

DRA Safety Specialists



Student Handbook

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Contents

Contents.....	2
Welcome	4
Introduction	5
Contact Details.....	6
DRA Safety Specialist Pty Ltd	6
Postal Address.....	6
Street Address.....	6
Email.....	6
About DRA Safety Specialists	7
Our Trainers	7
Legislation	8
Enrolment Process	8
Unique Student Identifier (USI)	8
Code of Conduct	9
Student Responsibility	9
Plagiarism and Cheating.....	9
Student Discipline	9
Attendance.....	10
Penalties for Breaches of Discipline.....	11
Second Offence- Minor	11
First Offence- Major	11
Second Offence- Major	11
DRA Safety Specialists Responsibility	11
Access & Equity Policy.....	12
Client Selection & Admission	12
Fee Structure.....	13
Fees Paid in Advance	13
Invoicing and Payment Schedule – Classroom Delivery	13
Invoicing and Payment Schedule – Online Delivery	13
Refund Policy	13
Classroom Delivery	13
On-line delivery.....	14
Cancellation of Courses Initiated By DRA Safety Specialists	14
Exceeding Enrolment Timeframes.....	14
Pre-Delivery Assessment	14
Language, Literacy & Numeracy	15
Assessment Policy & Procedure.....	15
Recognition of Prior Learning (RPL)	15
Credit Transfer	16
Issuing Certificates & Qualifications	16
Complaints & Appeals Process	16
Storing of Records.....	17
Privacy Policy & Disclosure of Information.....	17
Marketing & Advertising.....	17
Allergy Guidelines.....	17

Welcome

Welcome to DRA Safety Specialists. This booklet is designed to provide you with information to assist you during your studies including what to expect from training with us. This student handbook also explains how we operate and our policies and procedures. Please take a few minutes to read and understand the enclosed information. If you have any queries after reading the handbook please contact our office.

Handbook Disclaimer

This Student Handbook contains information that is current at the date of publication. Changes in legislation, regulations or DRA Safety Specialists circumstances after this date may impact on the accuracy or currency of the information.

DRA Safety Specialists takes all care to ensure that the information in this handbook is accurate, but reserves the right to vary any information described without notice.

Introduction



Welcome from the Managing Director

Thank you for choosing to study with DRA Safety Specialists. I would like to take this opportunity to extend a warm welcome to you. I sincerely hope you find your study with us a rewarding experience. We aim to exceed your expectations thorough delivering a value-added service with a focus on quality outcomes.

DRA Safety Specialists offers a team of highly qualified, industry experienced staff. Our team of trainers are Certified RABQSA Safety Auditors, are registered as Chartered Professional Members of the Safety Institute of Australia and all hold tertiary qualifications with a minimum of 15 years of experience in safety. You can view the DRA Safety Specialists staff profiles on our website www.drafety.com.au

If you require assistance at any time during your course please contact our office on 07 5573 6199 or alternatively send an email to: rtomanager@drafety.com.au.

I would like to take this opportunity to wish you well with your studies and in your future endeavours.

Kind regards

A handwritten signature in black ink, appearing to read 'DR Randall'.

David Randall
Managing Director
DRA Safety Specialists

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General Enquiries

information@drasafety.com.au

Training Enquiries

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Social Media



About DRA Safety Specialists

DRA Safety Specialists Pty Ltd (referred to as DRA Safety Specialists) is an Australian Company registered with ASIC and an NVR Registered Training Organisation (RTO) registered in QLD providing training and assessment for nationally recognised qualifications. We adhere to the VET Quality Framework, are quality assured under the Australian Skills Quality Authority and our provider number is 31786. The details of our registration and the courses and qualifications we are registered to deliver can be found at www.training.gov.au

DRA Safety Specialists has been one of Australia's leading specialist providers of Workplace Health & Safety training for over 20 years and has been registered as an RTO since August 2008. DRA Safety Specialists is a privately-owned company which provides training, auditing and consultancy services to a range of industries throughout Australia. Our vision is to be recognised as a market leader in the provision of Workplace Health & Safety consultancy and training. We strive to deliver quality training with the aim to develop in our students the skills and confidence to not only build a strong safety culture within their organisation but to also continually improve systems by keeping abreast of legislative changes and effectively audit their safety systems.

