



**PWR**

RTO 45431

**Registered Training Organisation  
(RTO) – Policies and Procedures**

**PWR RTO 45431**

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| Document Owner  | Jim Mullen |            | Document Approver | J Armstrong                 |            |
| Version   | V1.0       | Issue Date | 11/07/2020        | Review Date                 | 11/07/2022 |
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## 1. Who we are and what we stand for at PWR

Paull & Warner Resources (PWR) – leading Australian supplier and fabricator of emergency response vehicles; supplier of medical and emergency response equipment; RTO provider of emergency response and industrial safety training; provider of emergency response, medical and security personnel; and the design, installation and maintenance of fire detection and occupant warning systems, fixed and mobile fire suppression systems and portable firefighting equipment - is committed to the safety, health and wellbeing of its employees, contractors and students.

PWR's RTO policies reflect on our commitment to the following legislation:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- Age Discrimination Act 2004
- Disability Discrimination Act 2009
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Human Rights and Commission Act 1986
- Privacy Act 1988
- Work Health & Safety Act 2011

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## 2. Access and Equity Policy

### Policy Statement

PWR RTO 45431 is committed to ensuring that Access and Equity principles are applied to providing quality training and assessment products and services that reflect fair and reasonable opportunity for all learners.

### Responsibilities

We comply with Human Rights and Commission legislation to provide all personnel, contractors and students, regardless of their diversity to learn in an environment free from the following discriminatory factors; Sex, Sexuality, Race, Language, Literacy or Numeracy, Religious or political conviction, Disability, Age, Cultural background, Relationship status, Pregnancy, Employment/Unemployment and Membership or non- membership of an association or organisation of employers or employees.

The dignity and privacy of an individual will be respected at all times and students will have every opportunity to maximise their training and learning experience.

PWR will ensure that we provide flexible learning and assessment options, allowing learners alternatives which recognise the diversity of their individual needs and circumstances.

Where there is a perceived difficulty in a student achieving their learning goals, PWR will work with the student to provide options and/or further support to complete their training.

PWR demonstrate their commitment to their staff, contractors and students by:

- Making their training and assessment packages relevant for a diverse student population
- Providing suitable access to our training facilities and resources
- Providing appropriate support services
- Consulting with relevant industry groups
- Raising awareness of access and equity issues to their staff, contractors and students
- Providing an appropriate complaints and appeals procedure
- Ongoing continuous improvement where any gaps are identified in our processes

Furthermore, in support of our *Aboriginal and Torres Strait Islander Affairs Policy and Strategy* our activities will be supported by culturally appropriate recruitment processes, establishment of career development pathways and the provision of Cross Cultural education programs and working with local Aboriginal and Torres Strait Islander communities and key stakeholders to advance employment and business contracting opportunities in regions in which we operate.

When required, or considered appropriate, PWR shall implement an Indigenous liaison team to act as advisors on community relations.

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### 3. Language, Literacy and Numeracy (LLN) Policy

#### Policy Statement

PWR RTO 45431 is committed to ensuring that each student enrolling in our training packages or courses will be given a fair and reasonable amount of language, literacy or numeracy learning options or support if required.

#### Responsibilities

This policy is based on our [Access and Equity policy](#) and ensures that each training package that is nationally recognised by training.gov.au and delivered by PWR has a minimum requirement in the language, literacy and numeracy skills of learners.

PWR provide students with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered. Although we cannot compromise the requirements of the relevant training package we will make appropriate concessions and offer support to students identified with language, literacy and numeracy issues to ensure they undertake fair and equitable training and assessment.

PWR will provide clear information to students regarding any specific LLN requirements during the training registration process. Prior to the training course, students will be given the opportunity to advise PWR and/or discuss further if there are any issues that may affect their ability to successfully undertake the training and assessment. Where a student discloses this information, PWR will provide confidential advice and support regarding the students learning options. This may result in a change to the assessment process for that student, e.g. written to verbal or may require the student to undertake a language, literacy and numeracy assessment prior to training attendance. PWR will refer the student to appropriate language, literacy and numeracy support services.

Where a student is identified during the course of study by the trainer or assessor to possess a lower level of language, literacy or numeracy than the minimum requirement set out for the training package, PWR will provide confidential support and advice regarding further learner options.

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## 4. Harassment, Bullying and Victimisation Policy

### Policy Statement

PWR RTO 45431 is committed to ensuring the rights of all staff, contractors and students are able to work and train in an environment free from any type of harassment, bullying or victimisation.

