



## **FIRE, SAFETY & GENERAL TRAINING**

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(08) 93094722

Unit 5, 12-14 Baretta Road, Wangara Western Australia

## **Student Handbook**



# **Skills Force Australia SFA WANGARA RTO 52354**

Information in this manual is strictly for student usage only



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## Handbook Amendments

Item	Amendment	Date/Signature
1.1	Revision	20/01/2022

## CEO Welcome

Welcome to Skills Force Australia (SFA) 52354 located in Perth's northern suburbs. Thank you for choosing us as your training provider. This handbook is provided on-line and in hardcopy to allow participants and clients to understand our policies and to make an informed decision when choosing us. We recommend that all participants read through this handbook prior to commencement of training.

M. Nangle

Managing Director CEO

20<sup>th</sup> January 2022



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## About Skills Force Australia (Skills Force)

Fire Alert Pty Ltd *trading as* Skills Force Australia (SFA) is a proud Western Australian company registered with the Training Accreditation Council WA as a registered training organisation (RTO 52354). We have been in operation since 2009 and our success is due to a number of factors which underpin our business operations including a commitment to achieve quality training and development with excellence in customer service. We strive to achieve:

- ✦ Competitive rates
- ✦ Adopting quality feedback processes through learner/employer surveys, participant feedback and engagement with industry
- ✦ Nationally accredited training with short course online non accredited training

## Contact Skills Force

Address: Unit 5, 12-14 Baretta Road Wangara WA; Ph: (08) 93094722;  
[sales@skillsforce.com.au](mailto:sales@skillsforce.com.au)

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## 1 Training course information

Skills Force is an RTO with aspirations of becoming a quality national training provider that is responsive to global labour demands and workforce skill requirements. We aim to provide our clients with what they need now in response to industry skill demand.

In 2022, Skills Force Australia provide:

- HLTAID009 Provide CPR
- HLTAID011 Provide first aid
- CPCCWHS1001 Prepare to work safely in the construction industry
- CPPFES2005 Demonstrate first attack firefighting equipment
- PUAFER005 Operate as part of an emergency control organisation
- PUAFER006 Lead an emergency control organisation

We also have a range of professional non-accredited development courses online:

- Manual handling
- Fire equipment and Warden
- Emergency Planning Committee
- Fatigue management with more to come.

See [www.skillsforce.com.au](http://www.skillsforce.com.au) for new course information and updates.

## 2 Employer and participant information

### 2.1 Australia's education system

Firstly, All AQF qualifications are quality assured. The accreditation of AQF qualifications, the authorisation of organisations (registration) to issue them, the ongoing quality assurance of qualifications and issuing organisations is legislated within Australian jurisdictions. The Register of Accrediting Authorities is the official register of all government authorised accrediting authorities.

The extensive quality assurance arrangements that underpin AQF qualifications are the responsibility of other authorities in each education and training sector.

Registered training organisations deliver VET qualifications including units of competency, certificates 1 – IV to Graduate Diploma and must be registered to provide government accredited qualifications.

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## 2.2 The Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

For a full explanation of the AQF see information at: <http://www.aqf.edu.au/>

## 2.3 About VET

Whether you're looking to move straight into the workforce, or to take an initial step in your tertiary education, an Australian Vocational Education and Training (VET) qualification can take you where you want to go.

Australia's VET sector is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions like Skills Force. Australian governments (federal and state) provide funding (TAFE & Universities), develop policies, and contribute to regulation and quality assurance of the sector. Industry and employer groups contribute to training policies and priorities, and in developing qualifications that deliver skills to the workforce.

## 2.4 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 vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises

- The *Standards for Registered Training Organisations (RTOs) 2015*
- The Australian Qualifications Framework and the Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements, and
- The Data Provision Requirements.

Important websites for additional information include:

- Myskills - <http://www.myskills.gov.au/>
- AQF Resources - <http://www.aqf.edu.au/resources/aqf/>

## 2.5 Continuous Quality Improvement System

SFA have developed a quality assurance system to ensure continuous improvements are completed every one or two years. We use flow charting and diagrams to provide visual imagery of the important stages that must be completed on an annual basis. This is to ensure

