



Student Handbook 2026

**ASQA Revised Standards for Registered Training
Organisations 2025**

Reviewed and written by James Gorrie

Student's Code of Conduct, Rights and Responsibility Policy (version 1)

Purpose

The adult learning environment at Train Safe NT encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Procedure

Student's Rights

Train Safe NT recognise that students have the right to:

- Expect Train Safe NT to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- Have access to all Train Safe NT services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Appeal for a review of the results of an assessment
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address student's learning needs, assist them to achieve the course outcomes, and assess their student's work fairly
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Expect Train Safe NT will be ethical and open in their dealings, their communications and their advertising
- Expect Train Safe NT will observe their duty of care to them
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Student's Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake
- Providing accurate information about themselves at the time of enrolment, and to advise Train Safe NT of any changes to their address or phone numbers or USI details within 7 days
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable
- Abide by the dress code of Train Safe NT
- Not cheat / plagiarism in course work/ assessments submitted for assessment

- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance
- Ensuring they attend classes sober and drug free, and smoke in designated areas
- The security of their personal possessions while attending a course
- Promptly reporting all incidents of harassment or injury to Train Safe NT staff or CEO
- Respecting Train Safe NT property and observing policy guidelines and instructions for the use of equipment, including property or equipment defect or damage
- Seeking clarification of their rights and responsibilities when in doubt

- **Not engaging in sexual harassment**, bullying or harassment towards staff or clients of Train Safe NT. Sexual harassment extends from unwelcome actions such as: gestures, inappropriate or dirty jokes, persistent, unwelcome invitations, the display of offensive pictures and implicit or explicit demands for sexual activity, through to physical contact such as patting, pinching or groping.
- Train Safe NT is committed to providing a learning and work environment that is free from sexual harassment. If you believe you are a victim of sexual harassment, contact James Gorrie, CEO of Train Safe NT.
- For more information consult **Sexual Harassment and Discrimination Policy**

The Student's Code of Conduct, Rights and Responsibility Policy is documented in the Student Handbook.

Responsibilities: James Gorrie CEO.

Sexual Harassment and Discrimination Policy (Version 1)

Policy Statement

Relevant Australian Legislation:

- **Sex Discrimination Act 1984:** This federal law prohibits sexual harassment in various areas including employment, education, and the provision of goods and services.
- **Fair Work Act 2009:** This act includes provisions to protect employees from bullying at work. It allows workers to apply to the Fair Work Commission for an order to stop bullying.
- **Work Health and Safety Act 2011:** This legislation requires employers to ensure the health and safety of their workers, which includes preventing and addressing workplace bullying and harassment.

Purpose

It is expected that all Train Safe NT trainers, contractors, staff and students will be respectful of others, adhere to WHS requirements and show consideration for all people regardless of race, religion, gender, sexual preference, educational background, parental status, political affiliation, marital status or physical appearance.

Not engaging in sexual harassment, bullying or harassment towards staff or clients of Train Safe NT. Sexual harassment extends from unwelcome actions such as: gestures, inappropriate or dirty jokes, persistent, unwelcome invitations, the display of offensive pictures and implicit or explicit demands for sexual activity, through to physical contact such as patting, pinching or groping.

Train Safe NT is committed to providing a learning and work environment that is free from sexual harassment. If you believe you are a victim of sexual harassment or bullying contact your trainer or James Gorrie, CEO of Train Safe NT.

Disciplinary actions can be applied to employees to ensure a safe and respectful environment. These can be:

- **Verbal Warning:** For minor infractions, a verbal warning may be issued to address the behaviour and provide guidance on expected conduct.
- **Written Warning:** If the behaviour persists or is more serious, a written warning will be issued, documenting the incident and outlining consequences for further violations.
- **Suspension:** In cases of severe misconduct, an employee may be suspended from work for a specified period.
- **Termination:** For the most serious offenses, such as harassment or bullying, termination of employment may be the result.

Disciplinary actions for students, these can be:

- **Verbal Warning:** Students may receive a verbal warning for minor infractions, with guidance on appropriate behaviour.
- **Written Warning:** A written warning may be issued for more serious or repeated misconduct, detailing the incident and consequences.
- **Suspension:** Students may be suspended from classes for severe violations.
- **Expulsion:** In extreme cases, such as ongoing harassment or bullying, expulsion from Train Safe NT may be required.