DRA Safety Specialists delivers public courses regularly on the Gold Coast and is available to deliver tailored workplace training solutions across Australia.

DRA Safety Specialists provides training and assessment in the following course within the Australian Qualification Framework (AQF):

- BSB41415 - Certificate IV in Work Health and Safety
- BSB51315 - Diploma of Work Health and Safety
- Work Health & Safety Officer
- Work Safely in the Construction Industry – White Card
- PUAWER001B - PUAWER008B Units of competency from the Workplace Emergency Response Training Package which have been identified as meeting the requirements of the Queensland Building Fire Safety Regulation 2008 for the role of Fire Safety Advisor

Our Trainers

Our Trainers and Assessors hold as a minimum the Certificate IV in Training and Assessment (TAE40110) as well as relevant Nationally Recognised Qualifications in the fields they work in. Continual Professional Development is maintained to ensure that they are up to date with industry practices and development.

Training and assessment is delivered by our trainers and assessors who:

- Have the relevant vocational competencies to all the courses delivered or assessed
- Have the current industry skills directly relevant to the training/assessment being delivered
- Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Legislation

As an RTO, DRA Safety Specialists are required to adhere to the Standards for Registered Training Organisations (RTOs) 2015 which are a comprehensive set of standards that guide nationally consistent, high quality training and assessment services in the vocational education and training system

All students must be aware of the legislative requirements that affect their participation in vocational education and training. There are two key avenues for students to be aware of these requirements:

1. Read and be aware of all DRA Safety Specialists Policies and Procedures which are outlined in the Handbook; and
2. Actively engage in course-specific units of study that cover legislative content over the duration of your studies – relevant units of study will cover specific legislative requirements that impact upon a students' future profession.

If you would like further information on a specific piece of legislation mentioned in a policy or in class, visit the Australian Government website for Commonwealth Law <http://www.comlaw.gov.au>. This website is the most complete and up-to-date collection of all Commonwealth legislation and includes links to all other sources of Australian Law (i.e. State-based legislation).

Enrolment Process

To enrol in one of our courses, please go directly to our website www.drasafety.com.au and download the enrolment form and complete and email to rtomanager@drasafety.com.au Alternatively you can call 07 5573 6199 and request an information pack either electronic (email) or printed format (posted to you).

Our Enrolment process is:

1. Once we receive your enrolment form we will process your enrolment within 48 hours
2. You will be sent a confirmation of enrolment letter via email.
3. For on line courses, you will receive an email containing your unique user name and password to log into our online delivery platform.

Unique Student Identifier (USI)

All applications must supply DRA Safety Specialists with a Unique Student Identifier (USI). As a student who is about to commence nationally recognised training (Vocational Education and Training – VET), you will be required to obtain a USI. Your USI links to an online account which contains all records of training and results that you will have completed from 1 January 2015 onwards. Your results from 2015 onwards will be available in your USI account in 2016. When applying for a job or enrolling in further study, you may need to provide your training records and results. From 1 January 2015 DRA Safety Specialists as a Registered Training Organisation (RTO) cannot issue any formal documentation until you have provided us with a USI.

Code of Conduct

The following information details the expectations in relation to student conduct whilst engaged as a learner of DRA Safety Specialists.

Student Responsibility

Learners have the following responsibilities:

- to become familiar with relevant policies and comply with any student requirements contained therein including relevant legislated requirements
- to respect the working environment of others and to conduct themselves in a responsible, polite and safe manner
- to follow all reasonable instructions provided by DRA Safety Specialists employees
- to undertake their studies to the best of their abilities
- to meet deadlines for work to be submitted
- to submit work without plagiarising or cheating
- to consult with their trainer in a timely manner if problems/issues arise
- to accept joint responsibility for their own learning

Plagiarism and Cheating

When quoting information from another source, students should acknowledge their source of information. Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as a student's assessment being declared 'Not Competent' or their exclusion from a course.

