MOMENTUM
HIGH RISK TRAINING
Invest in You

Student Handbook

Contact Details

You can get in touch with us via:

Web	Email	Phone
www.momentumhrt.com.au	admin@momentumhrt.com.au	(07) 4846 0316

Office Hours

We are open from 8:00am to 4:00pm Monday to Friday, however out-of-hours training can be organised by prior arrangement.

Contents

About Momentum High Risk Training 3
What We Offer 3
Our Goals 4
Competency Based Training 4
Nationally Recognised Training 4
Workplace Health & Safety 5
Personal Protective Equipment 5
Fitness to Work 6
Alcohol, Drug & Medication Use 6
Fatigue Management 6
Bullying & Harassment 7
Anti-Discrimination 7
Sexual Harassment 7
Bullying 7
Code of Conduct 8
Rules in the Training Room 8
Student Expectations 9
Personal Belongings 9
Privacy & Confidentiality 10
Storage & Security of Personal Information 10
Media Release 10
Privacy Notice 11
Access & Equity 13
Learning Support 13
Training & Assessment 14
Unique Student Identifier (USI) Policy 15
Recognition of Prior Learning 15
Applying for Credit Transfer 15
Responsibilities of Trainers and Assessors 16
Fees, Charges & Refund Procedure 17
Cancellations 17
Rescheduling 18
Complaints & Appeals 19
General Complaints and Appeals Principles 19
Complaints vs Appeals 19
Unresolved Complaints and Appeals 20
Complaints Handling Procedure 21
Appeals Handling Procedure 23
Rights as a Consumer 25
Our Guarantee 25

Thank you for choosing Momentum High Risk Training!

We are happy to have you with us and are looking forward to providing you with training programs that are both challenging and rewarding. Our goal is for our students to have a wonderful training experience and obtain the knowledge and skills to succeed.

From all the staff, trainers, assessors, and management

At ***Momentum High Risk Training***

About Momentum High Risk Training

What We Offer

Momentum High Risk Training Pty Ltd is a Registered Training Organisation (RTO # 46410) that offers quality training in the following competencies:

- TLILIC0003 - Licence to operate a forklift truck
- TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
- TLILIC0024 - Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)
- TLILIC0040 - Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
- CPCCLDG3001 - Licence to perform dogging
- CPCCLRG3001 - Licence to perform rigging basic level
- CPCCLRG3002 - Licence to perform rigging intermediate level
- CPCCLSF2001 - Licence to erect, alter and dismantle scaffolding basic level
- RII Competencies:
  - RIIHAN201E - Operate a forklift
  - RIIHAN301E - Operate elevating work platform
  - RIIHAN305D - Operate a gantry or overhead crane
  - RIIHAN309F - Conduct telescopic materials handler operations
  - RIIHAN208E - Perform dogging
  - RIIHAN203E - Conduct lifting operations
  - RIIHAN212E - Conduct non-slewing crane operations
  - RIIWHS204E - Work safely at heights

Our Goals

At Momentum High Risk Training, we aim to:

- Create a training environment that promotes leading health, safety, and environmental practices; our goal is to provide an environmentally friendly, healthy, and injury-free workplace.
- Deliver quality training services by operating in a way that consistently exceeds the quality standards expected by our stakeholders and community.
- Provide everyone with an equal opportunity to learn by applying a responsive approach to the needs of each individual student.
- Value personal privacy: our collection, storage, and usage of information throughout our operations follows the requirements of the *Privacy Act 1988*.

Competency Based Training

All training programs offered by Momentum High Risk Training utilise competency-based training methodologies. Competency-based training is a form of training and assessment that aims to produce a workforce equipped with the knowledge and skills required by industry.

To be assessed as competent, success must be achieved in all elements of the unit of competency (standard) relevant to the program being delivered. These standards have been developed and maintained by the relevant industries in conjunction with state and federal industry training bodies. These units of competency and the associated qualifications are nationally recognised throughout Australia.

Nationally Recognised Training

The courses that we offer are nationally recognised in post-compulsory education and training Australia-wide (study undertaken beyond the compulsory schooling age).

As an RTO registered by the Australian Skills Quality Authority (ASQA), we comply with all regulations for the Australia's vocational education and training sector. Our training programs are aligned to the Australian Qualification Framework (AQF) which is the national policy for qualifications across the country. Only Registered Training Organisations (RTOs) can deliver nationally recognised training and issue statements of attainment.

ASQA Australian Skills Quality Authority	National regulator of the vocational education and training (VET) sector in Australia
AQF Australian Qualification Framework	National framework that provides the standards for Australian qualifications
RTO Registered Training Organisation	Providers of nationally recognised training and are registered by ASQA

Workplace Health & Safety

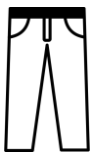
Momentum High Risk Training is proud to offer a safe environment for students, trainers, assessors, and employees. To ensure the general safety of all students and staff members, there are several safety requirements that everyone must adhere to.