The adult learning environment at Train Safe NT encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Procedure

1. If you believe you are a victim of sexual harassment, bullying or discrimination contact your trainer or James Gorrie, CEO of Train Safe NT. Confidentiality and anonymity will be maintained
2. Employees or students who experience or witness harassment should report the incident to their trainer or James Gorrie CEO. Reports can be made confidentially and anonymously.
3. If you feel comfortable, have a conversation with your trainer or James Gorrie CEO, the options available to you will be explained.
4. You can lodge a written complaint, look at the Complaints Policy this is on the website and in the Student Handbook.
5. A complaint form can be used to record grievances, issues, bully or harassment.
6. James Gorrie CEO will investigate allegations of harassment or bullying.
7. **James Gorrie CEO can help you contact** support services if requested.
8. James Gorrie CEO can apply disciplinary actions to students or employees that have been found to have engaged in harassment or bullying.

Responsibilities: James Gorrie CEO.

Purpose

Train Safe NT collects feedback from employers and stakeholders and uses the information to improve training and assessments activities and client services. A minimum of ten (10) employers that enroll their employees at Train Safe NT are to be issued with the AQTF Employer Questionnaire.

The purpose of the surveys is to collect opinions and feedback from the employers to ascertain what aspects of the training and assessment activities or client services can be improved and to ensure that the requirements of industry are being met.

The survey results that identify any 'problem areas' are to be acknowledged in an objective and unbiased manner. Train Safe NT where possible will modify and improve policies or procedures to achieve an industry focused outcome and improve the training and assessment activities and client services. Some processes such as those regulated by registering bodies, i.e. Commonwealth, State or Territory legislation cannot be changed.

Procedure

1. Train Safe NT will issue employers with the survey within thirty (30) days of their staff attending a workshop. All surveys will be analysed within twenty (20) days.
2. The AQTF Employer Questionnaire will be issued to a minimum of ten (10) employers per year.
3. Train Safe NT will analyse surveys. If 10% of each question are answered as 'strongly disagree' these issues **will be** recorded on the Problem Areas Identified by Employers form. If the responses are given as 'disagree', they may be recorded, however, this is dependent on the severity of the issue and these "problem areas" may require a review
4. All reviews undertaken must be documented in the Problem Areas Identified by Employers form and any changes made to the training, assessment, learning strategy or client services procedures must also be documented. This is evidenced by the version control.
5. Employers **may** receive feedback however this is dependent on the severity of the issue. E.g. Employers complain about the WHS laws. These complaints are not considered as complaints about the RTO as we cannot control legislation, therefore they are not relevant.
6. Employers are to receive feedback about any modifications made to workshops and or training and assessment strategies, products or services within twenty (20) days of the surveys being analysed.

Responsibilities: James Gorrie CEO.

Assessment System Fit For Purpose Policy (Version 1)

Purpose

RTOs must have fit-for-purpose assessment systems (consistent with the requirements of the training product) to enable valid judgements regarding a student's competency. It's important for RTOs to review assessment tools, prior to their use by VET Students, to ensure they enable valid, consistent and reliable assessment of student competency, without affecting VET Student outcomes. (Outcome Standards Policy Guidance 2025).

The training and assessment strategies (TAS) are a method of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standards expected in the Training Package. All assessments must meet the requirements of the training package.

Procedure

The training and assessment strategies (TAS) has to be written, evaluated and validated prior to the unit is added to scope on www.training.gov.au

Adding new units to scope – Procedure

1. The training and assessment strategies (TAS) are written by James Gorrie, CEO. All assessments must meet the requirements of the unit of competency and the training package.
2. The draft TAS is reviewed by trainers and edited or modified.
3. The TAS and assessment practice is systematically validated. See Validation Unit and Assessment Judgement Policy 11.
4. The Assessment Judgement (students work) cannot be validated. As students work does not exist because we have not delivered the unit.

Existing units on scope – Procedure

1. The assessment practice (TAS) is systematically validated. See Validation Unit and Assessment Judgement Policy 11.
2. The TAS for each unit of competency are reviewed by the following policies:
 - Industry and Employer Consultation Policy 3
 - Employer Questionnaire Policy 2.1
 - Learner Questionnaire Policy 2
 - Engage Regulatory Bodies Policy 3.2
 - Validation Unit and Assessment Judgement Policy 11

Responsibilities: James Gorrie CEO.

Recognition of Prior Learning (RPL) Policy (version 1)

Policy Statement

The intent is to establish the framework for Recognition of Prior Learning (RPL) for the revised Standards for RTOs 2025. The purpose of RPL is to formally recognise an individual's existing skills, knowledge and experience gained through work, informal learning, or life experience, and to reduce unnecessary duplication of learning and assessment.

Evidence may include work samples, portfolios, resumes, job descriptions, training records, third-party reports, certificates, or structured interviews. RPL processes must ensure no disadvantage to the student and that outcomes are nationally consistent and auditable.

