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# Trainee Information Handbook



Service » Integrity » Fairness

Nationally Accredited Training Programs

# Table of Contents

<b>Welcome</b>	<b>3</b>
<b>Vision Statement</b>	<b>3</b>
<b>Our Values</b>	<b>3</b>
<b>Training Commencement Induction</b>	<b>3</b>
<b>Quality Control Statement</b>	<b>3</b>
<b>Our Mission Statement</b>	<b>4</b>
<b>The Aim and Objectives of HRW Training</b>	<b>4</b>
<b>Collection of Information</b>	<b>4</b>
<b>Privacy Policy and Data Protection</b>	<b>5</b>
<b>Code of Conduct</b>	<b>5</b>
<b>Storage of Collected Information</b>	<b>5</b>
<b>Cancellations, Refund and Fees Policy</b>	<b>5</b>
<b>HRW Training Guarantee</b>	<b>6</b>
<b>Reassessments</b>	<b>6</b>
<b>Enrolment</b>	<b>7</b>
<b>Unique Student Identifier</b>	<b>7</b>
<b>Communications</b>	<b>7</b>
<b>Legal</b>	<b>8</b>
<b>External Links</b>	<b>8</b>
<b>Changes to Privacy Policy</b>	<b>8</b>
<b>RTO Partner</b>	<b>8</b>
<b>Creation of Course Certificates</b>	<b>8</b>
<b>Security Policy</b>	<b>9</b>
<b>PayPal Payments</b>	<b>9</b>
<b>Student / Trainee Etiquette</b>	<b>9</b>
<b>Duty of Care</b>	<b>10</b>
<b>Conclusion</b>	<b>11</b>

## Welcome

Thank you for considering us to provide your training, you are always welcome and never an inconvenience. We've been training for over 6 years now and we strive to make sure that we go above and beyond to meet your needs and to provide you with a great experience!

We have created this handbook to provide documented support for delivering the training courses, the process involved and for a better understanding of Government guidelines.

We have partnered with a Registered Training Organisation called Halo Nation Training RTO #32485. This means that we deliver courses on their behalf and they provide all the administration and compliance.

## Vision Statement

Our aim is to be:

- Known for high quality outcomes
- Known for service
- Simplified training

## Our Values

Our values are providing a level of service that will always be above and beyond your expectation. We provide integrity in delivering our courses and we strive to provide a level of fairness for the training industry.

## Training Commencement Induction

Procedure for every person

- Introductions
- OH&S procedures and evacuation
- Amenities and Facilities
- Business overview
- Code of Conduct overview
- Documents and training resources explanation
- Training itinerary and course plan
- Collation of Information for course completion
- Miscellaneous - site specifics or hazards to address
- Equality, fairness and participation of trainees

## Quality Control Statement

We have an ongoing commitment to provide our clients great service and compliance within the standards of Australian Skills Quality Authority on behalf of our RTO partner. It is the aim of HRW Training to provide a comprehensive outcome in assisting people to improve their skills and qualifications in order to enhance their employability options or be able to share their new skills within their workplace.

HRW Training effectively achieves this with their clients and is always our highest objective and priority. We have an ongoing commitment to continuously contribute to the Quality Management System by being up to date with:

- New legislation
- constant communication to the RTO
- Attending forums and seminars
- Liaising with industry professionals
- Active within the workforce
- Provide relevant documentation on procedures and policies.
- Creation of new procedures and policies

From the above statement, we are always seeking continuous methods to benchmark quality processes and outcomes for our clients.

### **Our Mission Statement**

HRW Training corporate mission is to provide thorough machinery and construction training for the mining and construction industry. We will deliver training programs with safety, ethics, integrity, fairness and service as our main focus.

Our main goal is to provide effective training for the unemployed to be able to develop new skills and experiences and apply relevant qualifications in future employment and for local enterprise and business activity to increase their productivity and economic regeneration in the workforce.

### **The Aims and Objectives of HRW Training**

- Deliver the highest quality, effective training courses for our clients and trainees.
- Continually strive to improve the quality of our training courses.
- Cater for our client's needs to encourage high performance and individual achievement.
- Continually seek new ways of improving our business for the benefit of all stakeholders.
- Provide equal opportunities

### **Collection of Information**

The legislation in Australia requires training companies to be able to obtain information from the client in order for you to undertake nationally accredited training and for the RTO to process and forward course completion certificates known as Statement of Attainments. Any information collected by HRW Training from our clients is for training purposes and processing only. This may be via the telephone, email, mail, fax or directly through our website. If your personal identifiable information changes, could you please notify us either by email or phone to update your records. This will assist admin on forwarding relevant documentation to you, thank you.

