

Zero Harm Safety & Training Code of Practice



Code of Practice

This Code of Practice has been developed to provide students and clients with a commitment to the maintenance of high standards in the provision of vocational education and training and other client services

Our standards of quality are in compliance with the VET Quality Framework

This Code of Practice is available to all clients and is enforced by all at Zero Harm Safety & Training

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ACCESS AND EQUITY

Zero Harm Safety and Training (ZHST) is committed to the principles of access and equity in vocational education and training and gives practical expression to the Australian Skills Quality Authority's (ASQA's) goal of improving the knowledge, skills and quality of life for Australians, having regard for the particular needs of target groups.

In keeping with this commitment ZHST will strive to ensure that its training and assessment programs are relevant, fair and inclusive. ZHST will achieve this by promoting traineeships to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options that are available to meet their individual training needs.

Zero Harm Safety and Training will implement fair educational programs and geographic resource allocation practices to maximize the participation of target groups. ZHST will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

Zero Harm Safety and Training is firmly committed to providing equal employment opportunities and educational outcomes for all staff and students. We recognise that these achievements are dependent on the elimination of discrimination, harassment, racism and bullying from the working and learning environment.

Zero Harm Safety and Training recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to any form of discrimination, harassment, racism or bullying.

EQUAL OPPORTUNITY POLICY

Zero Harm Safety & Training is an Equal Opportunity employer.

Zero Harm Safety & Training has in place corporate policies, in accordance with government legislation, which ensure that employees and consultants are not discriminated against.

All employees and consultants are made aware of their obligations under the relevant Commonwealth and State Anti-Discrimination legislation.

Zero Harm Safety & Training is committed to preventing unlawful discrimination, sexual harassment, victimisation and vilification in its workplaces. It is also committed to preventing bullying.

Each of Zero Harm Safety & Training's workplace participants is required to ensure that they do not unlawfully discriminate, harass, victimise, vilify or bully any other workplace participant.

For the purposes of this policy, a workplace participant is:

- All employees of Zero Harm Safety & Training (including non-permanents);
- Contractors to Zero Harm Safety & Training;

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- Applicants for jobs with Zero Harm Safety & Training; and
- People who work in the same workplace but for a different employer.

A failure to comply with this Equal Opportunity Policy may result in disciplinary action up to and including dismissal.

It is the responsibility of all Zero Harm Safety & Training management and staff to treat all workplace participants and equipment with courtesy and respect and to behave in accordance with this policy.

Zero Harm Safety & Training supports the concept of equal opportunity in employment and is committed to a program, which will ensure compliance with both the letter and the spirit of the relevant legislation.

Zero Harm Safety & Training believes all workplace participants should be treated with respect and fairness and that everyone will be afforded natural justice.

Zero Harm Safety & Training values and respects the diversity of its workforce. The Company believes that diversity creates a competitive advantage and enhances employee participation.

POLICY OBJECTIVES

The objectives of this Equal Opportunity Policy are to:

- Ensure a work environment free from discrimination, harassment, victimisation and vilification for all workplace participants;
- Ensure that bullying does not occur;
- Provide a procedure for dealing with complaints of discrimination, harassment, victimisation, vilification or bullying if they occur;
- Provide information to all workplace participants in relation to their rights and responsibilities concerning discrimination, harassment, victimisation and vilification in the workplace; and
- Ensure that employment is based on the principle of merit and that employees are not treated less favourably on the basis of an irrelevant characteristic during the course of employment.

WHAT SITUATIONS ARE COVERED BY THIS POLICY?

This policy aims to prevent discrimination, harassment, victimisation and vilification in the workplace. This can occur:

- During recruitment;
- In the course of employment at any location;
- In the termination of employment; and
- At work related functions (e.g. Christmas party);

Further, when using labour hire or temporary staff, Zero Harm Safety & Training will request that the agencies being used apply non-discriminatory screening and interviewing processes to ensure selection is from a diverse pool of candidates. This ensures Zero Harm Safety & Training employs the best person for the position.

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WHAT IS UNLAWFUL DISCRIMINATION?

Discrimination is essentially any practice that makes distinctions between individuals or groups, so as to disadvantage some and advantage others. Federal, State and Territory legislation prohibits both direct and indirect discrimination on various grounds.

Direct discrimination is when a person, or group of people, receives less favourable treatment than others on the basis of:

- Personal attributes
 - Age
 - Race
 - Sex
- Personal characteristics, particular to people with one of the above mentioned attributes

Indirect discrimination is the imposition of a condition on a person, or group of people, which, on face value appears not to be discriminatory, however it has an adverse effect on a particular group of people.

A person indirectly discriminates against another person or group when:

- They are required to comply with a particular condition which a substantially higher proportion of people cannot comply
- The condition is not reasonable having regard to all circumstances

Zero Harm Safety & Training adheres to Federal, State and Territory legislation, which prohibits discrimination in employment on the following grounds:

- Sex
- Creed
- Mental, intellectual or psychiatric impairment
- Physical impairment, Disability Discrimination Act 1992 (D.D.A.)
- Pregnancy or potential pregnancy
- Race, nationality or ethnic origin
- Marital status
- Family responsibilities and status as a parent or carer
- Disability
- Age
- Sexuality/sexual orientation
- Transgender or gender identity
- Trade union activity
- Religion and/or Political opinion
- Medical record
- Irrelevant criminal record
- Physical features
- Breast feeding in the work place
- Lawful sexual activity
- Association with a person who has such characteristics

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Discrimination on any of these grounds is prohibited in all areas of employment, including:

- Recruitment
- Terms and conditions of employment
- Access to promotion, transfer or training or other employment benefits
- Unfavourable treatment
- Appropriate workplace behaviour
- Termination of employment
- Commission agents
- Contract workers; and
- Casual and part-time workers

Zero Harm Safety & Training aims to provide equal opportunity for all workplace participants and to comply with all anti-discrimination laws.

Discrimination by one workplace participant against another will not be tolerated. A workplace participant who discriminates against another may be subject to disciplinary action up to and including dismissal.

Discrimination can occur either directly or indirectly.

Direct discrimination is any action, which specifically excludes a person, or a group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it because a personal characteristic, irrelevant to the situation, is applied as a barrier. That is, a person, (or group of people) is treated less favourably because they possess a characteristic listed as a reason for discrimination, e.g. age, sex, race, disability or marital status.

Indirect discrimination occurs when an action, policy or practice appears to treat people equally, but actually disadvantages a person or group of people, and those people are disadvantaged because of their sex or their race or one of the other prohibited grounds of discrimination.