Responsibilities of Management	• Implementing due diligence • Developing and implementing health and safety procedures • Training and instruction in the areas of hazard control and elimination • Accident prevention, injury protection and rehabilitation • Health preservation and promotion in accordance with relevant legislation (e.g. Workplace Health and Safety Act and Regulation, Codes of Practice)
Responsibilities of Students, Employees, Trainers & Assessors	• Complying with health and safety policies and procedures • Using personal protective equipment (where instructed) • Not wilfully endangering themselves or others in the workplace

These safety requirements apply to everyone who accesses our facilities or attends our training programs. At Momentum High Risk Training, safety is everyone's responsibility.

Personal Protective Equipment

Momentum High Risk Training requires all students, trainers, and assessors to wear long pants, high visibility long sleeve shirts, and steel capped boots at all times. When in the practical area, hard hats and safety glasses must also be worn. Hard hats and safety glasses are available for use during practical activities.

Mandatory Dress Code	 High Visibility Long Sleeve Shirts	 Long Pants	 Steel Capped Boots
Additional PPE Required in the Practical Area	 Hard Hats	 Safety Glasses	

Momentum High Risk Training reserves the right to refuse entry or participation in classes to any person deemed not to be appropriately dressed as per the above.

Any student who is not appropriately dressed will be sent home to change. Where applicable, the student's employer will also be notified.

Fitness to Work

All students are expected to be responsible for presenting themselves for training in a fit and healthy state.

Where Momentum High Risk Training is providing services or conducting other business activities under a client's fitness to work management system, then the management system setting the higher standard will apply.

Any student or staff member who acts in a way that breaches any legislation will be instantly dismissed from the course.

Alcohol, Drug & Medication Use

All students entering the Momentum High Risk Training premises may be required to undertake a random drug and alcohol test. As a requirement of some training programs, students may be expected to undertake a compulsory drug and alcohol test prior to commencing the course as per the client's requirements. All compulsory testing will be communicated from the client to the student prior to enrolment in the training program.

Intoxication	• Any student who is affected by alcohol or other substances will not be permitted to undertake a Momentum High Risk Training program.
Alcohol	• Alcohol cannot be taken onto a Momentum High Risk Training business site without the approval of a member of the Momentum High Risk Training management team.
Illegal Drugs	• No person is permitted to take illegal drugs onto a Momentum High Risk Training business site.
Prescribed Medication	• Students must inform the program trainer or a Momentum High Risk Training staff member if they are taking prescribed medication that may affect their ability to successfully undertake the training course.

Fatigue Management

The best person to judge if you are fatigued is yourself.

If a student is feeling fatigued to the point that it may affect the health and/or safety of themselves or those around them, they have a responsibility to report the fatigue to their program trainer or Momentum High Risk Training staff member.

Where a student believes that another student is fatigued to the point that it may affect the health and/or safety of them and those around them, they have a responsibility to report this to their program trainer or Momentum High Risk Training staff member.

Where a program trainer or Momentum High Risk Training staff member observes or is informed of a student's possible fatigued condition, Momentum High Risk Training will evaluate the situation to determine whether the person's wellbeing and/or training outcome will be affected. In this case, consequences may include the student's training being rescheduled.

Bullying & Harassment

Anti-Discrimination

All students are treated on their merits, without regard to race, age, sex, marital status, or any factor not applicable. In accordance with the *Anti-Discrimination Act 1991*, Momentum High Risk Training does not tolerate any form of discrimination.

Discrimination based on the following grounds is not allowed.

- Sex
- Marital status
- Pregnancy or parental status
- Age
- Race
- Impairment
- Religion
- Trade union activity
- Criminal record
- Political belief and activity
- Social origin
- Gender

Sexual Harassment

Momentum High Risk Training, in accordance with the *Anti-Discrimination Act 1991* and the *Sex Discrimination Act 1984*, considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances.

Examples include:

- Sexually orientated jokes, innuendo, or verbal abuse.
- Non-verbal acts like leering or sexual body gestures.
- Physical contact such as patting, pinching, or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Persistent unwelcome invitations or telephone calls from colleagues at work or at home.
- Sexual assault.

Any allegation of sexual harassment brought to the attention of the management team will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Bullying

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or other in the workplace, which may be considered unreasonable and inappropriate workplace practice.'

This includes behaviour that offends, intimidates, degrades, or humiliates a student or staff member in front of their peers.

Individuals who have been subjected to bullying should report any incident to the management team. Any allegation of bullying brought to the attention of the management team will be promptly investigated.

