

# STUDENT HANDBOOK

## RTO 90931

February 2024 – Version 9



## Overview of 3D Safety Services Pty Ltd

<b>Code</b>	RTO 90931
<b>Legal name</b>	3D Safety Services Pty Ltd
<b>Trading name</b>	3D Safety Services Pty Ltd
<b>Status:</b>	Current
<b>ABN:</b>	96003225125
<b>ACN:</b>	003225125
<b>Regulator:</b>	Australian Skills Authority (ASQA)
<b>Start date:</b>	01 Mar 2023
<b>End date:</b>	27 Feb 2030
<b>Legal Authority:</b>	National Vocation Education and Training Regulator Act 2011
<b>CEO:</b>	Anthony Conacher
<b>Head Office:</b>	27 Sir Joseph Banks Street, Botany, NSW 2019
<b>Postal Address:</b>	PO Box 650, Botany NSW 1455
<b>Phone:</b>	1300 663 195
<b>Email:</b>	sales.support@3dss.com.au
<b>Website:</b>	www.3dss.com.au
<b>Scope:</b>	<p>HLTAID009 Provide cardiopulmonary resuscitation</p> <p>HLTAID011 Provide First Aid</p> <p>MSMPER200 Work in accordance with an issued permit</p> <p>MSMPER201 Monitor and control work permits</p> <p>MSMPER202 Observe permit work</p> <p>MSMPER300 Issue work permits</p> <p>MSMWHS201 Conduct hazard analysis</p> <p>MSMWHS217 Gas test atmospheres</p> <p>RIIRIS201E Conduct local risk control</p> <p>RIIWHS202E Enter and work in confined spaces</p> <p>RIIWHS204E Work safely at heights</p> <p>UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker</p> <p>UETDRRF004 Perform rescue from a live LV panel</p>



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## Welcome

Thank you for choosing 3D Safety Services for your training and assessment requirements. This student handbook is designed to guide you through your course and outline our approach to providing you with a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by 3D Safety. This information is contained in the Course Brochure which is supplied separately.

3D Safety is a wholly Australian owned company founded in 1987 with offices in Sydney, Newcastle and Brisbane.

We are a nationally recognised training organisation (RTO 90931) registered through the Australian Skills Quality Authority (ASQA).

3D Safety is a market leader in the areas of Compliance Management, WHS and Industry specific Safety Training. We deliver a Nationally Accredited qualification via training face-to-face and in the workplace training.

As a Registered Training Organisation (RTO), 3D Safety is obliged to inform all of our customers and training/assessment participants of the legislative requirements that may affect their participation in Vocational Education and Training (VET).

Our Trainer/Assessors are all experienced trade qualified trainers and have demonstrated significant industry experience and undergone rigorous training with a proven track record of delivering public and on-site training. We promote excellent performance through leadership and professional development.

3D Safety strictly adheres to the *Standards for RTOs 2015* to continue delivering training services of the highest quality to learners in Australia.

We hope you enjoy your training/assessment experience with 3D Safety Services.

A handwritten signature in black ink, appearing to read 'Anthony Conacher', written in a cursive style.

**Anthony Conacher**

Director  
3D Safety Services Pty Ltd

## Contact Details

If you need to contact us, please use these details.

**Phone:** 1300 995 163

**Email:** [sales.support@3dss.com.au](mailto:sales.support@3dss.com.au)

**Letter:** PO Box 650 Botany, NSW, 1455

**Web:** [www.3dss.com.au](http://www.3dss.com.au)

## Course Location

Classes will be delivered in our training facility at our Newcastle Office.

**Address:** 1/15 Billbrooke Close, Cameron Park

**Course times:** 7.20am for a 7.30 am start – 3.30 pm finish.



Attendees are to wear work clothes (long sleeve shirt and long trousers), enclosed shoes and bring a pen.

The venue offers a comfortable learning environment as well as the necessary equipment to ensure high-quality training, such as dedicated training room.

**Parking** - please park on Billbrooke Close. All parking spaces within the complex are numbered and reserved for unit owners. Please do not park in these spaces.

## Our Responsibilities as an RTO

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), 3D Safety has an obligation to ensure the quality of the nationally recognised training and assessments we deliver.

