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# Falck

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Student  
Information  
Handbook

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## Contents

Welcome.....	4
Training programs.....	4
Nationally Recognised programs.....	4
Assessment process.....	4
Enrolling in a Training program .....	4
Student Enrolment .....	5
Recognition of Prior Learning (RPL).....	5
Making the most of the training program.....	6
Getting help.....	6
Legislation.....	6
Discrimination.....	6
Harassment.....	7
Workplace Harassment .....	7
Types of harassment.....	7
Examples of verbal harassment.....	7
Examples of non-verbal harassment .....	8
Examples of physical harassment.....	8
What to do if you are harassed .....	8
What Falck will do if you feel harassed .....	8
Rules and regulations while completing a program.....	8
How to appeal or complain .....	9
Fees and charges and refunds.....	9

## Welcome

Thank you for considering training with Falck Pty Ltd. Falck is a Registered Training Organisation (RTO) registered through the Australian Quality Skills Authority (ASQA). Falck has access to a specialist hot fire and rescue training centre located at 15 Catalano Road Canning Vale Western Australia. Falck delivers training throughout Australia and PNG as well as delivery offshore. The purpose of this handbook is to provide you with a quick reference about training programs and processes at Falck.

## Training programs

Training Services provided to Students follow the policies and procedures developed to meet the National Training Framework and Falck run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by Commonwealth Government and can easily be identified by the alpha numeric course code shown as a prefix and by the VET logo. If you have any questions relating to the accreditation of the course you are planning to undertake please contact our training department for clarification prior to booking.

## Nationally Recognised programs

Accredited programs are competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace application is set out in units of competency and these can be grouped together to make up a nationally recognised qualification or taken as standalone units. Nationally recognised qualifications are set out in Training Packages and these can be viewed at [www.training.gov.au](http://www.training.gov.au)

It is important to note that the rules and requirements of a unit of competency and a qualification are applied to any student regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre-requisites (if applicable)

To be deemed competent in any unit of competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period.

## Assessment process

The assessment process will be explained at the beginning of your course and will be available upon request from your assessor.

## Enrolling in a Training program

To enrol in a training program at Falck, you will need to contact the training department on 08 9452 6500 or by email, [training@falck.com.au](mailto:training@falck.com.au). The training department will provide information about the course, as well as cost. In the case of a corporate client an email will be sent with attachments that includes but not limited to a Proposal and booking form.

Please be advised that most of the courses offered by Falck require a person to participate in strenuous and physical activities and all participants must have all senses (hearing, sight, and sound) that are not impaired at the time of training.

## Student Enrolment

Falck is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the Student is enrolling and where the Student:

- applies in the prescribed manner
- meets the selection criteria for the course, or have satisfied the training manager of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees prior to the conclusion of training

Enrolment is achieved via our eLearning site located at <https://elearn@falck.com.au/> and during enrolment you will be required to complete a literacy, language and numeracy test as well as enrolment form. After online enrolment access, you will be granted to the online course training materials which will need to be completed prior to attending the face to face component of your training program.

## Recognition of Prior Learning (RPL)

All participants can apply for recognition of prior learning (RPL). RPL means that you can submit evidence for a unit(s) of competency and have it assessed by a qualified assessor without completing the training. Please be aware that RPL has a cost attached to it due to the time taken by our staff to complete the assessment. For further information on RPL please contact our training department at [training@falck.com.au](mailto:training@falck.com.au).

Falck believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course. Falck aims to maximise the recognition of a learner's prior skills and knowledge whilst always maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated?
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry
- Is sufficient to make a judgment about the above

Falck is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- "C" which means that you have been deemed competent against that Unit of Competency(s)
- "NYC" which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

## Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow Students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

## Getting help

At Falck your trainers and assessors are your best support. If you need some support, please speak to them in the first instance and then to the training manager if they have not been able to assist.

## Legislation

Falck is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes but is not limited to:

- AQTF
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Clients (Regulation of Providers and Financial Regulation) Act 2000 (Amended 2007)
- WA Occupational Safety and Health Act 1984
- Workplace Relations Act 1996
- Other State and territory Acts and regulations
- Workplace Gender Equality Act 2012
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- Privacy Act 1988
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- WA Industrial Relations Act 1984
- Competition and Consumer Act 2010

## Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality

- Ethnicity
- National origin

## Harassment

Harassment is any behaviour, which is unwelcome, offends, humiliates or intimidates the person being harassed. The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- Unwanted touching
- Sexual innuendo
- Sexual propositions
- Nude pin-ups and posters
- Obscene telephone calls
- Wolf whistles

Sexual or any other form of harassment will not be tolerated at Falck Pty Ltd and disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment and from a student’s perspective, removal from a training course.

