Student Handbook

Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation may impact on the currency of information included. 3D Safety Services reserves the right to vary and update information without notice. Licenced users are advised to seek any changed information and/or updates from 3D Safety Services or the Regulator.

This handbook has been prepared as a resource to assist students to understand their obligations and those of 3D Safety Services. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Any queries can be directed to:

3D Safety Services

Unit 1/15 Billbrooke Close CAMERON PARK 2285

E: sales.support@3dss.com.au

W: www.3dss.com.au

Contents

Welcome!

Congratulations and thank you for choosing 3D Safety Services to support you on your learning journey!

At 3D Safety Services, we pride ourselves on delivering high quality, flexible and compliant training and assessment services to support you to attain your learning goals.

This handbook serves as an induction, and aims to assist you throughout this time in:

- Feeling welcome.
- Understanding 3D Safety Services business.
- Understanding our products and services.
- Understanding our policies and procedures.
- Understanding your rights and obligations.
- Making the most out of your learning

You are required to:

1. Read this handbook carefully.
2. Ask questions or seek clarification for any area that is unclear.

It is intended that this information will be used as an on-going reference, so please keep this handbook, and reach out to one of our friendly staff if you require another copy. You can also access this handbook online at www.3dss.com.au

Contact Details

Phone: 1300 103 377

Email: sales.support@3dss.com.au

Website: www.3dss.com.au

Office hours of operations: 8:00am – 4:00pm

Part 1 – 3D Safety Services Pty Ltd

Overview of 3D Safety Services Pty Ltd	
Code	RTO 90931
Legal name	3D Safety Services Pty Ltd
Trading name	3D Safety Services Pty Ltd
Status	Current
ABN	96 003 225 125
ACN	003 225 125
Regulator	Australian Skills Authority (ASQA)
Start Date	01 Mar 2023
End Date	27 Feb 2030
Legal Authority	National Vocation Education and Training Regulator Act 2011
CEO	Anthony Conacher
Head Office	27 Sir Joseph Banks Street, Botany, NSW 2019
Postal Address	Unit 1/15 Billbrooke Close, Cameron Park, NSW 2285
Phone	1300 103 377
Email	sales.support@3dss.com.au
Website	www.3dss.com.au

About Us

3D Safety Services strives to deliver high quality, innovative and engaging training that is relevant to our community, employers, and industry. We empower our students and local businesses to achieve their goals by providing a genuine and supportive student focused approach. Our commitment to continuously improving our service offerings mean we can continue to evolve to meet the needs of our community through innovative education and learning opportunities.

We are a Registered Training Organisation that delivers qualifications from the Australian Qualifications Framework (AQF). We are regulated by the Australian Skills Quality Authority (ASQA) who monitors our performance and quality to ensure that we maintain a commitment to our students and that we continue to meet national standards.

VET Regulatory Framework

Registered Training Organisations (RTOs) play a pivotal role in the quality of Australia's vocational education and training (VET) sector. The Standards for RTOs (the Standards) set out the requirements that an organisation needs to meet to be registered as a training provider.

These Standards form part of the VET Quality Framework (VQF), a system that ensures the integrity of nationally recognised training in Australia. The National Regulator regulates training providers against the VET Quality Framework. 3D Safety Services is required to comply with the VET Quality Framework at all times.

VET Quality Framework

The Vocational Education and Training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the VET sector are enforced. VET Quality Framework ensures a robust and consistent approach to the regulation of RTOs, promoting high standards of education and training across Australia. This framework is essential for maintaining the integrity of the VET sector, protecting students, and ensuring that the training provided meets the needs of the industry and the broader community.

- **Revised Standards for Registered Training Organisations (RTOs):** These standards define the requirements for RTO registration, ensuring the delivery of high-quality, nationally recognised training and continuous improvement of RTO operations. The standards are comprised of:
    - o **Outcome Standards:** These standards focus on the outcomes of training and assessment, placing the learner and industry needs at the core of quality delivery.
    - o **Compliance Requirements:** These detail the administrative and operational obligations that RTOs must meet. They include:
        - ▪ **Schedule 1 - Fit and Proper Person Requirements Policy:** Ensuring that key personnel meet integrity and suitability standards.
        - ▪ **Schedule 2 - NRT Logo Conditions of Use Policy:** Outlining correct usage of the Nationally Recognised Training logo.
    - o **Credential Policy:** Specifies the qualification and competency requirements for individuals delivering and/or validating training and assessment, reinforcing the focus on industry relevance and professional development.
- **Australian Qualifications Framework (AQF):** The national policy regulating qualifications in Australia, ensuring consistency and recognition of skills across the country.
- **Data Provision Requirements 2020:** This sets out the obligations for RTOs to submit data to ASQA upon request, including annual quality indicator data, to support regulatory monitoring and transparency.
- **Financial Viability Risk Assessment Requirements 2021:** These ensure that RTOs maintain the financial capacity to continue delivering high-quality training services and protect student interests.

Quality Assurance Statement

At 3D Safety Services, we are dedicated to delivering high-quality training and assessment services that meet and exceed the expectations of our students, industry partners, and regulatory bodies. Our commitment to quality is reflected in the following principles:

- **Compliance with Standards:** We ensure that all our training and assessment activities comply with the Standards for Registered Training Organisations (RTOs), as well as all relevant legislative and regulatory requirements.

- **Fitness for Purpose:** The services we provide are designed to be fit for their intended purpose, addressing the specific needs of our students and aligning with industry standards. We strive to ensure that every course is relevant, effective, and delivered to the highest standard.

- **Timely Delivery:** We are committed to delivering training and assessment services within the advertised timeframes, ensuring that students can complete their courses as scheduled and achieve their learning outcomes without unnecessary delays.

