



# Student Handbook 2018

*This handbook contains the Code of Practice, Privacy Policy, Appeal and Complaint Procedures and other important information.*

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve a high quality service in the competency of your choice. Also we will assist you flexibly and fairly to achieve your goals.

*Please read this Student Handbook and the Program Specific Information for your course carefully.*

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.



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## Code of Practice

### 1.1 Educational Standards

The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of our clients.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The organisation ensures that the following are the minimum elements of our Code of Practice:

<a href="#">Sanction</a>	<a href="#">Complaint Policy</a>
<a href="#">Legislative Requirements</a>	<a href="#">External Complaint Procedure</a>
<a href="#">Quality Management Focus</a>	<a href="#">Discipline Policy</a>
<a href="#">Language, Literacy and Numeracy Support</a>	<a href="#">Appeal Policy</a>
<a href="#">Marketing and Advertising</a>	<a href="#">Recognised Prior Learning [RPL]</a>
<a href="#">Access and Equity</a>	<a href="#">Credit Transfer</a>
<a href="#">Training and Assessment Standards</a>	<a href="#">Assessment Criteria</a>
<a href="#">Admissions/Enrolment</a>	<a href="#">Issue of Certification</a>
<a href="#">Fees and Charges</a>	<a href="#">Student Services, Welfare and Guidance</a>
<a href="#">Possible Vocational Pathways</a>	<a href="#">Privacy Policy</a>
<a href="#">Refund Policy</a>	<a href="#">Guarantee</a>

### 1.2 Sanction

The organisation recognises that its registration as a Registered Training Organisation (RTO) may be withdrawn if it does not honour the obligations of the Code of Practice and meet the legislative standards for RTOs.

### 1.3 Quality Management Focus

The organisation is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, tutors, and industry representatives.

### 1.4 Marketing and Advertising

The organisation will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The organisation's marketing strategies will not contravene legislation.

## 1.5 Guarantee

Krause Health & Safety guarantee that support will be provided to assist you to complete your training and/or assessment once you have commenced study in your chosen course. We will ensure you have easy access to information on courses or programs, services available and enrolment procedures.

Staff will support and assist you throughout your studies to help give you the best chance to succeed.

## 2 Admissions/Enrolment

### 2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

### 2.2 Enrolment Procedure

An enrolment form may be posted, emailed or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature must be applied to indicate that the information in the enrolment form is authentic to that person.

When the completed enrolment form is received the student is allocated a permanent identification number and verification or creation of a USI number.

The administration team opens a confidential student record file that is made up of the students name and date of birth. The student is advised that this is a confidential file and will only be accessed by the student, those with permission allocated by the student or members of the Registered Training Organisation (Krause Health & Safety) or auditors.

The receipt, for any deposit paid prior to commencement of the course, is given to the student at the time of payment. A copy of the Student Handbook and Course Information Sheet is available on our website or upon request. **The student is advised to read the Handbook prior to commencement.** This Handbook provides information relating to graduate certification procedures, assessment procedures, complaints and appeal procedures, facilities and equipment and trainee support services. A copy of the student handbook is attached to each confirmation email sent through to the relevant person. If the student is booked in by their employer. It is the employers responsibility to ensure that the student receives a copy of the Student Handbook prior to attending the course.

### **2.3 Induction/Orientation**

On the first day of the course, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information relevant to completing the course.
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training and administration people;
- have necessary course materials; and know their timetables;
- know where to access more information.

## **3 Course Information, Content & Vocational Outcomes**

### **3.1 Course/Program Information**

- course content information;
- competencies to be achieved;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning (where applicable);
- facilities and equipment;
- provision for language, literacy and numeracy assessment;
- flexible learning and assessment procedures;
- complaint and appeals procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Information Flyer for each course. Consult the Course Information Flyer or the course adviser for more information.

### **3.2 Vocational Outcomes**

When graduates have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference indefinitely. A copy of the students Statement of Attainment or Qualification achieved through Krause Health & Safety is stored on our database for future reference or if the student requires a reprint of it..

## **4 Fees and Charges, Refund Policy & Exemptions**

### **4.1 Fees & Charges**

Details of fees are supplied in the course information flyer or confirmation email for each course. Please consult the course information flyer for details of all costs associated with your program. You will not receive a course information flyer if your employer has paid the program fees for you.

## **4.2 Refund Policy**

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the General Manager. A full complete 1.5 page version of the refund policy is available upon request to the administration team of Krause Health & Safety or it is also available on the company website.