## Privacy Policy and Data Protection

HRW Training and Halo Nation Training RTO #32485 regards client privacy as an important part of our relationship with our clients. Our privacy policy applies to all trainees, any enquiries, emailed or texted documents. We will always provide the same level of privacy as you would expect from a banking institution. Your personal details are never sold or disclosed to any other organisation. Banking details are never stored and recorded. All expired documents are shredded before being discarded, thank you.

## Code of Conduct

We conduct our training business to the highest ethical standards, we will always follow the rules of our regulator and to that of the law. We will always be responsible, ethical and comply with legal obligations to our clients while respecting our client's rights and needs.

In the first instance, we conduct business and deliver courses in a professional manner while always understanding the importance of empathy and compassion. Our standard and business principles are based on:

1. Service, Integrity and Fairness
2. Contributing and being accountable for impacting on upskilling the workforce, the economic environment and the companies they are employed by
3. Transparency in our training and activities
4. The acceptance that respect for the rule of law is mandatory.
5. Respect for training standards and objectives.
6. Respect, considerations and responses to the interests of our affiliated partners.
7. Respect for clients rights and needs of their importance of empathy.
8. Respect cultural backgrounds, race, religion, gender and beliefs

## Storage of Collected Information

The security of your personal information is important to us. When you provide sensitive information (such as credit card numbers) to HRW Training, our banking institutions encrypt that information using secure socket layer technology (SSL). When credit card details are provided for a service, the transaction is immediately processed and then discarded by electronic shredding. We never store or keep a record of client's credit card details. We follow strict banking guidelines to protect personal information submitted to us, both during transmission and after we receive it.

If you have any questions about security, please don't hesitate to contact us.

## Cancellations, Refund and Fees Policy

HRW Training provides a service and consultation prior to face to face training is delivered / conducted. To create a course a considerable amount of time is taken prior to ensure all course materials, equipment, onsite compliance and administration (emailing / invoicing) to provide a professional service. Collation of client information (for admin purposes), printing, emailing, registrations, machinery organising and venue hire (if applicable) all commences 5 days or more from your course booking.

## Fees Policy

Under the legislation, fees of more than \$1500 per person cannot be collected prior to the course commencing. The remainder or outstanding amount of fees payable are to be paid at a time throughout the course.

## Refund

Course fees are non-refundable if cancellation occurs within a five (5) day timeframe as work has commenced on delivering the course. If outside of the five (5) day timeframe and training is conducted further than 200km from Townsville Qld and travel costs and accommodation has been made, (proof of receipt is provided) course fee is non-refundable. Consideration is taken in account of travel time arriving and departure travel time and other expenses mentioned above. In all discrepancies, the client must request in writing for reimbursement within 7 days of course commencement.

Outside of five 5 days full refunds are provided outside of these times where training is conducted in Townsville, Qld. The client will be required to provide in writing (within 7 days of course commencement) the reasons for reimbursement and will be reviewed on a case by case basis. If costs have been incurred these will be deducted from fees paid. All acceptable refunds are reimbursed after 7 working days.

If a client fails to show or leaves the course, refunds will not be provided. Exceptional circumstances will be considered and taken into account such as Acts of God, i.e. flooding or cyclone etc. This will also be on a case by case basis and all complaints and appeals must be provided in writing with 7 days of the course commencement.

Please notify HRW Training via email [tony@hrwtraining.com.au](mailto:tony@hrwtraining.com.au) so that we can resolve any concerns.

## HRW Training Guarantee

HRW Training guarantees course completion and as mentioned above, consideration is taken when external events take place before a course is to commence. Events such as an Act of God, (cyclones, flooding, fire etc) or flights cancellation, trainer unavailable due to medical condition or otherwise, training will be postponed to a later date that is convenient to both parties. Therefore, any factor that is beyond our control that eternal event/s disrupt training, HRW Training will provide a course credit to commence a new course for a new date and time. Thank you for your understanding.

