



**INFORMATION FOR
STUDENTS**



Birbeck Education Safety & Training Pty Ltd

Welcome

Welcome to Birbeck Education Safety & Training Pty Ltd (BEST). We are committed to providing you with a quality learning experience and helping you to successfully complete your workplace health and safety studies.

This handbook is designed to help you understand the policies that BEST follows in ensuring that you receive quality training.

If you have any queries, please do not hesitate to contact us on:

Birbeck Education Safety & Training Pty Ltd (BEST)

PO Box 164
ROCKINGHAM WA 6968
ABN: 50 161 280 262

Ph: 0404635934

Email: admin@birbeck.com.au

Web site: www.birbeck.com.au

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Our Vision:

Birbeck Education Safety & Training Pty Ltd (BEST) are committed to being the preferred provider of Training and Assessment services to industry and the general public across Australia using the key performance targets we are committed to:

Build professional and personal skills in all of our clients through quality training and education.

Earn our client's loyalty, listen to them, anticipate their needs and act to create value in all dealings. We will make this happen in an enriching environment of trust, cooperation and mutual respect.

Strive for excellence by identifying, developing and retaining a diverse workforce of the highest calibre to meet client needs.

Target each client with a clear and concise strategic management and deliver with an ongoing Quest for Excellence within all operational and staff functions.



Our Mission:

Birbeck Education Safety & Training Pty Ltd (BEST) Provide high quality Training and assessment services to companies and individuals throughout Australia.

We are always focused on the client and learner we are dedicated to driving clients through the ever changing requirements of industry and compliance.

Our commitment to full client service and compliance with relevant Legislation and the National VET Regulator (NVR) is paramount.

Our foundation is belief in the power of effective person to person communication to improve performance.

Our target is based entirely on goals, challenges and needs of our clients and learners.

Our approach involves positive, long- term views of insight, development, problem solving, and continuous improvement.

Our strategy supports our clients and together we will drive a mix of short-term tactical awareness and long-term strategic growth.

About us

Birbeck Education Safety & Training Pty Ltd (BEST) is an Australian owned and operated Registered Training Organisation delivering Nationally Recognised Training (RTO Provider Number 40726).

We specialise in providing a personalised service to large and small organisations and individuals. With years of industrial and training experience BEST can customise their training and assessment services to provide a cost effective and highly accurate training solution.

Our courses are lively, interactive and highly effective. Our feedback from participants is excellent and our commitment to service means that you have full access to ongoing support and information beyond the learning experience.

BEST operates to the highest standards and uses industry experienced assessors and trainers across all operations. With clients extending across Australia in industries such as oil and gas, mining, construction, labour hire and agricultural services to list just a few.

We are committed to providing you with a quality learning experience and helping you to successfully complete your studies.

Our services include:

- BSB41419 CERT IV in WHS
- RIIWHS204E Work Safely at Heights
- RIIWHS202E Enter & Work in Confined Spaces
- MSMWHS217 Gas Test Atmospheres
- RIIHAN301E Operate elevating work platform
- RIIHAN309F Conduct Telescopic Materials Handler Operations
- RIIHAN311F Conduct operations with integrated tool carrier
- RIIMPO205E Operate roller/compacter
- RIIMPO206D Conduct bulk water truck operations
- RIIMPO318F Conduct civil construction skid steer loader operations
- RIIMPO320F Conduct civil construction excavator operations
- RIISAM204E Operate small plant and equipment
- RIIRIS201E Conduct local risk control
- MSMPER300 Issue work permits
- MSMWHS201 Conduct hazard analysis

***Note: plant operation training is for corporate clients and is carried out at client's premises.**

We do not hold public courses in plant operation. Please call 0404635934 for details.

Flexible Learning and Assessment Strategies

Birbeck Education Safety and Training Pty Ltd (BEST) is committed to offering flexible learning and assessment opportunities to our clients. This includes:

- Workplace Delivery and Coaching,
- One on one training,
- Practical Demonstration,
- Observation, and
- Team-group work

Course Fees

The total amount of all fees including course fees is clearly outlined on all course information. BEST accepts payment of no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement full payment will be accepted from the student. All course fees consist of the following components:

- Enrolment and administration fee
- Course and resource fee
- Assessment of post course assignment
- Issuance of qualification once deemed competent

All students are issued with a tax invoice at time of enrolment, and upon payment a tax receipt is issued.

Bank details are located at the bottom of the invoice.