Code of Conduct

All students are expected to behave in a responsible and courteous manner, considering the needs of other students and Momentum High Risk Training staff. Unacceptable behaviour will not be tolerated, and consequences may include the withdrawal of the student from the training program. Any unlawful behaviour will be reported to the police.

Unacceptable behaviour includes, but is not limited to:

- Disrupting the learning of others.
- Preventing staff members from performing their duties.
- Endangering the health and safety of others.
- Participating in acts of horseplay, fighting, sabotage or criminal acts.
- Stealing property, removing property without authorisation or the piracy of information.
- Harassment or treating others unfairly.
- Cheating or plagiarism.
- Attending the program under the influence of illegal drugs or alcohol.
- Smoking in a Momentum High Risk Training office building, ignoring designated smoking areas and perimeters.

Rules in the Training Room

While some training programs may have additional specific rules, the rules listed below are mandatory and must be followed by all students undertaking training at Momentum High Risk Training:

	• Students should behave in a courteous, respectful, and professional manner at all times.
	• Closed-toe footwear is to be worn at all times.
	• Suitable and appropriate clothing should be worn at all times, allowing for practical training to take place.
	• Mobile phones are to be turned off during training. Breaks are scheduled during all courses and phones are permitted during this time.
	• Students should always be punctual to ensure training starts on time.
	• All equipment must be responsibly used and carefully looked after. • All work areas are to be left tidy.
	• Smoking is only permitted in designated areas during breaks.
	• Students must work towards achieving the competencies of the training program. • Students must complete any training and assessment related to the training program.

Student Expectations

All students at Momentum High Risk Training have an obligation to be active and show initiative during our courses. When in the practical area, all students have the duty to help in all activities. It is part of your training to show initiative and prepare for future tasks if required.

No Mobile Phones in the Practical Area

Mobile phones are not permitted in the practical area for safety reasons.

Smoke Breaks

Smoke breaks are only permitted within designated areas outside the Momentum High Risk Training premises and will only take place when the trainer specifies.

Where applicable, the student's employer will also be notified in the event of non-compliance with any of the listed above.

Personal Belongings

You are responsible for your own personal belongings while attending training. Momentum High Risk Training will not be held responsible for the loss or damage of your own belongings.

Privacy & Confidentiality

Momentum High Risk Training values your privacy. We make every effort to protect the information we collect, store, and use throughout our operation. The way in which we collect information will always remain systematic, consistent, and relevant to the operation and in compliance with the *Privacy Act 1988*.

To confirm your booking, Momentum High Risk Training needs to collect your personal details, such as:	• Your name • Unique Student Identifier number • Date of birth • Contact details – mobile number and email address • Postal address • 100 points of identification for High Risk Work Licences, or photo ID in the case of RII competencies
All this information can be disclosed or used as follows:	• Disclosed with Workplace Health and Safety • Used for administrative purposes – pre-populating registration forms, attendance forms and Statement of Attainment (SOA's)

If you make a booking with us, we will request for the information listed above from you or your employer. Therefore, we are committed to protecting your privacy and your personal information. We will only obtain information relevant for our normal business activities and will only disclose that information with a third party when required by law or to a government department to process and validate your training.

We will not disclose, sell, or pass your personal details in any way other than the purposes stated without your written consent. If your details change, please contact us to have this information updated. You have the right to request at any time for your personal information to be corrected, or for your personal assessment records.

Storage & Security of Personal Information

Momentum High Risk Training practices the following procedures to keep and maintain the privacy and security of your personal information:

- Details stored electronically are on a secure server which has restricted access to authorised employees. The server is backed-up regularly and kept in a secure location.
- All paper-based documents containing personal information, such as photo ID's and registration forms, are in a locked filling cabinet with restricted access.
- For any paperwork that needs to be transferred to another location, personal information is transported securely in a sealed envelope or document bag.
- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Media Release

Momentum High Risk Training may use images of some of the courses on our social media. On your registration form, there is a section authorising us to use those images as we see fit. Please advise our staff if you wish not to have your picture displayed so we can make the right arrangements to protect your privacy.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Momentum High Risk Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Our contact details are as follows:

Address	15 Satellite Crescent, Mackay Harbour QLD 4740
Phone	(07) 4846 0316
Email	admin@momentumhrt.com.au

Our Privacy Policy can be found on the website https://www.momentumhrt.com.au/policies/

Access & Equity

All Momentum High Risk Training programs have been designed to consider the varying needs of our students. We aim to provide an equal opportunity for all students to access and participate in training. There are several ways that we can assist students including but not limited to:

- Individual coaching
- Additional coaching
- Flexible learning arrangements
- Flexible assessment
- Language, literacy, and numeracy assistance
- Feedback on individual progress and participation

Learning Support

If you require any assistance to ensure the successful completion of your training program, please advise your program trainer or get in touch with a Momentum High Risk Training staff member.