## Workplace Harassment

Definition of Harassment

*“Any behaviour, which is unwelcome and is based on a person’s sex, pregnancy, marital status, race, disability, age or sexuality.”*

Will usually be repeated behaviour, but can also consist of a single act.

Has the effect of offending, humiliating or intimidating the person at whom it is directed? It makes the work environment unpleasant and sometimes even hostile. If a person is being harassed, then their ability to do their work is affected. They often become stressed and suffer health problems as a result.

Can often be the result of behaviour, which is not intended to offend or harm, such as jokes or unwanted attention. The fact that harassment is not intended does not mean that it is not unlawful. The differences between people should be acknowledged and respected, never ridiculed.

Often involves an abuse of power, for example: a manager may harass a person whom they are supervising. Abuse of power can also happen when certain groups are in a minority in the workplace and are, therefore, in a vulnerable position, for example: women or people from non-English speaking backgrounds.

Harassment will not be tolerated at Falck Pty Ltd. If, after an investigation by management, it is found that harassment has occurred, the person responsible will be subject to disciplinary procedures. Serious cases of harassment may constitute a criminal offence.

## Types of harassment

There are many types of harassment. These can range from direct forms such as abuse, threats, name calling and sexual advances; to less direct forms such as the creation of a hostile work environment, but no direct attacks are made on an individual.

## Examples of verbal harassment

- Sexual comments, advances or propositions
- Lewd jokes or innuendos
- Racist comments or jokes
- Spreading rumours
- Comments or jokes about a person’s disability, pregnancy, sexuality, age religion etc.
- Repeated questions about one’s personal life

- Belittling someone's work or contribution in a meeting
- Threats, insults or abuse
- Repeated unwelcome invitations
- Offensive obscene language
- Obscene telephone calls, unsolicited letters, faxes, emails

## Examples of non-verbal harassment

- Leering, e.g. staring at a woman's breasts
- Putting offensive material on notice boards, computer screen savers, emails etc.
- Wolf whistling
- Nude or pornographic posters
- Displaying sexist or racist cartoons or literature
- Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- Following someone home from work
- Standing very close to someone or unnecessarily leaning over them
- Mimicking someone with a disability
- Practical jokes that are unwelcome
- Ignoring someone, or being cold and distant with them
- Crude hand or body gestures

## Examples of physical harassment

- Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, and brushing up against a person
- Indecent or sexual assault or attempted assault
- Hitting, pushing, shoving, spitting, and throwing objects at a person
- Unzipping a person's attire

## What to do if you are harassed

If you feel that you are being harassed, tell the person to stop, that their behaviour is unacceptable and that they must not do it again. It is important to say these things to the person harassing as they may interpret silence as some form of acceptance or consent. If, however, you are too frightened or embarrassed to say anything, this does not mean that your complaint will be treated any less seriously.

If the behaviour does not stop, or even if it does but you still wish to report it, tell your trainer. It is a good idea to make a written note of any harassment, including details of dates, times, witnesses, what happened and what you said or felt. Be frank and honest with whoever is appointed to investigate your complaint, as this will enable the appropriate action to be taken.

## What Falck will do if you feel harassed

It is Falck's legal responsibility to ensure that harassment does not happen in the workplace. If it does occur, the company will take complaints of harassment very seriously. The complaint will be investigated in a sympathetic, fair and confidential manner. Action will be taken to ensure that the harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred. You will not be victimised or treated unfairly for making a harassment complaint.

## Rules and regulations while completing a program

Falck is committed to providing a learning environment that encourages students of all abilities to participate and to successfully complete their training program. Falck ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance, please inform our staff on enrolment. Falck respects the student's right to privacy and confidentiality.

## How to appeal or complain

If you have a complaint, grievance or wish to appeal any decision while completing your training program Falck please contact Training Manager at 08 9452 6500 to make an appointment. Any action taken by us to remediate a complaint will not affect your statutory rights as a consumer.

## Fees and charges and refunds

We do understand that occasionally things do not go according to plan and to accommodate this we have some simple terms and conditions relating to payment:

- a) Non-attendance of any training course once booked will incur full course cost.
- b) If the training course was cancelled by Falck for any reason a full refund will apply.
- c) If transfer to another course is required, then more than 7 days' notice is to be given.
- d) For cancellation, more than 7 working days' notice must be given.
- e) Once booked and confirmed a \$100 administration fee is payable for changes made by the client.
- f) Failure to complete the course, caused by the client will not be grounds for any refund.
  - i. Where circumstances warrant, an agreement may be made with the Training Manager of Falck for a reduced fee to be paid.
- g) If Falck is unable to deliver the complete training, unless caused by the client, a full refund will apply.

If you would like to find out more about fees and charges, please call the Training Manager (Tel: 08 9452 6500) to make an appointment.