- **Continuous Improvement:** We view every interaction, feedback, and audit as an opportunity for growth. Our continuous improvement processes are integral to our operations, ensuring that we regularly evaluate and enhance our services to keep pace with industry developments and the evolving needs of our students.

- **Transparency and Accountability:** We are committed to providing accurate, clear, and transparent information to all our stakeholders. We ensure that any changes to our services, policies, or third-party arrangements are communicated promptly, maintaining the highest standards of integrity and accountability in all our dealings.

At 3D Safety Services, quality is not just a goal—it is the foundation of everything we do. We are dedicated to creating a positive learning environment that supports the success and satisfaction of our students, while upholding the highest standards of vocational education and training.

Code of Conduct

As a responsible member of the VET community, 3D Safety Services follows a Code of Conduct which outlines how students can expect us to behave. Similarly, we have expectations for student behaviour.

3D Safety Services' Code of Conduct states that:

> ***'3D Safety Services promotes a culture that values high ethical standards and behaviours. We will not condone any behaviour or actions that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person or group of people or which puts 3D Safety Services reputation at risk.'***

3D Safety Services ensures that they will act with integrity and adhere to the Code of Conduct in their behaviour and decision making. The Code of Conduct details the standards expected in order to ensure difficulties and decisions are dealt with in an ethical and fair manner.

Acting with integrity means that we all must obey the law and observe our corporate values when working with our clients and with each other. We must also manage our responsibilities well and demonstrate good governance. Individually, you can also do this by:

- Behaving appropriately – following the 3D Safety Services' Code of Conduct and values.
- Avoiding or declaring conflicts of interest, and
- Actively discouraging and preventing fraud.

Rights and Responsibilities

3D Safety Services' Rights

As an RTO, we have the right to:

- Program to run and/or cancel any course, ensuring all students are notified and supported.
- Adjust course fees, times or dates for the whole or any part of a program as required.

3D Safety Services' Responsibilities

As an RTO, we have the responsibility to:

- Support students in learning, studying, and developing skills in a safe and healthy educational and social environment.
- Do our best to make sure that students can complete their course in ways that are convenient to everyone.
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences.
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available.
- Protect the welfare of children and other vulnerable people who may encounter our students during the work-placement or work experience components of a course, visits to industry and simulated workplace settings.
- Request students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people.

Where there are any changes to agreed services, we will advise students as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

When you enrol into one of our courses, you must agree to the terms and conditions outlined in this handbook.

Part 2 – General Information

Compliance with Legislation

As a registered training organisation, it is the responsibility of 3D Safety Services to ensure that we fully comply with all regulatory guidelines, frameworks and the Standards for Registered Training Organisations at all times as a condition of our registration.

Additionally, 3D Safety Services abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Equal Opportunity.
- Anti-discrimination.
- Corporations.
- Apprenticeships and Traineeships.
- Student Identifiers.
- Children and Young People.
- Fair Work (including harassment and bullying).
- Copyright.
- Privacy and Personal Information Protection.
- Taxation.
- Employment and Workplace Relations.
- Workplace Health and Safety.

More information about these regulations and legal frameworks can be found at:

www.comlaw.gov.au (the Australian Government website for Commonwealth Law).

www.asqa.gov.au (this is the website for the regulator of Australia's VET sector).

Environmental Sustainability

3D Safety Services acknowledges our responsibility to the environment and demonstrates a commitment towards implementing practices which will promote environmental sustainability with specific focus on the conservation of resources and the reduction of waste.

3D Safety Services will continually review ways in which to effectively integrate environmental and social considerations into everyday practices and will strive to raise awareness in the community, encourage participation and support employees in appropriate environmental practices.

Harassment, Discrimination and Bullying

3D Safety Services is committed to providing a safe, inclusive, and supportive environment for all students, staff, and stakeholders. We recognise the importance of fostering an organisational culture where diversity is celebrated, cultural safety is prioritised, and everyone is protected from harassment and discrimination.

Harassment is unwelcome conduct directed towards a person based on a ground of discrimination, that a reasonable person would expect to offend, humiliate, or intimidate.

- Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated, or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate, or intimidate the other person.

- Harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other workplace participants can also be unlawful.

Discrimination occurs when a person is treated less favourably than another in their employment because of a reason or ground which is prohibited by law. The prohibited grounds of discrimination include:

- Race (including colour, nationality, descent, ethnic, ethno-religious or national origin).

- Religious belief, affiliation, conviction, or activity.

- Sex.

- Marital status, domestic status, or relationship status.

- Pregnancy (including potential pregnancy).

- Homosexuality, transsexuality, sexuality, sexual preference/orientation, lawful sexual activity, or gender identity.

- Carers' responsibilities, family responsibilities, carer or parental status, or being childless.

- Disability/impairment, including physical, mental and intellectual disability.

- Breastfeeding.

- Age (including compulsory retirement).

- Industrial/trade union membership, non-membership, or activity.

- Political belief, opinion, affiliation, conviction, or activity.

- Employer association membership, non-membership, or activity.

- HIV/AIDS.

- Defence service.

- Association (i.e., association with a person who has one or more of the attributes for which discrimination is prohibited).

Bullying is repeated, unreasonable behaviour by an individual or group of individuals, directed towards a person or a group of people that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

- 'Repeated behaviour' refers to the persistent nature of behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities – i.e., a pattern is being established from a series of events).

- 'Unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would view as unreasonable in the circumstances and may result in that employee feeling victimised, humiliated, undermined, or threatened by that behaviour.

Direct bullying includes:

- Abusive, insulting, or offensive language or comments.

- Spreading misinformation or malicious rumours.

- Behaviour or language that frightens, humiliates, belittles, or degrades, including over-criticising, or criticism that is delivered with yelling or screaming.