Students may require assistance to be able to start, or to keep progressing in a training program offered by Momentum High Risk Training. Delivery methods and assessment processes will be adapted so that each student can achieve competence.

Momentum High Risk Training will endeavour to make all reasonable considerations for students in their rights to access and equity support where practical, with consideration to the physical and financial constraints of our business and while keeping in perspective the needs of the broader group of students.

Momentum High Risk Training will aim to:

- Provide and maintain a fair and responsible service that provides equal opportunities to our diverse range of students.
- Ensure equity for all students through fair and appropriate allocation of resources.
- Ensure quality outcomes without discrimination.
- Ensure we provide students with fair and appropriate access to all training programs.
- Promote opportunities for students to participate.
- Ensure all students are equally able to access and obtain information regarding individual progress and participation in training programs.

Major LLN Deficiency	Counselling Support
Where we have identified that a student has major language, literacy and numeracy deficiencies that would prevent them from actively participating and completing the training program, we will refer them to the following training providers for specialist assistance: ○ Reading Writing Hotline – 1300 655 506 ○ CQUniversity Mackay City – 13 27 86	Where a student is requiring counselling, we are to refer them to: ○ Lifeline – 13 11 14 ○ Beyond Blue – 1300 224 636 ○ MensLine – 1300 789 978 ○ National Domestic Violence and Sexual Assault Helpline – 1800 737 732 ○ Sane Australia – 1800 187 263

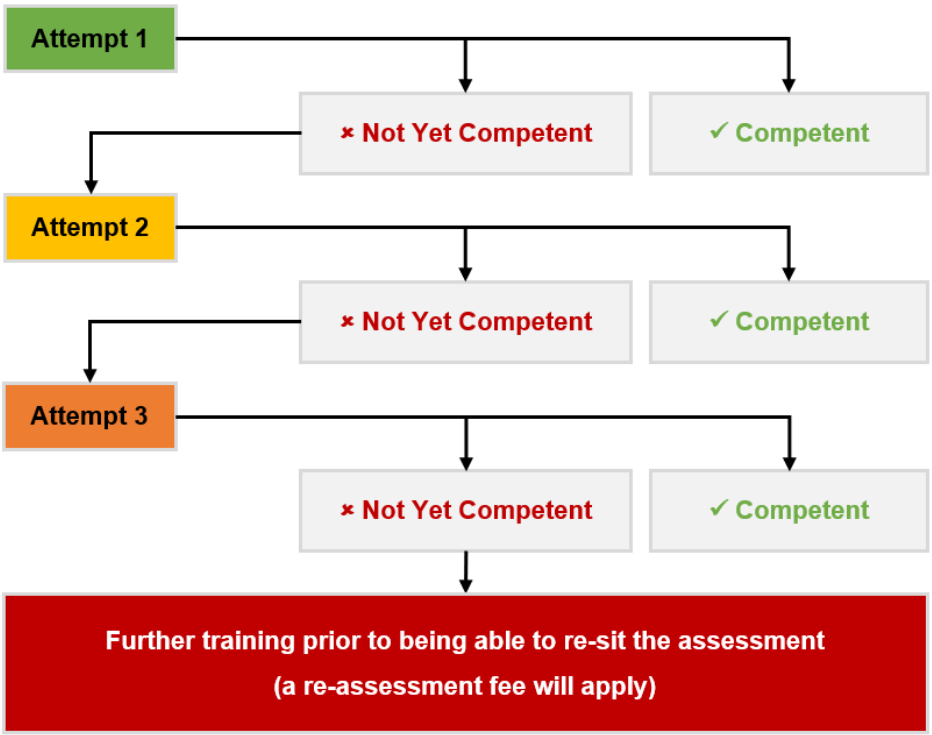
Training & Assessment

Competency-based training is a form of training and assessment that aims to produce a workforce with the knowledge and skills required by industry.

Training	During training, the focus is for students to gain knowledge and learn specific practical skills to be able to perform well in the workplace.
Theory Assessment	This is the first stage of assessment, commencing after you have completed all learning for the unit. We recommend you read the whole assessment task(s) before starting to ensure you are aware of all assessment requirements. If you are unsure of what a question means, speak with your Trainer Assessor.
Performance Assessment	Students are required to demonstrate the skills and knowledge they learn in each unit of competency. Most units need to be completed with a practical component at an appropriate training facility and or workplace, which is a requirement of the training package.

Students who are assessed as 'not yet competent' will be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. It is a policy of Momentum High Risk Training to provide students with two additional opportunities for training and re-assessment at no additional cost to the student or the employer.