The following refund policy will apply:

Clients / Learners, who give notice to cancel their enrolment **3 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Clients / Learners who give notice to cancel their enrolment **2 business days** or less prior to the commencement of a program will not be entitled to a refund of fees paid in advance. An exception to this policy is where Krause Health and Safety fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

If a Client / Learner fails to show for the course or fails to cancel within the outlined timeframes above. The client or learner will still be invoiced the full amount of the course which is payable and the invoice will indicate that they were a No Show.

Courses that require special Personnel or resources. (I.E sub contracted external Trainer or specialised resources) will require their enrolment to be cancelled at least 15 Days Prior to the commencement of the course, as the set up may incur a significant expense to the business. If the notice of cancellation is 14 days or less. No refund will be provided due to the commitment and costs associated with conducting the course.

## **4.3 Replacement of Certificate, Statement of Attainment or Statement of Results**

The appropriate statement / statement of results is provided free of charge on successful completion or partial completion of any nationally recognised program. A fee of \$10.00 is charged for a replacement Certificate, Statement of Attainment or Statement of Results.

## **5 Language, Literacy & Numeracy Support**

Students may be assessed in order to ascertain if their Language, Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via conversation or interview with the relevant trainer or completion of enrolment form in the proposed training program. Your trainer will be able to provide additional support for you. Those who require extensive assessment or remedial support will be referred to a qualified external expert. Any costs incurred through external training with the remedial expert will be the responsibility of the student.

## 6 Student Support

### 6.1 Access to your Records

The organisation uses quality management practices to ensure effective student services. Access to your records is readily available ask your trainer/assessor to provide information regarding the status of your training and progression. Records for a current student information may be accessed with 24 hours providing the evidence has not been archived. If a file has been archived, The time frame could be significant of up to 7 days based on how long since the student completed the course. A fee may be payable to cover the expenses associated with retrieval of the student records. This fee will be based upon an hourly rate to cover labour costs. GST is included in this cost.

Under the ASQA standards for record retention. Krause Health & Safety are only required to keep a hard copy of any students work for a period of 6 months. After this, The RTO is allowed to destroy all records unless other legislative requirements dictate a specified term. Then the records will be held for this time frame. Some information is held in electronic format and may be more easily accessible. However a record of the student's certificate will be maintained on a electronic data base for a period of up to 30 years.

Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All completed student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Completed students can access their files by request, they will be supplied as soon as practicable. Please refer to the above information.

### 6.2 Student Services, Welfare and Guidance

The organisation has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The organisation informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The organisation's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

We will provide you with information on career and qualification pathways relevant to your program area or study.

### 6.3 Procedure for Student Support/Counselling

The organisation is at all times concerned with the welfare of our students.. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

## 7 Flexible Learning & Assessment

### 7.1 Training and Assessment Standards

The organisation's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who disagree with their assessment decision. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements through information contained on the front cover of the assessment as well as through verbal communication prior to the training being conducted.

### 7.2 Flexible Learning

The organisation provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements. At no stage should the validity of the assessment process be degraded or reduced to benefit the student at the expense of declaring an impartial outcome for the assessment result.

Students should initially discuss possible flexible arrangements with their trainer / assessor. If the desired change is feasible, authorisation should then be obtained from the General Manager.

### 7.3 Assessment

The training and assessment strategy for each course details the learning process. The organisation applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

## 7.4 Changes to qualifications or units of competency

Sometimes a national Training Package, qualification or unit of competency will be upgraded whilst a student is currently enrolled in that program. In the event of training packages expiring Krause Health & Safety will be responsible for the monitoring of these occurrences. It is the responsibility of Krause Health & Safety to plan for the transition to new / revised Training Packages as they are endorsed.

Where possible, students in existing/expiring courses/qualifications will be “transitioned” to the new versions of those qualifications. When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package. A “teach out” period as determined by ASQA for expiring qualifications is available for continuing students.

New intake of students enrolling in the qualification after the Training package publication date will be enrolled in the new Training Package qualifications once the RTO has obtained registration for the new qualification. No student will be intentionally or unnecessarily disadvantaged in the transition process.

Competency based training and assessment is participatory based and therefore students will be consulted on the transitional requirements that have been devised/recommended for their program of study should a training package be upgraded in the process of their training and assessment.

## 8 Complaints & Appeals

### 8.1 Complaints

In the event of a complaint, students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the General Manager;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the organisation will advise students of external organisations to which they can contact for assistance. If you wish to make an anonymous complaint, you should contact our General Manager on 07 4743 3504. If unavailable, then leave contact details and request that the General Manager contacts the person directly.