- Displaying offensive material.

- Inappropriate comments about a person's appearance, lifestyle, family, sexual preferences or any personal or private matter.

- Teasing or regularly making someone the focus of pranks or practical jokes.

- Interfering with a person's personal property or study equipment.

- Harmful or offensive initiation practices.

Indirect bullying includes:

- Unreasonably overloading a person with work, or not providing enough work.

- Setting timeframes that are difficult to achieve, or constantly changing them.

- Setting tasks that are unreasonably below, or above, a person's skill level.

- Deliberately excluding or isolating a person from normal activities.

- Withholding information that is necessary for effective performance of the person's requirements.

- Deliberately denying access to resources, benefit and entitlements.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment.

3D Safety Services is fully committed to creating and maintaining a safe, inclusive, and supportive learning and working environment. We recognise the inherent value of diversity and are dedicated to promoting an organisational culture where every individual is treated with respect and dignity. Harassment and discrimination of any kind will not be tolerated. We pledge to uphold these principles through continuous improvement, proactive education, and clear, effective procedures for addressing and resolving any issues that arise.

Rights and Responsibilities

Student Rights

All enrolled students will:

- Be treated fairly and with respect by trainers, other staff and other students.
- Learn in a safe training environment free from harassment and discrimination.
- Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).
- Have their personal information stored, maintained and protected in accordance with the National Privacy Principles.
- Are provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment.
- Are informed about the implications of government training entitlements and subsidy arrangements (if applicable).
- Have access to our consumer protection system and our complaints and appeals process.
- Be made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.
- Are consulted in the development of their plan and receive an updated copy as they progress through their education.
- Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.
- Receive information relating to deferring or discontinuing studies.
- Receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course.
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.

Student Responsibilities

All students must ensure that they:

- Treat all staff, students and the public with respect, fairness and courtesy.
- Provide true and accurate information throughout the course of their enrolment.
- Provide a valid USI on enrolment.
- Pay the necessary fees by the due date.
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.
- Always behave in ethically and responsibly.
- Are punctual and attend all scheduled training and assessment sessions.
- Complete assessments as scheduled and meet assessment deadlines.
- Do not plagiarise, collude or cheat in any assessment event.
- Do no cause damage to equipment or facilities.
- Do not Illegally copy software, install software, or introduce viruses onto local computers.
- Are not under the influence of alcohol or illegal drugs in the learning environment.
- Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.
- Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Do not behave in any way that might intimidate, threaten, harass or embarrass other persons.
- Do not use offensive language, smoke in non-smoking areas and be free from drugs and alcohol.

If a student does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Smoking, Drugs and Alcohol

3D Safety Services aims to provide and maintain a work and learning environment that not only protects the health and safety of all staff and students, but also facilitates a productive environment. A safe and productive work and learning environment includes the respectful treatment of others.

Maintaining a safe, healthy, and inclusive learning and working environment is critical to 3D Safety Services. The misuse of alcohol, drugs, and tobacco poses significant risks to the well-being, safety, and productivity of our community.

- 3D Safety Services is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations.
- Any student under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any 3D Safety Services activity.
- People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

3D Safety Services is committed to:

a. Ensuring that staff and students are well informed about the problems caused by misuse of smoking, drugs, and alcohol.
b. Endorsing regulations which recognise the legal and social obligations in serving alcohol.
c. Promoting a responsible attitude towards the use of smoking, drugs and alcohol in the community.
d. Addressing problems which arise from abuse of alcohol and other drugs, and
e. Ensuring the availability of a confidential and non-judgmental treatment response for staff and students with smoking, drugs and alcohol related problems.

Student Feedback

3D Safety Services is committed to providing quality training and assessment services that adhere to the principles of access and equity to maximise student outcomes. To ensure student needs are met, we systematically collect and analyse feedback from all stakeholders, using the results to inform continuous improvement initiatives.

Feedback will be used to:

- Improve the quality of programs and courses through the development of continuous improvement plans.
- Inform professional development programs.
- Enhance program and course design and the connection between courses in a program, and
- Improve the provision of learning resources, facilities, equipment, and services.

3D Safety Services:

- Systematically monitors and evaluates training and assessment strategies and practices and use the outcomes of evaluations for continuous improvement initiatives.
- Collects and analyses feedback and satisfaction data from all stakeholders regarding all training and assessment services provided, including services provided by third parties.
- Evaluates information which includes data collected from quality/performance indicators, validation outcomes, feedback from clients, trainers, assessors and industry, complaints and appeals, and
- Systematically monitors any training and assessment services delivered, including by third party providers.

Learning Support

3D Safety Services is committed to providing a supportive and inclusive educational environment that responds to the individual needs of each student and ensures that all students have equal access to education and are able to achieve their vocational and educational goals.

At the same time, 3D Safety Services recognise that, for many reasons, students may not reach their full potential without accessing additional learning and support services.

3D Safety Services is dedicated to ensuring the welfare and wellbeing of all students by providing inclusive and flexible learning and assessment options. We recognise the importance of offering additional support services tailored to the diverse needs and circumstances of students. This approach ensures that every student can meet the program requirements and achieve their learning objectives.

Educational and support services include:

- **Pre-enrolment Support**
  - Provision of clear, accessible information and guidance to help students make informed decisions about their courses.
  - Access to pre-enrolment materials that outline course details, expectations, and requirements.
- **Learning and Study Support**
  - Access to study skills programs and support to develop effective learning techniques.
  - Provision of Language, Literacy, Numeracy, and Digital (LLND) skills programs or referrals to these services.
  - Additional learning resources, including readings, exercises, practice tests, and online tutorial support.
  - Flexible delivery options, including one-on-one time with trainers and assessors, to cater to individual learning needs.
  - Access to Information and Communications Technology (ICT) support, specialised technical assistance, and resources.
  - Use of assistive technology, equipment, and other resources to support students with disabilities or special learning requirements.
  - Availability of learning materials in alternative formats (e.g., large print) to enhance accessibility.
  - Contextualised learning and assessment programs tailored to specific workplace environments.
- **Wellbeing and Counselling Services**
  - Referral to appropriate external counselling, mental health services, and support networks for vocational, emotional, and psychological assistance.
  - Access to mediation services or referrals to these services for conflict resolution.

