



188 East Street, Rockhampton QLD 4700
PO Box 9938, Frenchville QLD 4701
Ph: (07) 4927 0666
Fax: (07) 4927 0699
Email: admin@nhst.com.au

Participant Information Handbook

Welcome

Thank you for considering training with New Horizons Safety and Training Services.

New Horizons Safety and Training Services is a nationally recognised training organisation registered in Queensland through the Australian Skills Quality Authority (ASQA).

The purpose of this handbook is to provide you with a quick reference about training programs and processes at New Horizons Safety and Training Services.

This handbook contains information that you will need to know, please read it carefully.

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Quality Statement

New Horizons Safety and Training Services is committed to providing clients with the confidence that their quality requirements will be exceeded. This commitment is fundamental to achieving our own strategic objective to “Exceed Client Expectations”. We are committed to providing the highest possible quality training and assessment to our clients and any potential future clients.

New Horizons Safety and Training Services is committed to continuous improvement in quality and meeting our strategic objective. Continuous improvement is the objective and obligation of every New Horizons Safety and Training Services employee as quality is essential to the success of our business.

Employees of New Horizons Safety and Training Services will participate in the implementation of systems and play a proactive role in the continual improvement of our operations. The support of management and employees in honouring these commitments is a vital factor in ensuring the effectiveness of our quality system and reliability of our business.

New Horizons Safety and Training Services will provide the necessary technical resources to ensure that our quality system is continually reviewed for improvement and that New Horizons Safety and Training Services client objectives are exceeded.

To achieve the above, New Horizons Safety and Training Services will:

- Set project objectives that exceed our client's expectations and specified requirements
- Develop procedures and documentation that result in consistently high standards
- Ensure compliance with legal and regulatory requirements
- Monitor and manage the performance of subcontractors and suppliers
- Encourage input and communication between management and employees
- Implement planning, training, monitoring, inspection and verification systems
- Maintain a committed Quality Management System



Gregory McMillan
Managing Director

Overview

Corporate Vision

New Horizons Safety and Training Services (NHST) aims to be the choice provider of mining and civil construction based training and assessment services throughout the State of Queensland. We also aim to create a learning environment whereby all groups work safely, develop trust, commitment and a common sense of purpose and success.

Our company objective is customer focus, providing customer satisfaction, understanding customer needs and to work in a complimentary and integrated manner with our clients and partners.

Mission Statement

New Horizons Safety and Training Services aims to be a leading provider of training and assessment services, which include cutting edge and innovative solutions specifically developed for the mining and civil construction industries.

Our Training Objective

New Horizons Safety and Training Services are committed to providing our clients with the confidence that their quality and training objectives will be met. Our training objective is not simply to deliver training material for the sake of itself or our company but to deliver quality training of the highest level that enables participants to contribute significantly to the productivity and efficiency of their workplace or environment while maintaining workplace health and safety standards of the highest degree. In fact the safety of our clients (and in turn those who work with them) is our first priority.

Awards & Recognition

New Horizons Safety and Training Services have won consecutively for two years the prestigious award for the, "Best Training Processes and Practices of the Year 2011 & 2012: Registered Training Organisation". The award is presented each year by Kinetic Group and is in recognition of leading work done in the field of training for the resources sector.

NHST has worked tirelessly over the last 2 years to develop training programs and facilities that provide fundamental skills required to enter the mining industry. The most notable of these is the 160 acre machinery Operator Training Centre that has been developed to simulate the daily activities of typical surface mine site machinery. This along with other purpose built training facilities has placed NHST a leader in the area of workforce development for the mining industry.

The awards were presented to New Horizons at a gala event in Brisbane that brought together industry executives, managers, training bodies and other personnel from the mining industry.

Training Programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the Standards for NVR Registered Training Organisations (SNR).

New Horizons Safety and Training Services run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and /or Commonwealth Government.

New Horizons Safety and Training Services primarily service the mining and civil construction industries by conducting training and assessment services to mining companies, contractors, labour suppliers, service providers, government departments, local businesses and organisations among others.

