

PreStart

Safety & Training Pty Ltd

www.prestart.au RTO #32257



Participant Handbook



Preface

This Participant Handbook contains information that is correct at the time of printing. Changes to legislation and/or PreStart Safety & Training policies and/or procedures may impact on the currency of information included. PreStart Safety & Training reserves the right to vary and update information without notice. You are advised to seek information on changes and/or updates by contacting PreStart Safety & Training.

This Handbook has been prepared as a resource to assist participants to understand their rights and obligations when considering training with PreStart Safety & Training. Please carefully read, understand, and be familiar with the requirements and obligations outlined in this Handbook.

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Introduction and Welcome

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations before undertaking the course. The National VET Regulator ASQA have developed a Fact Sheet to use when making this decision. [Link: Choosing a Training or Education Provider.](#)

This Handbook has been compiled to use as part of your Vocational Education and Training (VET) program. PreStart Safety and Training is a Registered Training Organisation (RTO), accredited by the Australian Skills Quality Authority (ASQA). The link to our registration is [National Register – PreStart Safety and Training Pty Ltd 32257.](#)

PreStart Safety & Training strive to provide our participants with a first-class experience, based on up-to-date practices and skills as used in the workplace and across industry. We are required to comply with the *Standards for Registered Training Organisations (RTOs) 2015*, which guide nationally consistent, high quality training and assessment services in the VET system.

Purpose of the Participant Handbook

The purpose of this Handbook is to provide participants with important information prior to enrolment, as well as during course participation. In this Handbook participants will find information regarding:

- PreStart Safety and Training operations
- Company Policies and Values
- Code of Conduct
- Complaints and Appeals processes
- Training and Assessment services
- Privacy of your information

The information contained in this Handbook has been developed to assist participants to understand their rights and responsibilities, to help you to make informed decisions, and advise how to seek assistance when needed. Please use this Handbook to assist you throughout your training progress with us. The information contained within this Handbook is consistent with our company policies and procedures.

If further information or clarification/direction is required, or wish to view our full suite of policies and procedures please contact our Administration team. PreStart Safety and Training ensures our training and assessment practices comply with the *National Vocational Education and Training Regulator Act 2011*.

Participant Induction and Acknowledgement

Before you complete and sign your enrolment form, please be sure that you have read through and understand this Handbook. If you require further information, please contact our Administration to speak to our friendly team.

By completing, signing, and submitting your course enrolment form, you are acknowledging that you have read this Handbook and understand its contents.

Why Choose PreStart Safety & Training?

PreStart Safety & Training is a locally owned and operated RTO with our training center based in Myaree, Western Australia. Our aim is to provide our participants with a first-class training experience, based on up-to-date practices and skills as used in the workplace and across industry. We pride ourselves on the quality of service we provide, and our aim is to continuously improve on the level of service we offer in all areas, including:

- quality training at affordable prices, allowing more people to access and up-skill.
- flexible training options to suit the availability of shift workers.
- We offer a personal training touch, where our participants are treated as individuals and not just as another number. We offer a personal experience from initial enquiry to receipt of the qualification.
- highly regarded and enthusiastic full time trainers and assessors that offer positive and motivating learning experiences.
- experienced and friendly employees willing to assist and support.
- courses run at our training center, or as a corporate booking at the client location.

Our training courses are focused on getting you qualified and up skilled in the real world, with a focus on practical application rather than just theory. We believe in maximising what you can immediately transfer back to the job, otherwise it is not worth taking you off the job for training.

Our workshops are revised regularly with input from past participants, other trainers, and industry consultation to make sure the content is relevant, reliable, and current. We hold your interest through effective use of instruction, discussion, interactive experiential learning activities, case studies, audio-visuals, role plays, assessment activities, planning tools and more.

