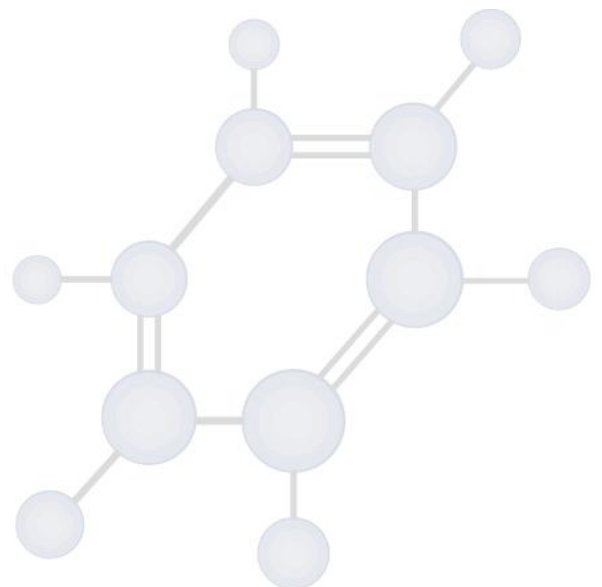




## Student Manual

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## Introduction

This document has been created to inform students and clients of their responsibilities, obligations and rights when applying or undertaking competency based training with Robson Environmental Pty Ltd (Robson).

The purpose of this handbook is to detail your rights and responsibilities. Please take the time to familiarise yourself with its contents. If you have any queries, please direct them to the Training Manger.

We aim to provide high quality training programs and related services to clients, employees, volunteers and members of the public.

Robson is a nationally recognised training organisation registered in ACT through AVETMISS and ASQA. There are a range of policies and procedures in place to meet our accreditation requirements as well as to ensure the best quality of service to our clients and students. In addition to our policies to meet our requirements as an RTO, Robson operates a certified management system in Health, Safety, Environment and Quality.

Some of our procedures are company wide policies and some are specific to the RTO division of the company. Where the word 'Robson' precedes the name of a policy or procedure within this Student Handbook, this indicates that it is a general organisational policy or procedure rather than one which is specific to the RTO. Where only the name of the policy or procedure appears, the document is RTO specific. Please make a request to the Training Manager to view the full policy or procedure referenced in this handbook.

### Mission Statement

Robson Environmental Pty Ltd provide quality focused training services in Occupational Health and Hygiene, Workplace Health and Safety and Hazardous Materials that meet the growing needs of industry, customers and client expectations.

Our friendly, knowledgeable and professional employees will help to inspire, educate and problem solve all identified issues in a timely manner.

### Terminology

Throughout this Student Handbook the term 'student' refers to a person who is enrolled in a qualification or unit of competency or course with Robson.

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## Courses Delivered by Robson Environmental

Full course details can be viewed and downloaded from the website.

- 10314NAT – Course in Asbestos Awareness (4 hours including exam)
- W501 Measurement of hazardous Substances (5 days including exam)
- W502 Thermal Environment (5 days including exam)
- W503 Noise Measurement & Effects (5 days including exam)
- W504 Asbestos & Other Fibres (5 days including exam)
- W505 Control of Hazardous Substances (5 days including exam)
- W506 Ergonomics Essentials (5 days including exam)
- W507 Health Effects of Hazardous Substances (5 days including exam)
- Other non-accredited training at clients' request-timeframes will vary

## Contact Details

Phone: 02 6239 5656

Fax: 02 6239 5669

Email: [training@robsonenviro.com.au](mailto:training@robsonenviro.com.au)