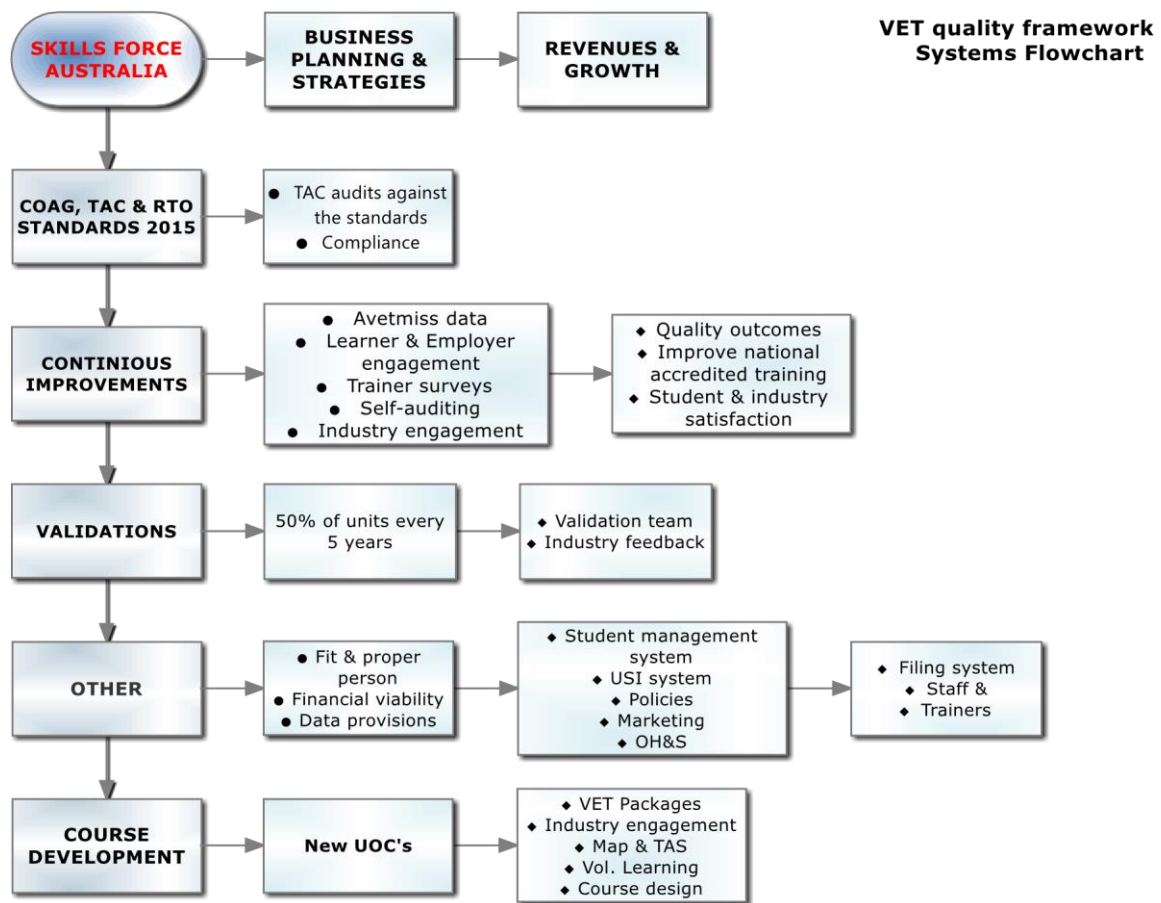


that as an RTO, we are not only complying with the Standards 2015, we are also consistently striving to improve our courses and student learning.

The four main stages are:

1. VET quality framework diagram
2. Systematic quality improvement flowchart
3. Validation system for units of competency 50% to be completed over 5 years
4. Framework for adding new units to scope

## 2.6 VET Quality framework



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## 2.7 Australian industry and skills committee

The establishment of the Committee delivers on the commitment made by Commonwealth and state and territory skills ministers last year to streamline governance arrangements and put industry at the centre of the VET system. The new Committee will provide advice to governments on VET policy and give industry a stronger voice in the VET system, to help ensure it is efficient and effective in delivering the job-ready workers that industry needs.

## 2.8 About Registered Training Organisations (RTO)

Registered training organisations (RTOs) are those training providers registered by TAC (or, in some cases, National regulator) to deliver VET qualifications. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications. There are currently around 5000 RTOs in Australia. A complete list of RTOs is maintained at [training.gov.au](http://training.gov.au), the authoritative national register of the VET sector in Australia.

## 3 Why use an RTO and Training Packages

Only RTOs can:

1. Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications,
2. Apply for Australian, state and territory funding to deliver vocational education and training.

Being registered by TAC means that Skills Force must act in your best interests and meet the Standards for Registered Training Organisations 2015.

### Training Packages

Training Packages are integrated sets of components providing specifications for training and assessment in the VET sector. They, along with accredited courses, include the benchmarks for nationally recognised training.

## 4 Industry Skills Councils (ISCs)



Industry Skills Councils have the two key roles of:

1. Providing accurate industry intelligence to the VET sector about current and future skill needs and training requirements, including through industry skills reports; and
2. Supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including training packages.

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Visit the Industry Skills Councils website: <http://www.isc.org.au/>

## 5 Opportunities to contribute

The VET sector is a dynamic, evolving environment and as well as knowing the changes to VET that affects you in your work role, you can contribute to the development process of VET policy.

Some of these opportunities may be in the form of:

- Attendances at workshops, involving consultations conducted by VET organisations and Stakeholders,
- Written submissions and feedback to VET organisations and stakeholders,
- Participating in forums, networks or conferences,
- Participating in your practice environment's meetings and
- Contributing to online consultations.

## 6 What is Competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attributes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others.

Workplace competency requires the ability to apply relevant skills, knowledge and attributes consistently over time and in the required workplace situations and environments.

In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs and are based on extensive research, validation and evaluation. Each competency standard or unit of competency reflects a discrete job function, area of work or occupational outcome.

The standard is set by defining the work outcomes (referred to as elements of competency) to be met in demonstrating competency which are measured against defined performance

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specifications (Performance Criteria). Demonstration of the Performance Criteria is guided and supported by information and advice set out in the Evidence Guide of each unit.

## 6.1 Assessing competency

When assessing competency RTOs like Skills Force Australia must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).

## 7 Getting started

### 7.1 Enrolment with Skills Force

To enrol in one of our courses please book online at our web site [www.skillsforce.com.au](http://www.skillsforce.com.au), call (08) 93094722 or email us at [admin@skillsforce.com.au](mailto:admin@skillsforce.com.au) and request a participant information sheet. Please note, if you have not been contacted within 1 working day of sending your enrolment form then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our staff.

## 8 Language, Literacy and Numeracy LLN

Since 1998, LLN content has been ‘built-in’ to all Training Packages and accredited course content and has become an integral part of all vocational qualifications within the Australian Qualifications Framework (AQF).

Language, Literacy and Numeracy is important because speaking and listening, reading and writing and using numbers in a variety of practical ways underpins workplace skills.

SFA recognises that each qualification and the job tasks related to that qualification must be analysed for their LLN skills of which are embedded within the training package. We also request through our participant information sheets that any concerns relating to LLN should be provided to SFA prior to commencement of training. Contact us at [admin@skillsforce.com.au](mailto:admin@skillsforce.com.au) to ensure that you have the LLN competencies to complete our training courses.

LLN support may be found at: Australian Council for Adult Literacy: <http://www.acal.edu.au/index.htm> Adult Learning Australia: <https://ala.asn.au/> Reading Writing Hotline <http://www.readingwritinghotline.edu.au/>

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## 9 Enrolment with Skills Force & USI

### 9.1 Skills Force participant processing

SFA recommends that all participants read through this handbook to familiarise themselves with our processes.