Governance and Legislation

PreStart Safety & Training is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. PreStart Safety & Training abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- [Work Health and Safety Act 2020](#)
- [Privacy Act 1988](#)
- [Disability Discrimination Act 1992](#)
- [Age Discrimination Act 2004](#)
- [Sex Discrimination Act 1984](#)
- [Racial Discrimination Act 1975](#)
- [Copyright Act 1968](#)
- [Fair Work Act 2009](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)

Terms and Conditions

PreStart Safety and Training's participants are encouraged to familiarise themselves with this Handbook, and the terms and conditions as listed on our website: <https://prestart.au/>. This Handbook has been compiled to provide each participant with an overview of information relevant to the services provided by PreStart Safety and Training, to ensure a safe, fair, and supportive experience.

If you have any questions or concerns in regard to any aspect of your training or enrolment experience, please do not hesitate to speak with your Trainer/Assessor, or our Administration team. We recommend that you always refer to the online version of this document to ensure that you are receiving the most up to date information. If you wish to obtain information about a specific training program offered by PreStart Safety and Training, please visit our website.

Participant Code of Conduct

As a responsible member of the VET community, PreStart Safety & Training follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, PreStart Safety & Training has expectations for participant behaviour. When attending a PreStart Safety & Training course we ask the participants to be courteous to each other, and to our staff.

PreStart Safety & Training will not tolerate misconduct under any circumstance and a participant may be asked to leave the premises (or the course) with no refund. Please consider and abide by the following when training at PreStart Safety and Training:

- all participants must comply with all reasonable requests and requirements made by PreStart Safety and Training staff.
- no participant should attend any class while under the influence of alcohol or any drugs (prescribed or otherwise).
- any form of discrimination, bullying, or harassment will not be tolerated.
- the use of obscene, offensive, or insulting language or behaviour will not be tolerated.
- disruptive behaviour is unacceptable and will not be tolerated.
- any breaking of any state or federal law (e.g. stealing, damaging property, assault etc.) will be reported to the relevant authority.

If any trainer/assessor or staff working for PreStart Safety and Training is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer/assessor or staff has the authority to:

- warn the participant that their behaviour is unsuitable or unacceptable.
- ask the participant to leave the training venue or immediately cancel the class.
- cancel the participant's enrolment in the course without refund or acceptance into another course.

Discrimination, Bullying, and Harassment

PreStart Safety and Training Pty Ltd (the Company) is committed to providing a safe, supportive and productive work environment to all employees, participants, and contractors that is free from discrimination, harassment, bullying or victimisation.

Discrimination or harassment occurs when someone is made to feel excluded or intimidated, treated less favourably than another person in the same or similar circumstances, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under antidiscrimination or human rights legislation.

Bullying is any type of behaviour directed at a person or group of people that involves physical, intimidating, social, verbal or psychological abuse and can involve the misuse of power by an individual or group towards one or more persons. Victimisation occurs when an employee is treated less favourably or harshly because they have made a complaint of discrimination, harassment or bullying.

PreStart Safety and Training shall endeavour to eliminate discrimination, harassment, bullying or victimisation with a commitment to:

- comply with all relevant Acts and Regulations.
- ensure everyone is treated equally by their management and peers with regards to race, colour, religion, age, gender, sexual orientation, marital status, national origin or physical/mental impairment, either actual or perceived.
- ensure anyone can make a report if they believe they have been subjected to any of the circumstances defined in this policy in the course of their employment.
- investigate fairly, impartially, and in a timely manner any instance where someone believes they have been subjected to the circumstances defined in this Policy.
- take all reasonable steps to ensure that discrimination, harassment, bullying, victimisation or other inappropriate or unwelcome behaviour does not re-occur.

Related RTO Policies

PreStart Safety and Training have implemented policies and procedures to ensure that each participant has a rewarding and supportive experience. The following information has been surmised from our approved policies and procedures. If the information contained below is not clear or you require further clarification/direction please contact our Administration team on: 8 9386 2881; or admin@prestart.net.au.

Privacy

PreStart Safety & Training strongly supports the privacy and confidentiality of its participants. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

Why we collect your personal information

As a registered training organisation (RTO), PreStart Safety and Training collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. 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.