The main operational areas and services include:

- Induction training for the Coal Mining
- Induction training for the Metalliferous and Heavy Industries
- Machinery Operator Training in Haul Truck, Excavator, Front End Loader, Grader, Dozer, Skid Steer Loader,
- Machinery Operator Training in Forklift, Elevated Work Platform and Yellow Card Training

Other courses include:

- Cranes CN and C2, Dogging and Rigging
- Health and Safety Supervisor Training (S123 and G2)
- Confined Space and Heights Training
- Construction Industry Safety Inductions
- Low Voltage Rescue and CPR

Other services/ programs include:

- Work readiness and preparation programs aimed at providing pathways to employment for long term unemployed
- Indigenous training programs
- Supervision and oversight of traineeships

Accredited Programs

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

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from www.employabilityskills.com.au or at www.training.gov.au. It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time participant in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

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

Accredited Programs Continued

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

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment Process

The assessment process will be explained at the orientation session and will be available upon request from your assessor

Enrolling in a Training program

To enroll in a training program at New Horizons Safety and Training Services, you will need to contact the Administration Office on (07) 4927 0666.

They will send out an application for an enrolment form and the information brochure about the course. When New Horizons Safety and Training Services receives your application a member of the Administration Team will process the enrolment and provide the participant with a course enrolment confirmation outlining the course details, course fees and terms and conditions of the course enrolment.

Client Selection

New Horizons Safety and Training Services is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

New Horizons Safety and Training Services shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Reasonable Adjustment

At times it may be required to adjust the assessment process to cater for individual needs. This is an acceptable process providing the assessment specifications including criteria and standards are not diminished in any way. Examples of reasonable adjustment may be replacing a written questionnaire with an oral questionnaire or changing the scheduling of an assessment.

Literacy, Language and Numeracy (LLN) and special needs

New Horizons Safety and Training Services seeks to identify special needs (including LLN) of potential or existing learners through various stages of learning and assessment programs. This includes initial consultation with employers and learners during planning stages, during the enrolment process where course participant have the opportunity to seek assistance and during training programs themselves.

Course participants are encouraged to seek assistance from New Horizons Safety and Training Services trainer assessors where LLN or special needs issues may inhibit participants from successfully completing courses.

Where required the support of LLN specialists will be sought to assist the learner in achieving competency.

Client Enrolment

New Horizons Safety and Training Services is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or has satisfied the Manager of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for the Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

New Horizons Safety and Training Services believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

New Horizons Safety and Training Services aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Administration Office on (07) 4927 0666 who will provide the information you need to complete an RPL.

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

RPL Continued

Regardless of the type of evidence that you submit, Assessors must ensure that the evidence meets the following criteria:

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

New Horizons Safety and Training Services is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

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

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not yet competent your assessor will negotiate a pathway forward which may include (but not be limited to):

- further time to study
- further workplace training
- targeted gap training
- re-assessment

Providing New Horizons Safety and Training Services with quality RPL evidence is the key to obtaining your required competencies. Examples of quality evidence include (but are not limited to):

- Detailed letters from previous employers
- References
- Training documents
- Certificates
- Licences
- Site / company authorisations
- Workplace compliance documents (e.g. SWMS, SOPs, Risk Assessments, Safety meetings etc.)
- Photos (must be accompanied with a Statutory Declaration confirming your work)
- Time sheets
- Any other documents that provide evidence of your skills and knowledge

Making the most of the training program

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

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

Getting help

At New Horizons Safety and Training Services your Trainers and Assessors are your best support. If you are in need of some support please speak to them.

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

New Horizons Safety and Training Services is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program.

New Horizons Safety and Training Services ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body.

If you require any special assistance please inform our staff at the interview or on enrolment. New Horizons Safety and Training Services respects the client's right to privacy and confidentiality.

Appeals & Complaints

If you have a complaint, grievance or wish to appeal any decision while completing your training program New Horizons Safety and Training Services has documented processes for you to access and follow. This will be explained to you in your orientation program when you enrol. If you would like to find out more please contact the Administration Office on (07) 4927 0666 or email admin@nhst.com.au to make an appointment.