Plagiarism occurs when a student claims ownership for written words/data, ideas or inventions which are not their own. Examples of plagiarism that are not acceptable include:

- Submitting assessments substantially similar to, or copied from another student;
- Submitting assessments that use the exact words of another without using quotation marks and citing the original source;
- Presenting any work of another individual or group as one's own work;

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. Where a student's work has been assessed as requiring resubmission for cheating, the assessor must advise the student concerned in writing of the reasons for the decision and advise the student that they may appeal this decision in writing within ten (10) working days. The appeal will be dealt with under our appeals process. A student found copying the work of others in assessments such as examinations will also be considered as cheating. Students may be disciplined as a result of cheating.

Student Discipline

Learners are expected to fulfill the behavioral standards outlined below when presenting for training and assessment in the training room by:

- Preparing themselves mentally and physically for a positive learning experience
- Demonstrating respect for people, property and equipment
- Taking responsibility for their own behavior
- Using time and other resources responsibly

- Meeting the goals identified for and/or by the group
- Sharing responsibilities when working as a member of a team or group
- Helping others to learn
- Monitoring their own progress towards meeting training outcomes
- Communicating effectively with all training and workplace personnel

During training sessions and/or workplace learning, learners must:

- Attend training or workplace learning activities
- Arrive on time, and report by telephone prior to schedule time of attendance, any problems resulting in likely absences
- Attend for training or workplace activities in the appropriate dress code
- Participate in the scheduled workplace group activities
- Treat training and working colleagues with respect
- Allows others to present their point of view on the subject matter
- Follow instructions given by the trainer and/or workplace supervisor
- Conduct themselves as responsibly with peers and training/workplace supervisors
- Dress appropriately for the training sessions or work in the workplace
- Meet WHS requirements and help maintain a high standard of WHS procedures
- Report on any breakdowns or WHS issues related to workplace or training room equipment
- Conduct themselves as responsible adults inside and outside the learning environment

Appropriate clothing for training/workplace should be specified where required, and if safety clothing or equipment is required, then this requirement must be enforced by the trainer.

Totally unacceptable learner/workplace behavior includes:

1. Using abusive/offensive behaviour
2. Demonstrating prejudices (racial, ethnic, gender, handicap, religious or sexual).
3. Disrupting others who are in the learning and/or work environment
4. Presenting for training or work under the influence of drugs and/or alcohol
5. Smoking in non-allocated smoking areas
6. Demonstrating violent behaviour by fighting or abuse
7. Vandalism including misuse of equipment and facilities
8. Stealing from the training or workplace or from any other learner or colleague
9. Conducting or attending illegal gambling
10. Cheating-copying or using others ideas to the benefit of one's self
11. Threatening others to the detriment of their safety
12. Failing to attend a pre-arranged training session without prior notice to the trainer or workplace supervisor
13. Possession of firearms, knives, broken glass and or other dangerous equipment.
14. Non appropriate clothing for workplace and training.

Attendance

Excused absences will be those which occur because of:

- Personal illness with a physician's note
- Death in the immediate family; or

- Religious holidays as prescribed by the State Department of Education (For an excused absence for religious holiday, a note must be submitted in advance to the trainer)
- Extended periods of illness which are covered by a written statement from a physician indicating that he/she ordered the absence

Penalties for Breaches of Discipline

First Offence- Minor

- Matter to be documented on a Disciplinary Report
- Warning issued and action in event of second offence outlined to the learner.

Second Offence- Minor

- Matter to be documented on a Disciplinary Report
- Review undertaken with the learner.
- Private discussion followed by a contracted learning agreement is considered conducive to preventative action.
- Training undertaken.
- 2nd review undertaken
- Monitoring of performance
- Sign out of disciplinary action.

First Offence- Major

- Immediate withdrawal from training activity
- Matter reported to management by trainer.
- Matter documented on Disciplinary Report by trainer.
- Person suspended from training for the day.
- Private discussion followed by a contracted learning agreement signed by learner, workplace learner supervisor and training supervisor where learning agreement is considered conducive to preventative action.
- 2nd review undertaken.

Second Offence- Major

- Learner withdrawn from training contract and cessation of course
- Sign out on disciplinary action.
- No refund to be supplied or offered.