Unless previous written consent is provided by the participant, PreStart Safety & Training will not release your information to a third party, unless we are required to do so by law. If you wish to access your participant information file, please direct your enquiry to admin@prestart.au.

How we disclose your personal information

PreStart Safety and Training are required by law (*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 (NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Fee Administration and Refund

Information about PreStart Safety and Training fees and charges are located on our website www.prestart.au. You can also obtain information on our Fee Administration and Refund Policy by contacting our Administration team. PreStart Safety and Training guarantees the sound financial position of the business, where measures are in place to ensure that course fees paid in advance are identified and protected, and the business maintains appropriate insurance policies.

Course fees collected over \$1,500 are protected by a bank guarantee. All of PreStart Safety and Training course fees are set at competitive rates, and will be advised prior to enrolment in a course. These fees vary from course to course. For up to date course fees please refer to our website, course outline brochures, or speak to our Administration team.

Where more than \$1,500 will be collected from an individual participant prior to the commencement of the training, these fees will be protected by bank guarantee. For participants enrolling individually (i.e. not part of a group booking on behalf of an employer), it is PreStart Safety and Training's policy to invoice and collect payment prior to commencement of the course. Should any monies be outstanding, they will be collected on the day of course commencement.

For group bookings, we will invoice the company/employer contact prior to commencement of the course. Standard terms for invoicing are specified on the . Course fees are due and payable as specified on the tax invoice, or at time of online enrolment. An invoice will be automatically emailed to the participant on receipt of online payment. All payments are tracked and reconciled against bank records, and EFTPOS reconciliation reports.

Non-payment of fees

A final notice will be issued within two weeks following the debt due date if the debt remains outstanding. Failure to pay the outstanding amount within the specified due date of the final notice may result in any or all of the following, until the full amount is paid:

- Suspension from attending face-to-face delivery components of a course.
- Loss of access to participant support.
- Loss of access to enrolment record information and academic transcripts.
- Inability to graduate and be issued a certificate/qualification or statement of attainment.
- Termination of the enrolment.
- Report a breach of a Training Contract (Trainees under Government funding or other State and Federal funding initiatives).

Participants are required to pay all outstanding fees prior to completion of their qualification or course. A Certificate or Statement of Attainment will not be issued to a participant until all course fees have been paid in full.

Cancellations, change fees and refunds

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Cancellation requested 3 or more days prior to course commencement	For all individual units NOT commenced	In writing, within the refund period: admin@prestart.net.au	N/A	Full refund
Cancellation requested less than 3 days prior to course commencement	For all individual units NOT commenced	In writing, within the refund period: admin@prestart.net.au	50% of the full course fee payable	50% of the full course fee refunded
Cancellation requested: - on business day prior commencement of course - no show on the day - withdraw during course	For all individual units commenced, or starting the day of	In writing: admin@prestart.net.au	N/A	No refund
Change of Date requested 3 or more days prior to course commencement	For all individual units NOT commenced	In writing: admin@prestart.net.au	Retain original payment: - no change fee - course availability pending	Full refund (if no additional course availability)
Change of Date requested less than 3 days prior to course commencement	For all individual units NOT commenced	In writing: admin@prestart.net.au	Retain original payment: - no change fee - course availability pending	50% of the full course fee refunded (if no additional course availability)
Change of Date requested on business day prior to course commencement	For all individual units commenced, or starting the day of	In writing: admin@prestart.net.au	Retain original payment: - no change fee - course availability pending	No refund (if no additional course availability)
RPL / Credit Transfer	Where recognition of prior learning and/or credit transfer has been granted after enrolment	N/A	N/A	No refund
Course Cancellation	Cancellation of a course by PreStart (for any reason), prior to course commencement	N/A	N/A	Full refund
e-Learning	Prior to course commencement.	In writing, within the refund period: admin@prestart.net.au	N/A	Full refund - Withdrawal during course will incur no refund.
Extenuating Circumstances	Withdrawal from course due to illness or extreme hardship	Must produce satisfactory evidence of the circumstances of their withdrawal	PreStart, at its discretion, may review the circumstances and consider a partial refund of fees.	Partial refund may apply (Discretionary)