Indirect discrimination occurs where there is a requirement, rule, policy, practice or procedure that is the same for everyone but has an unequal effect on particular groups. This type of requirement is likely to be indirect discrimination unless the requirement is reasonable in all the circumstances.

WHAT IS SEXUAL HARASSMENT?

Sexual Harassment is defined as any uninvited, unwelcome behaviour of a sexual nature involving written, visual or physical affront against another person. Sexual harassment may include:

- Requests for sexual favours;
- Leering, unwanted physical contact, wolf-whistles, obscene gestures or noises;
- Persistent requests for a social "date";
- Sending or displaying to other workplace participants pornographic pictures or jokes by email;
- Comments or questions about a person's sex life;
- Offensive posters, pictures or graffiti;
- Sexual jokes, sexually suggestive telephone calls;

Sexual harassment within the Company will not be tolerated and any workplace participant who sexually harasses another will be subject to disciplinary act including dismissal.

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WHAT IS VICTIMISATION?

Victimisation is the term used to describe any paybacks, retribution or intimidation associated with a discrimination or harassment complaint. Victimisation refers not only to intimidation of complainants or potential complaints, but also to the alleged harasser or discriminator, witnesses, supporters and those resolving or investigating any complaints.

ZHST will take all reasonable steps to ensure victimisation does not occur. Workplace participants found guilty of victimisation will be subject to disciplinary action up to and including dismissal.

WHAT IS VILIFICATION?

Vilification is a public act which incites, encourages or urges others to hate, have serious contempt for, or severely ridicule, a person, or group of people because they are (or thought to be) members of a particular group. Acceptable forms of lawful free speech will not include any form of vilification.

Any workplace participant that vilifies another workplace participant will be subject to disciplinary action up to and including dismissal.

RACISM

Zero Harm Safety & Training is firmly committed to providing a working teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

Zero Harm Safety & Training recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

Zero Harm Safety & Training recognises the community's racial and ethnic diversity.

Zero Harm Safety & Training expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

BULLYING

Workplace participants are expected to treat each other with dignity and respect. Zero Harm Safety & Training values individual differences and expects that all workplace participants will work together.

Bullying is inappropriate behaviour aimed to demean and humiliate workplace participants, either as individuals or as a group. Examples of bullying behaviour include:

- Manipulation;
- Intimidation;
- Belittling remarks;
- Persistent criticisms, nit picking or fault finding;
- Verbal and/or physical abuse;
- Isolation from colleagues;
- Withholding information; or
- Setting unrealistic targets.

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Although bullying may not be specifically in breach of anti-discrimination laws, a workplace participant who bullies a fellow workplace participant may be subject to disciplinary action up to and including dismissal.

WHY IS ZERO HARM SAFETY AND TRAINING INVOLVED?

Anti-discrimination laws and vilification laws place obligations on Zero Harm Safety & Training to ensure that it prevents:

- Discrimination
- Harassment
- Victimisation; and
- Vilification

Primarily, the person who discriminates, harasses, victimises or vilifies is liable for their actions. However, ZHST may be held vicariously liable for the actions of its employees unless it has taken “all reasonable steps” to prevent the discrimination, harassment, victimisation or vilification.

RELEVANT LEGISLATION

Zero Harm Safety & Training and its workplace participants are subject to Queensland and Australian legislation applying to harassment, discrimination and equal opportunity in the workplace.

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- The Workplace Gender Equality Act 2012
- Queensland Anti-Discrimination Act 1991
- Workplace Relations Act 1996

COMPLAINT RESOLUTION

The Complaints and Appeals Policy and Procedure (ZHST-RTO-0048) sets out the procedure to be followed if a workplace participant wants to make a formal or informal complaint of discrimination, harassment, victimisation, vilification or bullying.

The following procedure will be followed:

1. Should a student have a complaint relating to training delivery and assessment, the quality of the learning, student amenities, discrimination, sexual harassment or any other issues that may arise, they should first bring this to the attention of their trainer.
2. If the issue is not dealt with to the student's satisfaction by the trainer, the next step is for the student to complete and lodge a Notice of Complaint Form (ZHST-RTO-0069).
3. Once the student has completed the Notice of complaint form, it can be:
 - a. emailed to: Jason.Hartwell@Zeroharm.com.au
OR
 - b. mailed to: The Principle Consultant, Zero Harm Safety and Training, PO Box 882, Emerald Queensland 4720.

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4. This form is to be lodged in writing with the Principle Consultant who will contact the student within 24 hours of receiving the complaint and attempt to resolve the identified issues.
5. Where the complaint cannot be resolved internally, Zero Harm Safety & Training will provide an outside independent person to hear the case. The current independent person is Jason Schneider of Renegade Engineering.

A written statement of the complaint outcome will be provided to the student along with a closed out copy of the student's original notice of complaint form. Copies of both the written statement and closed out notice of complaint form will be recorded in the Complaints register (ZHST-RTO-0067).

A Corrective Action Record (ZHST-RTO-0028) will be raised for each complaint received and will be filed in the Quality Compliance Folder for future reference.

WHAT IS ZERO HARM SAFETY & TRAINING'S POLICY ON CONFIDENTIALITY IN ITS COMPLAINT HANDLING SYSTEM?

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for an employer to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

Zero Harm Safety & Training wants to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

Zero Harm Safety & Training also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work.

In balancing these competing considerations, Zero Harm Safety & Training will so far as is possible respect a wish for confidentiality. For example, Zero Harm Safety & Training may not take specific action against the alleged discriminator/harasser because the substance of the allegations cannot be established and procedural fairness cannot be afforded. In these types of situations, Zero Harm Safety & Training would only be able to take general preventative action and monitor the situation.

However, there will be times when this may not be possible and due to the nature of the complaint ZHST may be required to act on the information provided.

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CUSTOMER SERVICE CODE

“We recognise that the customer is the most vital element of our business, and we seek to understand, anticipate and be responsive to our customer needs.”

ZHST is committed to:

- Answering the telephone within three rings;
- Answering the telephone politely, stating our name with the ZHST greeting;
- Recognising that customer complaints are our opportunity to show outstanding service in dealing with these complaints, efficiently, effectively and in a friendly manner;
- Constantly thinking of different ways to assist and attain our customers with our new ideas to ensure our training is more effective;
- Recognising that each customer contact is our opportunity to forge a positive and ongoing relationship, as well as demonstrating our abilities to assist and provide outstanding service;
- Responding to all enquires within 1 business day of lodgment
- Recording assessment results for students within 1 business day of course completion
- Issuing of Certificates and Statements of Attainment within 10 business days of students being assessed as competent

FINANCIAL STANDARDS

1. In the case of student funded courses, ZHST has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of ZHST
2. ZHST has a refund policy (ZHST-RTO-0006 Cancellation Policy) that is fair and equitable both to the student and ZHST
3. ZHST will ensure that the contractual and financial relationship between the student and ZHST is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student
4. In the case where the employer is funding the cost of training, information of such funding will be provided to the student at the discretion of the employer only

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STUDENT COMPLAINTS AND APPEALS

Policy

Zero Harm Safety & Training takes all genuine student complaints and appeals seriously and will act on each substantiated complaint or appeal in an efficient and professional manner.