1. You may book online at our web site or contact us at [sales@skillsforce.com.au](mailto:sales@skillsforce.com.au)
2. We will then email you confirming your enrolment to the course/unit so that you are aware of course date, time and other participant information such as pre-course information and any online pre-training requirement (i.e., First Aid theory training).
3. If you are attending a *face to face* course, you will be required to provide your Unique Student Identifier number at enrolment and I.D. Please wear enclosed footwear.
4. For online courses including Provide first aid and CPR you will need to complete an enrolment form together with your USI number which will be validated and which provides evidence that it is you completing the training. You must complete assessments on your own.
5. An invoice will be sent prior to training delivery for payment prior to your training or on the day. Our business clients may be offered additional time to pay as previously negotiated.

**USI:** Please see information about obtaining your USI at <http://www.usi.gov.au>

## 10 Terms and conditions

Skills Force Australia is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

### 10.1 Continuous quality improvement focus

We are committed to the continuous quality improvement of all internal processes and external service delivery. We value feedback from training participants, trainers and industry representatives.

### 10.2 Access and equity

Skills Force applies access and equity principles and provides timely and appropriate information, advice and support services to staff and training participants to identify and achieve their desired outcomes. Information, advice and support are provided irrespective of age, disability, colour, race, gender, religion, sexuality, family responsibilities or location. Access and equity issues are considered during course and resource development, recruitment, enrolment and training delivery to maximise the opportunity for access and participation.

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### 10.3 Insurances

Skills Force has insurance to cover all aspects of its business operation.

### 10.4 Issuing of certification

A Statement of Attainment or Certificate of Competency (Short Course) will be issued upon successful completion of your training and assessment. Please see our policy on re-sits at [www.skillsforce.com.au](http://www.skillsforce.com.au)

### 10.5 Marketing and advertising

SFA markets training courses and resources with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. We aim to ensure that Information is clear and no false or misleading comparisons are drawn however at times, third party marketing including Google & Facebook may delay updating. All marketing materials comply with the Standards for registered training organisations and are authorised by the Managing Director.

Please contact us if you believe we have inadvertently made an incorrect advertising statement at [admin@skillsforce.com.au](mailto:admin@skillsforce.com.au)

### 10.6 Training and assessment standards

*Training:* SFA have trainers/assessors with appropriate qualifications and experience to deliver training and facilitate assessment of all courses offered. The Managing Director is responsible for operational compliance with training standards and requirements, and to review, evaluate and adjust systems and procedures to ensure they are valid, reliable, flexible and fair. Adequate training materials and physical resources will be utilised to ensure the performance criteria and outcomes of all courses can be achieved.

#### Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry. CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### 10.7 Health and safety

We adhere to the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulation 2011*

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with direct access to these online. The Act and Regulations apply to all Western Australian workplaces and workplace activities (Including external workplaces) and provides a framework for managing health and safety risks. The Act and Regulations clearly describe the health and safety rights and responsibilities of all parties in the workplace and aim to prevent fatalities, injuries and illnesses caused by a workplace, by workplace activities or by a specified high-risk plant.

The safety of Skills Force Australia staff and training participants is of primary importance in all activities carried out by the organisation. Training participants are responsible to:

- Know and comply with basic safety rules
- Comply with the instructions given for health and safety at the workplace
- Use personal protective equipment provided by the employer and to comply with instructions for its use
- Not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
- Not wilfully place at risk the health and safety of any person in the workplace
- Not wilfully injure him/herself

For more information about occupational health and safety information, please contact Fire Alert.

## 10.8 Equal Opportunity Skills Force

We are an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an RTO under the Training and Accreditation Council of Western Australia. Our policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity.

All Nationally Recognised Training qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All staff *and* sub-contractors are expected to promote and embrace Fire Alert's standards, policies and procedures.

## 10.9 Nature of guarantee

Skills Force Australia is dedicated to ensure that once students have started studying their chosen qualification, we will be committed to providing the highest quality of training and assessment as outlined to the student.

In the event that we are no longer able to provide the training and assessment services as initially agreed, then we will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

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## 11 RTO Code of Practice

### 11.1 Fees, payments and refunds

We aim to ensure that our fees remain competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of Skills Force Australia to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts. Individuals: You will be required to make payment for your course, before the course (Online payments) upon invoice via bank transfer or credit card. Payment details will be provided on the invoice. If payment cannot be made before the course, we will not be able to issue your Statement of Attainment until such time that the fees has been paid.

We will freely provide our rates at [www.skillsforce.com.au](http://www.skillsforce.com.au). In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

\*Qualifications will not be issued until ALL competencies have been achieved and the student unique identifier USI number has been provided.

Fees Paid in Advance. At this point we do not collect fees.

**Construction Training Fund Rebate.** The CTF provides funding support for training of eligible workers in the construction industry. Skills Force Australia appreciate the assistance of the Construction Training Fund in reducing the costs of training for eligible workers. Remember that, eligible companies & individuals must be *directly employed* in the building and construction industry in Western Australia and/or directly employed by residential and/or commercial construction companies undertaking relevant projects in Western Australia. Further; those who are self-employed and undertaking work which is directly involved in the construction process are acceptable.

### 11.2 RPL Fees

The fees for an RPL assessment are no more than the *enrolment fee* for a classroom-based training and assessment course in your chosen course. We do currently accept “fees” paid in advance.

## 12 Payment schedule, fees for courses

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect participant fees. These prescribed conditions determine the amounts and frequencies of payment. The approved option Skills Force has agreed to undertake is:



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Enrolment and commencement (Company or individual participant pays on the day of training unless otherwise agreed). Fees can be paid by cash, EFT, credit card (VISA or MasterCard).

Re-assessment: All students are provided with a minimum of one reassessment at no additional charge. Where a student requires a second or (with approval) third reassessment and the assessment requires substantial physical or human resources such as with a practical placement, practical assessments where equipment must be hired, etc. The RTO may negotiate a reasonable fee as long as the student has been provided with opportunity for additional training between the initial assessment and reassessment. This fee is to be negotiated and approved by the Managing Director or CEO and must be undertaken in line (where applicable) with state funding requirements.