Students who require additional training and re-assessment after they have exhausted their **three opportunities** will be required to pay a fee for additional training and re-assessment. This will include individual re-training to address knowledge and skills gap and prepare the student for the re-assessment. The re-assessment fee will only apply if the student chooses to persist to demonstrate competence and complete the qualification.



Unique Student Identifier (USI) Policy

Since the 1st of January 2015, each student will require a Unique Student Identifier (USI) to obtain their Statement of Attainment (SOA) when studying any nationally recognised training in Australia. This gives you access to your online USI account, which helps keep all your training records together. You can access this information or request a USI on http://www.usi.gov.au.

USI Exemption

Where students meet the guidelines as outlined in the Student Identifiers (VET Exemptions) Instrument 2021 and a USI is not required to be collected, Momentum High Risk Training has a responsibility to inform these students that their assessment results will not be accessible through the Commonwealth and will not appear on their authenticated VET transcript or be available to them through the USI registry system.

Recognition of Prior Learning

Under the Australian Qualifications Framework (AQF), competencies may be attained in various ways, including formal and informal training, education, work experience, or general life experience.

Momentum High Risk Training is committed to offering and raising a student's awareness of our processes for:

- Recognised Prior Learning
- Mutual Recognition

Recognised Prior Learning (RPL) is a pathway for a student to show evidence of competency against relevant unit/s of competency. They must have evidence of previously attained skills and knowledge, which are assessed against varied methods appropriate to the individual, by an assessor with the applicable expertise in the subject, content of skills area, as well as knowledge of and experience in RPL assessment.

Mutual Recognition is the acceptance and recognition of Qualifications and Statements of Attainment issued by another RTO. Advise your trainer or a Momentum High Risk Training staff member if you wish to explore the process for recognising your prior learning.

Applying for Credit Transfer

Where not prevented by licensing or regulatory requirements, students may be able to gain credit for part of their training based on an equivalent unit of competency that they already hold. To apply for credit transfer, students must provide suitable evidence that they have already successfully completed the unit such as a Qualification, or a Statement of Attainment (SOA).

Contact us if you wish to check whether you are eligible for Credit Transfer as in some cases, licensing or regulatory requirements may prevent a unit from being awarded through a credit process.

Credit Transfer vs RPL

Credit Transfer is used if a student has already completed formal training and holds an equivalent SOA or qualification. Therefore, no training will need to take place. On the other hand, RPL is where we consider a student's prior relevant learning, work experience or life experience. Students who are eligible for RPL will then undertake training to address any knowledge gaps before being assessed.

Responsibilities of Trainers and Assessors

Trainers and assessors are required to conduct all training and assessment activities on Momentum High Risk Training's behalf in a way which ensures:

- They meet all relevant business policies and procedures.
- They are continually reviewed and updated to confirm they adhere to current standards and industry requirements.
- They are innovative, flexible, and customised where necessary to meet individual and industry needs, based on sound educational practices and principles.
- They are conducted in consideration of the diverse needs of our learners.
- They meet all relevant training and industry legislative requirements.

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

Principles of Assessment	Rules of Evidence
Assessment tools must: • Provide clear information about assessment requirements (for assessors and students). • Outline criteria defining acceptable performance for all instruments. • Address the following to the appropriate level as defined in the performance criteria: elements, knowledge evidence/required knowledge, performance evidence/required skills, assessment conditions/critical aspects of evidence, context and consistency of assessment. • Integrate assessment of knowledge and skills with their practical application. • Use a range of assessment methods. • Allow for reasonable adjustments and provide for objective feedback. • Consider dimensions of competency and transferability.	Assessment evidence collected must be: • **Valid:** Assessment evidence considered has direct relevance to the unit or module's specifications. • **Sufficient:** Enough appropriate evidence is collected to ensure that all aspects of competency have been satisfied and competency can be demonstrated repeatedly. • **Authenticity:** Assessment evidence gathered is the learner's own work. • **Currency:** Assessment evidence must be from the present or the very recent past.

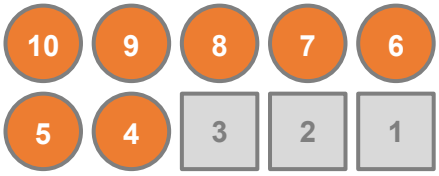
Fees, Charges & Refund Procedure

Course dates and fees are subject to change without prior notice.

Students who need to cancel or reschedule their booking must get in touch with Momentum High Risk Training at their earlier convenience. There are cancellation and rescheduling fees that apply as detailed below.