COURSE	DURATION	COST
Cert IV in WHS	8 Days	POA
Cert IV in WHS (in-house course)	5 Days	POA
Cert IV in WHS upgrade	RPL	POA
CERT IV in WHS RPL	RPL	POA
Work Safely at Heights / Confined Spaces	1 Day	\$350.00
Confined Spaces and Gas test atmospheres (combined)	1 Day	\$450.00
Conduct Hazard Analysis / Issue permits (combined)	1 Day	\$450.00
Mobile Plant Operation	1 Day	\$500.00
Operate small plant and equipment	1 Day	\$350.00
Re-issue of certificates/wallet cards	N/A	\$20.00 +GST
Re-Assessment	Students found not yet competent will have one full re-assessment free of charge Further re-assessments will be judged on a case by case scenario	TBA
Costs for training are not subject to GST		



“The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.”

Please call 0404635934 for more information

Refunds and Cancellations

On payment of fees, a receipt will be issued. Fees paid in advance will be held and made available should a refund be required.

All requests for cancellations or transfers must be made in writing to BEST prior to commencement of the course.

- BEST reserves the right to cancel a public course or if there are inadequate numbers of attendees. You will be informed in writing no later than five (5) working days prior to the commencement of the course or seminar if it is to be cancelled. We will make all reasonable attempts to find you an alternative date. Course fees can be refunded or transferred to another course in this case.

Applications for refund must be addressed to BEST management and emailed to admin@birbeck.com.au. Refunds will be given in accordance with the table below:

Cancellation notice provided	Charge	Refund
More than 5 business days	No cancellation fee	100% of the course fee
Less than 5 business days	\$100	Remainder of the course fee
Failure to attend or complete the course	100% of course fee Students may transfer to a later course	No refund
RPL – Cancellation must be submitted before evidence is assessed.	No cancellation fee	100% of RPL fee
RPL – Cancellation after evidence is assessed	75% of RPL fee	25% of RPL fee

Cancellation by BEST

Should BEST cancel or reschedule a course on which a student is enrolled the student will be entitled to:

- A full refund for the amount they have already paid for that course **or**
- Transfer their enrolment to another (identical) course offered by BEST

Extenuating Circumstances

If participants encounter circumstances that prevent them from attending scheduled courses or completing study. Such as:

- Illness
- Work related restrictions
- Family or personal matters

In this event participants may be transferred to the next available course or a refund will be issued. This decision of assessing the circumstances will be made by the Business Manager and will be assessed on a case-by-case basis. All applications must be submitted in writing.

Procedure

- Students requesting a refund must complete a request in writing for approval by the Business Manager
- Once approved, the Business Manager to process refund within five (5) working days

Details of all refunds will be retained and client notes in RTOPRO and recorded to show a refund has been given

Please note: Where a student breaches BEST Policies and Procedures, no refund is payable.

Unique Student Identifier Number

All students undertaking Nationally Recognised Training in Australia need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation in Australia.

From 1 January 2015 **all** nationally recognised training **must** be recorded against the individual's USI. Registered Training Organisation's will be **unable** to issue a statement of attainment or qualification without a verified USI.

Your USI account will enable access to your training records and results through your computer, tablet or even smart phone. You will also be able to see, send or print out your training records when applying for a job or further training. Each time you enrol with a new training provider your USI will be required so they can ensure that your results are placed into your account. You only need one USI number for all your training.

The USI is available online and at no cost to the student, to register visit www.usi.gov.au

For further information about the USI, please contact us directly.

Alternatively you may contact the USI taskforce:

Phone: 1300 857 536

Email: <https://www.usi.gov.au/students>

Recognition of prior learning (RPL) and Recognition of Current Competencies

Recognition of Prior Learning (RPL) is the acknowledgement of your current skills, which you have obtained through formal training or work and life experience. BEST will recognise all Statements of Attainments and Qualification Certificates issued by other Registered Training Organisations within Australia.

How do I get a Qualification without attending a course?

In Vocational Education and Training (VET) Registered Training Organisations (RTOs) are required to be flexible in how we allow candidates to prove their competency, skills and knowledge against a particular qualification.

BEST have worked hard to ensure our Recognition of Prior Learning (RPL) processes are fair flexible, valid and reliable to assist you gaining the recognition you deserve for your hard work and years of experience. RPL is a process of providing evidence that you are already operating at the required standard for the qualification. We provide a set of instructions to follow in order to help you get together the evidence we need.

How do I complete the RPL process?

