons Safety and Training Services has documented processes for you to access and follow. This will be explained to you in your orientation program when you enrol. If you would like to find out more, please contact our friendly staff on 07 4927 0666.

The Complaints and Appeal Procedures are designed to resolve differences and are based on conciliation/mediation rather than arbitration. Confidentiality is paramount to New Horizons Safety and Training. The procedures for lodging a complaint, grievance, or an appeal are as follows:

Appeals

- Appeal to be made within seven (7) calendar days of notification of the assessment decision using the appeals form. A submitted appeal form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- The Director New Horizons shall be informed of receipt of any appeal and may delegate responsibility for the resolution of the appeal, as appropriate.
- Appeal will be processed in accordance with the appeals flowchart and where possible, are to be resolved within 28 days of the initial application.
- The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution and in all cases the conclusion will be endorsed by the Director New Horizons.
- If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the Director New Horizons and if the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

Complaints

- Complaints are to be made within seven (7) calendar days of the incident using the complaints form. A submitted complaints form will constitute a formal complaint from the client. Further detail of the complaint can be provided by the client verbally.
- The Director New Horizons shall be informed of receipt of all complaints immediately and may delegate responsibility for the resolution of the complaint, as appropriate.
- In the case of a complaint, the Director New Horizons will initiate a transparent participative investigation to identify the issues.
- Complaints will be processed in accordance with the complaints flowchart and where possible, are to be resolved within 14 calendar days of the initial application.
- The client will be advised in writing of the outcome of their complaint, within seven (7) working days of the resolution and in all cases the conclusion will be assessed by the Director New Horizons.
- If the outcome is not to the satisfaction of the client, they may seek an appointment with the Director New Horizons and if the client is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

All documents and records of Appeals and Complaints are confidential and therefore shall be maintained and archived securely in line with New Horizons Record Management procedure.

Student Policies

Participant Code of Conduct

Participants are reminded that they are in a professional environment and need to always act accordingly. Basic rules of courtesy will be extended to all participants, the expectation is that this courtesy is reciprocated and also extended to your fellow participants.

All participants are expected to meet certain responsibilities, as listed below:

- Completing activities and work in a timely manner
- Utilising appropriate language and behaviour at all times
- Co-operating, and listening too fellow participants and trainers
- Contribute to the safe and supportive learning environment

Any participants who do not attend a class will be subject to the terms and conditions of course enrolments. Any student who fails to deliver a piece of assessment on time will receive an appropriate time extension from the Manager.

In the event that an issue needs to be discussed with a participant, the trainer or assessor will organise with the participant a mutually suitable time and place to discuss the issue.

The disciplinary procedure is designed to ensure that each student receives adequate assistance and support from the programs trainer and/or assessor when completing their program.

The trainer or assessor will obtain the facts relating to the disciplinary event prior to a disciplinary decision being made and will endeavour to act fairly at all times when making any disciplinary decisions.

Dress Requirements

Personal Protective Equipment (PPE) is a mandatory requirement for some of the courses offered by New Horizons Safety and Training Services. It is the responsibility of course participants to acquire their own PPE.

As PPE requirements differ from course to course, participants should contact New Horizons Safety and Training Services prior to course commencement to check the specific requirements.

All participants must comply with the minimum dress code which is:

- No open footwear (e.g. thongs, sandals)
- No singlets, tank tops, or shoulder bearing clothing
- No ripped or torn clothing

Late Arrivals

Course start times are communicated to participants upon booking, and within emailed booking confirmations. New Horizons Safety and Training Services reserves the right to refuse entry to participants who arrive late to a scheduled course. Late arrival affects the learning abilities and outcomes of all students.

Under 18's

If a prospective participant is under the age of 18, they may still enrol in most of the training programs with New Horizons Safety and Training Services. Identification requirements are still applicable, and a parent or guardian will need to sign the participant details form.

In regards to High Risk Work License training, such as that of Forklift and Elevated Work Platform, it is a Workplace Health and Safety requirement that all participants are 18 years or older.

New Horizons Safety and Training Services will comply with all relevant State and Federal legislation applicable to working with minors. It is recommended that out trainers obtain a Positive Notice Blue Card for any child related training.

Workplace Health and Safety

One of the core values of New Horizons Safety and Training Services is that we place the highest importance on the health and safety of all our employees, clients, and visitors. We believe that all injuries, incidents and occupational illnesses are preventable and with our employees, we commit to continually striving for an incident free workplace.

New Horizons Safety and Training Services adhere to the requirements outlined in the *Work Health and Safety Act 2011*, ensuring all measures are taken to establish and maintain standards. To ensure compliance with these standards, New Horizons Safety and Training Services has developed and implemented numerous policies, procedures, guidelines, and work instructions that must be observed and maintained to ensure a safe work environment.

New Horizons Safety and Training Services will:

- Ensure that all staff, clients, and visitors are fully informed of these safety and health requirements, including Emergency Procedures that affect their duties or participation in vocational education and training.
- Comply with all health and safety legislation, regulations, and standards applicable at the time.
- Eliminate, at the source, risks to health, safety, or welfare of employees or other persons.
- Provide staff, clients, and subcontractors a safe and healthy learning environment.
- Provide a safe and healthy workplace to allow all our employees to perform their tasks to their maximum potential, safely and efficiently.
- Ensure first aid and safety procedures are displayed for all employees and participants to see.
- Conduct health and safety audits on a regular basis.
- Maintain and review records to establish our health and safety performance.
- Continually strive to improve our health and safety performance.
- Ensure all employees comply with New Horizons Safety and Training Services policies and procedures, performing all work with due regard to the safety and health of people, property and environment.
- Provide adequate and appropriate resources and training to meet this commitment.
- Encourage valuable input from our employees.
- Ensure New Horizons Safety and Training Services employees/management engage in adequate workplace health and safety professional development.

Smoking, Drugs and Alcohol

New Horizons Safety and Training Services is a smoke free workplace. Smoking is prohibited in all buildings and only permissible at the designated locations away from the 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 New Horizons Safety and Training Services premises, to use New Horizons Safety and Training Services facilities or equipment, or to engage in any New Horizons Safety and Training Services activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

New Horizons Safety and Training Services is dedicated to ensuring its practises are constantly reviewed to maintain the highest possible standards and outcomes. The approach to continuous improvement is reliant upon constructive and honest input and feedback from students regarding their experiences whilst enrolled in their course. We welcome and appreciate feedback at all times and will specifically ask for it in the completion of your studies.

Issuing Certificate

Once a participant has successfully completed all coursework, has been assessed as meeting all of the requirements of the course, and providing all fees are paid, a Certificate or Statement of Attainment will be issued within 30 calendar days. This policy meets the compliance requirements as set for New Horizons Safety and Training Services in the Standards for RTO's 2015.