We must always comply with the *Standards for RTOs 2015* which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.

In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing agents and salespeople where applicable.

As an RTO we have the responsibility to issue your Australian Qualification Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

## Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, 3D Safety must provide a safe environment for both staff and learners, as well as providing information to staff and students in relation to health and safety and welfare.

3D Safety has policies and procedures in place to ensure your safety and on commencement of your course, you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions, rules, and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured during training.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with 3D Safety emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices since you will be working in close proximity with others.

## Drug and Alcohol

The Drug and Alcohol procedure applies to all 3D Safety workplaces. All workers, contractors and visitors are to be subject to the requirements of this procedure.

Safety, health and environment are a vital part of our business. 3D Safety and its workers have an obligation not to place the health of people at the workplace at risk.

The consumption of alcohol and or illegal drugs on company premises or work sites, or in other locations whilst participating in training or assessment services is prohibited.

Any 3D Safety worker, contractor or visitor found to be consuming alcohol or using illegal drugs or bringing alcohol or illegal drugs onto the premises or work sites for consumption is in breach of 3D Safety Alcohol and Drugs Procedure.



Any worker or learners attending work under the effects or influence of alcohol or illicit drugs will not be permitted to commence or continue work. A breach of this procedure shall lead to disciplinary action, which may include withdrawal from the course.

3D Safety's overall commitment is to the Health and Safety of all employees, contractors and visitors.

The purpose of this procedure is to establish a systematic process to identify and manage Work Health and Safety (WHS) risks associated with the effects of alcohol and any other drugs in the workplace. Any concerns should be reported to a manager/supervisor immediately.

This procedure adopts and is consistent with the requirements of: Work Health and Safety Act 2011 (NSW)

## **Harassment, Victimisation or Bullying**

3D Safety is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. 3D Safety will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you, and that creates a hostile environment.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

## **Equal Opportunity**

The principles and practices adopted by 3D Safety aim to ensure that current and prospective students are treated fairly and equitably in their dealings with 3D Safety.

All students will be treated considerately and expeditiously throughout the process of enquiry, selection and enrolment, and throughout their participation in a course.

3D Safety provides equity in access to the level of training and support required by each student irrespective of their race, gender, culture, socio-economic background, or disability.

All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes.

All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## The Scope of Training Provided by 3D Safety

3D Safety offers the following nationally recognised courses and units of competency from Training Packages:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- MSMPER200 Work in accordance with an issued permit
- MSMPER201 Monitor and control work permits
- MSMPER202 Observe permit work
- MSMPER300 Issue work permits
- MSMWHS201 Conduct hazard analysis
- MSMWHS217 Gas test atmospheres
- RIIRIS201E Conduct local risk control
- RIIWHS202E Enter and work in confined spaces
- RIIWHS204E Work safely at heights
- UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker
- UETDRRF004 Perform rescue from a live LV panel

## Trainers and Assessors

Trainers and Assessors engaged by 3DSS that provide training and assessment services will be equipped with:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in VET

Ongoing professional development in VET - Each trainer continues their professional development through the implementation of a Trainer Competency Plan; that includes ongoing evaluations, assessment validations, current industry work practice and monitoring of student and employer satisfaction through 3DSS continual improvement processes.

## Continuous Improvement

3DSS continuous improvement processes collect, analyse and act on relevant training and assessment data to continue providing quality training and assessment services.

As part of the continual improvement process, we ask that students complete an End of Course Questionnaire to provide feedback on the course they have completed.

Employer feedback forms are an integral part of the 3DSS continual improvement process with Employers completing a Client Satisfaction Survey.

Additionally, 3DSS welcomes feedback at any time from those who wish to contact 3DSS by phone, email or the Send Enquiry tab on the 3DSS website.

## Superseded Training Packages

Where a training package is superseded, 3DSS will make reasonable efforts to complete all training and assessment activities and issue the relevant certificates within 1 year of the training package being superseded or as otherwise advised by ASQA transition periods.

Where this is not reasonably practicable, 3DSS will transfer students into the replacement qualification within 1 year of the training package being released on the National Register. Students will be informed of any transfer costs, if applicable.