DRA Safety Specialists Responsibility

DRA Safety Specialists will:

- Deliver training and assessment as specified in the course information provided
- Provide all services within the timeframes agreed to prior to learner commencement
- Deal with all students fairly and ethically, recognising particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- Provide opportunity for feedback on services provided
- Provide access to students own records on request
- Provide safe learning environment free from danger, abuse or harassment
- Treat all students with respect and dignity

Access & Equity Policy

DRA Safety Specialists is committed to providing opportunities for all people in the community to successfully gain skills, knowledge and experience through accessing our consulting services and training products.

The following equity guidelines have been established to ensure that principles of equity for: women; Aboriginals and Torres Strait Islanders; people from non-English speaking backgrounds; people with a disability; rural and regionally-isolated communities; people in transition; and other special groups are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

In accordance with the principles of performance management, the company reviews and develops its training program outcomes and content areas, learning strategies and resources for the delivery and assessment of qualifications on a routine basis. One of our strategic priorities is to breakdown existing barriers and open up equal opportunity for everyone to access our training services and products.

DRA Safety Specialists is committed to develop a range of consulting services and training programs that:

- are accessible to everyone
- are inclusive rather than exclusive
- meet learner needs
- meet industry and community expectations
- provide support for learners with different and diverse needs
- acknowledge and celebrate cultural diversity
- reflect the diversity of backgrounds and experiences found within the broader community
- attract and support people who, in the past, have been unsuccessful in their education and training

DRA Safety Specialists will achieve this by implementing procedures which will ensure:

- the establishment of non-discriminatory participant selection practices which encourages fair access for members of under-represented groups
- access and equity issues are considered during training program design and development
- on-going staff development to assist facilitators who deliver courses to under-represented groups

Client Selection & Admission

DRA Safety Specialists agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behavior, safety, course/qualification pre-requisites, payment of fees, and the observance of the DRA's Safety Specialists policies as detailed in this handbook.

Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. DRA Safety Specialists is dedicated to providing an inclusive learning environment. DRA Safety Specialists seeks to establish the needs of our students prior to enrolment and deliver services to meet individual needs. Reasonable adjustment will be made where it is identified as necessary.

All students will be provided access to training materials and facilities necessary to complete their course as is reasonably expected to be provided by an RTO. Before students enrol into a learning program, we

inform them about the training, assessment and support services that we provide and also their rights and obligations whilst undertaking training. Students have timely access to current and accurate records of their participation and progress and can seek feedback at any time from their trainer regarding their progression through the course.

Fee Structure

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment.

Fees Paid in Advance

DRA Safety Specialists will ensure that fees paid in advance of course delivery shall be protected by keeping them in a separate account and not drawing on those funds until such time as delivery has commenced.

Invoicing and Payment Schedule – Classroom Delivery

An invoice for the full course amount will be issued upon receiving a student's enrolment form. If an organisation is paying for the course a Purchase Order Number must be included.

Full payment is required before the course commences. If an arrangement is in place to pay the fee after the course concludes, the fees must still be paid as per our Amendments to Enrolments disclaimer and Code of Practice.

For courses over \$1,500.00 a deposit of \$1,000 is required and the balance of payment due when the course commences.

Certificates will not be issued until full payment has been received.

Invoicing and Payment Schedule – Online Delivery

Students will be enrolled and invoiced on a unit by unit basis for on line courses and full payment for each unit is required before the next unit is made available to the student.

Alternatively a student can pay up to but no more than \$1,500 towards the cost of the course and the balance is due and payable prior to the end of the course.

Certificates will not be issued until full payment has been received.

Refund Policy

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to rtomanager@drasafety.com.au. If any participant is dissatisfied with a course, notification should in the first instance be made to DRA Safety Specialists so that every effort can be made to overcome the problem and satisfy the participant needs.

Classroom Delivery

Enrolment may be cancelled up to ten working days prior to commencement of the course with participants either transferring to another course or receiving a full refund. Enrolment cancelled less than ten working days' notice, but before 3 days prior to commencement of a course will incur a 25%

cancellation / transfer fee. In side of 3 days from the commencement of the course **full payment of the course is still required.** *Special consideration for extenuating circumstances will be taken into account at the discretion of DRA Safety Specialists.*

Enrolments are transferrable and a participant may be substituted by another participant at any time prior to course commencement date. Any enrolment transfer requests should be completed by email.