Post: PO Box 112 Fyshwick, ACT 2609

Office: 140 Gladstone Street Fyshwick, ACT 2609

Opening Hours: 8am – 5pm Monday – Friday

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## Robson Code of Practice

1. Robson is a Registered Training Organisation (RTO) authorised by ASQA to deliver training and assessment services under the provision of the Standards for NVR Registered Training Organisations (SNR).
2. Robson has adopted policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students and stakeholders.
3. This Code of Practice reinforces an organisational commitment to compliance with the SNR Standards as approved by ASQA, and an integrated focus to Australian Democratic Principles.
4. Robson :
  - Implements practices that maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students
  - Ensures that employees are not only suitably qualified but are also sensitive to the religious, political, social, cultural and learning needs of students and provides training for employees as required
  - Is committed to access and equity principles and processes in the delivery of its services
  - Maintains a learning environment that is conducive to the success of students. Robson ensures that the facilities, materials, resources and methods used for the provision of training are adequate and appropriate for the achievement of required outcomes
  - Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
  - Monitors and assesses the performance and progress of students
  - Ensures that assessments are conducted in a manner, which meets the endorsed components of the Training Package and other relevant Training Packages as applicable
5. Robson will maintain systems for:
  - Recording and archiving student enrolments
  - Attendance
  - Completion
  - Assessment outcomes
  - Recognition of Prior Learning (RPL)
  - Grievances
  - Qualifications and Statements of Attainment issued
6. Robson will treat all personal records of students confidentially. Students can access their records upon request.
7. Robson ensures its training premises comply with all laws including Occupational Health and Safety, and provide a comfortable environment for learning.

Refer to *TDP002 - Code of Practice Policy*, *TDP003 – Access and Equity Policy*

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## Student Code of Conduct

When you sign the Robson Environmental registration form and pay the course fees you make an agreement that you will follow Robson Environmental policies and procedures, relevant to your attendance as a trainee.

All students are expected to behave in a considerate and courteous manner when dealing with employees and other students.

You can expect Robson employees to treat people in a fair and non-discriminatory way and at all times be professional in performing their duties.

All students and employees have the right to train and work in an environment free from harassment, discrimination or threatening behaviour.

Robson RTO strives to provide a challenging and interesting training environment. Students must not interfere directly or indirectly with the learning of others or hinder employees from carrying out their duties.

It is expected that students will take reasonable care of Robson's premises, property and equipment.

### You Must:

- Treat all employees and students with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Complete all course enrolment and evaluation paperwork as requested in a timely manner. All comments are to be written as fair and accurate as possible and not create a disruptive situation via hearsay
- Inform the Trainer if you have special needs or a disability that will impact on your ability to complete the training
- Contribute equally to any group assessment or practical
- Wear appropriate clothing and footwear to all training sessions. Please refer to Dress Code on page 8
- Use personal protective equipment (PPE) where required and follow all OH&S instructions
- Switch all mobile phones off or on silent mode for the duration of the training course

### You must not:

- Engage in behaviour which may offend, embarrass, threaten or harm other students, employees or the general public- including SMS messaging or any form of cyber bullying
- Disrupt a class by intimidation or harassment of other students or training employees
- Harass fellow students, employees or the general public, either face to face, over the phone or through social media
- Use profane language or hand gestures
- Assault any other student, member of employees or member of the general public.
- Smoke in any designated non-smoking zones
- Litter
- Cheat in any assessment exam or practical
- Use cameras or recording devices such as mobile phones, or similar devices for personal reasons in class or exams without the consent of the Trainer
- Be under the influence of alcohol or illegal drugs. Refer to Robson *P006 – Drug and Alcohol Policy*

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- Damage, steal, modify or misuse Robson property or equipment or that of any other student , employee or member of the general publics private property

**All students have the right to:**

- Be treated fairly and with respect by all students and employees
- Not be harassed, victimized or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimization
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized
- Have their personal details and records kept private and secure according to the Robson *P010 - Privacy Policy* and *TDP024 – Privacy Policy*
- Access the information Robson holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Robson on the student services, training, assessment and support services they receive

**All students, throughout their training and involvement with Robson, are expected to:**

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimize, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by employees
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify Robson if any of their personal or contact details change
- Provide relevant and accurate information to Robson in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Robson if any difficulties arise as part of their involvement in the program
- Notify Robson if they are unable to attend a visit or training session for any reason at least twenty - four (24) hours prior to the commencement of the activity
- Make payments for their training within agreed timeframe

Refer to Robson *P010 - Privacy Policy*, *TDP024 – Privacy Policy*, Robson *P006 – Drug and Alcohol Policy*, *TDP004 – Continuous Improvement Policy* *TDP008 – Records Management Policy* *TDP011 – Complaints and Appeals Policy* *TDP003 - Access and Equity Policy*

## Dress Code

It is expected that students will apply a **common sense** approach to the dress code and dress in an appropriate manner. Students must abide by the safety policies and procedures as directed by their trainer and wear required protective clothing and safety equipment.

