

HAZ·ED

Solving Your OH&S Puzzle

Student Information Booklet



CONSULTANCY – TRAINING – SALES

Haz-Ed Services Pty Ltd
42 Industry St
MALAGA WA 6090

Western Australia
(P) 08 9248 8099
(E) admin@haz-ed.com.au

Table of Contents

Contents	Pages 2 - 3
Welcome to Haz-Ed Services Pty Ltd	Page 4
Introduction	Page 5
Our Business	Page 5
Our Courses	Page 5
Our Mission	Page 5
Our Objectives	Page 6
Our Expectations of You	Pages 6 - 7
Student Selection and Registration	Page 7
Course Content and Certification	Page 7
Competency Based Training (CBT) and what it means	Page 8
Assessment of CBT and what it means	Page 8
Legislative requirements	Page 8
Appropriate Clothing and Student Induction	Page 9
Your Safety	Pages 9 - 10
Electrical Equipment	Page 10
Fire Safety	Page 10
First Aid	Page 10
Computer Facilities	Pages 10 - 11
Lifting	Page 11
Work and Study Areas	Page 11
Your Equity	Pages 11 - 12
Your Privacy	Pages 12 - 13
Fees and Refunds	Page 13
Fees Payable	Pages 13 -14
Student Cancellation	Page 14
Replacement of Text and Training Workbooks	Page 14
Refunds	Pages 14 - 15
Payment Method	Page 15
Our Guarantee to Clients	Page 15
Access to Your Records	Pages 15 - 16
Our Continuous Improvement of Services	Page 16
Suggesting Improvements	Page 16

Learner Satisfaction Survey	Page 16
Your Language, Literacy and Numeracy Skills	Pages 16 - 17
Making Complaints and Appeals	Page 17
What is a Complaint?	Page 17
What is an Appeal?	Page 17
Early Resolution of Complaints and Appeals	Page 17
Complaints and Appeals Handling	Pages 18 - 19
Review by external agency	Page 19
Recognition of Your Existing Skills and Knowledge	Page 19
What is Recognition?	Page 19
Recognition Guidelines	Page 20
Forms of Evidence for Recognition	Pages 20 – 21
What is national recognition?	Page 21
Evidence requirements	Page 21
National recognition guidelines	Page 22

Hi, and welcome to Haz-Ed Services Pty Ltd.

We would like to thank you for your confidence in selecting us to be part of your continuing education of your chosen career and wish you all the best with your relevant training.

This information handbook is not designed to provide you with specific information about a course but to give you an overview of what you need to know about your vocational program.

Our priority is to ensure your wellbeing and education is maintained at a high level and you have a full understanding of all the services Haz-Ed Services are able to provide.

We would like to provide the opportunity for you to discuss any concerns you may have and to assist you with decisions for future training relevant to your chosen vocation.

All staff at Haz-Ed Services continually undertake professional development to ensure the services we offer are current with Legislation and relevant industry knowledge.

Our training consultants are required to hold relevant competencies and with their experience in industry are able to provide a service based on quality and knowledge. This ensures at the end of your education, your skills which you have learnt can be taken into the workforce not only to prioritise the protection of life, but to identify what to do if an emergency arises.

Training programs are competency based and will be identified to determine organisations and individuals personal needs.

Again we would like to extend our appreciation in selecting us to assist you and wish you well with your chosen vocation.

Stay safe.

Luke Parkinson

Chief Executive Officer

Haz-Ed Services Pty Ltd

Introduction

This information booklet is designed to provide you with information about the services provided by Haz-Ed Services and our approach to providing you a safe, fair and supported environment to participate in training and assessment. As previously stated, this booklet does not provide you with specific information about a particular course offered by Haz-Ed Services but to provide sufficient information which will allow you to make a choice relating to our training program and services we offer. Information of the courses we offer is contained in the Course Brochure supplied separately.

Our Business

Haz-Ed Services is an Australian owned business offering services and solutions for people working in high risk and hazardous environments. These include Consultancy, Training and Sales services to industry that allow their personnel to work safely in their areas of employment.

Our Courses

Haz-Ed Services offer a wide variety of nationally recognised safety courses. These can be delivered as a generic training module or specifically adapted to meet the needs of an employer. In either case, the training delivered is of the highest quality, complies with relevant guidelines and references relevant standards.

At Haz-Ed, we come to you. With a training simulator, we can accommodate a wide array of our services.