Zero Harm Safety & Training will ensure that:

- All students have access to a fair and equitable process for lodging complaints and will provide an avenue for students to appeal against any decisions which affect the student's progress
- All students are provided with a copy of the Zero Harm Safety & Training Complaints and Appeals Policy and Procedure document (ZHST-RTO-0048) at the time of enrolment
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- All parties will have a clear understanding of the steps involved in the complaints and appeals procedure
- Every effort will be made by Zero Harm Safety & Training to resolve the student's complaint or appeal and the Principal consultant will personally attend to all complaints or appeals
- All complaints and appeals, and the actions taken to resolve them, will be documented in writing using the appropriate forms
- Zero Harm Safety & Training will attempt to resolve any complaints or appeals fairly and equitably within 24 hours in response to a complaint or within 10 working days in response to an appeal
- Where complaints or appeals cannot be resolved internally, students will be provided with details of an outside independent person they may approach

Student Complaints Procedure

6. Should a student have a complaint relating to training delivery and assessment, the quality of the learning, student amenities, discrimination, sexual harassment or any other issues that may arise, they should first bring this to the attention of their trainer.
7. If the issue is not dealt with to the student's satisfaction by the trainer, the next step is for the student to complete and lodge a Notice of Complaint Form (ZHST-RTO-0069).
8. Once the student has completed the Notice of complaint form, it can be:
 - a. emailed to: Jason.Hartwell@Zeroharm.com.au
OR
 - b. mailed to: The Principle Consultant, Zero Harm Safety and Training, PO Box 882, Emerald Queensland 4720.

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9. This form is to be lodged in writing with the Principle Consultant who will contact the student within 24 hours of receiving the complaint and attempt to resolve the identified issues.
10. Where the complaint cannot be resolved internally, Zero Harm Safety & Training will provide an outside independent person to hear the case. The current independent person is Jason Schneider of Renegade Engineering.

A written statement of the complaint outcome will be provided to the student along with a closed out copy of the student's original notice of complaint form. Copies of both the written statement and closed out notice of complaint form will be recorded in the Complaints register (ZHST-RTO-0067).

A Corrective Action Record (ZHST-RTO-0028) will be raised for each complaint received and will be filed in the Quality Compliance Folder for future reference.

Student Appeals Procedure

1. The student is to discuss the matter with their Trainer. If they are not satisfied with the outcome, the student may then:
 2. Have the matter referred to the Principle Consultant for consideration. The student is to send a letter or email to Zero Harm Safety & Training, addressed to the Principle Consultant and ensure that they provide sufficient details about themselves, the course they completed, and the circumstances surrounding the appeal.
3. The appeal can be:
 - a. emailed to: Jason.Hartwell@Zeroharm.com.au
OR
 - b. mailed to: The Principle Consultant, Zero Harm Safety & Training, PO Box 882, Emerald Queensland 4720.
4. The Principle Consultant will discuss the circumstances with another Trainer and contact the student with the result within 10 working days of receipt of appeal.
5. The Principal Consultant may resolve the matter by:
 - a. Granting the appeal, or
 - b. Rejecting the appeal, or
 - c. Referring the matter to an independent external assessor for resolution (see below)
6. Where the appeal cannot be resolved internally, Zero Harm Safety & Training will provide an outside independent person to hear the case. The current independent person is Jason Schneider of Renegade Engineering.

A written statement of the appeal outcome including reasons for the decision will be provided to the student and a copy of the statement will be recorded in the Appeals register (ZHST-RTO-0068).

A Corrective Action Record (ZHST-RTO-0028) will be raised for each appeal received and will be filed in the Quality Compliance Folder for future reference.

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INTERNAL CUSTOMER SERVICE POLICY

All members of ZHST have the right to be treated with respect, be free from sexual and racial harassment and rude or impolite behaviour.

- It is the responsibility of all employees to represent ZHST in a positive light in all circumstances and maintain the confidentiality agreement as prescribed in the contract of employment;
- It is important to maintain a respectful rapport with all external clients, agencies and competitors;
- The Employer has the right to expect that work be completed within a timeframe to the required standard; and
- The Employee has the right to expect to be treated fairly at all times by the employer and to be paid on time.

MARKETING OF EDUCATION AND TRAINING SERVICES

ZHST has a Marketing and Advertising Policy and Procedure (ZHST-RTO-0040) that ensures its education and training services are marketed with integrity and accuracy, avoiding vague and ambiguous clauses. No false or misleading comparisons will be drawn with any reference to the provider or course. The Principal Consultant is responsible for the approval of all marketing material. The AQF Logo will only be used in accordance with the AQF Framework Implementation Handbook 2013 and requirements from the Use of NRT Logo Policy and Procedure (ZHST-RTO-0041) will also be adhered to if using the NRT Logo for marketing purposes.

There may be some cases where marketing and promotional activities may be carried out by authorised Government bodies. In these instances permission in writing is obtained by all parties.

OCCUPATIONAL HEALTH AND SAFETY POLICY

ZHST has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the Queensland Work Health and Safety Act 2011.

OHS Mission Statement

ZHST strives, through a process of continuous improvement, to fully integrate health and safety into all facets of its operations and activities.

ZHST promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of innovation.

OHS IMPLEMENTATION PROCEDURES

Providing and maintaining a healthy and safe work environment is a leadership responsibility. Ongoing support of ZHST's Health and Safety program is everyone's responsibility.

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WHS RESPONSIBILITIES

Management

ZHST Management, namely the Principal Consultant and Managing Director are held accountable for their performance in managing occupational health and safety in areas under their control.

They must also ensure that adequate provision is made to enable occupational health and safety standards to meet policy objectives. It is ZHST's policy in the allocation of resources that a high priority should be given to items with significant occupational health and safety implications.

Occupational health and safety issues must be included on meeting agendas at regular intervals.

While the Principle Consultant has the final responsibility for the occupational health and safety of staff at ZHST, all supervisors are responsible for planning, implementing and maintaining occupational health and safety standards and practices in all areas and activities under their control.