Purpose

Train Safe NT is committed to implementing a consistent, fair and transparent process for recognising prior learning, the RPL process meet the principles of:

- Fairness, flexibility, validity, and reliability
- Evidence must be sufficient, authentic, current, and relevant
- The process is learner-centred and conducted by qualified assessors
- RPL will not compromise the integrity of the unit of competency
- All students are given equitable access to the RPL process. Information is presented clearly and reasonable adjustments are provided where necessary, including support for learners from diverse backgrounds

This policy applies to:

- All prospective and enrolled students
- All units of competency offered by Train Safe NT

Procedure

1. RPL process is communicated to the clients in the Student Handbook.
2. Train Safe NT consults with the applicant and explains the RPL process and ascertains which units they wish to apply for an RPL
3. The trainer explains the RPL process, evidence requirements, assessment guidelines, appeals process and costs
4. The trainer emails the unit of competency to the applicant and the RPL kit
5. The applicant compiles and submits a portfolio of evidence. This evidence can be:
 - individual's existing skills, knowledge and experience
 - work samples, licenses
 - portfolios
 - resumes, job descriptions
 - training records, third-party reports
 - certificates or structured interviews
6. The assessor reviews the evidence, maps it to the unit requirements, and makes a competency judgement.

7. The RPL Kit for the unit of competency will be used to record the outcome.
8. The trainer will contact the applicant and provide feedback. The RPL Kit must be signed by the student and trainer.
9. The RPL Kit and evidence will be filed in the student's file.
10. If the RPL application is deemed Competent. The student must enrol and the trainer can issue the Statement of Attainment
11. Applicants have the right to appeal RPL outcomes through the Student Appeals Result Policy
12. The trainer will participate in any appeals process if necessary

Responsibilities: James Gorrie CEO.

Recognition of Prior learning (RPL) Kit

AHCPMG201 Treat weeds

Students name: _____ Date: _____ Phone number: _____

1. The unit of competency has been sent to the applicant Yes / No
2. Trainer has explained over the phone the evidence and RPL process to applicant Yes / No

Evidence may include	Not Satisfactory	Satisfactory	Verified date	Third persons name	PC	KE	PE	AC
Diaries								
Work samples								
Portfolios								
Resumes, job descriptions								
Training records, third-party reports								
Certificates or structured interviews								
Employers statement or letters								
Fellow workers statement								
Video of tasks								
Photos of tasks								
Statement of Attainments								
Accident reports								
Log books								
Licenses								

PC – Performance Criteria KE - Knowledge Evidence PE - Performance Evidence AC - Assess Conditions

Result - C Competent or NC Not Yet Competent (circle)

Feedback to the student: _____

Student signature: _____ Date: _____ CEO signature: _____ Date: _____

Trainer signature : _____ Date: _____

1. The trainer has explained to the Applicant that they have the right to appeal RPL outcomes through the Student Appeals Result Policy. Yes / No

RTO Only

2. After reviewing in the evidence, the trainer has contacted employers or third parties to ensure accuracy and valid: Yes/No
3. Evidence verification date, third persons name recorded.
4. The trainer and CEO have reviewed all evidence and mapped against unit. This is recorded on RPL Kit. Yes / No
5. The student has been informed of the RPL result: Yes / No
6. All evidence has been attached and will be stored in student's file for two (2) years.

Credit Transfer Policy (version 1)

Purpose

Train Safe NT accepts and provides credit to students for units of competency (unless: licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- Authenticated USI transcripts

Students who have successfully completed units of competency from nationally recognised training packages or accredited courses are eligible for credit transfer.

Procedure

1. Students must submit a Credit Transfer Application Form along with supporting documentation. Applications will be assessed by our qualified trainers.
2. Students will have to supply a certified photocopy of original qualification or statements of attainment or VET transcripts issued by the Registrar (USI transcript). This will be used as evidence and filed in the student's file.
3. The credit transfer process involves verifying the authenticity of the provided documents and if the unit of competency is deemed equivalent, credit will be granted. Train Safe NT will contact the organisation that issued the statement of attainment to confirm the authenticity and confirm it is valid.
4. Students will be notified of the outcome of their application within fourteen (14) days. Successful applicants will receive an updated Statement of Attainment for the granted credits.
5. Students have the right to appeal the credit transfer decision. Appeals must be submitted in writing within twenty (20) working days.
6. Credit Transfer Application Form and supporting documents are stored in the student's file.

Responsibilities: James Gorrie CEO.