Students should avoid wearing articles of clothing that may be deemed offensive including revealing attire i.e. crop tops, clothes made of see-through materials, and clothes that expose areas of the body usually covered in the workplace. An observable lack of underwear, may be deemed sexually offensive, and would not be appropriate.

Any articles of clothing or jewellery which may present a health and safety hazard for students would not be appropriate.

Robson accepts that the wearing of religious and cultural dress (including clerical collars, head scarves, skull caps and turbans) is allowable and must not be discouraged. The exception to this protocol is where health, safety and welfare will be compromised by the wearing of such dress and/or where this is likely to enhance the risk to other persons.

## Alcohol and Other Drugs

Students are prohibited from being in an unfit state due to the use of alcohol or other drugs while undertaking training and assessment activities.

The use, possession, purchase, sale or distribution of illegal substances on Robson premises, during work placement or while undertaking training and assessment activities is not permitted and will result in the appropriate authorities being notified.

Refer to the *Robson Alcohol and Other Drugs Policy – P006*

## Discrimination, Sexual Harassment and Bullying

Robson will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of threatening an individual's work performance or creating an intimidating, hostile or offensive learning environment. This unacceptable conduct may relate to sex, race, national origin, religion, disability, sexuality or age.

Students and employees should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to the Training Manager or Trainer. All complaints will be promptly investigated. The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

### Discrimination and discriminatory harassment

Students must not unlawfully discriminate, directly or indirectly, against other students based on an attribute or perceived attribute.

Examples of discriminatory harassment include behaviour such as:

- making derogatory comments or taunts about a person's religion

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- continually asking a person about their sexual orientation
- making offensive non-verbal gestures referring to a person's race.

In determining whether a case of discriminatory harassment toward another person has occurred, it is irrelevant whether or not the person is aware of the harassment, and whether or not it is intentional.

Harassment is unlawful under State and Commonwealth legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

**Sexual harassment**

Students and employees must not sexually harass another person including by physical, visual, verbal and non-verbal behaviour, or through the use of any electronic medium.

In determining whether an alleged behaviour amounts to sexual harassment it is irrelevant whether or not the person is aware of the harassment, and whether or not it is intentional.

Behaviour need not be repeated or continuous, as a single incident or comment can amount to sexual harassment.

Unwelcome behaviour is behaviour that is uninvited, unwanted, and unreciprocated by the recipient/s. Sexual harassment is not sexual interaction, flirtation, attraction or friendship that is invited, mutual, consensual or reciprocated.

**Bullying**

Bullying is repeated, unreasonable behaviour directed toward a student or Robson employee, or a group of persons that creates a risk to health and safety. Students must not engage in behaviour that constitutes bullying towards others, including physical, visual, verbal and non-verbal behaviour, or through the use of any electronic medium (cyber bullying).

In determining whether the behaviour of a student constitutes bullying it is irrelevant whether or not the person is aware of the bullying, and whether or not it is intentional.

Bullying behaviour may be obvious and direct or extremely subtle and indirect. Examples of behaviour that could constitute bullying include, but are not limited to:

- Physical or verbal abuse
- Yelling, screaming or offensive language
- Excluding or isolating a person
- Deliberately withholding information that is vital for effective performance
- Spreading rumours or innuendo about someone
- Posting offensive material on social media sites (cyber bullying)
- Psychological harassment
- Unjustified criticism or complaints
- Intimidation
- Interfering with someone's personal property or equipment

The risk to health or safety created by bullying includes any risks to the psychological or physical health of the staff member.

Examples of bullying may include:

- a person who uses strength or power to coerce others by fear
- behaviour that intimidates, degrades or humiliates a person
- aggression, verbal abuse and behaviour which is intended to punish
- personality clashes and constant "put-downs"
- persistent, unreasonable criticism of student work performance
- violence, both physical and threatened, against any student or employees member

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## Victimisation

Students must not victimise other students or Robson employees, including by physical, visual, verbal and non-verbal behaviour, or through the use of any electronic medium.

Examples of victimisation may include:

- unfavourable treatment such as aggression
- refusing to provide information to someone
- ignoring a person
- mocking customs or cultures

All employees and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or employees who are found to have harassed other students or employees.