This responsibility includes the need to look to the welfare of, and to provide a healthy and safe environment for, their staff, visitors and contractors and to ensure that the standards and practices adopted are in conformity with statutory requirements and the provisions of ZHST's policy. In particular, it is their role to:

- Lead by example in relation to occupational health and safety standards and awareness;
- Familiarise themselves with the Queensland Work Health and Safety Act 2011 and in particular with those sections relating to employer responsibilities and the powers and rights of health and safety representatives;
- Establish occupational health and safety committees and ensure that members attend appropriate training;
- Appoint appropriate safety officers and adequate numbers of emergency personnel and ensure that they receive adequate training;
- Deal with health and safety issues raised by health and safety representatives;
- Consult with the relevant health and safety representatives, where practicable, on all changes which may affect the occupational health and safety of staff, visitors or contractors;
- Ensure that occupational health and safety appears on the agenda of departmental or equivalent meetings at regular intervals, at a frequency consistent with the number of hazards and degree of risk;
- Arrange for occupational health and safety rules to be developed, documented and issued to all staff and where appropriate, visitors and contractors;
- Ensure that all staff, visitors and contractors receive a safety induction that includes information pertaining to emergency response procedures and personnel;
- Ensure that all staff, visitors and contractors receive the appropriate information, instruction and training necessary for them to perform work safely and with the hazards to which they are exposed;
- Ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least two emergency evacuation exercises per annum take place;
- Ensure that the occupational health and safety implications of all new work and building alterations are fully assessed at the planning stage;
- Ensure that the health and safety implications of new equipment and new materials are fully assessed prior to purchase;
- Ensure that adequate financial provisions are made for occupational health and safety equipment and materials and the maintenance of occupational health and safety standards;

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- Ensure that hazard identification and risk assessment procedures are developed, documented and maintained for the use, handling, storage, transport and disposal of equipment, materials and substances, and that appropriate risk controls are implemented and maintained;
- Ensure that the facilities and equipment provided are safe and suitable for the types of work to be carried out and that healthy and safe work methods are developed and adopted;
- Ensure that records are maintained in relation to all of the above;
- Indicate safety compliance as part of staff performance appraisal.

ZHST staff that engage or manage contractors

The Queensland Work Health and Safety Act 2011- Part 2, division 2, in part states; a person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of— (a) workers engaged, or caused to be engaged by the person; and (b) workers whose activities in carrying out work are influenced or directed by the person; while the workers are at work in the business or undertaking.

Meaning of *worker*

(1) A person is a **worker** if the person carries out work in any capacity for a person conducting a business or undertaking, including work as—

(a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer.

ZHST staff who engage or manage contractors are therefore responsible for the health and safety of the contractor and the contractor's employees, in relation to all matters over which ZHST control.

ZHST staff that engage or manage contractors must therefore ensure that:

- Contractors and their employees receive a site specific safety induction which includes ZHST's emergency response and incident reporting procedures and information on site specific hazards;
- The equipment and material used by contractors are safe and are used in a manner that does not pose a risk to the contractor(s) or to ZHST staff and visitors;
- The contractors are not exposed to health and safety risks arising out of the activities of ZHST;
- The contractors use appropriate personal protective equipment and safety equipment at all times;
- The contractors use safe work methods at all times;
- All contractors have statutory compensation and liability insurance.

All Staff

While responsibility for occupational health and safety at ZHST is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Taking action to avoid, eliminate or minimise hazards of which he or she is aware;
- Complying with all occupational health and safety instructions, policies and procedures including departmental safety manuals;
- Making proper use of all safety devices and personal protective equipment;
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders;

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ZERO HARM

SAFETY & TRAINING

- Not willfully placing at risk the health and safety of any person at the workplace;
- Seeking information or advice where necessary before carrying out new or unfamiliar work;
- Maintaining dress standards appropriate for the work being done. Appropriate protective clothing and footwear must be worn at all times;
- Consuming or storing food and drink in only those areas designated;
- Being familiar with emergency and evacuation procedures and the location of, and if appropriately trained, in the use of, emergency equipment.

Safety Officers

Management is responsible for appointing a suitable safety officer for the areas under their control.

The safety officer is deemed to be the employer's representative (as required by the Work Health and Safety Act 2011) at the local level.

Safety Officers should be free to devote as much time as necessary to occupational health and safety matters. All staff should have direct access to their safety officer.

The main role of a Safety Officer is to act as a focal point for all occupational health and safety matters arising at the particular location. Carrying out the role involves:

- Identifying hazards and making recommendations to eliminate or reduce risks associated with those hazards;
- Providing advice on local occupational health and safety matters and obtaining advice on areas outside their expertise from OHSE or other sources;
- Bringing to the attention of occupational health and safety hazards associated with their work;
- Monitoring health and safety standards and compliance with OHS rules, policies and procedures;
- Bringing to the attention of Management unresolved occupational health and safety matters;
- Investigating and reporting on all incidents, injuries and occupational health problems and notifying OHSE of incidents and hazards in line with reporting requirements;
- Assisting with the promotion of occupational health and safety awareness

ISSUING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

ZHST has a Certificate and Statement of Attainment Issuance Procedure (ZHST-RTO-0077) that ensures ZHST will issue Qualifications and/or Statements of Attainments to students who satisfactorily complete the requirements of the units or qualifications within the Scope of registration in accordance with AQF requirements.

Procedure

- The Principal Consultant develops a Qualification Certificate proforma (ZHST-RTO-0084) and Statement of Attainment proforma (ZHST-RTO-0082) which complies with the AQF Implementation Handbook requirements 2011, together with the endorsed relevant Training Package.
- Upon receipt of evidence from the training consultant that a student has completed a course or qualification, the administration manager checks that the qualification or accredited course is within Zero Harm Safety & Trainings scope of registration.
- If the student has discontinued the course, upon evidence received from the training consultant, the administration manager will prepare a Statements of Attainment proforma.