All the evidence you need to complete the RPL is detailed on our instructions.

Our Trainers are available to support the student throughout the process via telephone Skype and email.

Our assessors act to provide timely feedback and issue the qualification if 'competent'. Candidates have 6 months to complete their RPL process. Extensions are granted on a case-by-case basis

What do I need to complete the RPL?

BEST will provide an RPL request which outlines all the evidence and activities required.

Evidence must be Valid, Sufficient, Current and Authentic so we need:

- Your resume (outlining your experience within the industry)
- Third party observation (by a supervisor in the industry)
- 2 business references (testimonials from clients/ employer)
- Qualifications or Certificates of training courses undertaken.
- Activities (in some qualifications you will be instructed to complete questions to determine current skills and knowledge) OR
- Student declaration (it is your own work and acknowledges completion of the RPL)

How am I assessed?

Once you have submitted all your assessments. The assessor will make a judgement on your competency and will provide feedback and advice regarding any units you did not meet the competency requirements.

You must demonstrate competency with no more than two (2) re-submissions. The assessor will identify any gaps in your skill/knowledge and suggest further training to be completed. Any gap training will incur an additional cost.

Can I fail this qualification?

We pride ourselves on the support we give. In the VET sector there is no pass or fail with RPL. If the assessor determines that you have not successfully demonstrated some of the skills and knowledge, the assessor (at no additional cost) will assist to identify what gap training is required. You can still get RPL for the individual units you were assessed competent in. If you are not satisfied with the outcome, you can appeal the decision. Please look at the appeals process.

Outcome

On successful completion of the RPL process the Qualification will be issued.

Training Environment

BEST will comply with all laws relevant to the operation of the training / workplace premises including occupational health and safety and fire safety regulations and ensure that the training / workplace premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

BEST will implement fair educational programs, maximise the participation of students and will provide a culturally inclusive environment. It will assist students to access support and guidance services that cannot be offered internally. Inappropriate behaviours will not be tolerated.

Induction

An induction, conducted at the beginning of each course, by a BEST Trainer and Assessor will include introductions, housekeeping responsibilities, emergency evacuation, assessment requirements, course structure, appeals process and student responsibilities.

Students are also asked:

- To arrive at the venue 15 minutes before the start of training
- To attend every class and inform BEST office staff of any non-attendance
- To provide photographic ID if required

LLN and Physical Requirements

Some qualifications and units of competency have prescribed requirements for Language, Literacy and Numeracy ability. It is our priority to ensure participants are fully informed of these requirements and are given the maximum available support in order to enrol in, participate in and complete the training courses we provide.

Due to the nature of the Skills and Plant Operation training BEST provides, the participant is required to have the required level of fitness to mount and dismount equipment, operate, move around the equipment unassisted and conduct the required operator maintenance tasks.

Any assistance in this area will be provided on request to the Business Manager.

Work Health and Safety

As an organisation that specialises in Work Health and Safety compliance we are committed to follow our policies and procedures in order to meet the requirements of the Work Health and Safety Act and associated regulations in each State and Territory. We will

- Identify all hazards, assess risk level and implement the required controls;
- Provide sufficient financial and physical resources to ensure the effective implementation of the Health and Safety Management System;
- Ensure hazards, incidents and near misses are promptly reported, investigated where appropriate and implement control measures to eliminate the risk of re-occurrence;
- Monitor the workplace to ensure controls are maintained and transient hazards are identified;

Privacy

BEST is committed to the protection of personal privacy. We will collect only information that is relevant and necessary. The information will not be used for any purpose other than that for which it was collected.

All collected information is securely stored and destroyed in accordance with the Privacy Act 1988 and the Student Identifiers Act 2014.

Appeals and Complaints

BEST will ensure the fair and efficient handling of any complaints should they arise. It will ensure

- Each appeal and its outcome, is recorded in writing.
- Each appellant has an opportunity to formally present his or her case
- A re-assessment will be carried out, if necessary
- Each appellant is given a written statement of the appeal's outcomes, including reasons for the decision.

The CEO will endeavour to respond to your complaint or appeal in writing within 5 business days of receiving it.

If you are not satisfied with the response the National VET Regulator (NVR) can be contacted at:

www.asqa.gov.au

ASQA info line on 1300 701 801

Discipline

BEST will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course), with no refund.

