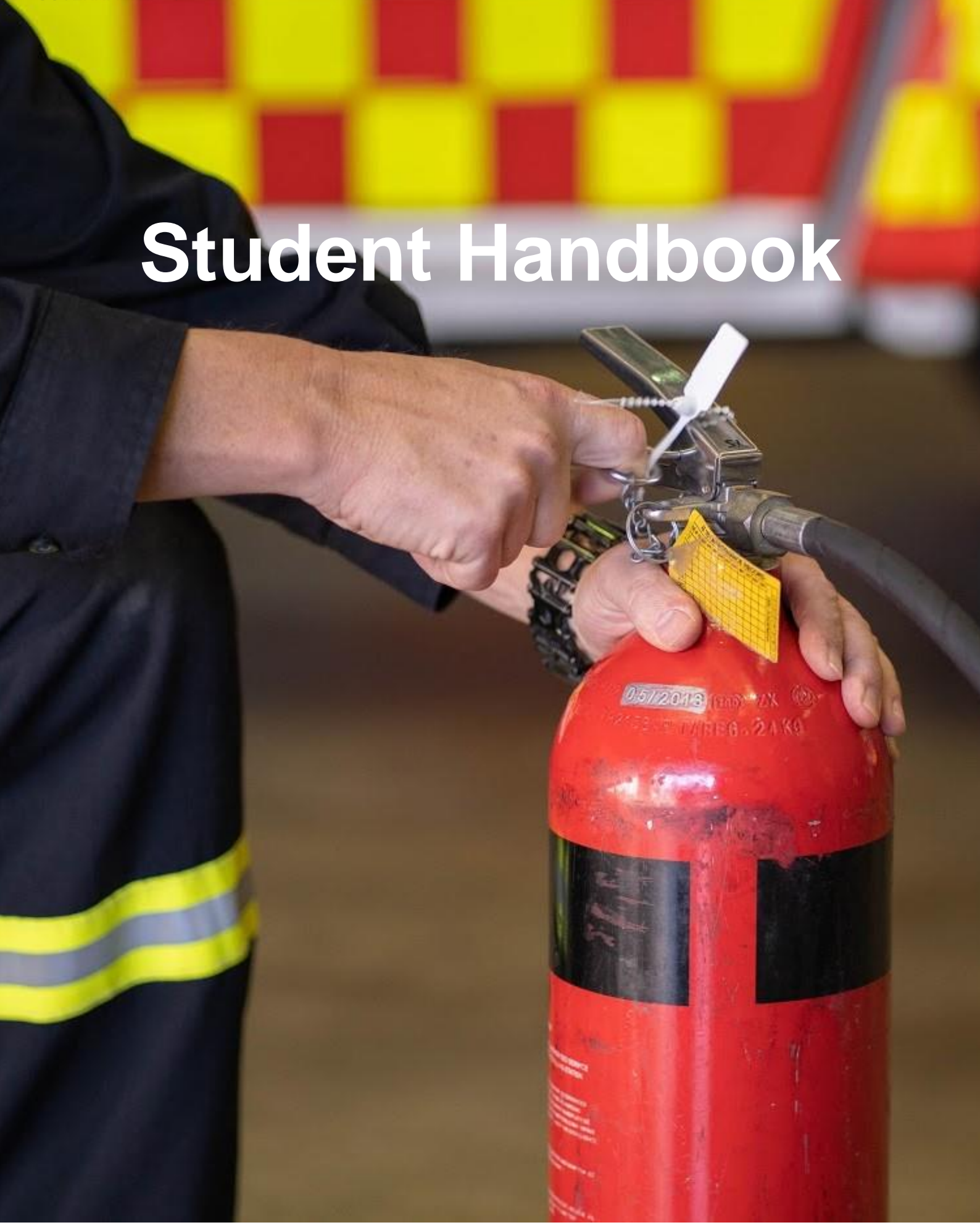




ComSafe Training Services

WORKPLACE EMERGENCY RESPONSE PROFESSIONALS (RTO 91235)

Student Handbook



Contents

Welcome to ComSafe!	3
About us	3
Key Contact Details	3
Mail	3
Phone	3
Email.....	3
Operating Hours.....	3
Our Training Philosophy	3
Code of Practice	4
Code of Conduct	4
Privacy	5
Types of Training	6
Nationally Recognised Training	6
Non-Accredited Training	6
Our Trainers	6
Training with ComSafe	7
Enrolment	7
Emergency Procedures and First Aid	7
Work Health, Safety and Welfare	7
Unique Student Identifier (USI)	7
Course Materials	8
Assessment Methods	8
Support Services	9
Administrative Support	9
Academic Support	9
Reasonable Adjustment	9
Recognition of Prior Learning (RPL)	9

Welcome to ComSafe!