- Support for student wellbeing through online learning and support courses that focus on personal development and resilience.
- Counselling services and wellbeing support will include considerations for children and young people, ensuring their specific needs and voices are considered in service design and delivery.
- Age-appropriate, culturally sensitive resources will be available to young learners.

- **Flexible Delivery and Assessment**
  - Adjustments to training and assessment schedules to accommodate individual student needs, ensuring fairness and equity.
  - Customisation of delivery methods and assessment processes to suit diverse learning styles and circumstances.

- **Equipment and Resources**
  - Provision of specialised equipment, resources, and programs in multiple formats to increase access for students with disabilities and other students in line with access and equity principles.
  - Ensuring that learning environments and resources are accessible and inclusive for all students.
  - Accessible resources are provided for online learners, including screen reader-compatible materials, closed-captioned videos, and downloadable content in multiple formats (PDF, audio, etc.) to accommodate diverse learning needs.
  - Designated safe spaces will be established for young learners where they can feel supported, heard, and safe. These spaces will be monitored by trained staff.

- **Child-Specific Support:**
  - Young learners will have access to a designated support officer trained in child safety practices, ensuring they have a trusted point of contact for any concerns. This person may be external to 3D Safety Services.
  - Parents and guardians will be engaged and informed of available services, where appropriate.

- **Financial and Other Support Services**
  - Referral to financial support and assistance services to help students manage the costs associated with their studies.
  - Any additional services deemed necessary to support students in achieving competency, based on their individual circumstances.

Students are encouraged to disclose and discuss any medical or special needs and/or reasonable adjustments that may be required or that may assist in the performance of their studies. Support services are available to students at all stages of their learning journey. 3D Safety Services ensure that all training and assessment staff will identify students in need and facilitate support services that will assist their progress to succeed in their education.

3D Safety Services staff may identify undisclosed student support needs through:

- Monitoring evidence of poor attendance, behaviour, and assessment outcomes.
- Student self-identifying and requesting support.
- Observations during learning activities.
- Outcomes of student satisfaction surveys.
- During an interview with a student.

If a student is experiencing difficulties and/or requires counselling or personal support, or if 3D Safety Services is not able to provide appropriate support to meet the student's individual needs, 3D Safety Services will refer the students to an external support network.

Referral services include:

Support and Wellbeing Service	Contact Details
Alcohol and Drug Foundation	P: 1300 858 584 W: www.adf.org.au
Beyond Blue	P: 1300 224 636 W: www.beyondblue.org.au
Centrelink Student Support	P: 1800 132 317 W: www.servicesaustralia.gov.au
Elder Abuse Help Line	P: 1300 651 192 W: www.eapu.com.au
Financial Counselling Australia	P: 1800 007 007 W: www.financialcounsellingaustralia.org.au
Kids Helpline	P: 1800 551 800 W: www.kidshelpline.com.au
Lifeline	P: 13 11 14 W: www.lifeline.org.au
Reading and Writing Hotline	P: 1300 655 506 W: www.readingwritinghotline.edu.au
1800RESPECT	P: 1800737 732 W: www.1800respect.org.au
Men's Referral Services	P: 1300 766 491 W: www.ntv.org.au/get-help
MensLine Australia	P: 1300 789 978 W: www.mensline.org.au
13 Yarn	P: 13 92 76 W: www.13yarn.org.au

Workplace Health and Safety

3D Safety Services and its related entities provide a safe and healthy environment for all staff and students in accordance with the Work Health and Safety Act 2011, associated regulatory requirements, and the Standards for Registered Training Organisations (RTOs).

All staff, students and visitors are responsibility for ensuring our learning environment remains safe and that their personal actions do not put the health and safety of others at risk.

3D Safety Services is committed to:

- Consulting and having on-going assessment of the risks and hazards of the environments, and to remedy any deficiencies within its control in a timely manner.

- Providing specific WHS training for workers to increase overall WHS awareness.

- Complying with all relevant legislative requirements, to reflect our commitment to on-going health and safety at 3D Safety Services.

- Seeking continuous improvement in WHS performance through rigorous examination of all activities, practices, and incidents.

- Providing appropriate WHS information to all stakeholders

- Providing safe systems of work, facilities, and environment in consultation with Work Health and Safety Committees, where relevant, to protect the welfare of all stakeholders.

Each student will be provided with a work health and safety overview at the commencement of their learning program. This will include instructions for what to do in the event of an emergency.

Part 3 – Policies and Procedures

Access and Equity

3D Safety Services values, promotes, encourages, and integrates access and equity principles into our programs by treating all students and individuals equally and fairly. 3D Safety Services is committed to providing and maintaining an inclusive and diverse workforce and a positive learning environment that fosters equal benefits and opportunities for people to pursue their vocational and educational goals through participation in 3D Safety Services programs.

3D Safety Services is committed to providing inclusive and flexible learning and assessment options, allowing students and staff alternatives that recognise the diversity of their individual needs and circumstances. We are dedicated to fostering a culturally safe environment, particularly for First Nations students, and ensuring that all members of our community are free from harassment and discrimination.