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- The administration manager then completes updates in the student file located in Power Pro Database (Student Financial Enrolment software).
- If the student has completed the course and the qualification is within its scope, the administration manager prepares the appropriate qualification and statement of attainment, on high quality certificate paper (pre-printed with the nationally recognised training logo and embossed with the Zero Harm Safety & Training company logo).
- The Principal Consultant will ensure all of the following details are included in the Statement of Attainment:
 - Name, code and logo of Zero Harm Safety & Training
 - Zero Harm Safety & Training Contact details – address and phone number
 - ACN and ABN
 - The heading ‘Statement of Attainment’ included at the top of the statement
 - The words ‘A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’ are included at the top of the statement after the heading ‘Statement of Attainment’
 - The words ‘This is a statement that’ are included prior to the name of the person receiving the certificate.
 - Name of person receiving the statement
 - Student Identification Number
 - The words ‘has attained’ are included after the name of the person receiving the certificate.
 - A list of units (or modules where relevant) showing the full title and the national code for each unit of competency
 - The words ‘These competencies form part of [code and title of qualification(s)/course(s)]’
 - Date of issue
 - Authorised signatory
 - NRT Logo used in accordance with Use of NRT Logo Policy and Procedure (ZHST-RTO-0041)
 - Zero Harm Safety & Training’s embossed logo to reduce fraud
- The Principal Consultant will ensure all of the following details are included in the Qualification:
 - Name, code and logo of Zero Harm Safety & Training
 - Zero Harm Safety & Training Contact details – address and phone number
 - ACN and ABN
 - The words ‘This is to certify that’ are included prior to the name of the person receiving the certificate
 - Name of person receiving the qualification
 - Student Identification or Certificate Number
 - The words ‘has fulfilled the requirements for’ are included after the name of the person receiving the certificate.
 - Awarded AQF qualification by its code and full title in the same size and font type
 - Date of issue
 - Authorised signatory
 - The AQF logo or the words ‘The qualification is recognised within the Australian Qualifications Framework’
 - NRT Logo used in accordance with Use of NRT Logo Policy and Procedure (ZHST-RTO-0041)
 - Zero Harm Safety & Training’s embossed logo to reduce fraud
 - A record of results/summary of enrolment/transcript listing all units successfully completed that will be issued together with the qualification.
 - A record of results listing the units achieved
 - NRT logo does NOT appear on the list of results
- The Administration Manager issues the qualification Certificate or Statement of Attainment to the student either by mail or in person within 30 days of course completion.

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SAFETY & TRAINING

- If the certificates or statements are issued by mail, the envelope is to display the wording: “PLEASE DO NOT BEND, FRAGILE”.
- A copy of the qualification or statement is placed on the students file.
- The administration manager records the qualification or statement details are in the Certificate Register (ZHST-RTO-0065) or the Statements of Attainment Register (ZHST-RTO-0097) for reporting and audit purposes.

TRAINING ENVIRONMENT

Zero Harm Safety & Training undertakes to:

- Comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations;
- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

PERFORMANCE MANAGEMENT SYSTEM

ZHST has implemented a Performance Management System, which allows for accurate measurement of each member of staff's effectiveness, and ability to provide service to the internal and external clients within the resources and constraints that preside (refer ZHST-RTO-0092 Staff Development Procedure).

The concept of this system will highlight where a process has fallen or not met expectations due to a variety of reasons including, but not limited to:

- Lacking skill base of the employee;
- The process was not complete;
- The procedure no longer meets the requirement; and
- A lack of understanding in the processes.

Once this has been highlighted a process of rectifying the issue will be implemented resulting in and not limited to the following possible remedies:

- Implementing a training and development program; and
- Evaluation of the procedure.

The aim of the program is to adjust policy and processes in meeting the needs of the employer, employee, and the requirements of the clients. Within this realm ZHST is committed to the development of all staff within the area of duty. The area of duty is the development of the skills and abilities for individuals to be able to carry out the assigned tasks and duties within their Job Description Form.

PROVISION OF EDUCATION AND TRAINING SERVICES

1. ZHST will adopt policies and management practices which maintain high quality professional standards in the delivery of education and training services, and which safeguard the interests and welfare of students.
2. ZHST will maintain a learning environment that is conducive to the success of students. ZHST has the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of students. ZHST will monitor and assess the performance of its students.

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3. ZHST will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required.
4. Assessment practices will be in line with the national assessment principles.

PROVISION OF INFORMATION

ZHST will supply accurate, relevant and up-to-date information to prospective students covering, but not limited to, the matters listed in this code. ZHST will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance.

STUDENT RECRUITMENT

Recruitment of students will be conducted at all times in an ethical and responsible manner (refer ZHST-RTO-0156 Student Selection and Enrolment Policy and Procedure). Offers of course placement will be based on an assessment of the extent to which qualification proficiency and aspirations of the applicant are matched by the training opportunity offered.

ZHST will ensure that suitably qualified staff and/or agents assess the education background of the intended students, and provide for the training of such staff and agents, as appropriate. ZHST observes all modern practices concerning Equal Opportunity issues and makes no discrimination on the basis of age, race, gender, or religious preferences in the application and enrolment of students in any training course.

RECOGNITION OF PRIOR LEARNING (RPL)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

All students are informed of the right to RPL and the process on enrolment. The RPL Application Form (ZHST-RTO-0085) is available from the training consultant. Students wanting to apply for Recognition for past experience need to do so within two weeks of enrolment by lodging an RPL Application Form (ZHST-RTO-0085).

The training consultant will inform students of the outcomes of their RPL application within 10 working days of submitting the application.

RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- A. Interviews
- B. Confirmation of Testimonials
- C. Validated Workplace Logbooks
- D. Skills/Challenge testing
- E. Written/Oral reviews

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Steps in the RPL Process

1. Student requests recognition at enrolment
2. Appropriate qualification and competency are identified at enrolment
3. Training consultant will advise student of evidence required; The student will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have to apply
4. Student collects evidence to support claim for RPL, which must be submitted to Zero Harm Safety & Training within two weeks of starting a course. An RPL Application form (ZHST-RTO-0085) must be completed and forwarded, with any supporting evidence, to the Principle Consultant
5. Zero Harm Safety & Training will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements, the Principle Consultant and Training Consultant will complete this process
6. If claim matches learning outcomes/competencies then full recognition is granted
7. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks
8. If further evidence is not sufficient then the claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way. If student wishes to appeal decision he/she must inform Zero Harm Safety & Training in writing within 1 week of rejection letter
9. Student may appeal decision and ask for a subject matter expert to make a recommendation, the cost of this further process will be shared equally by the student and Zero Harm Safety & Training
10. Letter of advice will be forwarded to student outlining the costs of further process. Once student has paid his/her share of cost for further process (*must be received within 1 week of request for payment*). The Subject Matter Expert will be obtained and his recommendation will be heard
11. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision
12. Completed RPL Application Form with attachments will be placed on the students file
13. Details of the Application recorded on the RPL Assessment Register (ZHST-RTO-0086)

Credit Transfer

If you have a prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any other registered training organisation, ZHST will give exemptions for those units of competency. Students will need to provide the original certificate or statement of attainment and a copy for the training consultant to view. Once the original is viewed the training consultant must sign and date the copy to confirm the original was sighted. Credit transfer will be granted only when the units in the course previously undertook are the same.

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PRIVACY POLICY

Zero Harm Safety & Training will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment [Private Sector] Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Zero Harm Safety & Training will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Student information will not be provided to anyone else unless we have the written permission from the student or are specifically allowed or required to provide the information by law.