Refer to *Robson P011 - Discrimination, Sexual Harassment and Bullying Prevention Policy*

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## Enrolling in a course

To enrol in a course at Robson, you will need to contact the Training Section by calling (02) 6239 5656. They will:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding
- Confirm the fees you will have to pay
- Send out a registration form and course details

Refer to *TDP016 – Enrolments Policy*

## Student Selection

Robson is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the course requirements. Therefore selection into a course is based upon the applicant:

- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Robson shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

## Student Enrolment

All potential students may view the services provided by Robson by visiting [www.robsonenviro.com.au](http://www.robsonenviro.com.au)

To register for a course a student will need to provide correct and accurate personal details on the registration form including full course payment. This data will be respected and handled in the strictest of confidence for the training purposes only. For all cases where no registration forms and payment have been received, places on courses will not be held.

Once the training registration form is complete the student has effectively entered into an agreement with the training provider. This means that they will abide by the conditions to attend the training, complete set practicals and all examinations in a reasonable timeframe.

Should the student wish to transfer to another course of training they will need to contact the Training Manager to see if this is possible, and what costs may be incurred by this action.

Robson is committed to the enrolment of students when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

## Accredited programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at [www.training.gov.au](http://www.training.gov.au)

Each qualification has a list of employability skills which describe the non technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from [www.training.gov.au](http://www.training.gov.au)

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any student regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports

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- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

### OH learning courses

The Occupational Hygiene modules (W501-W507) are intermediate level courses that require the students to complete a certain level of study each day including completing the set practicals.

Assessment requirements for each course differ slightly but include practical assessments and a written exam at the end of the week. (40 short answer questions).

Students wishing to pursue further qualifications in this area can undertake additional work toward the issue of an internally recognised Certificate of OH Practices- see [www.ohlearning.com](http://www.ohlearning.com) for further detail. During exams all mobile phones, pagers or other electrical devices are to be switched off. Calculators may be used as required to complete the examination calculation questions.

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## Assessment

Robson acknowledges the principles of assessment and is committed to validity, reliability, flexibility and fairness in assessment processes for its training programs. It is also committed to ensuring the rules of evidence including sufficiency, currency, authenticity and validity are present.

**Awareness courses-** All students will need to demonstrate competence by successfully completing a short exam.

**OH Courses-**The overall assessment consists of an “open book” written exam of 40 short answer questions to be answered in 100 minutes including informative satisfactory results from the practicals. Some questions may require calculations. Once exams are completed they’re resealed and returned to the British Occupational Hygiene Society (BOHS) for marking. It can take several weeks to receive results and issue of certificates.

Students who fail to achieve the required level of competence will be provided an opportunity to resit the exam / assessment again within a relatively short period of time after the initial course. If the period is several months than the student will need to complete a new registration form along with course payment and resit the course.

## Special Circumstances

1. On occasions, students may be unable to attend a scheduled assessment because of illness or a personal situation. The student must notify the Training Manager prior to the assessment time of their inability to attend. Where the student is ill, a medical certificate must be provided to the Training Manager within one week or as agreed with the Trainer.  
Missed assessments must be:
  - rescheduled within five working days of the original assessment date
  - completed within twenty working days of the original assessment date
2. Students requesting special consideration for extension of time to an assessment task must do so in writing. It must include the reason for the request and evidence where applicable, and be lodged prior to the assessment task due date. The request is forwarded to the Training Manager who will provide a response in writing within one week. Approval must be retained by the student and attached to the assignment upon submission.
3. The above timeframes may be varied at the discretion of the Training Manager.
4. Where conditions 1. or 2. above are not adhered to, students will be deemed Not Yet Competent.

## Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Robson believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

Robson aims to maximise the recognition of a learner’s prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

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If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Training Section on 02 6239 5656 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s)
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

Robson is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- **C** - meaning that you have been deemed competent against that Unit of Competency(s)
- **NYC** - meaning that you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

Refer to *TDP007 – Recognition Policy*

## Learning Support

If you are a student with a disability, it is important that you indicate this on the registration form and or contact email setting out the type and level of this disability / learning difficulty so that assistance can be given. Trainers will arrange for students to be given every opportunity where reasonably practicable to undergo and complete the required training and assessment.

Students who have indicated to the trainer that they have (LLN) Language Literacy Numeracy or dyslexia difficulties will be given every assistance where possible to complete the training satisfactorily.

