



# Participant Handbook



Safer Healthier Workplaces

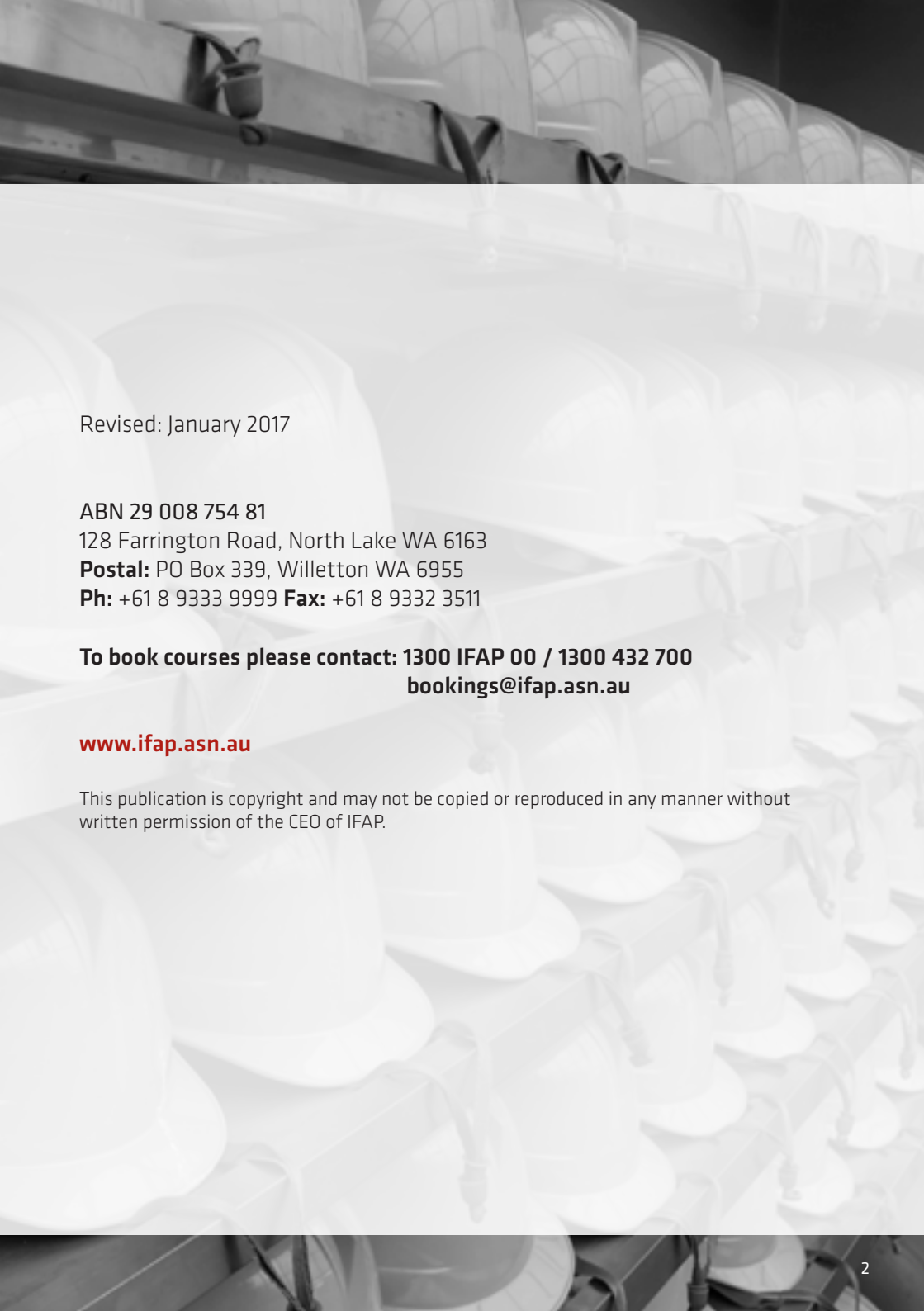
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[www.ifap.asn.au](http://www.ifap.asn.au)



**IFAP**

Safer Healthier Workplaces



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**[www.ifap.asn.au](http://www.ifap.asn.au)**

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# WELCOME TO IFAP

## **Thank you for choosing IFAP for your training needs.**

IFAP is a Registered Training Organisation (RTO Code 1907) committed to providing nationally and internationally recognised training to industry and clients.