## How do I Enrol?

Enrolment is initiated by you contacting 3D Safety. To apply to enrol in a course, you must either complete an online enrolment at [www.3dss.com.au](http://www.3dss.com.au) or you can request one by emailing: [sales.support@3dss.com.au](mailto:sales.support@3dss.com.au).

The student handbook is available on our website [www.3dss.com.au](http://www.3dss.com.au) or can be provided on request by hard copy or email.

Upon approval of your enrolment, you will be sent further information about the next steps, and how you can get started in your course.

## Unique Student Identifier (USI)

All students enrolling in a qualification with 3D Safety will be required to supply a unique student identifier (USI). A USI is a reference number made up of numbers and letters that create a secure online record of the Nationally Recognised Training completed by an individual.

From 2015, all students participating in Nationally Recognised Training must have a USI. The USI scheme will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

3D Safety is unable to issue a qualification or a statement of attainment unless we have a valid USI.

This means that as a student you must either:

- Create a USI account by following this link: <https://www.usi.gov.au/students/get-a-usi>
- Provide us with your USI already obtained and evidence of your identification
- Or provide us with permission to access or create your USI on your behalf

If you are providing us with the authority to access or create your USI on your behalf, you must also provide a suitable form of identification – as listed on the USI Authority Form.

- Drivers' licence
- Australian passport
- Medicare card

- Certificate of registration of descent
- Citizenship certification
- Australian Visa
- ImmiCard

The ID that you provide will be destroyed once we have used it for this purpose. If you would like to create your own USI, please visit:

<https://www.usi.gov.au/students/get-a-usi>

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

3D Safety has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your Trainer/Assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A Trainer/Assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually, the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for RPL and more information is available on request.

For more information about applying for RPL, contact our Newcastle Office on 1300 663 195.

## Student Code of Conduct

### 1. Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn from fully qualified and competent Trainers who assist learners to achieve the course outcomes.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their prior learning recognised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information 3D Safety holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially, and without reprisal.
- Receive training, assessment, and support services that meet their individual needs.
- Be given clear and accurate information about their course, training, and assessment arrangements
- Access the support they need to effectively participate in their training program
- Provide feedback to 3D Safety on the client services, training, assessment and support services they receive

### 2. Students are responsible for:

- Reading this Student Handbook and confirming that it is all understood
- Seeking explanation of participant rights and responsibilities when in doubt
- Treating all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Notify us if any of their personal or contact details change

- Provide relevant and accurate information to 3D Safety in a timely manner
- Hand in all necessary paperwork and assessment tasks

## Competency Based Training and Assessment Information

The training and assessment offered by 3D Safety focuses on providing you with the knowledge and skills required for the standard of performance required in the workplace. This is known as competency-based training and assessment.

Each of the components of your course is a “unit of competency”. Each unit of competency is related to the specific skills and knowledge required in the workplace.

For each course, 3D Safety uses a variety of assessment methods including:

- Written assessments
- Demonstration
- Direct observation
- Practical observation
- Oral questioning

At the beginning of the course, your assessor will go through the assessment process with you and you will be given all the details about the assessment requirements and be informed of any relevant practical assessments that will be conducted.

Written and theoretical tasks will be assessed on the day of the course. Each task will be marked as “Competent” (C) or “Not Yet Competent” (NYC).

A unit or module will be marked as Competent once all tasks for the unit or module have been marked as capable.

3D Safety is bound by a code of conduct to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will pursue evidence to confirm the achievement of the stated competencies in your course meet the Principals of assessment and the Rules of evidence as outlined in the *Users’ Guide to the Standards for RTOs 2015*:

<https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12>

Students have the right to make an appeal against an assessment decision by following the Complaints and Appeals Policy and Procedure, as outlined in the Student Handbook.