Credit Transfer Application Form version 1

Student Name: _____

Postal Address: _____

Ph: _____

Email: _____

Units completed by student

<i>Unit Code</i>	<i>Unit Name – Competency</i>	<i>Institution</i>	<i>Date Completed</i>	<i>Certified Copy Attached</i>

Units that Credit Transfer is sort

<i>Unit Code</i>	<i>Unit Name – Competency</i>	<i>Institution</i>	<i>Date/signature</i>	<i>Credit Transfer</i>
		<i>Train Safe NT</i>	<i>J. Gorrie</i>	<i>Yes/No</i>
		<i>Train Safe NT</i>	<i>J. Gorrie</i>	<i>Yes/No</i>

Student signature: _____ Date: _____ CEO signature: _____ Date: _____

RTO Only

Train Safe NT contacted the issuing organisation: Date: _____ Comments: _____

The document was accurate and valid: Yes/No

The credit was granted: Yes / No

The student has been informed of the application result: Yes / No CEO Signature: _____

Changes to Training Packages and Contingency Plan Policy (version 1)

Purpose

The intent of Standard 2.1 requires Train Safe NT to provide students and employers with information about changes to:

- I. training packages, transition of superseded units, deleted, or expired training products or other relevant information
- II. courses cancellation or logistical changes such as, sickness, flight cancellations, vehicle breakdown, flooded rivers, bushfire, cyclone, unexpected events impacting deliver

The student or employer must be informed as soon as practicable.

Procedure - training packages, transition of superseded units, deleted, or expired training products

1. James Gorrie CEO will 'log on' to www.training.gov.au every six (6) months and compare scope, unit expiry dates, new units and manage changes to scope.
2. Train Safe NT will 'teach out' or transfer students to the new training package and this will be completed in consultation with employers and students.
3. Train Safe NT will only deliver units of competencies that are on its scope of registration and published as 'current' on the National Register.
4. Students cannot be enrolled in any units that have a "teach out period" of less than 6 months.
5. Train Safe NT must notify all employers and students that will be affected by any changes to circumstances as soon as possible
6. The website information must updated to reflect all current information

Procedure - courses cancellation, sickness, flight cancellations, vehicle breakdown etc.

1. Train Safe NT will email or phone all students or employers ASAP
2. Train Safe NT will negotiate with students or employers and all parties involved and ensure that all services are provided so that no individual is disadvantaged
3. Students or employers will be referred to the Refunds Policy
4. All student's emails and phone numbers are collected at enrolment

Responsibilities: James Gorrie CEO.

Withdrawal Policy (Version 1)

Purpose

Students enrolled with Train Safe NT have the right to withdraw from a course or unit of competency at any time. Train Safe NT will respect the student's decision to withdraw from training activities.

Procedure

1. Trainer to supply the student with Withdrawal Form
2. Student to fill in Withdrawal Form.
3. Trainer to encourage the student to offer reasons for the withdraw, as this could be good opportunity to improve policies or help the student to further education.
4. Trainer to refer the student to Refunds Policy in Terms and Conditions.
5. Train Safe to amend electronic student enrolment with fourteen (14) days. If they "withdrew" after participation or commencement of training, evidence of this must be retained.
6. Withdrawal Form to be filed in student file.

Responsibilities: James Gorrie CEO.



Withdrawal Form
(Version 1)

Name: _____

Ph. _____

Postal Address: _____

Email: _____

I wish to withdraw from the following units:

<i>Unit Code</i>	<i>Unit Name – Competency</i>
AHCCHM101	Chemicals

Reasons for withdrawing: If you feel comfortable can you please tell us why you are withdrawing?

Student signature: _____

Date: _____

Train Safe NT ONLY

- Trainer to refer student to Refund Policy in Terms and Conditions
- To be enacted within fourteen (14) days of event & filed in Student file

Trainer: _____

Date: _____

Training Support Services Policy (version 1)

Policy Statement

Purpose

To identify students that may need support during their training and inform students of how to access trainers and various services. Students need to have access to trainers and are informed of when and how they can access trainers or other Train Safe NT staff.

The face to face training gives students access to the trainer during the course. The student is encouraged to ask questions and participate in verbal assessments. This is prescribed in the TAS.

Students doing online courses can access the trainer by email or phone. All online students have the trainer's email and the phone number is on the website. The online courses allow students eight (8) weeks to complete the training, this is sufficient and ample time for students to ask questions or seek support.

Contact emails, phone numbers and trainer's names are on the website.

Procedure

1. The face to face training gives students access to the trainer. The trainer is available to answer questions during the course. The trainer issues their email to the students, if needed communication can continue after the training has been completed.
2. The student is encouraged to ask questions and participate in verbal assessments. This is prescribed in the TAS.
3. Students doing online courses can access the trainer by email or phone. All student communication is addressed within forty eight (48) hours.
4. All phone numbers, emails are on the website and in the Student Handbook.
5. Individual circumstances such as literacy, numeracy, physical needs and language can be identified by questions 6, 7 12, and 13 on the enrolment form. The trainer must read all enrolment forms for their students prior to commencement of training.
6. Train Safe NT is open business hours Monday to Friday.
7. This information is in the Student Handbook. Go to <https://trainsafe.net/student-handbook/>
8. Students are informed of their rights, responsibilities and code of conduct in the Student Handbook.