Our goal is to ensure that your time with us is enjoyable, productive and of course, that your safety and health is protected.

## **IFAP CODE FOR PRACTICE AS A TRAINING PROVIDER PURPOSE**

### **PURPOSE**

This Code of Practice provides information on IFAP's practices and procedures as a Registered Training Organisation. It outlines the way in which IFAP operates and the principles upon which our training services are provided. It also supports IFAP's Mission Statement.

### **CODE OF PRACTICE STATEMENT**

IFAP is committed to integrating Access and Equity principles within all the services that are provided to our clients. All staff recognise the rights of participants and provide information, advice and support that is consistent with our Mission and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age, IFAP employees and clients have the right to an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner.

If, at any time, you feel that IFAP is not abiding by the Code of Practice, please report your complaint or appeal to your trainer. If your trainer cannot resolve the issue promptly, it will be escalated to the respective Management Representative for resolution. If you do not feel satisfied with the outcome, then you will be asked to complete a Complaints and Appeals Form (available on our website or by request).

## LEGISLATIVE REQUIREMENTS

IFAP ensures compliance with regulatory requirements and Commonwealth, State/ Territory legislation relevant to its operations relating to:

- VET Quality Framework
- Work Health and Safety
- Confidentiality and Privacy
- Anti-Discrimination
- Equal Employment Opportunity

## WHAT TO BRING FOR TRAINING

**Unique Student Identifier (USI)** must be provided to IFAP when enrolling on nationally recognised training. The USI is verified by IFAP and upon successful completion of the course assessment requirements, participants will receive the relevant certification. Failure to provide the USI, will result in the certification not being issued. For further information and to create your own USI, please log onto the website below.

[www.usi.gov.au/Students/Pages/default.aspx](http://www.usi.gov.au/Students/Pages/default.aspx)

**Proof of Identification (Photo ID)** may be required for some courses. Participants must ensure enrolment details are checked regarding what may be required.

**Correct Footwear** must be smart and clean. Flip-flops/thongs (including fashion / dress footwear of a similar style) are not acceptable for participants at any location.

Participants that are walking and training in practical areas at any IFAP facility, must adhere to the use of appropriate personal protective equipment (PPE). Safety boots or enclosed hard wearing shoes are required.

**Personal Protective Equipment (PPE)** may be required for some courses and is not limited to long sleeve shirt, long trousers, safety boots, safety glasses, hard hat, gloves, hi vis vest and sunscreen.

Participants will be advised of necessary PPE upon enrolment into their courses.

## GENERAL INFORMATION

### ENROLMENT AND REGISTRATION

To officially commence training, an enrolment form must be completed by or for each participant. Confirmation of enrolment and any pre-course information will be forwarded as per the nominated instructions on the enrolment form.

### SPECIAL NEEDS

Any special needs will be assessed upon enrolment. The courses may need ability to swim, lack of fear of heights and operating a forklift.

### FEES AND CHARGES

All course bookings must be confirmed with payment in full prior to the course commencement. Please refer to the individual course details and IFAP's Terms and Conditions, which may be obtained directly from the website [www.ifap.asn.au](http://www.ifap.asn.au) or by contacting the Customer Service Centre on 1300 432 700.

### REFUNDS AND CANCELLATION POLICY

All cancellations or variations to course bookings must be received in writing three full working days prior to the course commencement.

No refunds will be given for cancellation of a booking received less than three full working days of course commencement. A change to another course date may be made at no additional charge, if more than three full working days notice is given. Any changes made in less than three full working days will incur an Administration Fee of 30% of the course fee.

Should a participant fail to attend or complete the full course for which they enrolled, no refund will be given.

If a participant is withdrawn from the course for disciplinary reasons, no refund will be provided. IFAP reserves the right to alter any price, service, condition or the availability of any service or item without further notice.

## **CANCELLATION BY IFAP**

IFAP reserves the right to cancel courses without notice. For any course which is cancelled by IFAP, no fee will be charged and any deposits made will be refunded in full. IFAP will not be liable for any claims arising from course cancellation.