Re-issue of a Testamur – administration cost: Statements of attainment or records of results either electronic or hardcopy - where a student requests one of the referred documents to be *re-issued*, an administration fee of \$39.00 + GST will be charged and to be paid prior to forwarding.

## 13 Conditions of enrolment

We agree to provide access to available courses for all participants who have the relevant LLN skills (to the skill level), experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, any course/qualification pre-requisites, payment of fees, and who are aware of the observance of SFA policies. We ask that you ensure that you have the required LLN skills to complete our training courses and if in doubt please contact us at [sales@skillsforce.com.au](mailto:sales@skillsforce.com.au)

Attendance Please do not attend training if you are unwell as we must consider others.

Skills Force Australia accredited training courses require participants to be in attendance for 100% of the classroom face to face training. Participants are required to arrive 15 minutes prior to the scheduled course commencement time to ensure time for enrolment and to prevent delayed starts.

\*Participants arriving later than 10 minutes after course commencement time may NOT be permitted entry to the course and will incur a rebooking fee of \$39.00 (+GST) for rescheduling. This is to mitigate interfering with the rights of other participants to start the course at the allocated time and organise Trainers.

\*Participants who do not contact Skills Force *within* 24 hours of commencement of training to notify the reason for their absence ‘no show’ on the day of training will **forfeit all fees paid**. (See refund policy).

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## 13.1 Termination of training

Skills Force Australia may seek to terminate the enrolment of a student if they:

- Are abusive, aggressive, under the effects of alcohol/ drugs or insulting towards staff members or other learners
- Do not comply with the confidentiality rights of other persons
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of Fire Alert, other students or persons, or themselves
- Have provided false or misleading information including serious *health conditions* that may impact of Skills Force's OH&S commitments
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with Skills Force, including relevant matters relating to health, work history, **USI**, skills and experience, criminal conviction (where appropriate) etc.
- Fail to attend training sessions to a minimum level set for competence including adequate clothing and footwear
- Fail or refuse to undertake assessment activities as required by Skills Force's VET delivery requirements
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in - an on the job or simulated workplace situation. (I.e. Safe working at heights & confined space training).

NOTE: Our staff will not accept abuse, raised voices, threats, or aggressive behaviour from learners and should this occur staff will immediately inform the learner that the matter is being referred to the Managing Director. Where a learner's behaviour is in breach of Skills Force Australia's code of conduct, the learner's enrolment with us may be terminated.

Where a learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.

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## 13.2 Participant or group refund policy

This policy refers to the Standards clause 5.1 -5.4 and ensures that all applicable fees and charges payable for courses are invoiced and where applicable (refunded) according to the payment terms agreed to at [www.skillsforce.com.au](http://www.skillsforce.com.au) on participant information sheets and in line with national legislation. A refund application form from Skills Force should be made in writing or via email and must be approved by the CEO. \*Depending on bank processing, refunds may take up to 2 weeks.

## 13.3 Refunds

Skills Force reserves the right to cancel any refund, offer a refund or proportional refund in circumstances it believes are warranted. See policies: [www.skillsforce.com.au](http://www.skillsforce.com.au). \*Participants who do not contact Skills Force *within 24 hours* of commencement of training to notify the reason for their absent ‘no show’ on the day of training will forfeit all fees paid

## 13.4 Exceeding enrolment timeframe

We reserve the right to cancel an enrolment or booking without notice, if **after 1 month** from the date of confirmed training; a participant or company has not attended or completed and or achieved their qualification. Re-scheduling may be provided on a date designated by Skills Force Australia if a part of the qualification has been completed i.e. only theory completed. If a learner is having difficulty meeting this deadline, we *may* grant a single extension under certain circumstances however an administrative fee *must be paid*. It is the participant’s responsibility to meet the deadline and/or make appropriate arrangements.

## 13.5 Cancellations and Transfers

This cancellation and refund policy is designed to safeguard the fees of all students and assist Skills Force to carry out our lawful right to run a business operation. All requests for cancellations (See below), refunds or changes to enrolments must be requested to the CEO Skills Force Australia to [sales@skillsforce.com.au](mailto:sales@skillsforce.com.au) or to the CEO Skills Force Australia Unit 5, 12-14 Baretta Road Wangara 6065.

- Non-attendance will incur an administration fee equivalent to the full course cost of the course.
- We may accept a replacement student as a substitute prior to commencement of training for each company providing we are notified prior to commencement within 1 week.

\*There will be no refund for students deemed Not Yet Competent after the assessment.

NOTE: At times Skills Force may be required to give up to 14 days’ notice to various external training venues for any changes in numbers or for cancellation of a course.

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This is particularly relevant for regional training, therefore all learners/employers must provide 14 days' notice prior to course commencement of intention to cancel or transfer course attendance as shown below:

\*Regional training cancellations by organisations pre-booked and confirmed by Skills Force Australia will incur all costs associated with fees that Skills Force Australia is required to pay including but not limited to; airline fares, accommodation, trainer travel/day fees and any other 3<sup>rd</sup> party charges such as vehicle, equipment hire and freight costs.

### 13.6 Request to Cancel/Withdraw

*Failure to give notice of cancellation (24 hours or less prior to course commencement)*

No refund available: Skills Force Australia when required, will retain or invoice the client/participant for the fees (up to \$10,000 depending on course costs or to cover all expenses) that were required to guarantee course placement.

*Provides required notice of desire to cancel/withdraw course:*

Full refund (More than 24 hours- notice prior to course commencement) however, this form of refund will be less any costs associated with already booked trainers, already booked airline and accommodation cancellation fees and hire vehicle or any other cancellation fees.

A \$39.00 administration *fee* may be charged to cancel/withdraw.

Request to cancel course *post commencement* - No Refund

### 13.7 Extenuating Circumstances

\*Individual cases of extenuating circumstances will be considered on a case by case basis. Extenuating circumstances may include:

1. Sickness or death in immediate family (We may request supportive information)
2. Individual Medical circumstance of which Skills Force Australia may require evidence of.  
NOTE: A medical statement or summary subject to privacy provisions or other equivalent documentation should be provided as evidence. We reserve the right to offer no refund, offer a refund or proportional refund in circumstances Skills Force believes are warranted.