Access and Equity Principles

3D Safety Services abides by access and equity principles and respects a student's right to privacy and confidentiality, and is sensitive to student needs

3D Safety Services will provide:

- Access to appropriate quality training and assessment services.
- Increased opportunity to participate in training.
- Equity for all people through the fair and appropriate allocation of resources.
- Equal opportunity without discrimination.
- A culturally safe environment for First Nations students
- A harassment-free and discrimination-free environment.

3D Safety Services provide equal opportunity for all students and are responsive to their individual needs where gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.

3D Safety Services will ensure:

The principles of access and equity are incorporated in all training and assessment processes that impact students and potential students;

- All nominations and enrolments into training courses and programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation, and
- All students have access to the training resources, facilities, equipment, support services, information, training and assessment staff, materials, assessment opportunities and training opportunities that meet their individual needs.

Cultural Safety for First Nations Students

3D Safety Services commits to creating an environment where First Nations students feel respected, included, and supported. This includes consulting with First Nations communities or representatives when developing and delivering training programs and ensuring that all staff are trained in cultural competency.

Support for Students with Disabilities

All Australian RTOs have an obligation under the following laws to support students with disabilities:

- Disability Discrimination Act 1992.
- Disability Standards for Education 2005.

3D Safety Service's obligations to support students with disabilities include:

- Reasonable adjustments that allow students to participate and learn on the same basis as students without disability.
- Preventing harassment and victimisation of students with disability.
- Consultation with students with disability, their parents and caregivers, as required to develop reasonable adjustments and address concerns as they arise.

Prevention of Harassment and Discrimination

3D Safety Services is committed to preventing harassment and discrimination in all forms. We have established clear processes for reporting, investigating, and addressing complaints related to these issues. We ensure that these processes are accessible, confidential, and supportive for all students and staff.

Assessment Appeals

3D Safety Services is committed to providing a transparent, fair, and timely process for managing assessment appeals in alignment with the Standards for Registered Training Organisations (RTOs). We ensure that all students have access to an effective appeal process when they believe an assessment decision has adversely impacted them. Our approach is guided by the principles of natural justice and procedural fairness, and we strive to resolve appeals efficiently while keeping students informed throughout the process.

When managing and processing assessment appeals, 3D Safety Services will:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the process.
- Make our policies publicly available.
- Set out the procedure for requesting an appeal.
- Ensure requests are acknowledged in writing and finalised as soon as practicable, and
- Provide for review by an independent party at the request of the appellant if the processes fail to be resolved.

All appeals will be taken seriously, resolved fairly, and treated with confidentiality by all staff members involved in the appeal process. Appellants will not be disadvantaged by making an assessment appeal.

3D Safety Services will:

- Promote a culture that views an appeal as an opportunity to improve our organisation.
- Address each appeal in an objective, equitable and impartial manner.
- Manage appeals in accordance with the principles of procedural fairness, ensure that appeals are resolved promptly, sensitively and in complete confidentiality.

- Ensure that the views of each appellant are respected and that any party to an appeal is not adversely affected.
- Ensure that there is a consistent response to appeals.

3D Safety Services is committed to:

- Providing a safe environment for each person to make an appeal.
- Ensuring that there are no negative consequences or retribution for any person who makes an appeal.
- Supporting participation in the assessment appeal process of any person wanting to make an appeal.
- Treating each person making an appeal in a manner that protects their privacy and respects confidentiality.
- Providing fair and timely resolution of appeals.
- Keeping each person informed at all stages of the decision-making process concerning their appeal and the reasons for those decisions.
- Informing each person of their right to complain to an external body.
- Ensuring appeals are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Defining the responsibilities and rights of all parties.
- Responding to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or appeal process.

Students may express their appeals:

- In writing using the *Assessment Appeals Review Form.*
- Verbally, either in person or over the telephone.
- Through comments and feedback on surveys, evaluation forms and appraisal forms.
- Via a Freedom of Information request.

Students are entitled to two (2) attempts at assessment. In most cases, the matter may be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.

Complaints

3D Safety Services recognises our obligation to protect the rights of students and ensure that all aspects of our operations, including marketing, administration, and training and assessment processes, are conducted with integrity. We are committed to managing and responding promptly to allegations involving the conduct of our trainers, assessors, staff, students, and any third parties who deliver, market, or recruit on our behalf.

We employ a systematic approach to managing complaints, ensuring that all complainants are fully informed of the steps available to have their concerns addressed appropriately. Our process is designed to resolve complaints in a fair, efficient, and confidential manner, with a strong focus on procedural fairness and transparency.

We view all complaints as valuable feedback, providing critical insights that inform our Quality Assurance and Continuous Improvement Strategies. This commitment ensures that both individual issues and any systemic problems identified through the complaints process are addressed effectively, contributing to the ongoing enhancement of our services and compliance with the Standards for Registered Training Organisations (RTOs).

Students may express their complaints:

- In writing using the *Complaints Lodgement Form*.
- Verbally, either in person or over the telephone.
- Through comments and feedback on surveys, evaluation forms and appraisal forms.
- Via a Freedom of Information request.

A complaint can be provided verbally to 3D Safety Services staff; however, all complaints are encouraged to be made in writing using the *Complaints Lodgement Form*. This allows for an objective and fair investigation to be conducted. All written complaints are to be emailed to sales.support@3dss.com.au where they will be forwarded to the Compliance Manager for acknowledgement and action.

Additional Options

If in the instance of an appeal or complaint not being resolved, there are other avenues of making a complaint. These include:

- The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery - www.asqa.gov.au.
- The WorkSafe Authority in your state is the point of contact for any Work Health and Safety issue.
- The relevant State Training Authority.