Student information is only given to the following bodies where required:

- Australian Skills Quality Authority (ASQA)
- Employers where the student is employed on a Traineeship

Where the release of information is required, the student will sign an Authority to Release Form (ZHST-RTO-007) that authorises the release of their details.

All employer information obtained will be treated as “commercial in confidence” whether so marked or not.

Zero Harm Safety & Training collects personal information solely for the purpose of operating as a National VET Regulator Registered Training Organisation under the Australian Skills Quality Authority (ASQA). The requirements of ASQA may mean the release of your personal information for the purposes of audit.

Under the National Privacy Principles students can access their own personal information and may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

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QUALITY ASSURANCE POLICY

The quality procedures for the training and assessment services clearly identify the lines of responsibility and processes for managing, monitoring and improving all training, assessment and support operations and for reviewing student/client satisfaction.

Reporting Relationship

The Principle Consultant is responsible for, and reports directly to the Managing Director of Zero Harm Safety and Training for all training and training related issues. Trainers also report directly to the Managing Director.

Training and Assessment Staff

Trainers employed by ZHST must have as a minimum:

- A qualification or statement of attainment for units to the level being delivered and assessed;
- Demonstrated achievement of TAE40110 Certificate IV in Training and Assessment;
- Current industry experience that is relevant to the particular units being delivered and assessed; and
- Any special qualification/s and experience specified in the curriculum concerned.

From time to time, ZHST may employ specialist trainers, expert in their field, who will train under the supervision of a trainer holding the TAE40110 Certificate IV Training and Assessment.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the Training Program.

Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at the conclusion of each Training Program.

The Principle Consultant, who will apprise the Managing Director of their findings, will review a summary of the results of each evaluation.

The Principle Consultant will, together with the Managing Director, determine any action to be implemented as a result of evaluation.

The Principle Consultant will ensure that:

- All staff are fully prepared for their duty and have access to the current Training Packages, all the necessary course material, facilities, equipment and support resources; and
- Training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

Responsibilities of Training and Assessment Staff

The Principle Consultant is responsible for:

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- Maintenance and safe backup of records and the record keeping system, qualifications issued, RPL applications, complaints or appeals, evidence of quality practices;
- Ensuring full AVETMISS reporting capability (as required);
- Compliance with the Standards for RTO's Continuing Registration;
- Achievement of the requirements of training contracts;
- Selection of training staff and maintenance of relevant records;
- Professional development;
- Assessment and evaluation strategies;
- RPL assessments; and
- The maintenance of the Scope of Registration including obtaining copyright clearances and ensuring courses are current;
- Applying to ASQA for any extension to scope of registration.

CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

The Principal Consultant will conduct an internal audit of Zero Harm Safety & Training compliance with the National Standards for Registered Training Organisations 2015

The Principal Consultant will analyse the internal audit outcomes and all/any non-conformances against the National Standards and government funding agreements and will devise a strategy and time frame to correct any/all non-conformances found.

The Principle Consultant will collect and analyse stakeholder and client feedback and satisfaction data on the services provided by ZHST.

The Quality Assurance committee will consider all information received from clients and stakeholders and review its policies and procedures in the light of the information received.

PROCEDURES

Development of Client Satisfaction Survey and Feedback Tools

The Client Satisfaction Survey and other Feedback/Evaluation Tools will be developed by the Principal Consultant. The agreed Surveys and Feedback Tools will be documented and disseminated in an agreed upon frequency or in line with ASQA requirements.

Client and Stakeholder Feedback

Employers, Students, Trainer/Assessors, Administration staff and other stakeholders are to be asked to complete satisfaction surveys as follows:

Learners

- Learners will complete a satisfaction survey at the halfway mark of each certificate that he/she is enrolled in with ZHST (refer ZHST-RTO-0101 Student Feedback Survey Form).

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Trainer/Assessors

- Trainer/Assessors will complete a satisfaction survey every six months, prior to their performance appraisal (refer ZHST-RTO-0093 Staff Feedback Survey Form).

Client

- Clients will complete a satisfaction survey every six months (refer ZHST-RTO-0015 Client Feedback Survey Form).

COLLECTION OF STUDENT/CLIENT SATISFACTION SURVEYS

Student Satisfaction Surveys

Students will be asked to complete a survey in their own time (3 - 6 months after the commencement of each certificate) and submit the survey anonymously. Once they have done this, the student is then requested to contact Zero Harm Safety & Training to confirm that they have completed the survey so the administrative staff can document it on their file. Students who do not have internet access will receive a satisfaction survey via mail with a self-addressed envelope enclosed.

The feedback is to be summarised on a “response template” as follows:

- Student feedback reviewed by the Principal Consultant and is made available to Trainer/Assessors
- Client feedback is summarised by Principal Consultant and attached to the original satisfaction surveys
- Unsolicited feedback received by any member of staff is to be referred to the Principal Consultant who will compile a list of any such feedback
- The Principal Consultant will convene regular meetings of the Quality Assurance committee to review Zero Harm Safety & Training policies and procedures in the light of all feedback received
- The Principal Consultant will advise all Students, Trainer/Assessors of any/all changes to policy and procedures as agreed by the Quality Assurance committee and endorsed by the Managing Director.

Use, Collection and Security of Client Feedback

- Zero Harm Safety & Training will ensure that feedback is used for the appraisal of training conducted and guides future training
- Feedback shall be sought from Trainer/Assessors, Students, and Employers at regular intervals during the traineeship training.
- Feedback shall be provided to Trainer/Assessors to guide future training processes by seeking responses on the degree of program success through the Quality Assurance Committee

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- Feedback which indicates discrimination, anti-equal opportunity practices shall be acted upon by the Principal Consultant immediately
- Feedback shall be maintained in a secure database and hard copies kept in an appropriate and secure Feedback Folder specific to the particular group's feedback
- The Principal Consultant shall use feedback from the particular groups to enhance training delivery and the quality of the training resources

Client Feedback Survey

Zero Harm Safety & Training will maintain records of Client Feedback on Training Delivery, Training and Assessment Resources and Administrative Procedures:

Clients will be asked to complete and submit the survey (refer ZHST-RTO-0015 Client Feedback Survey Form). Clients who do not have internet access will receive a satisfaction survey via mail with a self-addressed envelope enclosed.