About us

This handbook is designed to provide you with information about the services provided by ComSafe Training Services and our approach to providing a safe, fair and supported environment. This handbook does not provide specific information about a course offered by ComSafe Training Services.

ComSafe Training Services is a professional fire, safety and emergency response training body. Our Trainers are experienced Officers of Fire and Rescue NSW (FRNSW) and receive ongoing training and coaching to remain current in their discipline and in the industry.

As a Registered Training Organisation (RTO 91235), we deliver nationally recognised training. In addition, we also take pride in our ability to tailor programs specifically to meet participant and student needs to ensure the training we provide is practical, relevant and that skills learnt are transferable in the workplace. ComSafe Training Services provides safety and emergency response training in a practical environment by combining simulated, realistic fire and emergency situations with the highest quality of instruction available.

Key Contact Details

Mail

ComSafe Training Services

- PO Box 5, St Clair NSW 2759
- 1 Distribution Drive, Orchard Hills NSW 2748

Phone

1800 787 848

Email

comsafe@fire.nsw.gov.au

Operating Hours

8:30AM to 4:30PM – Monday – Friday

By request on weekends and after hours

Our Training Philosophy

ComSafe Training Services is committed to providing high quality and innovative education to industry and the community to help prevent incidents from happening and prepare them for action when they do. We aim to protect the irreplaceable.

ComSafe Training Services maintains full compliance the Australian Quality Framework (AQF), the Standards for Registered Training Organisations 2015, the Vocational Education and Training Act and registration requirements with the Australian Skills Quality Authority (ASQA).

As an RTO, we make full assurance that we provide nationally consistent, high quality training and assessment services for our participants. In addition to our values, policies and philosophy, ComSafe Training Services operate its own internal quality assurance system to maintain its RTO status.

Code of Practice

ComSafe Training Services maintains quality standards and as a Registered Training Organisation delivering accredited training, to operate within the Principles and Standards of the Australian Qualification Framework (AQF) and the Essential Conditions and Standards for Continuing Registration. Our policies and management practices adopt quality standards in the delivery of vocational education and training services and safeguard the educational interests and welfare of participants.

This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. Trainers will maintain a learning environment that is conducive to the success of participants and will have the capacity to deliver the nominated courses, provide adequate facilities and use appropriate methods and materials accordingly. We also ensure all premises/equipment used in the delivery of our services adhere to state and federal legislative requirements regarding Work Health and Safety.

Code of Conduct

FRNSW is committed to the highest standards of conduct, honesty, ethical behaviour and fairness to support our reputation as a highly trusted organisation. FRNSW Code of Conduct sets the standard for behaviour that all staff adhere to.

Our Code of Conduct is always centred around treating all people with respect, courtesy, honesty, and fairness and having proper regard for their interests, rights, safety, health and welfare.

ComSafe staff will take all necessary steps to prevent and deal with harassment, bullying and discrimination in the work/training environment and report incidents should they occur.

ComSafe Training Services requires students to adhere to the following Code of Conduct:

- Treat all ComSafe staff, Trainers and other students with courtesy, tolerance and respect
- Not engage in behaviour that is obscene, dangerous or offensive to others
- Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying
- Not engage in behaviour that is perceived to be threatening or intimidating
- Not behave in a way that disrupts or interferes with any teaching or learning activity of ComSafe
- Not engage in Plagiarism or Cheating
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either them or another student
- Ensure their training activities are conducted safely and do not place others at risk of harm
- Not misuse training facilities and equipment in a manner which is unlawful or which will be detrimental to the rights and properties of others
- Whilst training and assessment activities are underway, all participants are required to have their mobile phones turned off or on silent
- When undertaking training outside of the classroom, suitable clothing must be worn for work health and safety reasons. Enclosed footwear is essential
- Adhere to the ComSafe's Drug and Alcohol Policy
- Adhere to all safety direction and instruction provided by ComSafe staff at all times

Trainers encourage open and honest discussions within all courses to maximise learning benefits. It is important to be aware that diversity may appear in many ways, including diversity of thought, opinion and values. We encourage all learners to be respectful of that diversity and refrain from using inappropriate comments. Should such inappropriate comments occur, Trainers will intervene as it is his/her role to monitor the dialogue in each program.