### Responsibilities

This policy is based on our [Access and Equity policy](#) and includes the following types of harassment, victimisation or discrimination that will not be tolerated in our workplace or training environments:

- Direct discrimination – when a person or group is treated less fairly than others based on their stereotyped beliefs or views.
- Indirect discrimination – when rules, practices or policies which appear to be non-discriminatory and equal operate in a way that certain groups or people are excluded without warrant.
- Workplace harassment – when a person receives any unwelcome, offensive or humiliating attention that causes the work environment to become unpleasant. The person that is being harassed may also suffer from stress, poor health and limit their ability to do their job properly.
- Sexual harassment – is when a person is subjected to any unwelcome behaviour from others that causes the person to feel offended, humiliated or intimidated. It may be in a physical way, written or verbal form but will require employers and managers to act quickly and appropriately.
- Bullying – is when a person or group of people repeatedly act unreasonably towards them or a group of workers and the behaviour creates a risk to the health and safety of the person. Unreasonable behaviour includes the victimisation, humiliation, intimidation or threat to a person.

PWR will make every effort to prevent harassment in the workplace and their training facilities, but in the event that an incident occurs we will follow the guidelines set out in our [Complaints and Appeals Policy](#).

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## 5. Disability and Special Needs Policy

### Policy Statement

PWR RTO 45431 is committed to the elimination of discrimination on the grounds of disability in the areas of education, access to premises and employment and will provide support to students with disabilities or special needs as far as it is practicable in accordance with the *Disability Discrimination Act*.

### Definition

The definition of a disability is broad and inclusive of physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurements and the presence in the body of disease causing organisms

### Responsibilities

This policy is based on our [Access and Equity policy](#) and PWR are fortunate to have a number of onsite training facilities that can cater for students with disabilities, to enable participation on the same basis as other students. Where it is not practicable to admit a student that will pose an unjustifiable hardship on PWR the student may not be admitted to the training course, this will be decided on a case by case basis according to the Disability Discrimination Act (1992).

We cannot however, compromise the requirements of the relevant training package or the safety and welfare of other students or trainers but will endeavour to make reasonable adjustments and offer support to students identified with any form of disability to ensure they undertake a fair and equitable training and assessment.

PWR will request information from a student after enrolment and prior to the course if they have any issues that may affect their ability to successfully undertake the training and assessment. Where a student discloses this information, PWR will provide confidential advice and support regarding the students learning options and may require the student to undertake a fitness or LLN assessment prior to training attendance.

Where a student is identified during the course of study by the trainer or assessor to have limitations that do not meet the minimum requirement set out for the training package, PWR will provide confidential support and advice regarding the student's options.

PWR will make every effort to support students with disabilities in their training facilities, but in the event that an incident occurs we will follow the guidelines set out in our [Complaints and Appeals Policy](#).

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## 6. Workplace Health and Safety Policy

### Policy Statement

This policy sets out the responsibilities that PWR RTO 45431 strive to maintain in regards to the workplace health and safety of training personnel and students engaged in training activities at any of our RTO designated sites.

### Responsibilities

PWR’s responsibility to all students, training personnel, including staff, contractors and third-party providers on RTO designated training sites is to comply or provide workplace health and safety requirements in regards to following:

- Provide and maintain a safe training environment.
- As a minimum, comply with all relevant legislative and regulatory requirements, and industry standards.
- Implement new workplace and health policies requirements when they are introduced as well as monitor and improve existing procedures.
- Employ stringent risk management processes to continuously improve workplace safety and health.
- Conduct audits and inspections, set performance objectives and measure progress to ensure continuous improvement of the safety management system.
- Promote safety and health awareness to eliminate unsafe acts and hazards, to help create an injury and disease-free training environment.
- Ensure that incidents, injuries, safety and health issues, and non-compliances are reported and investigated; and that the learnings are identified and implemented, and communicated to all.
- Students will be made aware of all emergency and evacuation procedures at the first training session.

Duty-of-Care is a legal responsibility that PWR expect all students, training personnel, including staff, contractors and third-party providers on RTO designated training sites act in accordance with, in regards to the following:

- Take reasonable care of your own health and safety and those around you.
- Report any accidents or injuries to the Trainer/Assessor > Training & Compliance Manager immediately.
- Maintain a safe and clean environment, free from obstructions

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## 7. Complaints and Appeals Policy

### Policy Statement

PWR RTO 45431 is committed to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process including access to external, independent agencies if required.