The Complaints and Appeal Procedures are designed to resolve differences and are based on conciliation/ mediation rather than arbitration. Confidentiality is paramount to NHST. The procedures for lodging a complaint, grievance or an appeal are as follows:

Appeals

- Appeal to be made within 7 calendar days of notification of the assessment decision using the Appeals form. A submitted Appeal form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- The Director New Horizons shall be informed of receipt of any appeal and may delegate responsibility for the resolution of the appeal, as appropriate.
- Appeal will be processed in accordance with the Appeals flowchart and where possible, are to be resolved within 28 days of the initial application.
- The appellant will be advised in writing of the outcome of their Appeal, within seven (7) days of the resolution and in all cases the final conclusion will be endorsed by the Director New Horizons.
- If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the Director New Horizons and if the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the Appeal.

Complaints

- Complaints are to be made within 7 calendar days of the incident using the Complaints form. A submitted Complaints form will constitute a formal complaint from the client. Further detail of the complaint can be provided by the client verbally.
- The Director New Horizons shall be informed of receipt of all complaints immediately and may delegate responsibility for the resolution of the complaint, as appropriate.
- In the case of a complaint, the Director New Horizons will initiate a transparent participative investigation to identify the issues.
- Complaints will be processed in accordance with the Complaints flowchart and where possible, are to be resolved within 14 calendar days of the initial application.
- The client will be advised in writing of the outcome of their Complaint, within seven (7) days of the resolution and in all cases the final conclusion will be assessed by the Director New Horizons.
- If the outcome is not to the satisfaction of the client, they may seek an appointment with the Director New Horizons and if the client is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

All documents and records of Appeals and Complaints are confidential and therefore shall be maintained and archived securely in line with New Horizons Record Management procedure.

Code of Conduct

Participants are reminded that they are in a professional environment and need to always act accordingly. Basic rules of courtesy will be extended to all participants, the expectation is that this courtesy is reciprocated and also extended to your fellow participants.

Any participants who do not attend a class will be subject to the terms and conditions of course enrolments. Any student who fails to deliver a piece of assessment on time will receive an appropriate time extension from the Manager.

In the event that an issue needs to be discussed with a participant, the trainer or assessor will organise with the participant a mutually suitable time and place to discuss the issue.

The disciplinary procedure is designed to ensure that each student receives adequate assistance and support from the program's trainer and/or assessor when completing their program.

The trainer or assessor will obtain the facts relating to the disciplinary event prior to a disciplinary decision being made, and will endeavour to act fairly at all times when making any disciplinary decisions.

Code of Practice

New Horizons Safety and Training Services is a Registered Training Organisation that:

- upholds the Standards for NVR Registered Training Organisations
- strives for excellence and continued improvement
- ensures that it's services remain current and relevant
- has developed a cutting edge approach to training and assessment
- is experiencing a growing reputation as a leading RTO in the Industry training sector
- and above all else places the safety of it's clients as the highest priority,

In addition to the above, New Horizons Safety and Training Services Code of Practice ensures that it will operate within the following Acts and Regulations:

- Work Health and Safety Act 2011
- Queensland Coal Mining Safety & Health Act 1999 & Regulations of 2001
- National Vocational Education and Training Regulator Act 2011
- Mining and Quarrying Safety and Health Act 1999
- Mining & Quarrying Safety & Health Regulation 2001

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- Work Health and Safety Act
- Queensland Coal Mining Safety & Health Act & Regulations
- National Vocational Education and Training Regulator Act
- Mining and Quarrying Safety and Health Act
- Mining & Quarrying Safety & Health Regulations

Fees & Charges

New Horizons Safety and Training Services aims to keep fees and charges to a minimum and have payment options for clients. Your eligibility for government funding or other funding and fees will be determined before you enroll if funding is available to any training program.

New Horizons Safety and Training Services also has a refund policy which will be discussed prior to your enrolment. If you would like to find out more about fees, charges and refund options please call reception to make an appointment.

Terms and Conditions of Course Enrolment

Course Registration, Payments and Refunds Policy

All course enrolments with New Horizons Safety and Training Services are subject to the terms and conditions as set out below.