If the behaviour of any participant is deemed by the staff to affect the health, safety, comfort or well-being of the other participants in the course, then that person may be approached for an interim discussion outside the course activities. The person will have the circumstances of their behaviours explained in detail and be asked to refrain or alter their behaviour in line with the requirements of the course. Subsequent failure to adopt these requests may require the person to sit these activities out or in the most severe cases, be asked to leave the course.

Privacy

ComSafe Training Services takes the privacy of our participants seriously and we comply with all legislative requirements. As an arm of Fire and Rescue NSW, we are bound by [The Privacy and Personal Information Protection Act 1998](#), [The Privacy Act 1988](#) and [The Health Records and Information Privacy Act 2002](#)

Under the [Data Provision Requirements 2012](#), ComSafe Training Services is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained in your enrolment form), may be used or disclosed by ComSafe Training Services for statistical, administrative, regulatory and research purposes. ComSafe Training Services may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating RTO student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

The FRNSW Privacy Policy can be obtained at

<https://www.fire.nsw.gov.au/page.php?id=700>

If you have any enquiries about our privacy policies, contact us by writing to the following address:

Privacy Officer – Fire and Rescue NSW

Locked Mail Bag 12

Greenacre NSW 2190

Email: info@fire.nsw.gov.au

Types of Training

ComSafe Training Services specialises in comprehensive, compliant workplace emergency response and high-risk technical training, across differing types of courses. These include:

- Nationally Recognised Certificate
- Nationally Recognised Statement of Attainment
- Non-Accredited Training

You will find a brief description on the different types of training below. We work with our clients in their workplace to achieve compliance with Work Health and Safety legislative requirements and ultimately prepare their staff to confidently handle an emergency situation. Our programs are designed in accordance with relevant Training Packages, WHS legislation, Australian Standards 3745–2010 and 4083-2010 as well as NSW Health Policy Directives.

Nationally Recognised Training

A Nationally Recognised Training (NRT) qualification is part of the [Australian Qualifications Framework](#) (AQF). The AQF includes specific standards for courses at different levels. ComSafe Training Services offer three kinds of NRT programs:

- Certificate II
- Certificate III
- Statement of Attainment

A Certificate II provides students with basic vocational skills and knowledge in line with the job requirements performed in industry, a Certificate III develops higher-level vocational skills and requires students to demonstrate an understanding of basic theory within the field, and a Statement of Attainment contains Units of Competency from Nationally Recognised qualifications that are designed to provide specific skills and knowledge.

For example, ComSafe Training Services offers a Fire Safety Officer Statement of Attainment, which contains 8 units from the Public Safety Training Package.

Non-Accredited Training

ComSafe Training Services has developed a number of non-accredited training programs that are designed to equip students with specific skills and knowledge required to perform their job roles safely and effectively. These programs include:

- Fire Warden/Chief Warden tailored to your workplace industry
- Hazardous chemical spills
- First attack firefighting
- Emergency evacuation drills

Our Trainers

ComSafe provides training in a practical environment by combining simulated emergency scenarios with the highest quality of instruction delivered by Fire and Rescue NSW professional Firefighters specifically trained and equipped to deliver contextualised training.

Our Trainers regularly undertake developmental and professional activities in firefighting, emergency response, fire safety management and operations and vocational education and training.

Training with ComSafe

Enrolment

As a participant undertaking training and assessment with us, you will have rights and responsibilities. When you sign your Training Course Enrolment form you agree to abide by the [Terms and Conditions](#) and information provided in this handbook. Enrolment occurs through completion of the Booking and Enrolment forms, which are returned by email to comsafe@fire.nsw.gov.au

ComSafe is a fee for service commercial training provider. By accepting our proposal/quote or enrolling in a program with us, you confirm that you've read and understood the fees associated with your program/service and agree to pay as per your invoice within 30 days. Your details are captured when you complete the booking form. This information along with any certificate issued is stored electronically and the results of your training are linked to this enrolment information.