At Robson your Trainers and Assessors are your best support. If you are in need of some support please speak to them.

Students from a non-English speaking background must possess a level of English language to be able to successfully complete examinations and practical exercises. This means a level whereby the student can communicate effectively, and read and write in English text.



## Issuing of Certification

Upon completion of your accredited course, you will receive a Certificate with the Nationally Recognised Training (NRT) logo. The NRT logo certifies national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or statements of attainment. A statement of attainment is issued when an individual completes one or more units of competency from a nationally recognised qualification.

Where a student withdraws or transfers from a course, or their enrolment is cancelled, a statement of attainment will be issued for units of competency completed. All Certificates are issued within six weeks of completing or ceasing a course providing any fees related to the Certificate have been paid in full.

Store your Certificate in a safe place. A replacement Certificate can be obtained by forwarding your request including your full name, address, telephone number, course completed and the date completed (if known) to [training@robsonenviro.com.au](mailto:training@robsonenviro.com.au). Requests made for replacement certificates and cards may incur an additional administration fee.

On completion of a course and payment of final course fees, qualifications will be issued within twenty-one (21) days. Robson reserves the right to with - hold the issuance of qualifications until all fees related to the course have been paid, except where Robson is not permitted to do so by law.

### Statements of Attainment

Where a student withdraws from a course and has completed only part of a qualification, a Statement of Attainment will be issued stating the units of competency the student has successfully completed. Statements will be issued within twenty-one (21) days of all fees being paid and formal notification of the withdrawal has been received by Robson.

### Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.

Refer to *TDP006 – Issuing Certification Policy*

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## Access and Equity

All potential students including those registering for courses will be able to access the Robson Environmental website for services provided.

Those defined within minority groups will be given all opportunities to successfully complete their training requirements.

Among the groups who face particular disadvantage are:

- people with a disability
- Indigenous people
- women
- people from non-English speaking backgrounds, and
- people in rural and remote areas

Robson is actively committed to access and equity principles in the delivery of its services and training environments in accordance with the Disability Discrimination Act 1992 (Commonwealth), Racial Discrimination Act 1975 (Commonwealth), Sex Discrimination Act 1984 (Commonwealth), and Discrimination Act 1991 (ACT).

Robson aims to provide the best possible opportunities for students to access our full range of training, assessment and associated services. Students will not be denied access to services where they are deemed eligible for such a service and where the Organisation has the appropriate allocated resources to provide the service to a high quality.

Access to courses requires the prospective student to meet any prerequisite requirements as stated for said course. Robson and its employees treat each prospective and enrolled student equitably and without discrimination. Employees are professional and supportive at all times in their approach.

Robson is committed to providing an inclusive environment where students are treated in an ethical and responsible manner. Programs are designed to enhance flexibility of delivery and assessment in order to maximise the opportunity for access, participation and support of all students

Robson takes meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students including those with a disability.

Refer to *TDP003 – Access and Equity Policy*

## Complaints and Appeals

Robson RTO recognises that differences can arise.

All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution. They will be managed fairly, equitably and efficiently. All parties will have a clear understanding of the steps involved as detailed in *TDP011 – Complaints and Appeals Policy*. Complaints should not be discussed openly throughout the Organisation.

Students are encouraged to raise any matters of concern including those that relate to training delivery and assessment, the quality of teaching, student amenities, discrimination and sexual harassment. In the first instance, discuss issues relating to a subject with the relevant Trainer where possible. Other points of contact for discussing issues are the Training Coordinator or Training Manager.

### Complaints

If a student has a complaint they are encouraged to speak immediately with the trainer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete *TDF012 - Corrective Action Form* available from either the trainer or administration. Robson will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 1800 000 674 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint

Please contact the training manager for a copy of *TDP011 – Complaints and Appeals Policy*, and information on the process for lodging a formal complaint or appeal.

If you have a complaint, grievance or wish to appeal any decision while completing your training program Robson has a documented process for you to access and follow. If you would like to find out more please contact Training Section 02 6239 5656 to make an appointment.