### 13.8 Course Cancellation (Initiated by Skills Force Australia)

Where Skills Force Australia is forced to cancel a course, learners will be entitled to transfer to another course date or receive a full refund if any money has been paid. Where a learner opts to transfer to another course/date the options as detailed in the Cancellations and Transfers section will apply.

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## 13.9 Eligibility

When required, all participants must be over the age of 16 or as defined under OH&S or legislative requirements to participate in any *high risk* course with Skills Force Australia. Participants will need to have or demonstrate adequate LLN proficiency for each training course including:

- Adequate mathematic, English and comprehension levels to complete VET training,
- Relevant reading and writing skills to enable the reading of course material and to complete assessments,
- Be able to read specific course requirements as determined by unit of competency.

Learners will need to have an *adequate command* of written and spoken English. Skills Force Australia provides participant information for LLN concerns at our web site or you may visit <http://www.ivet.com.au/a/297.html>

## 14 Participant Charter and Induction/Orientation

All participants attending SFA courses have a right to:

- Receive a copy of or have access to our complaints process
- The opportunity for feedback on services provided
- Have access to their own records on request
- Recognition of their particular needs and circumstances including: beliefs, ethnic background,

Cultural and religious practices

- A safe learning environment free from danger, abuse or harassment
- Be treated with respect and dignity

### 14.1 Induction and orientation

Participants may at our discretion, be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, legislative requirements, WHS/OHS etc. as provided in this document. This orientation may take whatever form we feel is appropriate for the circumstances including any or all of:

- Verbal & written
- Overheads
- Face to face
- Web or email & other methods approved by us

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## 15 Participant Responsibility

As a condition of entry into Skills Force's training, participants are expected to:

- Meet the required dress standard which in most cases is smart casual and enclosed footwear. Further details may be provided in your course confirmation email
- Be respectful to other learners, our staff/sub-contractors and refrain from rude and aggressive behaviour
- Be aware of and promote safety for themselves and others
- Are responsible for the security of their *own possessions* including vehicle, bags/wallets and equipment
- Seek approval from authorised Skills Force staff for the use of our computer equipment, assets and stationery. NO photographs allowed.
- Observe any non-smoking and parking restrictions
- Encourage equal opportunity
- Promote an effective learning environment through good personal behaviour
- Notify us if they are unable to attend classes or appointments and be punctual for classes and appointments
- Respect the rights of others
- Observe socially acceptable levels of personal hygiene including the use of deodorant
- Not using excessively strong scents and perfumes as these may cause an allergic reaction or discomfort to others
- Please do not attend if feeling unwell, have returned from virus hotspots or have tested positive for viruses. We can reschedule

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## 16 Legislative Requirements

Skills Force Australia, its staff/sub-contractors and participants should comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration
- State and Territory legislation pertaining to training
- Australian, state and territory laws governing:
  - Workplace health and safety
  - Workplace harassment, victimisation and bullying
  - Anti-discrimination, including equal opportunity and racial vilification
  - Disability discrimination
  - Vocational Education and Training
  - Apprenticeships and traineeships

You may view or obtain these Acts at the State Law Publisher WA:  
<http://www.slp.wa.gov.au/legislation/statutes.nsf/default.html>

## 17 Pre-delivery information

Prior to enrolment you should advise us of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options

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## 18 Support and Assistance

In circumstances where Skills Force Australia is unable to assist learners with specific needs, we will do our best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies that can assist with specific needs.

## 19 Flexible Assessment

All assessments conducted by us will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific accredited courses. Assessment usually takes place by way of theory, practical and exercises (Direct observation).

However, these are *within reason*, flexible and at our discretion in some courses as long as they meet RTO standards guidelines and the minimum requirements for competency for the specific course and training package.

Flexible courses allow students to learn at their own pace and under varying conditions, which best suits their individual situations. However, please note that any “continuing or re-scheduling” beyond the allocated training period will incur additional training course costs due to costs to Skills Force Australia.

Students are required to be competent in all areas to receive an overall competency for a Statement of attainment qualification.

Elements that may be included (depending on course) in the assessment process are:

- Underpinning knowledge for the course unit requirements
- Practical ability & verbal/ non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: Assessing emergency information & decision making
- Positive helpful attitude towards others and the organisation (Team work)
- Respect for the understanding of all cultures and beliefs
- Working with others in teams (Team work)
- Organising own schedules to achieve goals (Self-motivation)

Where a participant has been assessed more than twice over two separate courses and is deemed not Competent, Skills Force Australia may refuse further assessment if it feels there is little chance of the client becoming competent. We will advise you of relevant assistance from external organisations such as LLN English/maths agencies. We deserve the right to offer no refund or allow additional training subject to successful completion of required skill levels at subject to administration fees.



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The participant may appeal this decision in writing to the Managing Director of Skills Force who will consider the matter and advise the client by email or in writing of the outcome. This process is outlined in Skills Force's complaints and appeals policy.

A flexible assessment process will be undertaken to consider the requirements of people with *special needs* or situations including:

- Disability and cultural background including Indigenous people
- LL&N difficulties
- Other trauma or reasons

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with our policies, clients will have access to their personal information upon contact confirmation and will be advised of all outcomes in writing or via email.