- Client feedback on the suitability of training to, meet client and Zero Harm Safety & Training's needs shall be sought and maintained by the Principal Consultant during and at the completion of program
- Records of client feedback shall be maintained for the use of the Principal Consultant in guiding training resources and process development

Internal Audits

- The Principal Consultant will organise the conduct of an internal audit of Zero Harm Safety & Training every 12 months as a minimum or more regularly as required, to ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015
- The Principal Consultant will report compliance and non-compliance issues and steps to be taken to ensure compliance
- The Principal Consultant will also conduct random ASQA VET Quality Framework audits
- The Principal Consultant will implement the Zero Harm Safety & Training audit checklist based on ASQA requirements
- The Principal Consultant will advise all personnel of the date and purpose of the audit to ensure that all necessary documentation is available for audit
- Where policies and procedures are not being adhered to, the Principal Consultant will take appropriate action to ensure those policies and procedures are followed in the future
- Where policies and procedures are lacking or are no longer appropriate to Zero Harm Safety & Training operations, the audit report recommendations are referred to the Quality Assurance committee for review

A Corrective Action Record (ZHST-RTO-0028) will be raised and filed in the Quality Compliance Folder for future reference.

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RISK MANAGEMENT PLAN POLICY AND PROCEDURE

Risk Management is defined as the systematic application of management policies, practices, and procedures to the task of identifying, analysing, assessing, treating and monitoring risk.

Policy

ZHST must document and implement procedures to:

1. Identify and manage risks concerned with compliance with the National Standards for Registered Training Organisations 2015 and:
2. Correct and prevent any failure to comply with the National Standards and ZHST's quality system, policies or procedures

Risk

Risk is defined as the chance of something happening that will have an impact on objectives. It is measured in terms of consequence and likelihood.

Procedure

The Principal Consultant is responsible for:

- Developing and maintaining the Risk Management Plan (ZHST-RTO-0008)
- Ensuring the delivery of Training undertaken by ZHST is ASQA compliant
- Implement and monitor policies and procedures for ensuring quality training and assessment consistent with scope of registration and scale of operations
- Ensuring that ZHST complies with the Standards for Registered Training Organisations (RTOs) 2015 across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf
- Ensuring that ZHST conducts an internal audit of its compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the policies and procedures
- Ensuring that ZHST has a written plan for its business that is consistent with its scope of registration and scale of operations
- Correcting and preventing any failure to comply with the Standards for Registered Training Organisations (RTOs) 2015 and ZHST quality system, policies or procedures
- Ensuring that ZHST develops and implements written procedures relating to continuous improvement of its systems
- Ensuring that ZHST's policies and procedures, meet the requirements of Commonwealth or State/Territory legislation which are relevant to ZHST operations
- Ensuring that ZHST documents and implements procedures to assure the integrity, accuracy and currency of records
- Ensuring that ZHST's policies and procedures include a requirement that it recognises the AQF qualification and Statements of Attainment issued by any other RTO
- Ensuring that ZHST's policies and procedures incorporate access and equity principles

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- Ensuring that ZHST has developed and implemented written procedures for the recruitment, induction and ongoing development of each member of its staff who is involved in training, assessment or client service, encourage and provide relevant opportunities for their professional development, and monitor their performance
- Ensuring that ZHST has developed and implemented strategies for training delivery and assessment for each Training Package qualification and accredited training program within its scope of registration
- Ensuring that ZHST complies with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited training programs
- Ensuring that ZHST accurately represents to prospective clients training products and services that lead to AQF qualifications or Statements of Attainment and ensure that advertised outcomes are consistent with these qualifications
- Ensuring that Progression is promoted as Career Opportunities
- Ensuring that ZHST Administration and Trainer/Assessors are employed in line with ASQA requirements, Organisational Structure and Traineeship numbers
- Monitoring financial position formally on a monthly basis and holding business review meetings with Principal Consultant and Administrators
- Being proactive in identifying and implementing other training programs that may attract funding from either Government or on a Fee for Service System

Zero Harm Safety & Training Risk Management Plan

ZHST has written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations. Refer to:

- ZHST-RTO-0005 Quality Policy
- ZHST-RTO-0250 Quality Management Plan
- ZHST-RTO-0251 Quality Management Manual
- ZHST-TRO-0252 Quality Indicators Policy and Procedure

ZHST complies with the National Standards for Registered Training organisations 2015 across all of its operations and in all of training/assessment activities, including those undertaken by other persons or bodies on its behalf.

ZHST provides for examination of documentation and reasonable access to all areas, records and staff are required by ZHST.

ZHST has an organisational chart (ZHST-RTO-0011) and duty statements or terms of reference that show the lines of authority in the organisation, the responsibility and allocation of functions.

ZHST in conjunction with an RTO representative, or an external contractor, conducts an internal audit of its compliance with National Standards at least annually.

ZHST has policies and procedures for dealing with customer complaints and appeals in a constructive and timely manner (ZHST-RTO-0048 Complaints and Appeals Policy). The policies and procedures must ensure that:

- 1) Each complaint or appeal and its outcome is recorded in writing
- 2) Each appeal is heard by an independent person or panel, and
- 3) Each appellant:
 - a. Has an opportunity to formally present his/her case, and

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- b. Is given a written statement of the appeal outcomes, including reasons for the decision within 10 business days of receiving the appeal.

A Corrective Action Record (ZHST-RTO-0028) will be raised and filed in the Quality Compliance Folder for future reference.

ZHST writes plans for its business that is consistent with its scope of registration and scale of operations (ZHST-RTO-0155 3 Year Business Plan). This plan is reviewed annually.

ZHST documents and implements procedures to:

- 1) Identify and manage risks concerned with compliance with the Standards for Registered Training Organisations (RTOs) 2015 , and
- 2) Correct and prevent any failure to comply with the Standards for Registered Training Organisations (RTOs) 2015 and ZHST's quality system, policies or procedures

ZHST collects and analyses stakeholder and client feedback and satisfaction data on the services it provides and uses the information to review its policies and procedures.

ZHST has developed and implemented written procedures relating to:

- Acting on opportunities for improvement identified by any means, and
- Continuous improvement of its systems

Compliance with Commonwealth, State / Territory legislation and regulatory requirements

ZHST identifies and complies with State or Territory laws including Commonwealth or State / Territory legislation on:

1. Vocational education and training
2. Occupational Health and Safety
3. Traineeships
4. Workplace harassment, victimisation and bullying
5. Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination

ZHST ensures that its policies and procedures meet the requirements of Commonwealth or State / Territory legislation which are relevant to ZHST's operations. Refer to:

- ZHST-RTO-0023 Compliance with Commonwealth Legislation
- ZHST-RTO-0024 Compliance with Relevant Legislation and National Standards for RTOs
- ZHST-RTO-0088 National Registered Training Organisation Legislation Update Register

ZHST ensures that it has all the insurance cover necessary to carry out its business, including insurance for workers compensation, public liability, professional indemnity, building and contents.

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Risk Identification

The Principal Consultant will be responsible for the identification and management of risks concerned with compliance with National Standards for Registered Training Organisations.