No refunds will be made after the commencement of the course unless the participant can provide extenuating circumstances due to sickness, or death of immediate family or individual medical circumstances. A medical certificate or other documentation must be provided as evidence.

On-line delivery

For on-line learners, commencement is deemed to be when you receive your login details and password to access the on-line learning platform. No refund is available post on-line course commencement without demonstration of extenuating circumstances. You may however, be able to defer your program via negotiation with your trainer.

Cancellation of Courses Initiated By DRA Safety Specialists

DRA Safety Specialists reserves the right to cancel or postpone a course to an alternative date.

All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.

Exceeding Enrolment Timeframes

DRA Safety Specialists reserves the right to cancel an enrolment without notice, if after being enrolled for a period of two years a learner has not completed and achieved their Cert IV or Diploma qualification. If some of the qualification has been completed, a statement of attainment can be issued for those units completed if the learner requests. If a learner is having difficulty meeting this deadline, DRA Safety Specialists may grant extensions under certain circumstances, upon request. It is the learner's responsibility to meet the deadline and/or make appropriate request for extension.

Enrolments into short courses/units of competency such as Work Health & Safety Advisor, Work Health & Safety Representative and Fire Safety Advisor require assessment activities for the enrolled units which make up the qualification to be completed within two (2) weeks from the completion of the training. If a student fails to complete the units of competency within this timeframe DRA Safety Specialists reserves the right to cancel an enrolment without notice. If some of the units of competency have been completed, a statement of attainment will be issued for those units. If a learner is having difficulty meeting this deadline, DRA Safety Specialists may grant extensions (2 weeks) under certain circumstances, upon request. It is the learner's responsibility to meet the deadline and/or make appropriate request for extension. If the assessment has not been received by the approved extension date, the student will be issued a Statement of Attendance.

Pre-Delivery Assessment

Prior to enrolment you should advise us if you require assistance in literacy and numeracy, have an enquiry regarding recognition of prior learning or any other individual requirements which you would like assistance with. In circumstances where DRA Safety Specialists is unable to assist learners with specific needs, we will endeavor to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies.

Language, Literacy & Numeracy

All courses at DRA Safety Specialists are delivered in the English language and it is essential that a student has language, literacy and numeracy (LLN) skills sufficient to successfully complete assessments at the tertiary education level.

All applicants for whom English is not the primary language must have an academic IELTS score of 6.0 for Certificate IV and Diploma. This level has been set to ensure the student will have the ability to successfully engage with course materials and teaching staff.

At the discretion of DRA Safety Specialists, prospective students may be required to undertake and assessment of English language at their own cost.

Assessment Policy & Procedure

DRA Safety Specialists is committed to providing reliable, valid and fair assessments to enable students to achieve the required outcomes in a reasonable time period. Every effort is made to ensure the fairness of assessments. To this end, DRA Safety Specialists uses standard assessment criteria. This criterion is supplied with the assessment tasks of each unit to ensure all students are aware of the criteria for the achievement of competence. Instructions for assessment tasks/activities are made clear and explicit and students are allowed a reasonable and specified time to complete assessment tasks. Assessment methods used include: workplace projects, portfolio development, written assignments and problem solving. If a participant is not satisfied with the assessment outcome the Complaints and Appeals procedure should be followed.

As a general rule, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, DRA Safety Specialists may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that DRA Safety Specialists feels is valid. Where a client has been assessed three times and is still not yet competent (NYC). DRA Safety Specialists may refuse further assessment if it feels there is little chance of the client becoming competent (C).

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Disability
- Cultural background
- LL&N difficulties

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with DRA Safety Specialists policies, clients will have access to personal information and will be advised of all outcomes in writing.

Recognition of Prior Learning (RPL)

DRA Safety Specialists recognises that participants may already have skills in some of the areas that are covered by the course. To accommodate for this, DRA Safety Specialists has an RPL process that is available

to participants to gain recognition for appropriate skills and/or knowledge they may already have. RPL recognises skills, knowledge and experience participants have gained from other courses, work experience, life experiences and from any informal training provided at work and checks it against the learning outcomes and assessment criteria contained within a specific unit of competency.