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## External Support Services

For students requiring additional support with their studies, work or life, 3D Safety provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

### Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### The Anti-Discrimination Board of NSW

Telephone: 1800 670 812 Website: <https://antidiscrimination.nsw.gov.au/>

The Anti-Discrimination Board can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### Legal Aid New South Wales

Telephone: 1300 888 529 Website: <http://www.legalaid.nsw.gov.au>

NSW Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged people. Legal Aid can help in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### Lifeline

Telephone: 13 11 14 Website: <https://www.lifeline.org.au>

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### Fair Work Australia

Telephone: 1300 799 675 Website: <https://www.fwc.gov.au/>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

## Student Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER). Please help us by completing the surveys that are provided to you by your trainer/assessor.

## Notifying you if Things Change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address or send you an email. You can let us know of any changes to your details by using the Change of Details Form that is available on request.

## National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As an RTO registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Privacy Policy

3D Safety considers student privacy to be of utmost importance and meets its legal and ethical requirements regarding the collection, storage and disclosure of the personal information it holds regarding individuals.

### Privacy Principles

Personal information is collected from individuals in order that 3D Safety can carry out its business functions. 3D Safety only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, 3D Safety complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means 3D Safety ensures each individual:



- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about 3D Safety if you consider that your personal information has been mishandled.

## Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions

The types of personal information collected include:

- Personal details
- Contact details
- Employment information where relevant
- Academic history
- Statistical information about your prior education, schooling.
- Training, participation and assessment information
- Fee and payment information

## Storage and Use of Information

3D Safety will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be retained in a locked filing cabinet, in a secure location. Electronic data is retained on our secure online system, which only authorised staff have access to.

3D Safety is required to retain your personal details for a period of 30 years from the date your enrolment has been completed, as required by the National Vocational Education and Training Regulator Act 2011.

Individual assessment records are retained for 6 months post completion of the course. All paper documents will then be destroyed securely and appropriately, as per the Australian Privacy Principles (effective from March 2014).

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

## Disclosure of Information

The personal information about students enrolled in a course with 3D Safety may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

3D Safety will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation
- The individual has given written consent
- 3D Safety believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person
- The disclosure is required or authorised by, or under, law.

## Access to Records

Individuals have the right to access or obtain a copy of the information that 3D Safety holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that 3D Safety holds about them; however, there may be a charge for any copies made.

If you want to access or obtain a copy of records, you must make a request in writing to the Manager Director using the Access to Records Request Form outlining which records you wish to access.

Arrangements will be made within 7 days for the individual to access their records.

## Fees, Charges and Refunds

Prospective and current students are advised of the fees associated with a course on request. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. This does not apply to employer paid training.

Public or individual students are required to have payment in full prior to course commencement. No course fees over \$1500 are taken in advance. Corporate clients are required to issue a Company Purchase Order to secure their positions. Payment terms are strictly 30 days from the date of the invoice.

Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learner's rights as a consumer including any cooling off period (if applicable)
- Refund information as outlined in the Student Handbook.

## Payment Methods

3D Safety accepts payment for fees using:

- Credit Card
- Electronic Fund Transfer (account details available on request)

## INCLUSIONS IN COURSE FEES

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

No GST applies to Nationally Recognised training.

Course fees include one copy of the required text books and learning materials for each student.

## RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the Standards for Registered Training Organisations, 3D Safety provides the opportunity for learners to apply for Recognition of Prior Learning. Students will be provided with a quote based on units to be assessed via RPL.

Students applying for RPL must complete an application/kit which is available from 3D Safety upon request.

## REFUNDS

The following principles underpin this policy:

- a) Details of 3DSS Refund Policy are to be publicly available
- b) Payment of all refunds are made within two weeks (14 days) of application for refund
- c) With regard to all withdrawals, prior to processing refund applications, 3DSS will firstly encourage the client to continue with their enrolment by providing the client with additional learning support or defer the course to a later date
- d) Written notification of withdrawal from a course must be provided by a client to apply for a refund of a course. This may be via letter or email
- e) There is no refund applicable where a client has commenced their course/unit of study
- f) There is no refund to participants who do not obtain their qualification after assessment
- g) 3DSS does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client

- h) 3DSS provides a full refund to all clients, should there be a need for 3DSS to cancel a course. In the first instance 3DSS will (where possible) provide an opportunity for the client to attend another scheduled course
- i) If 3DSS cancels a course, clients do not have to apply for a refund, 3DSS will process the refunds automatically
- j) Refunds are granted based on the information in the table below.