Responsibilities: James Gorrie CEO.

Reasonable Adjustments Policy (version 1)

Policy Statement

Purpose

Train Safe NT encourages students to disclose their disability, and this is managed in line with privacy obligations. The training and assessment is flexible to offer alternate methods of learning and assessment and consistent with Part 3 of the Disability Standards for Education 2005.

Reasonable adjustment may include:

- Additional time to complete assessments
- The use of a shovel for tyre changing
- Tyres fixed to walls allowing students to practice

This is communicated to the students in the Student Handbook and the reasonable adjustment is documented in the TAS. If reasonable adjustment is not possible this must be explained to the student and recorded.

Procedure

1. Individual disabilities can be disclosed on the enrolment form. The trainer must read all enrolment forms for their students prior to commencement of training.
2. Trainer to print the attendance roll on Vettrak, disabilities are identified.
3. Trainer to assess each individual situation and make adjustment.
4. The trainer will implement the TAS and document reasonable adjustment on the students TAS.
5. This information is in the Student Handbook. Go to <https://trainsafe.net/student-handbook/>

Responsibilities: James Gorrie CEO.

Diversity, Inclusion and First Nations Policy (Version 1)

Purpose

Train Safe NT is committed to fostering a safe diverse and inclusive environment where all individuals feel valued, respected and supported. Our policy aims to promote equality, prevent discrimination, and create a welcoming and inclusive environment for all students, staff and stakeholders.

The following principles are maintained:

1. **Respect and Dignity:** We believe that every individual should be treated with respect and dignity. We are committed to creating an environment where everyone feels valued and respected, regardless of their background or identity.
2. **Equality and Fairness:** We are dedicated to promoting equality and fairness in all our practices. We strive to eliminate discrimination and ensure that everyone has equal access to opportunities and resources.
3. **Diversity:** We recognise and celebrate the diversity of our community. We believe that diversity enriches our learning environment and enhances the quality of education and training we provide.
4. **Inclusion:** We are committed to creating an inclusive environment where everyone feels welcome and supported.

Train Safe NT is committed to ensuring cultural safety for First Nations people. We recognise and respect the unique cultural identities, traditions, and histories of Aboriginal and Torres Strait Islander communities. Our policy aims to create a welcoming and inclusive environment where First Nations people feel valued and supported.

When conducting training on Aboriginal land the trainer uses a respected Aboriginal person to interpret and explains concepts in the local language, this promotes respectful communication by the use of appropriate language. This teaching style includes Aboriginal perspectives in the training program, this creates safe spaces where Aboriginal people feel comfortable expressing their cultural identities.

Procedure

1. James Gorrie CEO will lead by example and promote a culture of diversity and inclusion.
2. The training room has artwork, sculptures, paintings, Aboriginal artefacts from a diverse range of the community. The diversity of “welcoming art” is to be maintained by the trainers and CEO.
3. All employees and third parties are expected to uphold the principles of this policy and contribute to a respectful and inclusive environment. They should actively challenge discriminatory behaviour and report any incidents of discrimination or harassment.
4. Students are encouraged to embrace diversity and contribute to an inclusive learning environment. They should treat their peers and staff with respect and report any incidents of discrimination or harassment.
5. The trainer can identify a respected person within the Aboriginal student cohort and ask them to interpret and explains the subject in the local Aboriginal language, this promotes respectful communication by the use of appropriate language. This teaching style includes Aboriginal perspectives in the training program.

Responsibilities: James Gorrie CEO.

Wellbeing Needs of Cohort Relevant to Training Course Policy (version 1)

Policy Statement

Purpose

To identify the students cohorts wellbeing and offer social services that the students can access.

Train Safe NT delivers one (1) and two (2) day courses that are face to face and the trainer can observe the student's behavior, although student engagement is short-term, our trainers are equipped to recognise and respond to support needs in real time. Where appropriate, we provide immediate support and recommend various social services.

Students doing online courses are offered support services during the training. They are informed of options and organisations that may help their individual circumstances.

Procedure

1. The trainer will observe the student's behavior and can recommend the support services that are documented in the Student Handbook. The trainer will do this privately and not in front of other students.
2. The following organisations can provide services:
 - Royal Darwin Hospital ph. 8922888
 - Adult Migrant English Program (AMEP) ph. 131881
 - Literacy and numeracy courses at Charles Darwin University ph. 1800 061 963
 - First Nations support 13YARN ph. 19276
 - Counsellor Beyond Blue ph. 1300 224636
 - Care Team Disability Services ph. 0451 850 557
3. This information is in the Student Handbook.
4. The online students are offered support services in chapter 6 of each course.

Responsibilities: James Gorrie CEO.