## **COMMUNICATION WITH PARTICIPANTS**

Please be aware that IFAP's preferred method of interaction is via email. Participants are requested to keep IFAP updated with their most current, applicable email address for the duration of their enrolment.

## **PARTICIPANT PRIVACY**

IFAP collects personal information during the enrolment, training and assessment process.

All records are kept in accordance with IFAP's Privacy Policy and all personal information held by IFAP is relevant, accurate and stored securely with restricted access.

Where the training is funded by the employer and is a requirement of your employment, IFAP will provide a copy of the attendance or assessment results at the completion of your training, if requested. If you have any concerns, please see your trainer.

Participants may access their personal information held by IFAP upon request. Access by a third party will only be granted when the participant has completed a consent form and ID of the requesting party has been confirmed.

## **ACCESS AND EQUITY**

All participants must have equitable access to vocational education and training opportunities and participate in training to achieve suitable outcomes.



## **PROVISION FOR LANGUAGE, LITERACY & NUMERACY**

Language, literacy and numeracy needs will be assessed upon enrolment. IFAP makes provisions for language, literacy and numeracy assistance directly or by referring the participant to the appropriate service.

## **AVETMISS**

Participants will be required to complete a course registration form prior to commencing training. The information collected on this form, is a requirement for all Registered Training Organisations. This data is recorded in the IFAP database and reported to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

Mitigating circumstances warranting the waiving of this policy are individually judged on merit and any such reconsideration shall be at the full discretion of IFAP.

## **ASSESSMENT**

Participants undertaking training that is not aligned with a nationally recognised outcome are not obliged to be assessed and at the completion of the relevant course will receive a certificate of attendance.

Assessments are undertaken whereby the participant is completing a course that is aligned with a unit of competence, skill set or qualification. Assessments are conducted in class or post course depending on the program enrolled in.

The relevant certification will be issued upon successful completion of the assessment requirements, in accordance with RTO Standards 2015.

## **POST COURSE ASSESSMENT SUBMISSION**

All assessment work must be authentic to the participant and signed by the participant. Participants must ensure they keep a copy of their assessments prior to submission, as IFAP takes no responsibility for assessments being lost in the post.

Submissions are to be forwarded in hard copy format.

IFAP endeavours to provide participants with an assessment outcome of between 4 – 6 weeks. Participants will be notified in writing via email and by return of the marked assessment documentation. If further information or a resubmission is required, participants should respond to the request as soon as possible. Please be advised that the turnaround times may be affected due to the delay in IFAP receiving this information.

IFAP does not guarantee that any participant will achieve a successful outcome, however, IFAP will make reasonable efforts to assist all participants in achieving the outcomes.

## **PLAGIARISM**

IFAP is committed to upholding high standards of integrity and honesty. Plagiarism and cheating in any form is unacceptable and will be acted upon immediately.

## **REASONABLE ADJUSTMENT**

IFAP, where applicable, will make provisions for reasonable adjustment on the assessment process, by adjusting or changing the assessment to meet the needs and characteristics of the participant being assessed. Any equity requirements, impact on the organisation and the need to maintain the integrity of the unit of competence is also taken into account.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

RPL is the recognition of skills and knowledge obtained through previous work, training and life experience.

IFAP offers all clients and individuals prior to enrolment the option to discuss and review each circumstance and the opportunity for RPL assessment (where applicable for the course). For more information on the assessment process, evidence requirements or any other queries regarding RPL please contact [assessments@ifap.asn.au](mailto:assessments@ifap.asn.au) clearly outlining your query.

## **CREDIT FOR PRIOR STUDIES**

IFAP accepts and provides credit to participants for units of competence and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Credit is granted not only for studies completed at an RTO but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

IFAP may need to authenticate the information in the document by contacting the organisation that issued the document and confirming the content is valid, before providing credit on the basis of a qualification, statement of attainment or record of results.

For more information on applying for credit please contact IFAP's Assessment Team [assessments@ifap.asn.au](mailto:assessments@ifap.asn.au).

## **ISSUANCE OF CERTIFICATES IN ACCORDANCE WITH RTO STANDARDS 2015**

IFAP issues the relevant certification under the Australian Qualification Framework (AQF) to participants who have been assessed as meeting the requirements of the training product as specified in the relevant training package.