Any participant who believes that their prior learning and experience will adequately assist them in the completing the unit and can provide evidence that they are already competent in the learning outcomes of specific units are able to apply to complete units by the RPL process. A self-assessment, followed by an interview and/or 3rd party report will be required to be completed to apply for RPL. If any gaps are identified, additional training will be required. If a participant believes they have sufficient skills and knowledge to apply for RPL, they can contact the RTO Manager on 07 5573 6199 or rtomanager@drasafety.com.au to request a copy of the RPL Kit. If participants have any queries regarding their ability to complete the units by RPL, they are able to contact RTO Manager on 07 5573 6199 or rtomanager@drasafety.com.au to discuss the matter further. Additional information can also be obtained by referring to the Recognition of Prior Learning Policy.

Credit Transfer

DRA Safety Specialists operates within the principles and standards of the Australian Skills Qualification Authority (ASQA). We recognise qualifications issued by other Registered Training Organisations. If you wish to apply for a credit transfer for a unit of competency please email rtomanager@drasafety.com.au and we can send you an RPL Kit. You will need to complete the RPL kit for the relevant unit /s of competency and submit for assessment along with corresponding copies of your statement of attainment. Copies of certificates will need to be certified by a Justice of the Peace or equivalent.

Issuing Certificates & Qualifications

A student will be issued with a certificate within 30 working days of completion and full payment being received by DRA. If a student completes only one or more units of competency but not a complete qualification, a Statement of Attainment will be issued.

DRA Safety Specialists only issues AQF Qualifications and Statements of Attainment that are within its scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

DRA Safety Specialists issues, records and reports AQF qualifications and Statements of Attainment that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the student has attained; and
- Identify DRA Safety Specialists by its national provider number.

Complaints & Appeals Process

A complaints and appeals process including reassessment is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment. A fair and impartial appeals process is available to clients of DRA Safety Specialists.

If a student wishes to appeal their assessment result, they should first discuss the issue with the trainer/assessor. The trainer will provide feedback as to why the result has been issued. If the student is unable to reach a satisfactory outcome through discussion with their trainer, then the student should make a formal request in writing via the DRA Safety Specialists Complaints or Appeals Form.

The completed form can be forwarded to the RTO manager at rtomanager@drasafety.com.au. The form is forwarded to the Managing Director who will take responsibility for investigating the matter and will respond with an outcome within 30 days of receipt of the request.

Every effort is made to settle the appeal to both the student's and DRA Safety Specialists satisfaction. Each complaint or appeal will be heard by an independent person or panel. Each complainant or appellant has an opportunity to formally present his or her case and is given a written statement of the outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with other government agencies.

Where DRA Safety Specialists considers more than 60 calendar days are required to process and finalise the complaint or appeal, DRA Safety Specialists will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- Regularly updates the complainant or appellant on the progress of the matter.

Storing of Records

All non-student records which are required by law or at the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records and assessment evidence will be kept in line with ASQA guidelines and stored electronically. Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

Privacy Policy & Disclosure of Information

DRA Safety Specialists complies with the Privacy Act 1988 – Information collected on clients is only used for the purpose of delivery of our services. Clients can obtain a copy of all information held about them, including training and assessment records, by written request to the Administration Office. If a third party requires this information a “Third Party Access Authorisation” form must be completed and authorised by the student.

DRA Safety Specialists will not disclose Personal Information to any external company or third party unless the individual has consented to the use or disclosure. Personal information will not be sold to a third party. Personal information will be destroyed, if there is no longer any legitimate purpose in retaining such information and that the record retention periods imposed by the state and federal governments have been exceeded.

Marketing & Advertising

DRA Safety Specialists markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. DRA's Safety Specialists marketing strategies will not contravene legislation and DRA Safety Specialists only advertises courses consistent with its scope of registration. The names of training packages, qualifications and/or accredited courses listed and use of the NRT logo in advertising material will comply with their conditions of use.

Allergy Guidelines

It is the responsibility of the course participant to inform DRA Safety Specialists of their allergy needs prior to the training course and to follow up by always alerting the trainer and food servers about allergies upon arriving at the training course. However, safe alternatives such as participant prepared food are always welcomed. DRA will endeavour to meet the needs of all training participants however can not be held responsible for allergic reactions, please ensure all participants have relevant medications on them during all training sessions.