## 20 Skills Force Australia Assessment System

Skills Force has reviewed our assessment system as part of our quality improvement process. We will ensure that the delivery and assessment including (RPL) of our nationally accredited training units and courses conform to the requirements of assessment principles as defined by 1.8. - The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) Complies with the *assessment requirements* of the relevant training package or VET accredited course; and
- b) Is conducted in accordance with the *Principles of Assessment* contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

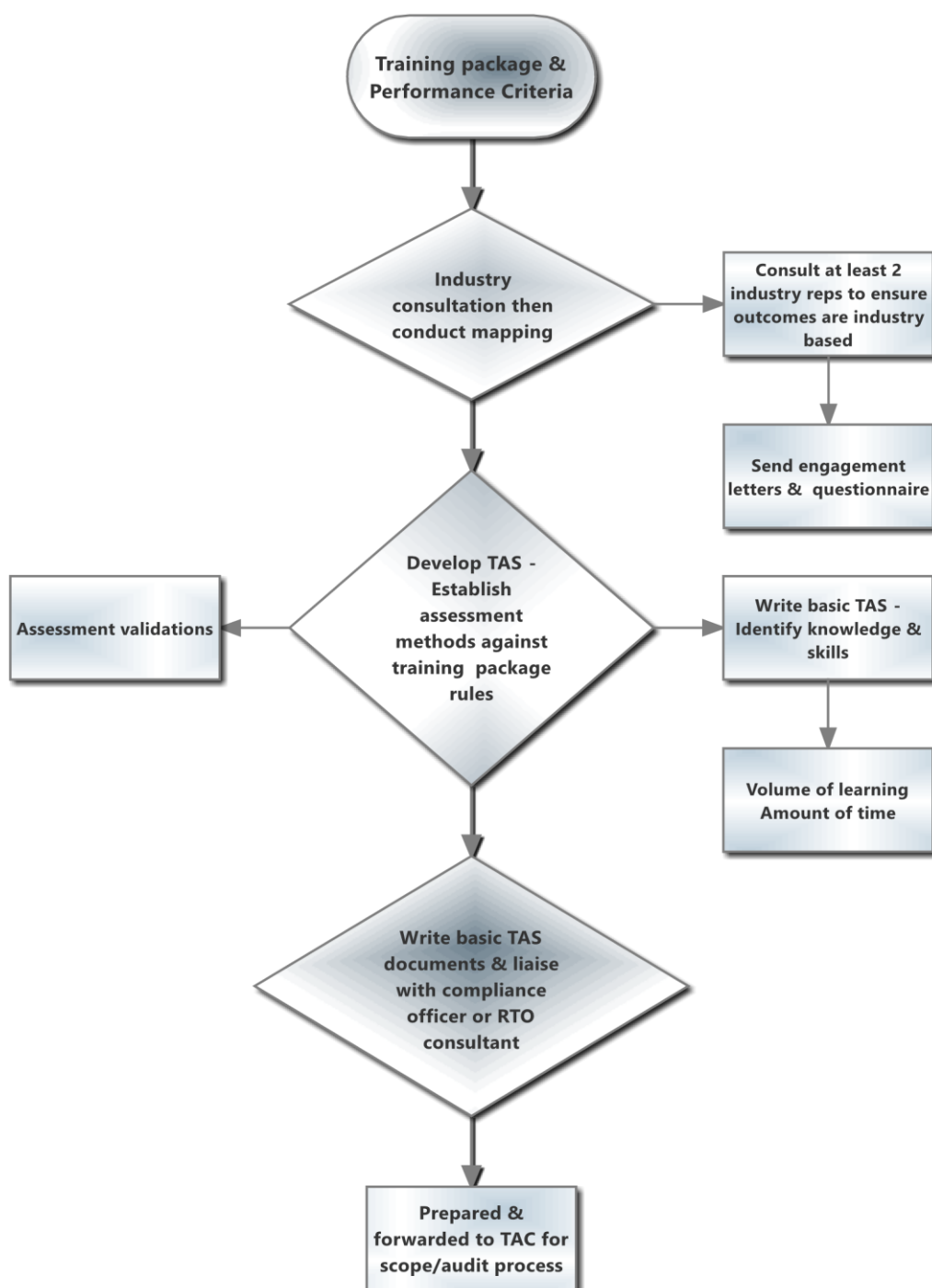
The following information outlines our approach to an appropriate system of assessment referring to ASQA Assessment tools/instrument guide 2015. This will help ensure confidence in the quality of our assessments.

Please view our assessment information at [www.skillsforce.com.au](http://www.skillsforce.com.au) or contact us at [admin@skillsforce.com.au](mailto:admin@skillsforce.com.au)

### 20.1 Assessment tool development

Skills Force uses an assessment system that includes an assessment tool process in conjunction with the relevant training packages see example:

## Training Needs & Assessment Tool Process



How do we determine assessment methods and tools?

**Who is our learner cohort?** The most appropriate assessment methods depend on the learners we are intending to work with. When conducting an assessment, we consider every learner's individual needs. This is very important for future training courses that may include high risk.

While we may not know all of a learner's specific needs, when planning and developing the assessment tools, we consider the general needs of the cohort. For example, it may be more

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appropriate to consider what work a driller does particularly if a group of participants come from that company. Skill Force informs our participants with *participant information sheets* that include information relating to LLN and other policies.

**Who will collect the evidence?** For example, a workplace supervisor would be responsible for collecting all *third party* evidence, and the learner would be responsible for collecting a portfolio of evidence. Considering who will collect the evidence, guides what instructions are required to accompany the assessment task. Remember, no matter who collects the evidence for assessment, the assessor *always* determines competence. Skills Force provides assessments and answer sheets to our assessors.

**Where will the assessment be conducted?** In many instances, the requirements of the training package or accredited course determine the assessment conditions. Some units of competency require assessment to occur in the workplace. Skills Force’s existing fire safety units can be presented and assessed at our own training facility in Wangara or at external workplaces subject to required training room and other conditions. E.g. Clear, safe area for operation of our Bullex Gas equipment.

A number of our units recognise that, for reasons of safety, space, or access to equipment and resources, assessment can take place in *simulated conditions* which represent workplace conditions as closely as possible. Once we understand the requirements of the unit or module and have feedback from industry on the assessment process, we can consider the methods of assessment we use to gather evidence.

## 20.2 Types of assessment methods

Using a range of assessment methods helps produce valid decisions and recognises that learners demonstrate competence in a variety of ways. A range of assessment methods are outlined in the table below.

Method	Description
Direct observation	Assessed in real time in the workplace or  Assessed in a simulated off-the-job situation that reflects the workplace such as at Skill Force’s facility.
Product-based methods	Structured assessment activities such as reports, displays, work samples, role plays, and presentations.  Skill Force uses training props such as gas fired systems and fire indicator panels, radios.