## Reassessments

In regards to Not Yet Competent results after conducting an assessment, a reassessment fee of \$200 is payable excluding venue and machinery hire (if any) travel costs and accommodation (if required).

This is to cover the cost of the assessor's time in notifications to WHSQ for the new assessment, paperwork creation and the time allocated in the new assessment.

## Enrolment

When you purchase a service from us, we will request certain personal identifiable information from you. You may be required to provide contact information (such as your full name, contact numbers, email, and postal address).

We use this information for billing purposes. If we have trouble processing an order, we will use this information to contact you.

## Unique Student Identifier

For all training courses conducted in Australia, a requirement of every student conducting a course must register for a training number that keeps track of all the courses you have completed over time.

There are 2 ways you can receive a USI number:

- 1) Go online and register for a number, if you not already done so (go to > [www.usi.gov.au](http://www.usi.gov.au) website). It only takes 5 minutes and once registered you will receive an email or text conformation of your USI number. This is yours for life.
- 2) Through an RTO, these organisations are able to register one for you with your correct personal details. However, they are unable to access you training records but can only add to your account training completed. They will require the following information to create a number on your behalf.

your name, including first or given name(s), middle name(s) and surname or family name or one name if you have just one  
your date of birth  
your city or town of birth  
your country of birth  
your gender  
your contact details

### *Your privacy*

*The personal information that you provide to the Student Identifiers Registrar is protected by the Privacy Act 1988. The collection, use and disclosure of your USI is protected by the Student Identifiers Act 2014. Further information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar, how to make a complaint about a breach of your privacy and how such complaints are handled, is contained in the Student Identifiers Registrar's Privacy Policy.*

## Communications

HRW Training is required to personally identify a person's contact information for essential communications, such as emails, phone numbers and postal details. All details recorded on the enrolment form are strictly confidential. This information is used to contact you for the course you are enrolled in and future courses that you may be interested in. Our RTO partner and HRW Training are bound by law to keep your details

safe and are never on sold to any other organisation. We have a very strict and secure policy in place for contactable information.

## Legal

We do however, reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary in either an emergency, protecting our rights and/or comply with a judicial proceeding, court order, or legal process being served.

## External links

When visiting HRW Training website, any external links where you navigate away from our page and sign up is the responsibility of the user. Links on the HRW Training site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only to cover the domain name of [www.hrwtraining.com.au](http://www.hrwtraining.com.au)

## Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes and provide a privacy statement, this will be found in the news and media section of our site, and other places we deem appropriate so that you are aware of new information required if any and the reasons why it is needed. We reserve the right to modify this privacy statement at any time. If we make material changes to this policy, this handbook will be updated and notified separately of the changes for 7 days in the “news and media” section of our website.

## RTO Partner

HRW Training is partnered with Halo Nation Training RTO #32485

## Creation Of Course Certificates

Once you have successfully completed you course and deemed to be competent our affiliated partner RTO will receive your training documents for processing. From course completion to being issued a Statement of Attainment (SOA) please allow under the legislation an approximately lead time of 30 days. The approximately time frame is usually 1 – 2 weeks. On urgent occasions for RII certificates or VOC's / RII conversions they will be processed within 24 hrs and is a case by case basis at the time and will determine the amount of workflow from the RTO.

As mentioned above, creating certificates for your qualifications are not issued by HRW Training. If there is a delay we will follow up with the RTO on your behalf. Please inform us immediately if there is something missing or has not arrived so we can assist you on this matter. On rare occasions, mail sometimes does not arrive or the RTO has overlooked a student file for processing so unless we have been notified we will be unaware of the situation.



Original certificates on certificate paper that are lost after receiving:

**Replacement fee including postage is \$20 AUS**

For emailed certificates known as “file copy” that you no longer have a copy on file:

**Replacement fee is \$0**

Wallet sized plastic cards to be reprinted:

**Replacement fee is \$10 AUS**

### Security Policy

HRW Training uses PayPal for its online credit card transactions. PayPal processes online credit card transactions to Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using PayPal are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by HRW Training or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within PayPal bank-grade data centre, further protecting your credit card data.
- PayPal directly transfers monies from your credit card to the merchant account held by HRW Training

For more information about PayPal and online credit card payments, please visit [PayPal.com.au](http://PayPal.com.au)

### PayPal Payments

After payment of your course, you will receive an email confirmation from PayPal containing your order details, (if you have provided your email address). We will normally confirm receipt of your order within a few minutes of ordering. Delivery / itinerary of the training is set out and emailed in your documentation from HRW Training providing dates, time and location.