Consumer Protection

3D Safety Services is committed to providing accurate, ethical, and transparent information to all current and prospective students. In compliance with the Standards for Registered Training Organisations (RTOs), we ensure that all marketing, enrolment, and training processes, including those conducted through third parties, protect the rights of consumers and adhere to the highest standards of integrity.

We collect and retain only the information necessary for a student's enrolment, training, and assessment. 3D Safety Services takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes implementing restricted access to electronic files, secure storage of paper files, and regular data backups.

The information provided by our consumers will be used solely for administration, communication, provision of course information, state and national reporting requirements, program monitoring, and evaluation. In accordance with the

Standards for RTOs, 3D Safety Services is required to provide certain student information to government agencies and/or organisations as stipulated.

Consumer Protection Complaints

If an individual believes that 3D Safety Services or one of our third-party representatives has breached our obligations in the conduct of marketing, sales, or other service activities, they are encouraged to raise a complaint in accordance with our *Complaints Handling Policy and Procedure.*

We recommend that individuals first discuss their concerns with their trainer or assessor to seek an informal resolution. If the issue is not resolved at this level, or if the individual prefers to escalate the matter directly, they may submit a formal complaint to the designated Consumer Protection Officer.

Course Information

Courses will be advertised on 3D Safety Services' website where course information will be made available to students prior to their enrolment.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with a copy of your training and assessment plan which must be used to monitor and record your progress.

Fees and Charges

Course Fees

The applicable fee for each course offered by 3D Safety Services is outlined on our website.

Several factors will determine how much students will pay for their program. This includes things like:

- The course or program and its duration.
- Study load and mode (face-to-face and online etc.).
- Any credits that may be applied through direct credit transfer, recognition of prior learning.
- Any previous qualifications held.

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of 3D Safety Services that where enrolment fees, administrative charges or other charges are applicable, these must be paid upfront before or at the time of enrolment.

Fees and charges are reviewed on a yearly basis and are subject to change.

Fee Protection

3D Safety Services is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect, it has the following fee protection policy in place:

3D Safety Services is required to protect fees paid in advance for nationally recognised training. To meet this regulation, 3D Safety Services may accept payment of no more than $1,500 from individuals prior to the commencement of their course.

Following course commencement, 3D Safety Services may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500.

Payment Options

Payment of course fees can be made to 3D Safety Services via EFTPOS, direct bank deposit or credit card.

Failure to Make Payment

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

a. Suspension from attending or participating in the course.

b. Exclusion from assessment activities.

c. Withholding of qualification and academic record.

d. Termination of the enrolment.

e. Exclusion from any future enrolments at 3D Safety Services.

Other Fees

Replacement of Training Materials

3D Safety Services will charge a fee to replace any lost training and/or assessment materials that have been previously issued.

Fees for Recognition of Prior Learning (RPL) or Credit Transfer (CT)

Student Fees will be adjusted if when granted RPL or Credit Transfer for any units in the Training Program.

Re-issue of Statement of attainment

An administration fee of $30.00 applies plus any shipping cost if applicable if students require a re-issue of a document that has already been provided. Document re-issue fees apply to:

- Statement(s) of Attainment.

Cancellation Fee

If students withdraw their enrolment prior to the commencement of their course they may be entitled to receive a refund of monies paid.

If students withdraw from the course after the scheduled start date, no refund is applicable, and they may be required to pay any outstanding balance.

To apply to withdraw, students must complete the **Application for Withdrawal / Deferral Form** which can be download from the Student Portal. It is advisable that the student first contact front office prior to submitting the form.

Refunds

3D Safety Services maintains a fair and equitable refund policy that outlines the concurrences for which we would grant a refund of fees paid. If a student withdraws from their learning program, they must discuss this with their trainer to determine if a full or partial refund may be applicable.

Information below outlines some of the circumstances under which a refund may be granted.

Reason for Refund	Notification Requirements	Refund
Client withdraws	Cancellation more than 7 days before course	100% of course fee will be refunded 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		100% of the course fee will be refunded or reschedule of course, no additional fees charged.

Privacy

3D Safety Services strongly supports the privacy and confidentiality of our students. Information is collected, used, and stored in accordance with the Privacy Act 1988 (Cth) and the Competition and Consumer Act 2010 (Cth) and the National Privacy Principles.

Certain general, non-specific information such as location, sex, age and results may be passed on to other agencies to inform future funding arrangements and/or statistical data gathering requirements. These agencies may include State/Territory Departments of education and training and the National Centre for Vocational Education Research (NCVER).

We will not share personal information to any person or agency without a student's permission, unless required to do so by law.

3D Safety Services will not use student personal information in any way that could be interpreted as infringing the Privacy Legislation. This includes passing on a person's contact details without their consent, refusing to show a student their own personal records or sharing results with people who are not directly concerned with the assessment process.

Information is not given to any other agency, organisation or anyone else unless one of the following applies:

a. The individual has given us permission.
b. The individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies.
c. It is required or authorised by law, or
d. It will prevent or lessen a serious and imminent threat to somebody's life or health.

Please refer to the Privacy notice at the back of this handbook.

Records and Information Management

3D Safety Services is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of all records and responding in a timely manner to requests for information or access to records by past or current students.

All hard copy records including personnel files and student records are stored in a locked secure office area. Electronic records are saved on a password protected computer system and training records are stored in the Student Management System. We protect records by maintaining up to date virus, firewall and spyware protection software.

Third-Party Arrangements

In line with the Standards for Registered Training Organisations (RTOs), 3D Safety Services is accountable for the quality of training and assessment services provided by third parties.

If your course includes delivery by a Third-Party Provider, 3D Safety Services will advise you of the arrangement prior to the program commencing.

You will also be advised of:

- The name and contact details of any third party that will provide training and/or assessment, and related educational and support services to you on our behalf, and

- Your rights, including if 3D Safety Services, or a third-party delivering training and assessment closes or ceases to deliver any part of the training product that you are enrolled in.