The AQF certification (qualification or statement of attainment) is issued to participants within 30 calendar days of the participant being assessed as meeting the requirements of the course. This however is also subject to your USI being provided & verified and the agreed fees being paid to IFAP.

IFAP is required to retain and make accessible for current and past participants, records of AQF certification documentation issued for a period of 30 years.

## **RE-ISSUING CERTIFICATES**

All requests for re-issuing of certificates must be made in writing, accompanied by a non-refundable fee of \$55.00 for this service.

## **DISCIPLINARY PROCEDURE**

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, rules apply to all people that attend any of our sessions. Any person(s) displaying fitness for work issues, dysfunctional or disruptive behaviour, may be asked to leave the session and/or the course.

IFAP reserves the right to counsel, terminate, suspend or reprimand participants who do not adhere to acceptable standards of behaviour, at any stage of their enrolment.

Reasons for exclusion may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Being disrespectful of IFAP staff and other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and/or others at risk
- Smoking in non-smoking areas
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of legal or illegal substances that could affect their safety or the safety of others
- Refusing to complete assessment requirements
- Not adhering to course requirements

For a participant booked onto a course and paid for by a company, the company will be contacted and advised that the participant was asked to leave the course with the reason for the action.

Any person who is asked to leave a session or course has the right of appeal through our Complaints and Appeals process.

## **COMPLAINTS AND APPEALS PROCEDURE**

IFAP has a documented procedure that covers any complaints or appeals. All complaints are taken seriously and every attempt is made to resolve the issue as soon as possible.

Verbal grievances are discussed with the applicable party and an attempt made to resolve them at the time. Complaints may be verbally expressed or made in a written form.

Written grievances should be completed using IFAP's "Complaints and Appeals" procedure, a copy of which is available via [www.ifap.asn.au](http://www.ifap.asn.au) or via your trainer.

## **CONTINUOUS IMPROVEMENT**

IFAP constantly seeks feedback against the services and products we deliver. Please assist us by completing course evaluation forms after your course.

IFAP will monitor course participant feedback and initiate action to ensure that any inadequacies are corrected, if practicable.

**Please visit our "Training Solutions" section on the IFAP website for further information**

[www.ifap.asn.au](http://www.ifap.asn.au)

# MEMBERSHIP INFORMATION

## **BELONG • BE INFORMED • BE SAFE**

When you join IFAP, you're joining an organisation that's been at the forefront of workplace health and safety innovation and best practice since 1962.

Joining over 1,300 members in our community speaks volumes about your commitment to health and safety in the workplace and in turn supports IFAP in providing Australia's broadest range of nationally and internationally recognised training courses.

### **Types of Membership**

- Corporate – a full voting membership available to any organisation and conferring full benefits. Corporate Members have the power to choose from four levels of Membership that best suits the organisations training needs.
- Associate – available to associations, not-for-profit and supporting organisations.
- Individual – available to individuals over 18 years of age and supporting occupational health and safety in the workplace.
- Alumni – a complimentary membership available to graduates of IFAP's Diploma and Certificate IV in Occupational/Work Health and Safety courses. Past graduates of the Safety Practitioner course are also eligible.

### **Membership Benefits**

Available to all members:

- Complimentary subscription to IFAP's e-Newsletters
- Networking, professional development opportunities and discounted registration fees for regular safety events such as seminars, breakfasts and our biennial safety conference
- Discounts on courses, consultancy services and other training activities
- Discounts on occupational safety and health materials such as posters, brochures, publications, danger tags and other safety aids
- Complimentary invitation to IFAP's Injured workers seminar
- Complimentary workplace health and safety telephone advice

A grayscale photograph of two construction workers wearing hard hats and high-visibility vests. They are standing on a dirt or gravel surface, looking at a clipboard held by the worker on the left. The background is slightly blurred, showing some industrial equipment.

Available to Corporate and Associate Members only:

- Free participation in the IFAP/CGU Safe Way Awards and IFAP Safety Innovation Award, held annually
- Access to IFAP's corporate membership logo to incorporate into own marketing material
- RTO partnership

**To apply for membership online please visit [www.ifap.asn.au](http://www.ifap.asn.au).**

**For further information please contact IFAP on 1300 432 700 or at [membership@ifap.asn.au](mailto:membership@ifap.asn.au).**



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