### Appeals

All students have the right to appeal any assessment decision if they believe the assessment or process was invalid, inappropriate or unfair. Robson strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Before making an appeal, it is recommended that students firstly discuss the matter with their Trainer at a mutually agreed time. If still dissatisfied, students should speak with the Training Manager. If you remain dissatisfied after following this informal process, you may lodge a formal complaint or appeal in writing. All documents must be submitted to [training@robsonenviro.com.au](mailto:training@robsonenviro.com.au) and reference to the *TDP014 – Appeals Policy* should be made for further details.

If still not satisfied, students are entitled to make a formal appeal in writing within ten working days of the result being released. The formal written appeal should be lodged with the Training Manager. Once a formal appeal is lodged, a third party may be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

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If still not satisfied, another registered provider in the same curriculum area may be appointed to arbitrate and reassess the student if necessary.

If no satisfactory solution is reached, students can lodge a complaint with the Australian Skills Quality Authority (ASQA). Further details can be obtained at [Making a complaint | Australian Skills Quality Authority](#) or by telephoning the ASQA Info Line on 1300 701 801 or by emailing [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).

Students have the right to involve a support person or advocate to assist or represent them during this process.

Please see Robson’s website for a copy of *TDP011 – Complaints Policy*.

## Feedback and Quality Improvement

Robson RTO collects data regularly to monitor, manage and achieve continuous improvement in the delivery and assessment of its training programs. We value and welcome constructive feedback from all stakeholders regarding any aspect of our services.

Evaluation forms are distributed to students at various stages throughout their course including a government driven “Learner Questionnaire”. Your cooperation in completing this questionnaire is appreciated.

Students wishing to provide management with feedback on any issues, concerns or areas for improvement are encouraged to email [training@robsonenviro.com.au](mailto:training@robsonenviro.com.au).

In line with the requirements of the Australian Quality Training Framework (AQTF) 2010, Robson collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

- Learner Engagement
- Employer Satisfaction

Competency Completion Reports from the Quality Indicator feedback collection tools will be used by Robson to monitor and benchmark its performance at regular intervals. This allows identification of:

- Areas that need improvement
- Areas where performance is getting weaker
- Improvement targets; and
- Whether the improvement plan is working

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when they are circulated.

Refer to *TDP019 – Evaluation Policy* and *TDP004 – Continuous Improvement Policy*

## Fees, Charges & Refunds

Robson Environmental reserves the right to cancel or postpone courses due to insufficient numbers or extremely extenuating circumstances outside its control. All students affected by this action will have the option of being refunded 100% of the fee or having their placement held for future courses.

Discretion may be exercised by the Training Manager if the student can demonstrate extenuating or significant personal circumstance led to their withdrawal. The student may be offered a full credit toward the tuition fee in another scheduled program in lieu of a refund or a refund of tuition fees if the circumstances require it.

### A refund may be given in the following circumstances:

1. Students registered for a course that has been cancelled or deferred to another date
2. The student advises Robson Environmental in advance that they are unable to attend due to exceptional circumstances. These circumstances include - hospitalization or injury, medical condition, pregnancy/ child birth, moving interstate, redundancy/ retrenchment, called to active duty (ADF members)
  - a) 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course. Between 13 days and 2 business days before course commencement there is a 50% refund.
  - b) If the student cancels between 2 business days and course commencement or does not attend on the day, the full fee is payable.
  - c) If a student is removed from a course due to unacceptable behaviour no refunds will be given.
  - d) Refunds are not transferable to another party.

### General Rules

- a) The refund process reflects the commitment by Robson to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the Training Manager of Robson .
- c) Refund requests will be processed within 1 week from the day of receipt
- d) All requests for refund will be processed on an individual basis, taking into account impact on follow on units if applicable.
- e) The term “commencement” in this policy refers to the first day of the first program attended by the student.

A student requesting a refund is required to complete the *TDF019 – Refund Request Form*. Where the refund is approved, the refund payment will be paid to the student within thirty days from the date the student submits the form. Refunds are paid via electronic funds transfer using the authorised bank account nominated by the student on the form.

Robson RTO acknowledges it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, Robson may accept payment of no more than \$1,000 from each individual student prior to the commencement of an accredited course. Following course commencement, Robson may require payment of additional fees in scheduled payments in advance from the student, attributable to tuition or other services yet to be delivered to the student, that do not exceed \$1,500 at any given time in advance.

Where fees are not paid, a debt collection agency will be engaged to deal with the matter. Any fees incurred in this process will be the responsibility of the student.