ComSafe Training Services is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

Emergency Procedures and First Aid

All participants will be required to complete a site induction at the start of each training program held on a ComSafe site. The ComSafe Trainer will provide more instructions in the event of an emergency. As a member of FRNSW, every Trainer is a qualified First Aid Officer.

All Fire and Rescue facilities and vehicles hold appropriate first aid equipment, including AED's, first aid kits, basic life support equipment. Should you feel unwell at any time please notify your Trainer immediately.

Upon completing an Enrolment Form, we do ask for details of a nominated Emergency Contact. It is the participants responsibility to ensure the information provided to ComSafe Training Services is up-to-date and accurate.

Work Health, Safety and Welfare

ComSafe Training Services agrees to abide by all WHS legislation in the delivery of its services. Compliance to all relevant WHS legislation is incorporated into all courses. Our facilities, equipment, training and assessment materials are systematically reviewed and are checked for currency, sufficiency and effectiveness for our training purposes. Prior to commencing some of our more physically demanding courses, you may be required to complete a voluntary release waiver/medical indemnity form.

Medical conditions that could impact on your ability to complete aspects of the course are to be disclosed. Whilst all information is treated with the utmost confidentiality, refusal to complete may result in the Trainer refusing participation in practical/physical activities in the course. All participants are reminded of their personal requirements and individual responsibilities for safe conduct.

The safety of our students is paramount and measures have been adopted to ensure students and trainers are not placed in dangerous situations. When attending one of our courses at our facilities, you will be asked to produce a photo ID. You may also be asked to complete a conditions of entry questionnaire which may include health related questions. You may also be refused entry at our facilities if you are or appear unwell. Refusal to abide by our conditions of entry may result in you not attending your course.

Unique Student Identifier (USI)

All students undertaking nationally recognised training need to have a Unique Student Identifier (USI). If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. Your enrolment will not be confirmed until we have a verified USI. For further information please visit www.usi.gov.au

Course Materials

Each participant will receive handouts and digital reference materials. Some of our courses have pre-requisites, evidence of prior learning and/or health declarations and may need to be produced prior to commencement.

Assessment Methods

Each participant enrolled in nationally recognised training will undertake assessment, with the aim of obtaining a Statement of Attainment or Certificate. Assessments have been designed with a focus on workplace outputs and are highly practical in nature.

ComSafe Trainers may build on this structure to conduct holistic assessments to gather evidence for more than one element. Each Nationally Recognised Training program has its own Assessment Kit which provides an assessment tool designed to help you collect evidence of your competency.

Assessment Methods can include:

- Observation
- Assignments
- Practical demonstrations
- Interview
- Case Studies/problem Solving
- Questioning/multiple choice

Trainers will have an outcomes sheet to record results. One of the below possible outcomes should apply:

C - Competency achieved/pass

NYC - Competency not achieved/fail

Any participant graded NYC will be advised of the reasons for the mark and be given further opportunities for re assessment.

Language, Literacy and Numeracy (LLN)

It is essential that participants have the Language, Literacy and Numeracy (LLN) skills to allow successful completion of our Training Programs. Prior to confirmation of enrolment in an accredited training program, all participants are required to complete an LLN assessment. This will allow ComSafe to identify whether you will require any additional assistance to complete your training. LLN requirements will vary across our Training Programs. If there is a gap between your current LLN capabilities and the program benchmarks our training staff will look at what support we can offer to help you develop your skills to the required level to achieve competency.

You will receive an email with login information to a portal where your LLN assessment will be available. This is a formal assessment process, and we recommend you find a quiet area without distractions to complete the assessment. Your assessment will be marked by an LLN Assessor and upon successful completion your enrolment will be confirmed. If we identify that you do not meet the LLN requirements of your selected Training Program an LLN Assessor will make contact with you to discuss support requirements and possible Reasonable Adjustment (if appropriate). Our LLN Policy is available [here](#).

Support Services

Administrative Support

Our RTO Services Team are the first point of contact for ComSafe Training Services. They can provide you with administrative support related to your enrolment, booking enquiries and invoice information.

Academic Support

Our Training Staff are all qualified Trainers and Assessors who are industry experts in Fire Safety and Emergency Management, and all are current Firefighters within Fire and Rescue NSW. They undertake frequent professional development in both industry areas and Vocational Education and Training. While our training is designed to be highly practical to equip you with the knowledge and skill required in your program, should you have any difficulty during your training they will be able to provide you with additional support. If you are unable to successfully complete an assessment in an accredited training program you will be provided with feedback on areas for improvement and the opportunity for reassessment.