Cancellations

Where a notice to cancel a course has been received, the following fees will apply. The amount retained by Momentum High Risk Training is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

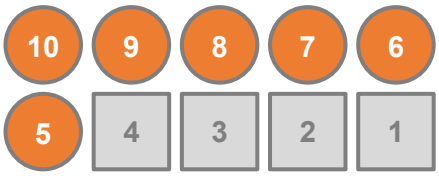
Cancellation Notice	Cancellation Fee
More than 10 working days before start of course	Cancelling more than 10 working days before start of course • The student will <u>still</u> be able to transfer to a future course. • If the student does not wish to transfer to a future course, this will incur a cancellation fee to the value of **20%** of the course fee (with the remainder of the course fee refunded).
 **Between 4-10 working days before start of course**	Cancelling between 4-10 working days before start of course • This will incur a cancellation fee to the value of **50%** of the course fee (with the remainder of the course fee refunded).
Less than 4 working days before start of course	Cancelling less than 4 working days before start of course • This will incur a cancellation fee to the value of **100%** of the course fee.

Course Cancellation Notices

All course cancellation notices must be received in writing.

Rescheduling

Where a notice to reschedule a course has been received, the following fees will apply.

Rescheduling Notice	Rescheduling Fee
 **More than 4 working days before start of course**	Rescheduling a course more than 4 working days before start of course • Rescheduled dates must be booked within **3 months** of original course date. • If rescheduled dates are booked at another date **3 months later** than the original course date, this will incur a fee to the value of **100%** of the course fee.
4 working days or less before start of course	Rescheduling 4 working days or less before start of course • This will incur a rescheduling fee to the value of **100%** of the course fee.

Non-Attendance

If no medical certificate is produced for non-attendance, full fees will be charged. Non-attendance refund is at the discretion of Momentum High Risk Training.

Re-Sitting the Assessment

If a Not Yet Competent (NYC) result is given, the student will be able to re-sit the assessment at no cost. If another Not Yet Competent (NYC) result is given at this point, the participant will be required to re-sit the assessment at a cost.

Inexperienced Workers

Where the student is an inexperienced worker, they may require a longer timeframe to fully absorb the knowledge and practice the skills before being assessed. In this case, our trainer/assessor will recommend for the student to complete further training at their work site, under the mentorship of a supervisor, with training activities recorded in a logbook. After completing the nominal hours logbook training, and gaining the relevant knowledge and skills, the student will then return to MHRT once ready to be assessed.

Circumstances Beyond Our Control

If Momentum High Risk Training needs to cancel a course due to measures beyond their control (for example: severe weather event, damage to facilities or other reason), students will be given the choice to reschedule their training to another available date or be provided with a full refund.

Fee Protection Explained

- A **prepaid fee** refers to any amount paid by or on behalf of a student *before* services are delivered.
- We may accept course fees above $1,500 before training begins, provided the amount over $1,500 is protected by an **unconditional bank guarantee**.
- If Momentum High Risk Training cannot deliver the training, the **undelivered portion of the total fee** will be refunded — including the protected amount above $1,500.

Example: If you pay $1,750 upfront and Momentum High Risk Training cancels the course before completion, you will be refunded for the undelivered portion. The $250 above the $1,500 threshold is protected by the bank guarantee.

CSQ Funding Not Available

Momentum High Risk Training does not offer CSQ Funding.

Complaints & Appeals

In accordance with Clauses 6.1 to 6.6 of the Standards for RTOs 2015, Momentum High Risk Training is committed to providing a fair and transparent complaints and appeals process that is publicly accessible and easily understandable.

General Complaints and Appeals Principles

Momentum High Risk Training resolves to:

- Review and finalise all complaints and appeals as soon as possible, and no longer than 60-days, unless absolutely necessary, and where more than 60-days is required to finalise the complaint or appeal, reasons provided to the complainant or appellant as to why;
- Keep the complainant or appellant informed of the process and update them on the progress of their complaint or appeal every fortnight;
- Record the details of the complaint or appeal and all other pertinent information in our Complaints and Appeals register, and maintain the records securely;
- All written records, including the Complaint or Appeals Form, any follow-up letters and the outcome letter is to be saved on our Complaints and Appeals register, only accessible by authorised personnel;
- Utilise any complaints and appeals received as an opportunity for continuous improvement and take immediate corrective action to eliminate or mitigate the likelihood of re-occurrence;
- Treat any and all information received in a complaint or appeal in the strictest of confidence;
- Where a complaint is received about a particular staff member, the staff member is not to be involved in the complaints handling process;
- Not negatively impact or discriminate against the complainant or appellant for submitting a complaint or appeal;
- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- Ensure this policy is publicly available, and easily accessible by our prospective and current students, staff and third-parties – published in our Student Handbook and on our website;
- Handle all complaints and appeals at no cost to the complainant or appellant;
- Provide adequate support mechanisms, such as providing the complainant or appellant to be accompanied or assisted by a support person at any meeting or interview;
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal; and
- Co-operate with any statutory body or external agency that may investigate the handling of a complaint or appeal.