Course Registrations and Payments

New Horizons Safety and Training Services cannot reserve a placement in a course without the required course payment or course deposit fee for the associated course enrolment. A course deposit fee of \$1,000 is only required if the course fee is a \$1,000 or greater.

Course Cancellations and Postponements by NHST Prior to Commencement

New Horizons Safety and Training Services reserves the right to cancel or postpone any training program/ course at any time for the following reasons:

- where there are insufficient numbers to warrant a class
- weather conditions have affected the training environment to the point where it is unsafe.
- unavailability of NHST trainers
- the training facility has become unavailable for any reason

Any participant enrolled to complete a course which has been cancelled for any of the above reasons will be refunded full course costs including refund of any course deposits. Alternatively the participant can re-enroll to complete the same course at a future date or a course credit can be given to complete another course/s with NHST to the same value.

Course Credits

Course credits must be used within 60 days from date of issue. Course credits are NOT transferrable and cannot be refunded. To be eligible for a course credit the participant must complete a refund request form within 5 days from notice of course cancellation.

Cancellation of Enrolment & Refund Policy

CANCELLATION OF ENROLMENTS

Providing Notice to NHST of Cancellation

To cancel a course enrolment(s), participants must contact the Administration Office by phone on (07) 4927 0666; or in person at 188 East Street, Rockhampton.

As set out in the cancellations and postponements section of the terms and conditions for course enrolment, courses cancelled or postponed by NHST, NHST will contact all participant(s) enrolled in the course prior to the arranged commencement date and arrange a course refund or re-enrolment into a future course.

REFUNDS POLICY

Participants that cancel their enrolment the following notice must be given to NHST to receive a refund or course credit which is as follows:

- Notice of cancellation must be given no less than 2 business days' prior to the course commencement to receive a full refund of fees paid. 10 business days' for heavy machinery training courses.
- Notice of cancellation must be given no less than 1 business day prior to the course commencement to receive a course credit to the same value of fees paid. 5 business days' for heavy machinery training courses.
- Notice of cancellation which is less than 1 business day prior to the course commencement will receive No Refund or Course Credit.
- No fees or payments will be refunded where the participant withdraws or cancels their enrolment after the course commencement dates.
- A person with the required course pre-requisites can be substituted to complete the course in the event the original participant enrolled cannot complete the course for any unforeseen reasons. Notice of substitution must be provided no less than 1 business day prior to course commencement.

Note: In the event the participant is prevented from completing the course due to Personal Injury, Death or a Death in the immediate Family; a course credit may be granted if the relevant documentation is provided to the NHST (example: doctor's medical certificate). No refunds will be given under these circumstances or any other circumstances.

To be eligible for a course refund the participant must complete a refund request form and return within 5 days from notice of course cancellation. In the event this form can not be completed and returned in the required time frame please advise the Administration Office to make other arrangements and a maximum time frame of up to 30 days may be given,

Privacy Policy

Personal information collected as a result of your enrolment will be used by New Horizons Safety and Training Services and the regulator for general participant administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.

Your personal information will be disclosed to Australian State, Federal Government authorities and agencies as required by law. If undertaking an High Risk Prescribed Occupation course your personal information will be made available to Workplace Health & Safety Queensland.

The following information and documentation may be made available to your employer (by request); attendance, results of assessment(s), copies of statements of attainment/ completion and progress reports if you have given permission for your employer to access this information as per section 17. RECORDS RELEASE AUTHORITY of the F001 PARTICIPANT DETAILS FORM. If you do not wish for this information to be discussed or released to your employer, please specify NO in Section 17. RECORDS RELEASE AUTHORITY of this form which is to be completed prior or upon course commencement.

If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent or guardian.

By undertaking the courses with New Horizons Safety and Training Services, you consent to your personal information (first name, last name, date of birth, passport (license number's) and endorsement expiry dates) being made available to third party organisations including the Energy Skills Queensland and other Registered Training Organisations for verification of competency completion only and no other purposes.

No further access to your enrolment information will be provided to any other organisation or persons without your written consent or, unless authorised or required by law.

Notes