Complaints Policy (version 1)

Purpose

All complaints are to be considered in a transparent, objective and unbiased manner. The Complaints Policy incorporates the principles of justice and fairness. This policy can be accessed by the students in the Student Handbook and on the website. This policy adheres to the Northern Territory of Australia Anti-Discrimination Act 2007.

If required all complaints are made available to NVR to ensure transparency, accountability and confidence. The student is provided with the Australian Skills Quality Authority (ASQA) complaint phone number 1300 701801 and the email feedback@asqa.gov.au

Train Safe NT will investigate all complaints, and the student can be anonymous or confidential. After the investigation policies or procedures may be changed to improve services. However, some processes cannot be modified as they may be regulated by registering bodies, Commonwealth, State or Territory legislation.

Scope

This policy applies to:

- All students (including prospective and former students)
- All staff of Train Safe NT (including its the CEO, trainers and assessors and any contractors)
- All stakeholders and clients, including employers
- Any third-party delivering training, assessment or support services on behalf of Train Safe NT
- Any other person impacted by or interacting with Train Safe NT operations.

This procedure applies to complaints including but not limited to:

- Behaviour or actions of Train Safe NT staff, students or its representatives
- Decisions or services of Train Safe NT or any third parties
- Course content, assessment processes, enrolment fees, facilities or student support
- Breaches of privacy, equity, safety or other policy obligations.

Train Safe NT is committed to ensuring that all complainants especially students feel safe, informed and supported throughout the complaints process. Support is tailored to meet the individual's needs and may include:

- **Advocacy and Representation:** Complainants may nominate an external advocate or representative of their choosing (e.g. family member, legal advocate, union rep, or community liaison) to:
 - Communicate on their behalf
 - Be present at any stage of the investigation
 - Represent their views or concerns where necessary.
- **Culturally Appropriate Support:** Where needed, Train Safe NT will offer or arrange for culturally appropriate support services (e.g. Aboriginal or Torres Strait Islander liaison officers, translators, or interpreters) to ensure complainants can fully participate in the process.

Definitions

Complaint is an expression of dissatisfaction with a service, decision, action or behaviour by Train Safe NT or its representatives.

Grievance is a minor or informal complaint addressed at the local level, often resolved without formal procedures.

Procedural Fairness is the right of all parties to be heard, to have decisions made impartially and to receive clear reasons for decisions.

High Risk Complaints

Any complaints such as harassment, racism, abuse, violence, online abuse, physical or sexual harassment, dangerous behavior or work health safety. Will be thoroughly investigated and may involve the Police or other agencies.

Medium Risk Complaints

All complaints such as assessment, enrolment process, trainer's behavior, topics, subject, trainer's delivery style, language, student's behavior, policies, procedures, USI, PPE, employers, third parties or any other issues. Will be thoroughly investigated and may involve other agencies.

Students can appeal their result

Students that are not satisfied with their result such as Not Yet Competent, can appeal the result. Go to Student Appeals Result Policy, this is in the Student Handbook and on the website.

A complaint can be by verbal, email, phone, third parties, contractors or via the Complaints Form. The complaint can be communicated to any Train Safe NT employee.

Procedure

1. Trainers that receive complaints by email, phone or verbals, these must be communicated to the CEO.
2. If trainers receive complaints, they are to encourage the complainant to use the Complaints Form, however this is not a requirement. People can complain by any method.
3. The CEO will address all complaints and determine the level of risk. If the complaints are high risk, the investigation will be implemented within 24hrs. If the complaint is medium risk, the investigation will be implemented within seven (7) days.
4. The CEO will either conduct the investigation or appoint an impartial arbitrator, not connected to the subject of the complaint. This may include:
 - An independent and unbiased trainer/assessor
 - An external reviewer where impartiality cannot be obtained internally.
5. The investigation will be conducted in a fair and unbiased manner
6. Offer all parties the chance to present their case
7. Allow the complainant to be supported by a third-party representative or advocate (e.g. parent, support person, legal representative, interpreter)
8. For email, phone or verbal complaints, the CEO will use the Complaint Form and document the issue and the outcome.

9. The complainant will be informed and advised of the outcome. The decisions made by Train Safe NT will be transparent.
10. If the complainant documents the issue on the Complaints Form and emails to Train Safe NT. Train Safe NT will acknowledge receipt of a Complaint Form within three (3) days.
11. The CEO will address every complaint and the complainant will be informed of the outcome by email or mail within fourteen (14) days of lodging the Complaints Form.
12. If the complainant is not satisfied with the outcome, they will be informed and advised of how to appeal the decision.
13. Any policy changes that are made to the operation of Train Safe NT must be documented in the Complaints Policy.

If the complainant is not satisfied with the outcome, they can appeal the decision.