Refer to. *TDF019 – Refund Request Form* and *TDP015 – Refund Policy*

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## Legislation

All students are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with Robson.

The following legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.

- Equal Opportunities and Discrimination
- Higher Education Support Act
- Occupational Health & Safety
- Vet Fee Help Acts and Regulations
- Centrelink Acts and Regulations
- Criminal Acts and Regulations

Robson:

- Maintains adequate, current and appropriate insurance and registration
- Complies with all laws relevant to operation of its business
- Maintains a register of all applicable laws and legislation
- Allows government departments or their agents' access to training records, delivery locations and employees for auditing purposes when required, in line with privacy and confidentiality principles
- Will keep records of competency completion for a period of at least thirty (30) years
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Training Information Service in line with the requirements of the AQTF2010. Robson will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses

## Privacy and Confidentiality

Robson is bound by National Privacy Principles and is committed to protecting your privacy, your personal information and records related to your course. Personal student files only contain information pertinent to the student's training program and are confidential.

It is necessary for Robson to collect and store relevant information from enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for Robson to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes particularly where funding supports the training.

Refer to *Robson Privacy Policy P010 and TDP024 – Privacy Policy*

When you register for a Robson course your personal information is electronically protected including all exams, assessments or evaluation forms in a secure area. We also must provide a reason for collecting certain information and provide for your rights to access this information about yourself and make corrections.

The information that you provide to us may be disclosed to organisations that run courses in conjunction with us.

Personal information about students studying with us may be shared with the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes and the circumstances of any suspected breach of a student visa condition.

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Students have the right to access or obtain a copy of the personal information that Robson holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that the RTO holds about them, however the RTO may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record

Written requests for access to, or to obtain a copy of personal information held by the RTO should be made in writing to:

### **The Training Manager**

Robson Environmental  
140 Gladstone Street  
Fyshwick ACT 2609  
Australia

## **Unique Student Identifiers (USIs)**

From 1 January 2015, all students undergoing nationally recognised training need to have a USI. A USI is a reference number made up of numbers and letters. [Creating a USI](#) is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements (transcripts will be available from January 2016)
- give students more control over their VET information.

The USI Initiative is underpinned by the:

[Student Identifiers Act 2014](#)

[Standards for NVR Registered Training Organisations \(RTO\) 2014](#)

[Student Identifiers Regulation 2014](#)

Each time a student completes nationally recognised training, Robson must collect and verify their Unique Student Identifier (USI) before we can confer a qualification or statement of attainment. Your results from 2015 will be available in your USI account in 2016.

You can apply for a USI at [www.usi.gov.au](http://www.usi.gov.au)

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## Safety

Robson and its employees committed to your safety and security whilst you are undertaking your studies. Any identified safety issues are to be reported to the Trainer promptly. All general identified safety issues will be raised with the HSEQ committee however, all high risk issues will be dealt with as soon as possible.

## Occupational Health and Safety

Robson RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all students, employees and visitors.

Management is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligation under State and Commonwealth rules and regulations of the Occupational Health and Safety Act (1985) and associated regulations.

It is essential students report all safety incidents, hazards and near misses immediately to their Trainer who is responsible for following Robson incident procedures.

## Emergencies

Robson will deliver emergency evacuation instructions as part of the site induction to all course attendees prior to commencing any training.

Robson training rooms have Evacuation plans on display.

What to do if you're instructed to leave the training venue or hear the fire alarm bell (continuously ringing)

- Remain calm
- If in a class, follow the Trainers instructions
- When instructed to do so, move with your group to the designated assembly area and remain for roll call and until instructed otherwise
- Do not wander from the designated assembly area
- If you are asked to give assistance, please do so only if you feel confident in your abilities

## First Aid

Robson has a nominated employee trained in first aid to deal with any emergencies. First aid kits are located at the reception desk and in the employee kitchen. Anyone that's injured or requires medical assistance should inform the trainer on the condition and urgency of their need as soon as possible. The trainer will instigate the required action immediately.

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## Parking

Parking for students undergoing training at Robson training rooms 140 Gladstone Street, Fyshwick ACT 2906 is provided in the bottom car park area. Refer to the parking sign when turning into the Robson driveway. All vehicles are secured and parked at the owner's risk.