If you wish to query your itinerary please contact us at [tony@hrwtraining.com.au](mailto:tony@hrwtraining.com.au)

### Student / Trainee Etiquette

HRW Training while providing a professional training would ask our clients to respectively follow course guidelines for us to deliver our service in a learning environment.

We will request the following and is mandatory:

- Be respectful and courteous to fellow trainees and your trainer
- Be on time for the course
- Apply yourself and be diligent in your studies and homework

- Provide a level of enthusiasm and positive attitude
- Joking / banter to be without personal attacks, harassment, teasing, racist comments is all unacceptable
- Horseplay or pranks unacceptable in a safety course
- Be lawful, this includes any criminal acts such as safety negligence, cheating, fighting, drug use, vandalism and theft.
- Must notify us if you are taking any prescribed medication that may cause drowsiness and affect your ability to undertake the course or operate machinery.
- Borrowing of training resources and equipment without permission
- Be of mental and physical capability of chosen course being undertaken
- Smoking to not be indoors and not within 4 meters of any doorway
- Correct attire whilst attending the course. Appropriate clothing must be worn in the classroom and for practical components of the course such as PPE.
- Mobile phones to be placed on silent mode or switched off. This disturbs the class, however if it is an emergency, HRW Training respects your needs and you will be required to leave the class to accept the call. Outside of an emergency, smoko and lunch breaks can be used.
- After training, assist in cleaning and packing up of training rooms, taking rubbish with you and pack up of work site of any equipment used and or machinery.
- Care to be taken whilst using our equipment.
- Personnel belongings are your responsibility against misplacing, theft or damage.
- Attempt to undertake the assessment process

HRW Training under the legislation has the right to remove the trainee from the course, cancel the course or postpone the course if the above rules are not followed. HRW Training will provide 2 verbal warnings and written warning before any action of removal is taken. Expenses incurred due this nature is the responsibility of the person / client. We appreciate your understanding of this nature as this is in line with our training policies, legislation and management system, thank you.

### **Duty of Care**

For all persons training with us, we have an obligation to keep everyone safe whilst under our supervision. If a person is considered to be unfit for work or unfit to operate machinery or being fatigued we will have a formal discussion about how you are feeling and request your movements over the past 24 hours.

For issues relating to Fatigue, the definition from the Workplace Health and Safety Qld website is:

*Fatigue management is a shared responsibility between management and workers as it involves factors both inside and outside of work. Employers and persons conducting a business or undertaking (PCBUs) are responsible for using a risk management approach to manage fatigue.*

That being said, your own self-assessment is something only you can verbally provide the people around you. We would request you be honest, speak up about your concerns and well-being so we can provide a level of support and recommend a solution for your training at another time.

### **Symptoms of fatigue**

Fatigue can cause a vast range of other physical, mental and emotional symptoms including:

- chronic tiredness or sleepiness
- headache
- dizziness
- sore or aching muscles
- muscle weakness
- slowed reflexes and responses
- impaired decision-making and judgement
- moodiness, such as irritability
- impaired hand-to-eye coordination
- appetite loss
- reduced immune system function
- blurry vision
- short-term memory problems
- poor concentration
- hallucinations
- reduced ability to pay attention to the situation at hand
- low motivation.:

Some of these symptoms are only minor, though can develop into unsafe ailments to your self and others you may be working around. It always better to plan ahead if the wrong feeling is present.

## Conclusion

On a final note, we wish that your experience with HRW Training is one where after our clients complete our course they have become more skilled and knowledgeable that when you first commenced

In all aspects throughout the course, we are seeking competence whether this is taught or through life experiences.

Our clients will always be around a supportive learning environment where our passion is to provide you

- great service and un-precedented support
- unique methods of training
- quality outcomes
- relating and bridging the learning gap
- simplified approach

From the points above, this is the essential ingredients for our clients to further grow their careers or find your chosen pathway.

Once again on behalf of HRW Training we want thank you for taking the time for reading this handbook and choosing us to deliver a quality program to you.