Portfolio	<p>A purposeful collection of work samples of annotated and validated pieces of evidence, compiled by the learner.</p> <p>Evidence could include written documents, photographs, videos or logbooks.</p>
Questioning	<p>Generally more applicable to the assessment of knowledge evidence.</p> <p>Assessment could be by written or oral questioning, conducting interviews and questionnaires. This supports equity, LLN and fairness.</p>

### 20.3 Learner and employer feedback

Skills Force embraces an ongoing policy of open communication and encourages feedback and dialogue with industry and all participants to assist with meeting needs and concerns as well as for ongoing quality improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures and training delivery and assessment.

We will analyse and utilise this feedback and communication to:

- Review our policies and procedures and
- Plan for improvement

Feedback can be supplied directly to our Trainers, other Skills Force staff or as written suggestions which may include the use of our feedback/survey forms.

### 20.4 Specific Needs Groups

We will maintain a flexible and proactive attitude towards specific needs groups and where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of Skills Force training programs, we may provide specific courses or programs designed to assist groups of special needs or circumstances.

### 20.5 Anti-Discrimination and Confidentiality

Our policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the applicant or others.

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All participants will be treated fairly and have their application considered on the basis of its merits.

We will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

## 21 Sexual Harassment

### 21.1 What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual. Sexual harassment is a type of sex discrimination.

The Sex Discrimination Act makes sexual harassment unlawful in some circumstances. Harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. Conversely, 1 in 20 men also report experiencing sexual harassment in the workplace.

### 21.2 Identifying sexual harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

1. Staring or leering
2. Unnecessary familiarity, such as deliberately brushing up against you/unwelcome touching
3. Suggestive comments or jokes
4. Insults or taunts of a sexual nature
5. Intrusive questions or statements about your private life
6. Displaying posters, magazines or screen savers of a sexual nature
7. Sending sexually explicit emails or text messages
8. Inappropriate advances on social networking sites
9. Accessing sexually explicit internet sites
10. Requests for sex or repeated unwanted requests to go out on dates
11. Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

### 21.3 In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

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## 22 Disciplinary Procedures /Complains and Appeals

Where students are in breach of Skill Force’s policies, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, we may take steps to address the situation. Depending on the nature and severity of the problem, we may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, we may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

### 22.1 Complaints and Appeals

Skills Force takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using our 3 Step appeals process.

Skills Force will ensure this information is available to learners in advance of any enrolment or contract by any or all of the following:

1. Details provided on Skills Force’s publicly accessible website.
2. In pre-enrolment information supplied to learners such as information sheets and or student handbooks.
3. In emails or other written advice. **3 STEP COMPLAINTS AND APPEALS PROCESS**

#### **STEP 1:**

The issue can be raised directly with your facilitator/assessor.

If you are not satisfied with the result or action you may then undertake a complaint or appeal

#### **STEP 2:**

1. The complainant may raise this issue in writing with Skills Force or have Skill Force staff take notes regarding the complaint. After receiving the written/noted complaint, we will receipt the complaint and will arrange for a confidential personal interview as soon as practically possible, preferably within 48 hours.
2. This interview will attempt to resolve the complaint either between the parties involved or between the complainant and Skills Force.
3. If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Managing Director for actioning.
4. If the grievance concerns a Skills Force staff member or sub-contractor, STEP 2(c) will automatically follow.

#### **STEP 3:**

The complainant may at any point in this process action their grievance with:

1. A trade union, or association
2. The Anti-Discrimination Board.

All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible. Complainants will be

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informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

## 23 Storing of Records

The standards for RTOs require the executive officers of an RTO to ensure that the RTO cooperates with the VET Regulator in the retention, archiving, retrieval and transfer of records. Storage must be secure and confidential information should be safeguarded to avoid damage or destruction by theft, fire, flood, vermin or pests. Fire Alert uses an internal server as backup of records in addition to hard copy filing. We also use “away from office” Cloud storage in conjunction with TAC data uploads (CQR).

All *non-student* records which are required by law or due to the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by TAC, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

- All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.
- All assessment evidence will be kept in line with AQF guidelines.
- All records are stored on Skill Force’s secure server, with backups of the data stored offsite on secure Cloud storage servers.
- Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.
- The storage of records by the RTO shall include:
  1. All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
  2. Relevant correspondence with the Registering Authority, other authorities, RTO’s, institutions, entities or individuals
  3. Financial records
  4. Complaint, incident, and safety registers.

Note: The Registering Authority shall have access to all records

### 23.1 Other records

Skills Force Australia will maintain records needed to fulfil its obligations under the TAC, AQF, legislative

Requirements and to ensure it complies with corporate law including:

- Financial records
- Staff records (qualifications & experience)
- Enrolments and participation
- Safety/WHS/OHS records

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- Student results
  - Audits
  - Partnerships and Industry arrangements

## 23.2 Access to personal records

Skills Force students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training. Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

## 24 General Safety Tips (Pre-reading information)

### 24.1 Personal Protective Equipment (PPE)

PPE assists with injury prevention and reduction particularly for our fire training sessions and may include:

Gloves, protective glasses, overalls or other clothes, safety boots and other equipment or clothes as specified by a workplace or industry.

All Skills Force participants involved in *on the job* or *simulated* workplace training need to utilise the PPE.

Specified for the specific workplace.

### 24.2 Chemicals and foreign substances

Chemicals may enter your body in three ways:

1. *Absorption* – through the eyes and/or skin
2. *Inhalation* – through your nose or mouth
3. *Ingestion* – when you swallow

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

1. Make yourself aware of and obey safety protocols and emergency procedures
2. be aware of and obey all safety signs



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3. Read signs and instructions carefully before using or any chemicals/substances or moving containers holding chemical/substances, and if unsure ask for assistance/direction from authorised site staff or supervisors.
  4. Follow the directions and advice of authorised site personnel
  5. “Don’t be the next victim.”