If the person making the complaint does not wish to or have the ability to make verbal contact, with the General Manager. Then alternative forms of communication are acceptable such as an email. Email address is [r.harper@krausegroup.com.au](mailto:r.harper@krausegroup.com.au)

All complaints must be acknowledged within an acceptable timeframe of 24-72 hours based on when the complaint was received (i.e. Friday afternoon). This confirms to the person issuing the complaint that it has been received and will be followed up on in a neutral and practical way. It is the aim of Krause Health & Safety to complete all complaints within 5 business working days but this depends upon the nature of the complaint and the actions, requirements and costs involved. At no stage must the complaint be delayed past an agreed time frame between the person making the complaint and the General Manager of Krause Health & Safety. If a delay is to be expected then communications between both parties must be clear and consistent

If the complaint fails to be successfully completed, the person making the complaint will be informed of external neutral authorities that can review the case on behalf of both parties. Those external bodies may be:

- Consumer related issues – Office of fair trading in your state (Qld 13 74 68)
- Delivery of training and assessment services – National training complaint services 13 38 73
- Privacy issues – Office of the Australian information commissioner 1300 363 992

## 8.2 Appeals

The organisation seeks to prevent appeals by ensuring students are satisfied with their training and assessment. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any appeal against an assessment decision will be treated seriously, investigated thoroughly, and dealt with according to the merit of the appeal. The circumstances and results of any appeal are analysed by the General Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

### Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or General Manager provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments or agencies that may be able to assist.

Students may also seek legal redress through the usual court processes if they feel unsatisfied.

## 9 Disciplinary Procedures

### 9.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the General Manager.

### 9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, the organisation accepts no responsibility for personal property lost or stolen at training sessions.

- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities. Only in the designated smoking area.
- Drinking alcohol is not permitted at any time on the Krause premises.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off or switched to silent during classes.

## 10 Access and Equity

### 10.1 Access and Equity Principles

The organisation will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Sexual orientation (male or female, actual or presumed)
- Age (in relation to compulsory retirement).

### 10.2 Staff Responsibilities for Access and Equity

The organisation applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

### 10.3 Reasonable Adjustment

The organisation applies reasonable adjustment to its training and assessment methods and resources to maximise educational participation. If you have difficulty hearing, or issues with eye sight or other learning barriers that might affect your learning experience, then please speak with your trainer/assessor who may be able to make adjustments to support you in your learning.

## 11 Recognition

### 11.1 Recognition of Other Qualifications / Credit Transfer

The organisation recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer where the competencies have been completed previously.

### 11.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the units within the qualification may be granted credit upon substantiation of that claim. Students may make an application to be recognised for their existing skills and knowledge and are required to provide evidence to meet the requirements of each and any unit applied for.

The organisation advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria from within the unit of competency sets the RPL assessment benchmarks.

Evidence RPL assessment may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- simulations.

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Appeals*)

RPL is managed by qualified staff. A candidate may receive recognition for all or some of the competencies required for the program.

Candidates are charged a fee for RPL assessment – for relevant fee see Course information flyer.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the units. If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written

assignment, workplace assessment or collection of other material. Assessment will be conducted by a qualified assessor.

Other considerations for RPL are that the student must have relevant evidence that is still considered current to industry standards and that meet either the unit of competency or qualification requirements.

Students are required to collect & organise their own evidence. It is not the role of the RTO or the assessor to organise the students evidence for them.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. "Top up" or 'Gap' learning options prior to a second assessment will be suggested. "Competent" is recorded on the student's record if recognition is granted.

## 12 Human and Physical Resources

### 12.1 Human Resources

The organisation is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

### 12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

#### 1. Training Room Facilities:

- adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
- provision of comfortable chairs, designed for use over a sustained period;
- adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
- tables that are suitable for writing and which do not cramp students for space;
- clear sight and hearing from all points and to the point of presentation;
- audio visual equipment that is not intrusive;
- strategically placed power points;
- clearly accessible amenities such as toilets and drink stations;
- telephones placed away from training rooms;
- rooms located away from external noise of any kind likely to disturb proceedings;
- pleasing overall aesthetics; and
- shape and size of the room(s) and the type of furniture conducive to varied layouts.

#### 2. Reference Materials

#### 3. Refreshment Facilities

## 13 Procedure for Issuing Certificates

The student will be issued with a certificate on successful completion of the full qualification, skill set or unit of competency. If the student completes only one or more units but not a complete qualification, a Statement of Attainment will be issued.

Qualifications or Statement of Attainments will be issued to the learner within 30 days of them being assessed as competent providing all agreed fees have been paid.

If there are any details that are incorrect, please contact our Administration Department at the front desk or on 07 4743 3504.