In assessing compliance risks we have defined 4 types of risk categories:

- i) People / Staff
- ii) Documents / Paperwork
- iii) Process / Procedure and
- iv) Facilities

We then evaluate each of the National Standards for RTOs 2015 plus the 3 Quality Indicators for compliance risks within each of these categories.

After identifying a compliance risk we have applied an appropriate compliance control to manage the risk. This will be documented in the Risk Management Plan (ZHST-RTO-0008). Data from the Risk Management Plan will then be transposed into the Risk Management Audit Report (ZHST-RTO-0020) where the details of the corrective action will be documented and signed off by responsible authority.

All compliance controls will be documented within our ASQA Policy and Procedures Manual and will be referenced accordingly.

All details of our ASQA risk management are recorded in our ASQA Risk Management Plan (ZHST-RTO-0008). The Version Control Register (ZHST-RTO-0112) will also be updated with a signoff from the Principal Consultant for any updated ZHST documents. ZHST's Managing Director must also review ZHST's compliance with the Standards for Registered Training Organisations (2015) at least annually, and signoff where indicated on the Risk Management Audit Report Form.

The following standard is the format for version control; all documents relevant to Zero Harm Safety & Training must follow this standard:

The Zero Harm Safety & Training document numbering system is as follows:

ZHST = Zero Harm Safety & Training
RTO = Nationally Registered Training Organisation
0002 = Sequential number to identify the document

For further information on document naming refer to ZHST-RTO-0111 Document Control Procedure

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RECORD KEEPING

ZHST will maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of prior Learning), qualifications issued, complaints or appeals and the archiving of records.

ZHST will keep complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records upon the student's request (refer to ZHST-RTO-0013 Record Keeping Procedure).

ZHST will make individual student records available to the student for a period of 5 years from the date of enrolment. After that time records will be archived for a period of 30 years from the date of enrolment and a minimal cost of retrieval will apply. ZHST uses the Power Pro AVETMISS reporting software to ensure the retention of and ability to reproduce student results for 30 years.

Should a student wish to access their records they will need to complete and submit an Authority to Release Form (ZHST-RTO-007). The Administration Manager will forward the requested records to the students within 5 business days of receiving the completed Authority to Release Form.

In the event that ZHST ceases operation, all records of student results (Certificates or Statements of Attainment issued) dating from the time the ZHST became registered, for all training and assessment delivered by the organisation, will be sent to ASQA via the online portal.

RIGHTS AND RESPONSIBILITIES OF TRAINING PROVIDERS

ZHST will comply with the:

- Australian Qualifications Framework Requirements 2013
- Data Provision Requirements 2012
- Financial Viability Risk Assessment Requirements 2011
- Fit and Proper Person Requirements 2011
- National VET Regulator Act 2011
- National Standards for Registered Training Organisations 2015

ZHST is committed to the ongoing continual improvement of its organisation and as such provides considerable information to assist in ensuring that every possible stance is afforded to persons undertaking training with the organisation. ZHST uses strict version control procedures.

The following information is important and should be filed for future reference:

ZHST undertakes to ensure the provision of:

- Support for students as documented in Student Rights and Responsibilities;
- Quality of training and trainers commensurate with course level and content;

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- Delivery of training and assessment that is Competency Based and has a Competency Based Assessment procedure; and
- A step-by-step RPL process and policy.

SUPPORT SERVICES

ZHST will provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate support services in terms of academic, personal and career counseling.

- A refund and financial policy (ZHST-RTO-0081) is outlined in the Student Handbook. (Students who have a complaint of a financial nature that cannot be resolved internally are referred to the Consumer Claims Tribunal through the Department of Public and Consumer Affairs);
- A complaints and appeals procedure for training and assessment (ZHST-RTO-0048 Complaints and Appeals policy and procedure) as outlined in the organisation's Code of Practice;
- Withdrawal arrangements for students: (students may withdraw from any course at any stage without prejudice and may arrange suitable entry and exit points for any course with the Principle Consultant); and
- ZHST is committed to providing assistance to students with language, literacy or numeric difficulties. The ZHST Student Handbook (ZHST-RTO-0102) details how students can access this assistance.

In further accordance with our Quality Assurance procedures (refer ZHST-RTO-0005 Quality Policy) ZHST reserves the right to terminate the training for any student that:

- Deliberately endangers the health and safety of another student or trainer;
- Has not attended scheduled training sessions for two or more consecutive sessions without first giving at least 48 hours' notice prior to canceling the scheduled session(s);
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via other person/s;
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes;
- Refuses to abide by the student responsibilities as outlined in "The Rights and Responsibilities of Students";
- Breach the rights of copyright owned by ZHST on any material that is given to the student for use during the course of traineeship,
- Prevents in any way another student from completing or continuing their training / course in the reasonable peace and privacy assured them by the ZHST Code of Practice; and
- Refuses to act according to the reasonable restrictions placed in training venues. E.g. smoking policies, parking, access, etc.

Similarly, any trainer employed by ZHST that violates any student rights or engages in any activity that causes disadvantage to any student will be subject to dismissal. Trainers should take note of all complaints and appeals procedures and whenever in doubt should contact the Principle Consultant to arrange a confidential interview.

STUDENT INFORMATION

The information provided to students will be accurate, relevant and up-to-date. This will as a minimum include:

- Scope of Registration;
- Application processes and selection criteria;

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ZERØHARM

SAFETY & TRAINING

- Facilities and equipment;
- Competencies to be achieved during training;
- Assessment procedures;
- Qualifications to be issued on completion or partial completion of a course; and
- Student support services.

Policies and Procedures for:

- Recognition of Prior Learning;
- Student Complaints or Appeals;
- Fees and Charges; and
- Fee Refunds.
- Language, Literacy and Numeracy

STUDENT RIGHTS AND RESPONSIBILITIES

Students are protected under legislation governing Training Providers. Students are entitled to the following for all nationally recognised training undertaken:

- To receive Competency Based Training and Assessment
- To have the training delivered in comfortable, well, appointed venues with appropriate resources and facilities suit the needs of the training course;
- To receive Equal Opportunity practices from the Training Provider;
- To receive support in learning by having an accessible contact person and number who will assist in clarifying any assessment and pre session tasks; and
- To have the trainer hold the appropriate qualifications and industry experience relating to the level of the qualification they are training and/or assessing.

TRAINING AND DEVELOPMENT POLICY

ZHST is committed to the training and development of all employees for the betterment of individuals, clients, and the company as a whole (refer to ZHST-RTO-0092 Staff Development Procedure).

TRAINING RESOURCES

ZHST has a comprehensive range of available resources, and brochures to support the delivery of assessment and training for all programs offered.

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