### 24.3 Hazardous spills

Where hazardous spill occurs there are a number of steps that should be taken:

1. Warn personnel in the vicinity of the spill.
2. Immediately clean up the spill if it is safe to do so and appropriate equipment (PPE etc.) is available, otherwise inform a supervisor or an authorised staff member who can arrange for the spill to be dealt with.
3. Block off the area or place warning notices while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or staff.
4. If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated an authorised staff informed of the hazard.

### 24.4 Safe lifting

Safe lifting is necessary for safety and injury prevention. Weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice safe the host site.

Generally speaking, the process for safe lifting (of appropriate weights) is:



1. Plan the lift
2. Stand close to the load
3. Keep your back straight
4. Get a firm grip
5. Lift smoothly
6. Keep the load close to the body.

In lifting, utilise the large leg muscles and avoid placing strain on your back and neck. “Most of the power in lifting should come from your legs!”

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## 25 Skills Force Emergency Procedures

In case of fire or emergency, the following action should be taken by the first person to discover the fire unless the host business has instructed otherwise in their site induction/protocols. **Dial 000**

### 25.1 Adopt the RACE procedure

**R**escue: anyone close to the emergency and remove to safety

**A**lert: Fire Warden and others and raise the alarm (Sound alarm or ring 000)

**C**onfine: Extinguish fire if safe and trained, close doors

**E**vacuation: Evacuate to assembly area at front of Fire Alert or workplace & account for everyone

### 25.2 First aid

Staff will direct persons requiring First Aid treatment to a designated First Aid Officer or emergency services.

### 25.3 Stress

Stress can cause any number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

Lack of awareness and fatigue, inefficiency and poor judgement or inappropriate reactions

Stress reduction/management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. Methods that can assist with risk management include:

1. Rest (appropriate rest is essential for good health, awareness, and efficiency/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced regular meals are necessary for good health and physical and mental wellbeing)
5. Exercise (exercise can reduce stress and increase your efficiency)
6. Role understanding (role confusion or not understanding your study requirements can lead to frustration, confusion, and stress. If unsure about your role or aspects of the job).

### 25.4 Support and Assistance

Skills Force staff take your safety very seriously so please speak to a staff member or trainer if you have concerns about your wellbeing.

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## 25.5 Slips, trips, and falls

Slips, trips, and falls are common but can be minimised or avoided by taking simple precautions including:

1. Don't rush. Move at a pace that is safe, particularly in areas of unsure footing
2. Hold onto rails, and go up or down stairs one at a time
3. Wear non slip footwear and watch where you are going
4. Make sure work areas are well lit
5. Clean up greasy or slippery surfaces

At Skills Force or your workplace risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

Don't ignore it, do something about it:

1. Pick it up (Tools etc.),
2. Clean it up (Spills),
3. Fix or report it,
4. Warn others and always be alert.

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## 26 Pre-training information

Our training units are conducted to enhance knowledge and skills for improving efficiency of all participants. We seek to enhance participant training through this pre training information sheet.

You can optimise learning and prepare for assessment by following the simple steps below:

### **Be Prepared:**

- Have a good night sleep before your training - The latest research shows getting enough sleep is essential for optimum performance
- Arrive at least 15 minutes before training commences – This helps you find our facility and to allow for traffic congestion
- Have your Unique Student Identifier USI with you – Required by the Federal Government and we cannot issue your Statement of Attainment unless we have this
- Self-motivation: Participate and ask questions – We have found that a number of participants feel that they have not pushed themselves to learn. This does occur from time to time so be involved by asking questions, asking for another turn at using equipment or seek help from the trainer if you are not sure about something.

Skills Force provides course, policy and support information including language learning and numeracy concerns at our web site [www.skillsforce.com.au](http://www.skillsforce.com.au). Information regarding your course should have already been sent to you via your employer or your email. You may find further information at [www.training.gov.au](http://www.training.gov.au)

**Dress standard:** A minimum standard of clothing consisting of fully enclosed footwear is required. It is highly recommended that synthetic clothing is not worn. Failure to wear the correct clothing may result in training being refused (OHS requirement).

**Drug and Alcohol Policy:** Alcohol must not be consumed. In the opinion of the trainer, if a participant is under the influence of drugs and/or alcohol, then the trainer shall request that that person not continue with training and may be removed from Fire Alert facilities.

**Pre-requisites:** Contact Skills Force Australia or see [www.skillsforce.com.au](http://www.skillsforce.com.au)

## 27 Setting up for Training at Workplace

Training that Skills Force provided at your workplace must meet our guidelines for quality service and OH&S, therefore please ensure the following requirements are available or prepared for our trainer:

1. Parking area (the trainer will need to set up equipment such as first aid and warden resources, extinguishers and fire props close to their vehicle);
2. Appropriate training room is required (for presentation of the PowerPoint theory and assessment);

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3. Safe fire training area away from vehicles and flammable materials for fire training units;

Safe area away from vehicles and flammable hazards and minimum 4 square metres (Live fire may not occur due to extreme weather conditions on the day – training will still continue). For fire training units ensure Hose reel is available for use (Will not be used on actual training fire)

For Warden and Chief Warden training please ensure access to your fire indicator panel (must be isolated during setting off any alarms and reset once completed) is available and ensure your security or fire brigade is aware of the training date and time. As fire panels and EWIS systems differ, we ask that you help our trainer by:

- Knowing how your system can be prepared for test/training mode and
- Preparation for setting system to test mode isolated from your Security Company or DFES. Inform DFES of your training and that the panel may be used in training mode.

Do you need to provide Skills Force Australia with other information such as language, learning and numeracy or access and equity concerns?

## 28 Training Specials

From time to time, Skills Force Australia may offer special rates to clients or as a general “special rate”. For example, we currently offer (2021) 10% discount for group bookings of 5 or more participants that may only be used as a booking for one specified date and time. In other words this discount applies only for one booking each time and not over different days.

We may also offer special rates specifically for clients under a procurement arrangement.

For more information, please view the website at [www.skillsforce.com.au](http://www.skillsforce.com.au)

Phone: (08) 93094722

Bookings: [sales@skillsforce.com.au](mailto:sales@skillsforce.com.au)

Administration: [admin@skillsforce.com.au](mailto:admin@skillsforce.com.au)