Reasonable Adjustment

ComSafe allows for reasonable adjustments to be made to assessment procedures for people with special needs, such as people with disabilities or with LLN difficulties. We treat every case relating to reasonable adjustment individually and decisions are made collaboratively with the student, Trainer, RTO Manager and RTO Compliance Officer. Any changes made to the assessment process must be done in a way that maintains the integrity of the Units of Competency or Qualification. The following examples may be applied (but not limited to):

- Modifying workstations
- Modifying or providing equipment
- Adapting delivery strategies
- Customising resources and activities within the accredited course
- Providing or allowing the presence of an AUSLAN interpreter
- Adjusting the method of presentation

If you feel that you may require a Reasonable Adjustment you can declare this at the time of enrolment. Disclosure of a disability is the choice of the student and is not a requirement for participation in a VET course or non-accredited course. But encouraging students to share information about the impact of their disability on their learning helps to justify and make the necessary reasonable adjustments. Our Reasonable Adjustment policy is available [here](#).

Recognition of Prior Learning (RPL)

We understand that you may already have relevant skills and areas of expertise that you have obtained in different ways and these are recognised through our RPL process for Accredited Training. The skills and knowledge you have acquired under many different conditions such as life experiences, short courses, and volunteer work, all contribute to the sum total of your skills but may not be recognised by formal accreditation. RPL can incorporate the breadth of your experience as it relates to your course and assists you in formalising your experience. To be granted RPL, your experience is measured against a series of already established outcomes defined in your course competencies.

Should you wish to make an application for RPL, please advise us via email comsafe@fire.nsw.gov.au. We will then be able to provide you with an RPL Assessment Kit. An assessment pathway will be offered to eligible students.

Evidence

A "Portfolio of Evidence" is required to be produced by participants seeking recognition of prior learning and current competency. The Trainers can provide a list of the modules from the relevant Training Package. Evidence provided but must not be more than 5 years old.

The "Portfolio of Evidence" should be presented in a folder and contain the following:

- Resume including copies of relevant qualifications
- A "Recognition Self-Assessment Form" completed and clearly referenced to supporting evidence. Please give 2-3 dot point examples of your experience to support each positive response to your self-assessment questions

- Supporting evidence to be clearly tabbed and referenced back to each of the competency questions in the “Recognition Self-Assessment Form”.

Credit Transfer

Participants will need to provide ComSafe Training Services with an original or certified copy of their Certificate or Statement of Attainment. Upon verification with the issuing RTO, the participant will be granted credit for the units of competency previously completed and the participant’s record will be updated with Credit Transfer noted against those units. Where the qualification does not meet AQF requirements, the participant will either be required to apply for RPL or undertake further training.

Please contact ComSafe Training Services, should you wish to know more about the credit transfer process.

Certification

On successful completion of your training program, ComSafe will issue a Statement of Attendance or Statement of Attainment, whichever is relevant to the course you are completing. ComSafe Training Services follows the guidelines outlined in the [AQF Qualifications Issuance Policy](#).

Certificates will be sent to you at your nominated address. You will receive this within 30 days of completing your course. Where a participant does not complete the full requirements of the course, a Statement of Attainment for the individual units successfully completed will be issued.

Statements of Attendance - Non-Accredited programs are not nationally recognised qualifications; however, they may be aligned to units of competency, such as our HealthCare Packages or the Policy Directive for Health Care Facilities.

Statements of Attainment – A Statement of Attainment is issued to participants who have partially completed a Qualification or individual unit(s) of competency or a nationally recognised short course.

Refunds

Refunds will apply for the following reasons:

- Participants have overpaid the program fees
- Participants enrolled in training that has been cancelled by ComSafe and rescheduling is not possible
- In the opinion of ComSafe, the participant would be unreasonably disadvantaged if not granted a refund, for example, a participant meets with a serious misadventure and is unable to continue their enrolment due to unforeseen circumstances.

Each review will be examined and determined on its merits by considering a participant’s claim together with independent supporting documentation substantiating the claim.

Cancellation/Rescheduling Policy

Notifications of cancellations, refunds and requests for transfers must be made in writing to comsafe@fire.nsw.gov.au

If a participant notifies ComSafe of a cancellation and is not rescheduling, 5 working days or less prior to the program commencement, ComSafe reserves the right to charge a cancellation fee of \$150 per program or per participant.