Enrolment Process

PreStart Safety and Training will use a systematic, non-discriminatory, and transparent process to select and enrol its learners. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All prospective learners are well informed and receives a high level of service and support throughout the selection and enrolment process. To achieve this, PreStart Safety and Training will abide to the following principles:

- Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with our Additional Support Policy at all times.
- Ensure that there is a valid enrolment for each participant. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.
- Enrolments are subject to availability of places on the training program, based on the maximum number of participants who can be accommodated under certain circumstances (e.g., safety, capacity of training venue, type of course, learning structures, etc.) within a program.
- No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.
- Enrolments will be considered tentative until payment and the USI have been received.
- Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new learner.
- Participants under 18 years of age will require guardian consent for enrolment.
- All learners are confirmed enrolled, and are advised in writing that their place in their respective courses are confirmed (on completion of all enrolment and fee requirements).

Enrolment into some of PreStart Safety & Training's programs are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training programs are contained in individual course information which will be made available prior to enrolments. Enrolments can be initiated by contacting our Administration team on 8 9386 2881, or email admin@prestart.net.au. Alternatively, you can visit the training center during business hours at 77B McCoy Street, Myaree, 6154.

Enrolment applications are assessed to ensure that the participant meets any prerequisites that have been set for their selected course. Participants will be sent a detailed confirmation letter in relation to their chosen course. Please note that it is imperative you read your confirmation letter carefully as it contains important information in relation to your chosen course, and the venue location.

Photo ID must be presented on arrival at the training premises. If attending a Driving course, participants will be required to present a current unrestricted Class "C" Australian Driver's License which will need to be verified by the Department of Transport on the day of training. Please contact PreStart Safety & Training to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to:

- Previous workplace experience
- Completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework.

Health and Safety

Prestart Safety & Training is committed to providing quality training and assessment, in accordance with the Standards for Registered Training Organisations (SRTOs 2015) and National Code 2018. Prestart Safety & Training ensures that we comply with our obligations under the *Work Health and Safety Act 2020*, and other relevant Commonwealth Work Health and Safety (WHS) regulatory requirements that are relate to its operation and scope of registration.

Prestart Safety & Training strives to maintain a learning environment free of safety and health hazards, and that all staff, clients, and visitors are made aware of health and safety requirements. These include emergency procedures that can affect their participation in vocational education and training.

Prestart Safety & Training will:

- provide a healthy learning environment for its participants, employees, and clients.
- maintain a safe workplace in order to enable employees to perform their tasks safely and efficiently.
- comply with laws, regulations and standards that apply to Work Health and Safety.

Additional Support

PreStart Safety and Training is responsible for ensuring that the educational and support services it provides meet the needs of the participant cohort/s undertaking the training and assessment. PreStart Safety and Training has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual participants are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses.

PreStart Safety and Training determines the amount of training required in accordance with the requirements of the relevant training package and in consideration of each individual participant's existing skills, knowledge, and experience with respect to the relevant vocational competency.

Educational and support services may include, but are not limited to:

- Pre-enrolment material.
- Study support and study skills programs.
- Language, literacy, and numeracy (LLN) programs or referrals to these programs.
- Equipment, resources and/or programs to increase access for participants with disabilities and other participants in accordance with access and equity.
- Learning resource centres.
- Mediation services or referrals to these services.
- Flexible delivery of training and assessment.
- Counselling services or referrals to these services.
- Information and communications technology support.
- Digital literacy to ensure participants meet the required technological knowledge in order to participate effectively in the course.

- Learning materials in alternative formats.
- Learning and assessment programs contextualised to the workplace.
- Reasonable adjustments for any disability or impairment.
- Any other services that the PreStart Safety and Training considers necessary to support participants to achieve competency.

Complaints and Appeals

PreStart Safety and Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). This policy provides the framework and general principles for complaints and appeals.