- Any changes to Third-Party Arrangements.

Part 4 – Nationally Accredited Training

Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO) 3D Safety Services is required to comply with the VET Quality Framework and meet a number of standards that overseen by the National VET Regulator, the Australian Skills Quality Authority (ASQA).

Each year, we conduct an internal audit of our compliance and every few years, ASQA will audit our organisation. We may ask you to participate in these audits and we appreciate your cooperation.

Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a student must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education.
- Specific levels of language, literacy, numeracy and Digital (LLND) skills.
- Access to a relevant workplace where required competencies can be practiced.
- Access to a computer, software and the capacity to access online materials.
- Access to an internet connection with enough capacity to download course materials.
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade.

Course delivered by 3D Safety Services may expose participants to both physical and psychological challenges and activities. It is the responsibility of the student to advise the trainer of any known physical, medical or psychological conditions.

Disclosure of these conditions will not prejudice the student's opportunity to achieve the course outcome but will allow the trainer to cater for any special needs where required.

Pre-requisites

Some units of competencies and/or qualifications may have specific pre-requisite requirements that must be met prior to a student's enrolment in the training product.

These pre-requisites usually involve the requirement for students to hold specific qualifications or units of competency. Evidence that participants meet all course pre-requisites are required before acceptance to a course.

Enrolment

3D Safety Services implements a fair, transparent and non-discriminatory student selection process for all nationally recognised and non-accredited training programs. All potential students must complete an enrolment application and meet any required eligibility criteria for subsidised training, prior to being accepted into any of 3D Safety Services programs. The application must be completed, and it is advised to disclose information about any special circumstances and/or training needs that you may have.

Information on the fees and charges relating to your proposed course of study will be provided to you and payment terms and methods will be agreed upon.

Once all enrolment documentation has been received, and the relevant fees paid, you will be enrolled into the program and a trainer and assessor assigned to support you through your learning.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

3D Safety Services cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all students supply their USI upon enrolment. You can apply for your USI at https://www.usi.gov.au/students/create-usi.

If you are unable to create your own USI or require further assistance, contact 3D Safety Services or the Office of the Student Identifiers Register (USI Office) www.usi.gov.au/contact-us.

Skills Recognition and Credit Transfer

3D Safety Services offers assessment only pathways that promote Recognition of Prior Learning (RPL) and consider competencies currently held, regardless of how, when or where the learning occurred. Any applications for RPL or Credit Transfer should be made at enrolment and evidence must be supplied.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when and where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is valid, reliable, current (within the last 3 years) and sufficient.

3D Safety Services appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Please speak to your trainer and assessor for more information regarding RPL.

3D Safety Services may not offer Credit Transfer or RPL due to safety and legislative requirements. Training programs include a physical component that must be assessed to the current industry standard.

Credit Transfer (CT)

3D Safety Services recognises all nationally recognised qualifications issued by AQF providers. Credit transfer and advanced standing may be applied to equivalent Units of Competency and related qualifications that you have already been awarded.

Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Partial credit will not be considered, and you will be advised to seek recognition.

To ensure that we assess RPL and CT applications in a consistent and fair manner evidence must be provided.

Duration

The duration of your program depends on several factors, including the level and complexity of the qualification you are studying will impact on course duration. The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Competency-Based Assessment

All the nationally recognised training delivered by 3D Safety Services is done so in line with the principles of competency-based assessment (CBA). CBA is an approach that focuses on your ability to do something and is used to develop tangible skills and is typically based on a standard of performance expected in the workplace and industry.

Competency-based assessment is conducted to determine if you can demonstrate the essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace. A unit of competency consists of:

- *Elements* – Describe the essential outcomes of the unit by breaking down the unit into actions or outcomes.
- *Performance Criteria* - Break down the element into tasks, roles and skills, and applied knowledge that reflect the required standard of performance in the workplace.
- *Foundation Skills* - Describes language, literacy, numeracy and employment skills that are essential to performance in the workplace.
- *Performance Evidence* - Specifies process and evidence, as well as the frequency or volume of evidence, that the assessor needs to collect to determine a student's competency.
- *Knowledge Evidence* - Specifies the knowledge a student must have to perform the work tasks described in the unit of competency.
- *Assessment Conditions* - Mandatory conditions, methods, contexts and resources required for assessment.

This means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace.

As a student, if your performance in the assessment does not demonstrate the requirements, competency-based assessment will see you marked as 'Not Yet Competent', and more training will be provided to you to get you to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/perform the tasks and activities.
- Responses to verbal questioning.
- Written responses to theory questions.
- Responding to a role play or case study.

- Conducting a project.
- Submitting a written report.
- Compiling a portfolio of work samples.
- A combination of the above.

All 3D Safety Services trainers/assessors meet the requirements detailed by the Standards for RTOs, in that, training and assessment is delivered by persons who have:

a. Vocational competencies at least to the level being delivered and assessed.
b. Current industry skills directly relevant to the training and assessment being provided.
c. Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and assessor to conduct the assessment.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Submitting Assessments

As a 3D Safety Services student, you are expected to complete and submit your assessments prior to the completion of the training course. Full and detailed instructions on the requirements for each assessment will be provided, including its context and purpose. You will receive feedback regarding the outcome of each assessment item and an assessment judgement of Competent or Not Yet Competent will be recorded based on the evidence you submitted.

Plagiarism

Plagiarism is taking someone else's work and using it as your own. The 3D Safety Services considered it to be a form of cheating and we take it very seriously. The following are examples that constitute plagiarism:

- Copying and using sections of text without acknowledging the source.
- Cutting and pasting sections of other people's work without recording a reference
- Presenting group work as your own.
- Using information (pictures, text, designs, ideas etc.) without citing original author(s).
- Unintentionally failing to cite where information has come from.