Complaints vs Appeals

A complaint is dissatisfaction expressed about the services or people connected with Momentum High Risk Training. It may involve matters concerning the quality of our courses, the efficiency of our systems and processes, the conduct of another student, interactions with one of our staff members, or a third-party marketing our courses. Staff members should do their best to address, acknowledge and resolve issues that arise as they occur. Where it is not possible, the individual should be encouraged to lodge a complaint.

A complaint can be made in any form and does not need to be formally documented by the complainant in order for us to act on it. However, we should encourage the complainant to complete our *Complaint Form* to ensure the accuracy of the information. This form is available on our website, or it can be requested from the Administration Assistant and it is to be submitted either in hard copy, or electronically via e-mail to admin@momentumhrt.com.au. It can also be made by any person, whether they are a student, a staff member or even a passer-by. There is no time limitation on a person who is seeking to make a complaint.

A student can appeal any decision made by Momentum High Risk Training or a third-party providing services on Momentum High Risk Training's behalf, not just assessment judgements. At times, a student may appeal a decision due to compassionate or compelling circumstances. These circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These circumstances may include chronic illness or severe injury sustained (including any mental health illnesses or injuries), where a medical certificate is able to corroborate the illness or injury; the passing of a close family member; major political upheaval or natural disaster; or a traumatic experience.

An appellant must complete the *Appeals Form*, which is available on our website, or it can be requested from the Administration Assistant and it is to be submitted either in hard copy, or electronically via e-mail to admin@momentumhrt.com.au. An appeal must be made within **20 business days** from the date the decision is informed to the individual.

Unresolved Complaints and Appeals

Where the person making a complaint or appeal is not satisfied with the handling of the matter by Momentum High Risk Training, they are provided with the opportunity for an independent party – **Mackay-Whitsundays Dispute Resolution Centre** to review his or her concerns following the completion of our internal complaints and appeals handling process.

We will advise the complainant or the appellant of the availability of an independent party to review the handling of and the outcome of their complaint or appeal. The independent party is required to respond with their recommendations and their advice will be accepted by Momentum High Risk Training as final, advised to the person making the complaint or appeal in writing, and implemented without prejudice.

Where we appoint an appropriate independent party to review a complaint or appeal, Momentum High Risk Training will meet the full cost to facilitate the review. Where the complainant or appellant objects to this appointment and requests to engage a party of their appointment, Momentum High Risk Training may seek for the complainant or appellant to contribute to the cost of engaging this party to undertake the review.

Where the complainant or appellant is still unsatisfied with the outcome of the independent review, they can be directed to the National Training Complaints hotline – 13 38 73.

Complaints Handling Procedure

1. **Complaint received** – when a complaint is received, the information is to be recorded in our Complaints and Appeals register. If a *Complaint Form* is submitted, scan and save the form on the Complaints and Appeals register, and securely destroy the physical document. If a complaint is verbally submitted, encourage the complainant to complete a *Complaint Form* which is available on our website. Alternatively, the Administration Assistant can provide the form to the individual. This is to ensure we capture the information accurately and completely. However, if the complainant is unwilling to complete a form, take down as much information as possible verbally (using the *Complaints Form* as a template) and enter the data into our Complaints and Appeals register. The Complaints and Appeals register must also be updated regularly throughout the complaints handling process. A note is also to be left on the student's or staff member's file (if applicable) regarding the complaint and referencing the Complaints number assigned to the complaint.

2. **Letter of acknowledgement sent to complainant** – within **2 business days** of receiving the complaint, the complainant is to be sent the *Acknowledgement of Complaint* letter, informing them that we have received their complaint, our complaints handling process, and the associated timeframe in which we will endeavour to finalise the matter. Where the complainant is under the age of 18, their parent or legal guardian must also be sent copies of all correspondences regarding the complaint. This information is to be entered into and the documents to be scanned and saved in our Complaints and Appeals register.

3. **Forward complaint to the CEO** – the CEO is then to be notified of the complaint via e-mail.
   The e-mail should contain:
   - The Complaints number assigned;
   - The nature of the complaint with the *Complaint Form* attached;
   - Which business unit, staff member or student concerned; and
   - When the acknowledgement letter was sent out to the complainant.

   Where the complaint is about the CEO, an independent and external consultant with experience in handling RTO complaints is to be appointed.