Reason for Refund	Notification requirements	Refund
Client withdraws	Cancellation more than 7 days before course	Full refund or reschedule of course, no additional fees charged
Client withdraws	Cancellation less than 7 days but more than 48 hours before course	No refund, may be rescheduled at no additional charge
Client withdraws	Cancellation less than 48 hours before course	No refund and no transfer available
Course cancelled by 3DSS		Full refund or reschedule of course, no additional fees charged

## Complaints and Appeals

The purpose of complaints, appeals and reassessment process is to outline 3D Safety approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community.

3D Safety provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

3D Safety responds to all allegations involving the conduct of:

- The RTO, its trainers/assessors and other staff
- Any third-party providing Services on behalf of 3D Safety
- Any student or client of 3D Safety

Complaints may be made in relation to any of 3D Safety and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including student development, student support and assessment requirements
- The way someone has been treated

- The actions of another student

Appeals should be made to request that a decision made by 3D Safety is reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes/results
- Other general decisions made by 3D Safety

3D Safety is committed to developing procedurally fair complaints and appeals process that is carried out free from bias.

3D Safety ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner
- Are responded to promptly, objectively, with sensitivity and confidentiality
- Are able to be made at no cost to the individual
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement

3D Safety will inform all persons or parties involved in any allegations made of the nature of the complaint or appeal as well as providing them with an opportunity to present their side of the matter.

- 3D Safety will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.
- Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- 3D Safety will keep all records in relation to complaints and appeals and their outcomes according to the Privacy Policy and Procedures.

## Procedure for Complaints or Appeals

- Complaints about a specific incident should be made within seven (7) of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form and directed to 3D Safety Services Head Office at 27 Sir Joseph Banks Street, Botany, NSW 2019 attention to the Manager Director.

When making a complaint or appeal, provide as much information as possible to enable 3D Safety to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing.
- The Manager Director of 3D Safety will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Complaints and appeals where possible will be finalised within fourteen (14) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons.

### Independent Parties

- 3D Safety acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant unless the decision to include an independent party was made by 3D Safety.
- 3D Safety will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The Manager Director will ensure that any recommendations made are implemented within thirty (30) days of being notified of the recommendations. The complainant will also be formally notified in writing of the outcome of the mediation.

### External Complaint Avenues

Complaints can also be made via the following avenues:

#### **National Training Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, from 8 am to 6 pm nationally.
- Online Form: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

For more information about the National Training Complaints Hotline, refer to the following website:

<https://www.dewr.gov.au/national-training-complaints-hotline>

### **Australian Skills Quality Authority (ASQA)**

Complainants may also complain to 3D Safety's RTO's registering body: Australian Skills Quality Authority (ASQA). However, ASQA will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.

- To make a complaint to ASQA please refer to information here:  
<https://asqaconnect.asqa.gov.au/>
- To complain you can call ASQA's info line on 1300 701 801.

### **AQF Certification (Issuing of your qualification)**

In accordance with the Standards, 3D Safety issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package.

All AQF certification documents issued by 3D Safety will meet the requirements of the Standards as well as the requirements of the AQF Qualifications Issuance Policy.

Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all fees the student owes for the Course have been paid in full.

To prevent fraudulent reproductions of its certification documents 3D Safety retains a register of AQF qualifications it is authorised to issue and of all qualifications issued.

3D Safety retains records of AQF certification documentation issued for a period of 30 years and reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.

3D Safety will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual unless an exemption applies under the Student Identifiers Act 2014.

3D Safety will not include Student identifiers on a Statement of Attainment or a Testamur.

### **Legislative Requirements**

3D Safety is required to operate within the law.

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Workplace Health and Safety Act 2011 (NSW)
- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- Australian Privacy Principals

- Fair Trading Act 1987
- Australian Consumer Law

### **Training Service Assurance**

Thank you for selecting 3D Safety for your training needs. 3D Safety is committed to delivering high-quality training and assessment that supports all of its' learners throughout their training and assessments.

Should you have any questions regarding the information in the Student Handbook or the training courses offered by 3D Safety, please contact one of our offices.