This fee will not apply if weather conditions or operational needs prohibit the program from running.

ComSafe cannot accept responsibility for changes to work commitments or personal circumstances within this 5 working day period.

You may send a substitute participant to a program, however, please notify ComSafe of the change in participant details by contacting the ComSafe support team in writing to comsafe@fire.nsw.gov.au prior to program commencement. If a participant fails to attend a program, fees will not be refunded or allocated to another program.

ComSafe reserves the right to cancel any public course due to low enrolments with a minimum of 4 students per program. One week's notice will be provided to the student prior to the course commencement.

Requests for reschedules must be received in writing 5 working days prior to the program commencement and a new booking date made within 3 months from the original booking date. Subsequent requests to reschedule will be treated as cancellations and fees applied.

Feedback and Areas for Improvement

If you would like to provide informal feedback or believe that your training experience with ComSafe has not met your expectations, we encourage you to raise your concerns with the RTO Services Team via phone 1800 787 848 or email comsafe@fire.nsw.gov.au

It is expected that prior to initiating a formal complaint and appeal process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved in the first instance. Clients are encouraged to raise concerns directly with the Trainer, particularly where the concerns are adversely affecting the training environment. It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment.

Complaints

If you are unsatisfied by the resolution of an issue, wish to have an issue more formally addressed, or for any other reason, you may submit a complaint.

Other interested parties including industry, employers, education institutions and the public may also lodge complaints.

Complaints are to be submitted in writing either via the [Complaints Form](#) or other written means that clearly identifies the matter as a complaint. Complaints may be submitted via email to comsafe@fire.nsw.gov.au or post to ComSafe Training Services, 1-5 Distribution Drive, Orchard Hills NSW 2748.

All complaints will be reviewed by a panel of the appropriate ComSafe staff comprised of:

- Manager, ComSafe
- Business Support Coordinator
- RTO Compliance Coordinator
- RTO Services Officers
- Trainers and Assessors

The decision maker in the process will be independent of the decision being reviewed. The Complainant will receive written acknowledgement of the complaint.

If a complainant raises a concern but is not willing to proceed with the complaint, they are advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by the RTO.

All complainants will receive a written outcome to their complaint, including reasons for decisions and options available to the complainant within 15 business days. All complaints and appeals are heard and resolved within 60 calendar days of receipt. If ComSafe considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.

Appeals

An appeal can be made to the RTO to request a review of a decision, including assessment judgement decisions. Appeals should be made to the trainer/assessor in the first instance, but can also be made to Manager, ComSafe. Appeals of assessment outcomes are to be lodged within 28 days of when the assessment outcome is provided to the student.

Retention requirements for completed student assessment

As an RTO, ComSafe Training Services is required to securely retain all completed student assessment items for each student for a period of six (6) months from the date on which the judgement of competence for the student was made. Completed student assessment items include the actual work completed by a student or evidence of that work, including evidence collected for a Recognition of Prior Learning (RPL) process. Records of qualifications and statements of attainment issued through accredited training are required to be retained for thirty (30) years.

Participant and Employer Feedback/Data Reporting

As a professional training body, we value your comments on the training session you have undertaken, as your feedback provides us with an important tool to continuously improve our training programs. At the conclusion of each course, participants will be provided with a Course Evaluation form. We ask you to spend a few moments to complete the Course Evaluation form and return it to the trainer or email to comsafe@fire.nsw.gov.au

Quality Indicators form part of the AQTF 2010 *Essential Conditions and Standards for Continuing Registration* for training organisations that wish to continue to deliver nationally recognised vocational qualifications and competencies.

ComSafe Training Services uses both the three Quality Indicators and their associated data collection instruments developed by ACER and NCVER on behalf of the National Quality Council and our own internal feedback process and tools to meet our obligations towards stakeholder feedback and continuous improvement.

Under AQF 2013, RTOs are required to collect and use data on three quality indicators which have been endorsed by the National Quality Council (NQC):

- Learner Engagement
- Employer Satisfaction
- Competency Completion

Commencing January 2015 all AVETMISS Data will also be reported as per the reporting requirements set by the registering body ASQA. Under our Conditions of Registration, ComSafe Training Services will provide our Registering Body with accurate and timely data relevant to measures of our performance.