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. PreStart Safety and Training provides adequate opportunity for complaints and appeals to be forwarded to the management for resolution in a timely, confidential, and sensitive manner.

PreStart Safety and Training will ensure that the principles of natural justice and procedural fairness will be adhered to throughout the hearing of all complaints and appeals, including:

- complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and in confidence.
- complaints and appeals will be resolved on an individual case basis and as the needs arise.
- all participants have the right to express a concern or problem and/or lodge a formal complaint if they are dissatisfied with the training and assessment services they have been provided.
- support for participants to lodge an appeal against any assessment decision and not impair that right in any way. PreStart Safety and Training will do everything possible to address the appeal in an unbiased and professional manner.
- the handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal in writing, with all reasonable measures are taken to finalise the process as quickly as possible, within a total of 30 calendar days.
- participants will be informed on the progress of the complaint throughout the process by phone communication, email correspondence, or face-to-face meeting.
- all complaints will be recorded in the Complaints and Appeals Register and on the participant record in the Participant Management System. These records, including the outcomes, will be secured, and maintained by PreStart Safety and Training.

Access and Equity

Prestart Safety & Training is committed to providing equal opportunity for all employees and participants by promoting inclusive practices and integrating the principles of access and equity into its policies and procedures.

PreStart Safety and Training maintains provides and maintains training and support services that reflect fair and reasonable opportunity, as well as consideration for all participants and employees regardless of characteristics such as:

- Cultural or ethnic background.
- Sexuality.
- language, literacy or numeracy skills.
- Gender.
- Age.
- Physical or intellectual impairment.
- Any other barrier that may impede a participant's opportunity to complete training programs.

All persons employed or engaged by Prestart Safety & Training are obliged to comply with this policy.

Fit for Work

PreStart Safety and Training is committed to ensuring our employees, participants, contractors, and visitors can enjoy a learning environment that is not detrimental to their health, welfare or performance. PreStart Safety and Training aims to provide a workplace that fosters positive mental health and wellbeing, and is free from the adverse effects of physical or mental fatigue, alcohol and other drugs, and lifestyle issues.

To achieve this, PreStart Safety and Training is committed to:

- implementing a comprehensive system of testing an employee's fitness to work through pre-employment and periodic medicals.
- ensuring prospective employees are selected for positions that are suitable for their physical, mental and emotional capabilities.
- managing the work environment, as far as is practicable, to ensure employees and participants are not exposed to hazards that can impair fitness for work.
- taking all reasonable steps to ensure that all employees are fit to work safely and understand the requirement to present to work in a condition whereby they are physically and mentally capable of safely carrying out their duties.
- implementing a reliable system of testing for drugs & alcohol where appropriate, to ensure employees or participants do not present for training while under the influence.
- implementing an effective process to identify and manage employees whose fitness for work is compromised, by providing confidential counselling and other support as appropriate.
- ensuring reasonable demands are made of employees regarding rosters, work hours, tasks and deadlines to enable them to perform their duties effectively, without undue levels of pressure, fatigue or stress.
- provide confidential counselling and other support as appropriate for employees where requested.

Any participant under the influence of drugs and/or alcohol is not permitted on PreStart Safety & Training premises, to use PreStart Safety & Training facilities or equipment, or to engage in any PreStart Safety & Training activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected. The RTO Manager will, at their discretion, have the right to undertake drug and alcohol screening for any employee or participant that may present unfit for work.

Unique Student Identifier (USI)

As per the requirements of the *Student Identifiers Act 2014*, a Registered Training Organisation (RTO) can not issue a VET Qualification or VET Statement of Attainment to a participant, unless the participant has an Unique Student Identifier. To obtain a USI, simply visit www.usi.gov.au and follow the prompts.

A Unique Student Identifier is a reference number made up of ten (10) numbers and letters that:

- creates a secure online record of an individual's recognised training and qualifications gained in Australia from all recognised RTO's.
- provides the participant with online access to all training records and transcripts.
- can be accessed online, anytime and anywhere.
- is free and easy to create, and stays with you for life.