You will be required to sign a declaration that all work that you submit is your own.

Resubmissions

If one of your assessment submissions was deemed 'Not Yet Competent', it will be returned to you and you will be given an opportunity to review, redo and re-submit your work. This may mean submitting additional evidence or demonstrating a task again.

If, after two (2) resubmissions the assessor has confirmed a 'Not Yet Competent' outcome, you will need to meet with your trainer and discuss further options. These options may include, but are not limited to:

- Reasonable adjustment if required.
- Re-enrolling in and re-do the entire unit. Fees will also apply.

Assessment Feedback

You will receive valuable feedback regarding the outcome of each of your assessment items, from your assessor. Your assessor may provide this feedback to you verbally, when required, and in writing using an *Assessment Outcome Report Form.*

Your feedback will provide you with:

- Clear and constructive feedback on the assessment decision.
- Information on ways of overcoming any identified gaps in competency revealed by the assessment.
- The opportunity to discuss the assessment process and outcome, and
- Information on reassessment and the appeals process if applicable.

If you have any additional questions about your submission, you can speak with your assessor.

Feedback is provided to you prior to the completion of the training course of their submission and/or final submission.

Reasonable Adjustment

Not all students are able to demonstrate skill competency in the same way; therefore, it may be necessary to adjust the assessment tasks for individual students. Reasonable adjustment is the process of adjusting or changing the assessment to meet the needs, characteristics and any equity requirements of the candidate being assessed. This must be applied within the framework of the unit and the impact on the organisation.

Reasonable adjustment to learning methodologies and assessment may need to be applied when a student has any of the following issues:

- Physical disabilities.
- Limited language, literacy and/or numeracy skills.
- Limited communication skills.
- Limited learning strategies.

Reasonable adjustment ensures:

- Adjustable learning strategies that aim to meet the learning needs of each student.
- Appropriate learning materials for the individual needs of each student.
- Flexible learning activities with appropriate study materials.
- Adaptable assessment procedures that enable individual students to demonstrate the knowledge, skills or competencies.

Students who believe they may require reasonable adjustment during their learning are encouraged to speak with the 3D Safety Services enrolment team during the enrolment process so that we can pass this information onto your trainer/assessor and include these adjustments in the training and assessment strategy.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written.
- Allowing extra time for assessment.
- Using a support person.
- Enlarging reading material.
- Braille translations.
- Use of technology such as voice activated software screen reading, voice synthesisers.
- Use of ramps, height adjustment desks.

Withdrawing from Training

For whatever reason, you may need to withdraw from your learning program. If you wish to withdraw prior to your course commencing, you must:

- Discuss the reasons with your trainer or other staff.
- Advise us in writing at least ten (10) working days prior to course commencement using the **Withdrawal from Training Form**.

You may be entitled to receive a refund of monies paid; however, 3D Safety Services will retain the non-refundable administration fee. This fee covers the costs that has already been incurred in processing the course application, enrolment, resources and payments.

If you withdraw from the course after the scheduled start date, no refund is applicable, and you may be required to pay any outstanding balance. Contact us for more information.

Cancelled Courses

If 3D Safety Services cancels a course for any reason, all students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who have already been assessed as competent for progressing through the units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Issuing Certificates

Upon your successful completion of all coursework and assessment tasks, and provided all fees are paid, 3D Safety Services will issue a Statement of Attainment to you within thirty (30) calendar days.

Referring agencies or Third Parties will under no circumstance be issued copies of student credentials, regardless of who pays the necessary course fees. You can give the us permission to issue referring agencies or third parties with copies of your competency report.

Replacement credentials can be re-issued. Fees apply.

Continuous Improvement and Course Feedback

3D Safety Services is committed to providing high quality training and assessment services that are relevant to students, employers and industry and demonstrates this through systematically monitoring, evaluating and improving our practices through a quality improvement plan and continuous improvement actions.

We are dedicated to fostering a culture of continuous improvement across all areas of our operations and we achieve this through regular evaluation and enhancement of our training and assessment services, governance structures, and organisational practices.

Governance and Leadership

- Our governing body is committed to delivering high-quality training and assessment, ensuring compliance with all applicable standards, and fostering continuous improvement across the organisation.

- We have established systems to ensure all third parties involved in training and assessment are aware of and meet the requirements of the Standards.

Continuous Improvement Processes

- Feedback from students, staff, employers, and industry stakeholders is systematically collected, analysed, and utilised to enhance training and assessment services.

- We employ a variety of feedback mechanisms, including surveys, focus groups, and regular consultations, to identify opportunities for improvement.

Quality Assurance and Compliance

- Regular internal audits and reviews are conducted to ensure compliance with the VET Quality Framework and other regulatory requirements.

- We maintain a *Continuous Improvement Register* to document and monitor improvement initiatives, ensuring timely implementation and review.

Professional Development

- Our commitment to staff development supports our goals of quality training delivery and organisational excellence.

For more information on any of our policies, please feel free to contact us.

We wish you all the best and look forward to supporting your learning journey!

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), 3D Safety Services collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with your personal information, you will not be enrolled as a 3D Safety Services student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice

State training authorities may use your personal information for statistical, regulatory and research purposes. For more information about how the State training authorities will handle your personal information, please refer to the relevant State's training authority website or request information from 3D Safety Services using the details below.

Surveys

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

Contact information

At any time, you may contact 3D Safety Services to:

- Request access to your personal information.
- Correct your personal information.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

3D Safety Services

RTO ID: 90931

ABN: 96 003 225 125

PH: 1300 103 377

E: sales.support@3dss.com.au

W: www.3dss.com.au