PWR will respond to allegations involving the conduct of PWR RTO as an RTO itself, Trainer Assessors and any other staff, any third parties providing services on the behalf of PWR (including their trainer assessor or any other staff) and learners. PWR RTO will also take appropriate corrective actions to eliminate or mitigate the likelihood of complaints or appeals from reoccurring.

### Definition

A **complaint** may be about anything done, or not done by management, personnel or other students which the student feels has been unjust or unfair.

An **appeal** is an application by a student of an unfavourable decision of finding during the training and/or assessment complaints process.

### Responsibilities

PWR provide all students with detailed information on our complaints and appeals process in the *Student Information Booklet* provided to the student during enrolment or readily available on the PWR website.

PWR will use any complaints positively to continuously improve our training services and training packages.

All complaints will be handled in a transparent, objective and unbiased manner and will be kept strictly confidential. No PWR RTO representative shall disclose any relevant information to any person without the express permission of PWR RTO's Director, following permission being given by the complainant or appellant.

PWR will investigate all the circumstances and information to work out an informal solution as per the *Complaints and Appeals procedure* in the RTO Management Plan and will provide students with the relevant contacts if we are unable to provide a resolution to the issue and the matter remains unsolved.

PWR will document all verbal and written correspondence pertaining to any complaints and appeals as per our *Document and Record Management Procedure*.

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## 8. Student Enrolment Policy and Procedure

### Policy Statement

PWR RTO 45431 is committed to providing a fair, transparent and non-discriminatory student enrolment policy and procedure which is designed to ensure that all students are kept fully informed to meet the requirements of the training program they are entering.

PWR's student enrolment policy and procedure ensures all relevant and legislative requirements of a Registered Training Organisation (RTO) are met.

### Responsibilities

PWR training staff will ensure that all students enrolling into a training program receive the *Student Information Booklet* and complete the *Student Enrolment & Fitness Declaration* form prior to acceptance and booking approval.

PWR's marketing material and website ensures students are fully informed with:

- Course and Assessment information
- Course Pre-Requisites and Co-Requisites
- Course location and duration
- Recognition of Prior Learning (RPL) information
- Required Language, Literacy and Numeracy (LLN) levels
- Fitness levels required; OSH and appropriate Personal Protective Equipment (PPE)
- Unique Student Identifiers (USI) and personal identification requirements
- Payment Options/Cancellation and Refund policy
- Complaints and Appeals process
- Any third-party trainer/assessor arrangements

Students are expected to:

- Complete and sign the *Student Enrolment & Fitness Declaration* form with accurate and honest information.
- Provide a current USI and confirm their identity.
- Discuss any access or equity, fitness concerns or special needs with trainer/assessor as they arise during enrolment or booking process
- Have completed all course pre-requisites as stated on our website in course information and able to provide the relevant certification
- Pay all relevant fees prior to booking confirmation as per the fees and charges section in the Student Information booklet.

PWR Trainer/Assessors will review all enrolment information and identify any support/assistance issues a student may require and contact them to discuss prior to sign off and acceptance.

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PWR staff, contractors and third-party providers will, at all times maintain confidentiality of the student's information as per the *Privacy Act 1988*.

PWR staff have effective administration and records management systems in place in line with our *Document and Record Management* procedure and in accordance with the requirements of the Standards for RTO's 2015.

## **Procedure**

### Phone/Email Enrolment

PWR RTO Coordinator will provide the student or company with all information of relevant training course(s) over the phone and direct them to website or email/ fax a copy of the Marketing Flyer, Student Information Booklet and Student Enrolment & Fitness Declaration(s). The PWR Coordinator will either send an invoice to an individual student or request a Purchase Order from a client/company.

Once a student/company representative returns all the mandatory enrolment information and the student(s) are deemed course eligible and make payment, the RTO Coordinator will enter all the information into their student management system. This will automatically send the student/company representative a booking confirmation; including all course information (including any self-directed learning), dates, time, location, student requirements, a student number and a receipt of payment. In the event a student is found ineligible or does not meet the course pre-requisites the RTO Coordinator will notify them to discuss alternative options.

PWR Trainer/Assessor will review the submitted forms for any action items and then place them on file in accordance with the *Document and Record Management* procedure.

Any subsequent information pertaining to the course will be sent to the student/company representatives preferred method of contact.

### Online Enrolment

PWR are not currently accepting online enrolments but you can register an expression of interest in any of our courses on scope through our website or by emailing [training@pwr.net.au](mailto:training@pwr.net.au).

### Website Expression of Interest

On receiving an online expression of interest for a particular course the RTO Coordinator is to follow the same process as *Phone/Email Enrolment* above.

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