These include, but are not limited to:

- Work safely at heights
- Confined space
- Gas detection
- Breathing apparatus
- First aid
- Basic fire
- HazMat
- Vertical rescue
- Road crash rescue
- Emergency control

Our Mission

Haz-Ed Services' mission is to deliver quality training and assessment that meet the needs of all students and industry.

Our Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Expectations of You

Haz-Ed Services expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Haz-Ed Services.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Haz-Ed Services publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

- To respect other students and Haz-Ed Services staff members and their right to privacy and confidentiality.

Student Selection and Registration

All students will receive equal opportunities to complete their training. It is important to understand that as our courses are directed at high risk areas of work, there are activities and practical exercises that are potentially hazardous but participation is required to enable units of competency to be met. If you have any concerns, please feel free to talk with your training facilitator, there are details on the front cover you can call at a time that suits you.

The location and any specific requirements will be outlined in the booking confirmation.

A client booking form is required to be completed prior to the commencement of any course of which these details will be entered into our training database. On completion of your course, units of competence will also be entered into our database.

Depending on your course that you are participating in, there may be pre-requisites for a particular unit, this will be identified in the Haz-Ed course outline and can be discussed prior to enrolment.

If you seek application for Recognised Prior Learning (RPL), requirements for this process can be found later in this booklet.

Course Content and Certification

The course outline will include the course content, the duration and location of the course and the vocational outcome.

A Statement of Attainment and/or Qualification that includes nationally recognised units of competence will be issued to those students that are deemed competent at the completion of the course. Not all courses offered by Haz-Ed Services have units of competence recognised nationally, for these courses; a Certificate of Attendance will be issued to those students having successfully completed their course.

Competency Based Training (CBT) and what it means

Competency based training is defined as assisting people to gain relevant skills required in their area of work which allows them to work safely for the wellbeing of themselves, others and the environment. It is gaining relevant knowledge to perform tasks which adhere to current standards and legislation in specific industries.

Assessment of Competency Based Training and what it means

Assessments are primarily based on evidence gathered from practical and theory related exercises. Attitude to course participation, knowledge, experience, skills and ability are all taken into consideration for assessment. The training facilitator will determine if the student has met required competence relating to the relevant course they are participating in.

Within the course a student will be required to provide verbal answers to questions relating to the performance criteria of a particular element of a unit of which a result of 'Yes' or 'No' will be recorded depending on how satisfactorily the question has been answered.

A result of 'Competent' or 'Not Yet Competent' will be deemed by the training facilitator and recorded on an 'Assessment Details Form' summarising the outcome of competence covered in the course.

If the result is 'Competent' a Statement of Attainment and/or Qualification will be issued no later than thirty (30) days after the course has been completed

If for some reason a 'Not Yet Competent' has been deemed, this will be advised confidentially to the student where reassessment can be provided.

If the student does not agree with the decision of the training facilitator as 'Not Yet Competent' and has discussed it with their facilitator and the decision has not changed, then the student has the right to appeal this decision by way of a 'Complaints and Appeal Form' as explained further in this booklet.

Legislative Requirements

Haz-Ed Services' Legislative Requirements states its commitment to the proper management of occupational health and safety. We will provide a safe and healthy workplace for our staff, students, contractors and visitors by having a planned and systematic approach to the management of occupational health and safety. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures.

Appropriate Clothing and Student Induction

Clothing:

All students are required to wear appropriate clothing to all training courses. This will include the following;

1. Long pants and long sleeved shirts (Hi-Vis if required)
2. Enclosed footwear or steel cap boots if a site requirement
3. Long hair to be retained by relevant means and further restricted by a hair net for practical components
4. Personal Protective Equipment (PPE) e.g. hard hats, compliant safety glasses where required

Induction:

Prior to commencement of your specific course, your training facilitator will conduct an induction which will entail the following;

- OHS issues and procedures
- An overview of the course to include expected outcomes
- Delivery and schedule of the assessment procedures for the specific course
- Expectations and responsibilities of both the training facilitator and the student

Your Safety

Haz-Ed Services is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment; Comply with site Drug & Alcohol Policy

- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

- Haz-Ed Services will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any first aid administered must be recorded by staff involved.

Computer Facilities

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest

every hour. This rest should include a change of position and stretching exercises as appropriate.

- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Haz-Ed Services unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Your Equity

Haz-Ed Services is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Haz-Ed Services staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected

criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Haz-Ed Services staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Haz-Ed Services that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Haz-Ed Services, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your Privacy

Haz-Ed Services takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Haz-Ed Services will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Haz-Ed Services is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research

or the Australian Skills Quality Authority. In all other cases Haz-Ed Services will seek the written permission of the student for such disclosure. Haz-Ed Services will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that Haz-Ed Services is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how Haz-Ed Services is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Fees and Refunds

In accordance with applicable State legislation, Haz-Ed Services is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees Payable

Private student fees are payable when the student has received notification of enrolment. A deposit must be paid once an Enrolment Form has been completed where an invoice will be raised and the balance paid at the commencement of the course. For organisations enrolling participants, a purchase requisition must be raised and provided to Haz-Ed Services and payment completed as per the relevant credit policy. Haz-Ed Services reserves the right to disallow a participant entry into a training course if fees are not paid as required. For a full list of current fees and charges please request a copy of Haz-Ed Services schedule of fees.

Student Cancellation

Students who cancel their enrolment part way through a training program due to unforeseen circumstances must notify Haz-Ed Services in writing at the earliest opportunity if consideration of fee reimbursement is required. Once Haz-Ed Services has been notified, it will be up to the discretion of Haz-Ed Services' CEO to determine the outcome. Haz-Ed

Services is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to the Haz-Ed Services schedule of fees.

Refunds

Students who give notice to cancel their enrolment more than 72 hours prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment 48 hours prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Haz-Ed Services is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment within 24 hours of course commencement will not be entitled to a refund of fees unless the unforeseen circumstances are verified in writing and forwarded to Haz-Ed Services for approval and at the discretion of the CEO. A full refund will be granted if the pre enrolled training program is rescheduled and undertaken within 6 weeks from the date of the original booking request.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Requests for refunds is required to be in writing and addressed to; Haz-Ed Services Pty Ltd, PO Box 2556, Malaga WA 6944, ATT: Chief Executive Officer for consideration and will be processed and transacted within fourteen (14) days in which the cancellation notification was received.

Where a student has purchased a text or training workbook and subsequently cancels, Haz-Ed Services will not refund monies for the text unless a written request for a refund is received and Haz-Ed Services is satisfied that the text is in as-new condition.

Payment Method

Haz-Ed Services accepts payment for fees using:

- Electronic Funds Transfer (account details available on request)
- Credit card (attracts 2% fee per transaction)
- Cash payment (correct funds are appreciated)

Our Guarantee to Clients

If for any reason Haz-Ed Services is unable to fulfil its service agreement with a student, Haz-Ed Services must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Access to Your Records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Haz-Ed Services reserves the right to charge a one-off photocopy fee of \$20.00. There is no cost to simply view records at our office.

Our Continuous Improvement of Services

Haz-Ed Services is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by Haz-Ed Services. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Haz-Ed Services so we can improve our services in the future.

Learner Satisfaction Survey

At the completion of your training program, you will be issued with an Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Haz-Ed Services for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Your Language, Literacy and Numeracy Skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Haz-Ed Services will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Haz-Ed Services and where this level of support is assessed as necessary; and

- Negotiate an extension of time to complete training programs if necessary.

Making Complaints and Appeals

Haz-Ed Services is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Haz-Ed Services in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged to Haz-Ed Services within twenty eight (28) days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and Appeals Handling

Haz-Ed Services undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Haz-Ed Services including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.

- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within ten (10) working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Haz-Ed Services to review his or her complaint or appeal following the internal Haz-Ed Services complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- Haz-Ed Services shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Haz-Ed Services representative is to disclose information to any person without the permission of the Haz-Ed Services Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Haz-Ed Services, they are to have the opportunity for a body that is independent of Haz-Ed Services to review his or her complaint or appeal following the internal completion of complaint or appeals process.
- Students who are not satisfied with the process applied by Haz-Ed Services may refer their grievance to the following external agencies:

- **Unresolved complaints** may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through Haz-Ed Services internal complaints handling procedure before taking this option.
- **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.

Recognition of Your Existing Skills and Knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Haz-Ed Services provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Haz-Ed Services' scope of registration.

- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;

- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Haz-Ed Services reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Haz-Ed Services. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copies of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Haz-Ed Services scope of registration.

- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Haz-Ed Services does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

We sincerely hope you enjoy your learning experience with Haz-Ed Services and wish you well in all future endeavours

Stay Safe