The complainant can seek advice from other agencies:

- Consumer Affairs Northern Territory ph. 1800 019 319
- Northern Territory Ombudsman ph. 1800 806 380

Procedure

1. If the student is not satisfied with the outcome. The CEO will inform and advise the complainant of how to appeal the decision.
2. The cost of the appeal will be \$100. To be paid prior to Train Safe NT.
3. The complainant must appeal the decision within seven (7) days.
4. The complainant must document their specific grievances with the outcome of their original complaint, this can be emailed or mailed to Train Safe NT. Alternatively, a Complaint Form can be printed from the website and the complainant can hand write their grievance, this must be emailed to Train safe NT.
5. Train Safe NT will assemble a panel (arbitrators) of two (2) individuals from industry or another RTO within twenty one (21) days.
6. The arbitrators must have knowledge of VET or the RTO Revised Standards. The arbitrators must be transparent, objective and unbiased manner.
7. The panel will assess the complaint or grievance and make a decision based on the evidence. The panel's decision must be documented and the "reasons why" recorded.
8. The complainant and Train Safe NT must be informed of the panel's decision by email or mail within five (5) days.
9. The panel's decision and "reasons why" must be filed within five (5) days of the event in the student's file.
10. A total of less than thirty (30) days will be adhered to resolve all complaints and appeals. If for some unforeseeable reason, this timeframe is not able to be adhered to, the complainant will be notified in writing and advised of the reasons and an adjusted timeline for resolution.
11. Any policy changes that are made to the operation of Train Safe NT must be documented in the Complaints Policy.
12. All Complaint Forms and evidence will be stored in the Complaints Register file [go to](#)

Responsibilities: James Gorrie the CEO.

AQTF Learner Questionnaire Policy (version 1)

Policy Statement

Purpose

Train Safe NT collects feedback from students and uses the information to improve training and assessments activities and client services. A minimum of 10% of all students enrolled at Train Safe NT must complete the AQTF Learner Questionnaire.

The purpose of the surveys is to collect opinions, views and feedback from the students to ascertain what aspects of the training and assessment activities or client services can be improved.

The survey results that identify any 'problem areas' will be acknowledged in an objective and unbiased manner. Train Safe NT will attempt to modify and improve policies or procedures that will result in a client focused outcome and improve the training and assessment strategies and approaches. Some processes such as those regulated by registering bodies, i.e. Commonwealth, State or Territory legislation cannot be changed.

Procedure

1. The trainer will supply at least 10% of the students with the survey at the end of courses and all completed surveys will be analysed within twenty (20) days.
2. Train Safe NT will analyse surveys. If 10% of each question are answered as 'strongly disagree' these issues **will be** recorded on the Problem Areas Identified by Students form. If the responses are given as 'disagree', they may be recorded, however, this is dependent on the severity of the issue and these "problem areas" may require a review.
3. All reviews undertaken must be documented in the Problem Areas Identified by Students form and any changes made to the training, assessment, TAS or policies or procedures must also be documented.
4. Students **may** receive feedback however this is dependent on the severity of the issue. E.g. Students complain about the hot weather or the "password for their USI account". These complaints are not considered as complaints about the RTO as we cannot control the weather and the USI is Commonwealth legislation, therefore cannot be changed.

Responsibilities: James Gorrie CEO.

Student Survey Policy (version 1)

Purpose

Train Safe NT collects feedback from students and uses the information to improve training and assessment activities and policies and procedures. Students enrolled at Train Safe NT are issued with the Train Safe NT course survey.

The purpose of the surveys is to collect opinions, views and feedback from the students to ascertain what aspects of the training and assessment activities or client services can be improved.

Every second (2nd) course the students will be surveyed, demand driven process, more courses more surveys.

The course survey identifies areas of the face to face training that could be improved. Train Safe NT will attempt to modify and improve policies or procedures that will result in a client focused outcome and improve the training and assessment strategies and approaches. Some processes such as those regulated by registering bodies, i.e. Commonwealth, State or Territory legislation cannot be changed.

Procedure

1. The trainer will supply the survey at the end of the course and all surveys will be analysed within twenty (20) days.
2. Every second (2nd) course the students will be surveyed.
3. Train Safe NT will analyse surveys. If the responses are given as 'Not Good', these may be recorded, however, this is dependent on the severity of the issue.
4. The survey results can be used for any changes made to the training, assessment, TAS or policies or procedures. This must also be documented.
5. Student's names are optional, therefore feedback is dependent on the issue. E.g. Students complain about the hot weather or the "password for their USI account". These complaints are not considered as complaints about the RTO as we cannot control the weather and the USI is Commonwealth legislation, therefore cannot be changed.

Responsibilities: James Gorrie CEO.