A Statement of Attendance will be issued if a participant has participated in non-accredited training.

## 14 Legislation

As a student a number of Acts and subordinate legislation affects your training. The organisation identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisation 2015
- Work Health and Safety Act 2011
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Fair Trading Act 1989
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Health Rights Commission Act 1991
- Building Fire Safety Regulation 2008- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate as per Vocational Education, Training and Employment Act 2000.

The various acts are accessible on the Internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or at the Australian Legal Information Institute web site: [www.austlii.edu.au](http://www.austlii.edu.au).

Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

## 15 Privacy Policy

Our organisation complies with the Privacy Act 2012 and the Student Identifiers Act 2014. Information collected on clients is used for the purpose of delivery of our services, government reporting and Registered Training Organisation requirements

The information will not be released to a third party without authorisation from the client. Clients can request a copy of the information held about them by answering a series of security questions to identify them from other persons in our data base that have the same name.

A student's employer will also be asked to identify that person through various private information before releasing the required information. When an employer has requested the student's information, the Krause administration team will check the enrolment form completed by the student to ensure that they allowed their employer the right to obtain a copy on their behalf.

At times Krause Health & Safety receive requests to obtain information about a student from either lawyers or courts. Due to legal requirements Krause Health & Safety will release this information at the request of the person's legal team or the court system. Usually the request is accompanied by a letter of release of information by an authorized representative of the student.

Krause Health & Safety may also receive requests by other parties wanting to confirm a student's certification is authentic and genuine. Krause will not release this information without either written or verbal information from the student to ensure that the person requesting verification has received permission from the student to release their information.

### **Student Information**

The information on each file includes personal information such as name, date of birth, address, contact details, USI numbers, and details of assessment, assessment outcomes and other information that is relevant to the training being provided. Each file also includes history of past training including previous experience and skills levels. All students' hard copy records are stored in a secured storage area. Digital records are kept in a password protected database on a LAN only.

Krause Health & Safety will destroy all hard copy evidence after a period of time (no sooner than 7 months). The hard copies are destroyed through a cross cut shredder that meets legal requirements for the destruction of documentation.

### **Purpose of Holding Information**

The information is gathered as part of the enrolment and assessment process. The information is retained in order to provide evidence of enrolment and outcomes of training competencies. This information needs to be kept to comply with registration requirements of an RTO

### **Requests for Access to Student Information**

At any stage students may request to see the information about them kept on file. A representative from Krause Health & Safety may discuss the contents with them and /or give them a copy of their training outcome. All requests by students for access to information held about them should be lodged in person, via phone or email. To access this information the following security requirements must be met.

### The Student

- **In Person** - Photo ID or correctly answer a minimum of 3 security questions to verify student identity and gain access to their file
- **Phone** - Correctly answer a minimum of 3 security questions to verify student identity and gain access to their file
  - Full name
  - Date of Birth
  - The training undertaken
  - USI number (if applicable)
- **Email** -Email request answering a minimum of 3 security questions to verify student identity and gain access to their file
  - Full name
  - Date of Birth
  - The training undertaken
  - USI number (if applicable)

### Third party request for information about student

Email or written request answering a minimum of 3 security questions to verify student identity and gain access to their file

- Full name
- Date of Birth
- The training undertaken
- USI number (if applicable)
- **Student must have a signed “permission to release information” document on file**

Only once we have accessed the students file we will then ascertain that the student has signed a “permission to release information document”. If they do not have one on file, the student can sign a “permission to release information” form to allow their employer access to their records. Without this we will **NOT** release any information on a student.

**Please note: the final decision on releasing student information to a third party will be made by the General Manager**

### **Security of personal information**

In line with new technology, the organisation continually improves the security of personal information collected. The organisation takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets or shipping containers
- only providing authorised staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

### **Direct Marketing**

Krause Health and Safety do not direct market to students. Students may receive an electronic survey form requesting feedback on the course that was undertaken. Students may also receive a reminder email that they are due to refresh certain training with a nominated time frame refresher period i.e. CPR 12 monthly.

### **Government Identifiers**

Government identifiers, such as, Icare, Avetmiss, and Detconnect are only used for reporting purposes.

### **Concerns**

If students have a concern about the management of personal information, they are requested to inform their trainer or the office of Krause Health & Safety. Upon request they can obtain a copy of the National Privacy Principles, which describe their rights and how information should be handled. Ultimately, if they wish to lodge a formal complaint about the use of, or access to personal information, they may do so with the Office of the Federal Privacy Commissioner on 133 363 992 or GPO Box 5218, Sydney, NSW 1042.

***Good Luck***