Participants may be asked to provide USI Transcripts as part of any pre-requisites and/or entry requirements to PreStart Safety and Training courses. PreStart Safety and Training will continue to hold the participant's Statement of Attainment (SOA) or Qualification Certificate until the participant's USI details are provided and verified.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL process is to recognise your existing competencies within a particular course, without having to go through the complete processes of training and assessment.

Participants will be required to provide evidence, upon which your Trainer / Assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work.
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very recent past.
- Valid – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please call our Administration team to discuss your options.

PreStart Safety & Training recognises AQF qualifications and Statements of Attainments that have been issued by other RTOs.

Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). PreStart Safety & Training is required to verify your certificate with the issuing RTO. For full details on the requirements for credit transfer applications, please contact our Administration team to discuss.

Competency and Assessment

Participants are expected to complete assessments for all units in the relevant qualification. Participants will need to submit assessments by the due date for a result to be recorded. Participants will receive full and detailed instructions on the requirements for competency and assessment requirements. Ensure you talk to your trainer / assessor to clarify anything that is not clear.

Competency places emphasis on a participant's skill as a result of completing a training course. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. Qualifications and Units of Competency can be found on the <https://training.gov.au/> website, including a number of requirements:

- Elements and Performance Criteria.
- Foundations Skills.
- Range of Conditions.
- Performance Evidence.
- Knowledge Evidence.
- Prerequisites.

To be assessed as competent, the participant will need to demonstrate the following:

- Ability to perform tasks and duties to the standard expected in the workplace.
- Be assessed against the entire unit/s of competency.
- Be assessed over a period of time (during the training program) and/or a range of scenarios.
- Demonstrate each skill and knowledge successfully.

Certification

A Statement of Attainment or Qualification will be issued upon:

- Successful completion of the training program.
- Receipt of the participant's validated USI number; and
- Full payment of training program fees.

The final outcome for achieving competency for a Unit of Competency is marked as Competent (C) and for NOT achieving competency is marked as Not Yet Competent (NYC). If you receive feedback to say your submission was 'Not Yet Competent,' you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

PreStart Safety & Training does not charge a fee for resubmission of assessments within the specified training period. PreStart Safety & Training will take every reasonable effort to help you succeed in your course. You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

A Statement of Attainment or Certificate will be issued for successful completion of course requirements associated with a qualification. A Certificate is accompanied by a Record of Results document which lists all units of competency associated with the Certificate.

Re-issue of Transcripts

PreStart Safety & Training do not charge any fees to re-issue an electronic copy of your Certificate or Statement of Attainment. To apply for a re-issue, contact our Administration team. Hard copies will be printed at the discretion of the RTO Manager.

Participant Responsibilities

To ensure an optimal training environment for all participants, the following rules shall apply:

- 100% attendance commitment and punctuality for each part of the training program is paramount for competency.
- Report any accidents, incidents, hazards and near misses to your Trainer/Assessor as soon as possible
- Practical training scenarios represent simulated work situations where all participants are required to adhere to the site specific personal protective equipment requirements. Participants will be informed of PPE requirements for each course.
- High heels, open shoes or sandals, thongs, and singlets are not permitted for training courses. T-shirts and clothing must not have offensive wording or pictures that may cause offense.
- All participants are requested to set mobile phones and electronic devices to silent during course activities. Sufficient breaks are provided throughout the training day.
- Smoking is prohibited inside PreStart Safety and Training buildings and work vehicles. There is to be no smoking within four metres of a building entrance.
- Any food or containers left in the fridge at the end of the week will be disposed of for hygiene purposes.
- Emergency evacuation instructions will be explained at the commencement of training and the Trainer / Assessor will provide more instructions in the event of an emergency.
- The muster point is signed and located at the front of the PreStart Safety and Training car park.

THANK YOU FOR TAKING THE TIME TO REVIEW OUR PARTICIPANT HANDBOOK