Student Appeals Result Policy (version 1)

Policy Statement

Purpose

If a student is not satisfied with the results that they have received from the Train Safe NT assessor, the student can appeal the result. The Student Appeals Result Policy incorporates the principles of justice, fairness and all appeals are to be considered in an objective and unbiased manner.

This policy can be accessed by the students in the Student Handbook and on the website. This policy adheres to the Northern Territory of Australia Anti-Discrimination Act 2007.

If required all student grievances are made available to NVR to ensure transparency, accountability and confidence. The student is provided with the Australian Skills Quality Authority (ASQA) complaint phone number 1300 701801 and the email feedback@asqa.gov.au

Procedure

1. The appellant is requested to document their dissatisfaction with the result within seven (7) days, on the Student Appeals Result Form. This is accessed in the Student Handbook and on the website.
2. Appellant emails or posts the Student Appeals Result Form to Train Safe NT.
3. Train Safe NT will review all the assessment evidence and the appeal information within fourteen (14) days and provide a response in writing.
4. The appellant will be informed of the result of the appeal by email or mail within five (5) days, the result will be recorded and filed within five (5) days.
5. If the appellant is not satisfied with the appeal result. Train Safe NT will engage an external assessor to re-assess the appellant.
6. The appellant will be informed of the re-assessment result by email or mail within seven (7) days. The result will be recorded and filed within five (5) days on Student Appeals Result Form.
7. A total of less than thirty (30) days will be adhered to for resolving all student appeals results. If for some unforeseeable reason, this timeframe is able to be adhered to, the complainant will be notified in writing and advised of the reasons and an adjusted timeline for resolution.
8. If the appellant is not satisfied with the outcome of the Student Appeals Result, they are encouraged to follow the complaints policy.
9. All records and correspondence will be filed in the student's file.

Responsibilities: James Gorrie CEO.

Train Safe NT Structure, Governance, Fit and Proper Person Policy (version 1)

Policy Statement

Intent of Standard 4.1 - The RTO and its governing persons are fit and proper persons, and the CEO is suitable to oversee the operation of the organisation and act diligently and make informed decisions which facilitate compliance to ensure integrity, fairness and transparency.

Purpose

James Gorrie CEO and trainer & assessor of Train Safe NT is a fit and proper person and has a “clean history” verified by a Criminal History Check and Ochre Card.

Train Safe NT is owned and operated by James Malcolm Gorrie
Trading Name: Train Safe NT
ABN: 97164810075

Business Name Registration: Train Safe NT PTY LTD
Office: Unit 3 – 6 steel street Winnellie NT 0820
Postal: PO Box 1187 Nightcliff NT 0814
Mobile 0435 182 042
Email: james.gorrie@trainsafe.net

Procedure

1. Train Safe NT will only employ managers, executives or engage consultants that meet the criteria of the Fit and Proper Person.
2. James Gorrie CEO will adhere to the Trainers Qualification policy. This requires a Police criminal history check or Ochre Card.
3. James Gorrie CEO will ensure all policies, procedures and all operations maintain compliance with the relevant training packages on the RTOs scope of registration.
www.training.gov.au

Responsibilities: James Gorrie CEO.

Conflict of Interest Policy (Version 1)

Conflict of Interest: Low risk

Purpose

The purpose of this Conflict of Interest policy is to protect the integrity of Train Safe NT's decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of our staff and organisation.

The Conflict of Interest policy and procedure which makes clear the process to identify and responding to conflicts, as well as details of how a disclosure of conflict or perceived conflicts of interest can be made.

Train Safe NT has a culture of disclosure and this ensures that the conflicts of interest will be managed.

Definition of Conflict of Interest

A conflict of interest occurs when an individual's personal interests, relationships, or activities interfere, or appear to interfere, with their ability to act in the best interests of Train Safe NT. This includes situations where an individual could benefit personally, directly or indirectly, from decisions or actions taken in their capacity as a Trainer or employee of Train Safe NT.

This could be:

- Compromise the trainers ability to conduct assessment of a student
- Financial interests in organisations or entities that may interact with your professional duties
- Personal or familial relationships that could influence decisions
- Any affiliations, memberships, or external commitments that may affect objectivity
- Any other

Procedure

1. Disclosure of Conflicts: All employees and third parties must disclose any potential or actual conflicts of interest to the CEO as soon as they become aware of them.
2. Review and Management: The CEO will review all disclosures of conflicts of interest and determine the appropriate course of action to manage or eliminate the conflict. This may include removal from decision-making processes, reassignment of duties, or other measures as deemed necessary.
3. Documentation: All disclosures and actions taken to manage conflicts of interest will be documented and maintained.
4. Training and Awareness: Train Safe NT will provide training and communication to employees and third parties of this policy.
5. Compliance: Failure to disclose a conflict of interest or to comply with this policy may result in termination of employment or contract.

Responsibilities: James Gorrie CEO.