BEST will NOT tolerate:

Aggressive or dangerous behaviour

- physically hurting someone
- damaging resources or property
- profane, offensive, intimidating or threatening language or behaviour
- bullying, stalking or harassment
- possessing a knife or other weapon

Drugs and alcohol abuse

- smoking inside
- arriving drunk or stoned for class
- possessing illegal drugs

Intolerance

- racism or sexism
- homophobia
- disrespect for religious or political beliefs and practices
- general discourtesy

Non Co-operation

- disrupting teaching & learning in class
- not following the reasonable directions of staff
- not following other BEST Policies and Procedures
- unfairly damaging the reputation of BEST

Continuous improvement

(BEST) adopt a continuing program of review, evaluation and improvement of operations, to provide customers with the highest quality products and services that meet or exceed requirements and expectations in order to be compliant with the standards set by the National VET Regulator (NVR).

We will record, report and act on information that we collect. This will involve:

- Collecting data from trainees and participants using a feedback questionnaire;
- Reviewing and analysing all collected feedback and address any relevant issues promptly and communicate throughout the company;
- Monitoring changes or improvements made to check their effectiveness and undertake periodic audits to ensure continuous improvement is achieved across the board.

Access and equity

BEST will:

- ensure that all participants are encouraged and supported when making application for training and assessment services.
- recognise and respond to the diversity of individual needs where it is considered by BEST to be safe (physically and cognitively sound) to do so.
- ensure all participants undertaking training and assessment will be provided with full support in order to be able to maximise their chances of success in completing competency based accredited training programs.
- provide training programs which build on individual talents and experiences and offer choice and flexibility to cater for individual circumstances
- constantly review its operations using feedback from stakeholders, industry and social trends

Equal Opportunity

BEST recognises its legal responsibility to take all reasonable steps to ensure that staff and students are not subject to discrimination or harassment. BEST is firmly committed to providing an environment that is free from discrimination or harassment. Discrimination not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

Student Support Services

Students requiring assistance with their training should contact either their trainer or our Business Manager on 0404635934. BEST is committed to meeting the needs of all participants. If support cannot be provided internally, appropriate external referrals will be suggested. For example:

<https://www.jobsandskills.wa.gov.au/training/learning-support-and-assistance>

Post Course Assessment and Support

BEST has a commitment to support our students throughout the learning experience in order to achieve a successful outcome. We aim to support our students in the compiling and completing of any required assessments. This also includes recognition of prior learning (RPL) evidence.

The post course assignment may involve:

- Gathering of evidence in the workplace environment
- Access to an actual workplace or simulated environment
- Access to equipment and resources
- Examples of relevant documentation

BEST conducts Post Course Assignment Support to those who require extra advice and support.

Your Post Course Assignment will be assessed and feedback will be provided. On successful completion of the course, you will receive an assessment summary of the units in which you have been deemed competent. Once deemed competent a certificate/record of achievement will be issued within 30 days.

- Your portfolio may be submitted in a folder, with your name clearly labelled and all assessments clearly identified or electronically with clear identification of your name.
- Please ensure that you keep a copy of your evidence portfolio for your own reference as **any evidence submitted will not be returned** and will be securely retained for a period of six (6) months once assessment is completed.
- The post course evidence is due six (6) months from the end of the course.

Issuance Policy

BEST will ensure in accordance with the AQF of the following:

- Students receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- A clear distinction can be made between AQF qualifications as non AQF qualifications
- Certification documentation is used consistently across the education and training sectors
- Students and others are confident the qualifications they have been awarded are part of Australia's national qualification framework/AQF

Once you have been deemed competent a statement of attainment, for units completed, will be issued or on completion of a full qualification you will receive a testamur and record of results within 30 days.

Testamurs and statements of attainment may be revoked if it is discovered that information provided was false or participants have breached intellectual property guidelines.

Where a certificate reprint is requested a fee of \$20 will be charged.

Superseded qualifications and units of competence

In the event of a qualification being superseded by an equivalent qualification during the training period candidates will be offered the opportunity to be upgraded to the latest version at no further cost.

Any changes in the status of a qualification will be communicated immediately to candidates.

For a qualification that is to be discontinued, candidates will be advised of teach out periods and completion requirements.

Candidates will be informed of any known changes to units of competence prior to enrolment.

Record keeping

BEST will maintain a system of records management in order to retain, archive and retrieve student results for a period of 30 years and report to the NVR as required. We will securely store any confidential information obtained by BEST and allow access by clients to their own personal records if required.

All completed student assessment items for each student, will be stored for a period of six months from the date on which the judgement of competence for the student was made.