4. **Investigate the complaint** – the CEO is then responsible to investigate the claim. If the complaint is about the CEO, the independent consultant is responsible to investigate the claim. This investigation must commence within **5 business days** from the date the complaint was submitted and must identify the potential cause(s) of the complaint. The investigation can involve meeting with the complainant, consulting with other parties such as witnesses to the event, as well as reviewing the evidences provided and any other relevant materials to assist the CEO (or the independent consultant) in making a determination. Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaints handling process. This means that the complainant is entitled to be heard with access to all relevant information with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

5. **Finalise the complaint response** – as a benchmark, we will endeavour to resolve all complaints as soon as possible. The CEO (or the independent consultant) must finalise their response to the complainant and prepare the response as soon as possible, but no later than **10 business days** from when the assessment of the complaint commenced. The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed, what corrective actions will be taken, and what outcomes have been identified as a result of the complaint. If a complaint is unable to be finalised within **10 business days**, the complainant should be notified on a fortnightly interval of the progress of the investigation and why the additional time is required. The complaint should be finalised within 60-days, unless absolutely necessary.

Where more than 60-days is required to finalise the complaint, the complainant will need to be informed in writing, with reasons provided to the complainant as to the reasons why more than 60 days are required. The complainant will also need to be kept informed of the process and update them on the progress of their complaint every fortnight.

6. **Meet with the complainant** – the Administration Assistant is to organise a meeting between the CEO (or the independent consultant) and the complainant in order for the outcome of the investigation to be communicated to the complainant – verbally, and the written response provided in the meeting. Be sure to advise the student that should they wish, they can bring a support person to the meeting. This should be done as soon as possible, and no later than **5 business days** from when the CEO (or the independent consultant) has finalised their response to the complainant. Under no circumstances is the response to be provided via a third-party. Where the complainant is unable to meet in person, an online session should be organised. Should the complainant be dissatisfied with the outcome of their complaint, advise the complainant of the options available.

7. **Independent review** – where the complainant is dissatisfied with the outcome of their complaint or the handling of the complaint, the CEO is to arrange for the complaint to be considered by an appropriate independent third-party – **Mackay-Whitsundays Dispute Resolution Centre**. Any recommendations made by the independent third-party will be accepted as final, advised to the complainant and implemented by Momentum High Risk Training within **10 business days** (unless circumstances does not permit) without prejudice. Where the complainant is still unsatisfied with the outcome, they may refer the matter to the National Training Complaints Service – 13 38 73.

8. **Continuous improvement** – opportunities for improvement identified as a result of the complaint are to be recorded in our Continuous Improvement register and submitted to be discussed at the next management meeting. It is important that we identify potential causes of complaints and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Any decisions or outcomes of the complaints handling process that find in the favour of the complainant shall be implemented immediately.

9. **Records entered into and documents saved** – the Administration Assistant is responsible for ensuring that all of the information relating to the complaint is entered into and any pertinent document saved into the Complaints and Appeals register.

Appeals Handling Procedure

1. **Appeal received** – when an appeal is received, it is important that the Administration Assistant checks the form for its completeness, and that the appeal is made no later than **20 business days** from when the decision was advised to the individual. The information regarding the appeal is to be recorded in our Complaints and Appeals register. It is also important to scan and save the *Appeals Form* on the Complaints and Appeals register, and securely destroy the physical document. If an appeal is verbally submitted, advise the appellant to complete an *Appeals Form* which is available on our website before we will review their appeal request. Alternatively, the Administration Assistant can provide the form to the individual. This is to ensure we capture the information accurately and completely. A note is also to be left on the student's file regarding the appeal, and referencing the Appeals number assigned to the appeal.

2. **Letter of acknowledgement sent to appellant** – within **2 business days** of receiving the appeal, the appellant is to be sent the *Acknowledgement of Appeal* letter, informing them that we have received their appeal, our appeals handling process, and the associated timeframe in which we will endeavour to reach an outcome. Where the appellant is under the age of 18, their parent or legal guardian must also be sent copies of all correspondences regarding the appeal. This information is to be entered into and the documents to be scanned and saved in our Complaints and Appeals register.

3. **Forward appeal to the CEO** – the CEO is then to be notified of the appeal via e-mail.
   The e-mail should contain:
   - The Appeals number assigned so that the CEO is able to easily locate the appeal;
   - Student concerned;
   - The nature of the appeal with the *Appeals Form* attached;
   - Personnel involved in making the decision – i.e. Trainer and Assessor or CEO;
   - Which course and assessment activity; and
   - When the acknowledgement letter was sent out to the appellant.

4. **Review the facts, materials and evidences pertaining to the appeal** – the CEO is then responsible to review the appeal. This review must commence within **5 business days** from the date the appeal was submitted. The investigation can involve consulting with the Trainer and Assessor, as well as reviewing the materials and evidences such as the completed assessment tools to assist the CEO in making a determination. Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Where the appeal is in relation to an assessment decision, a re-assessment may be recommended.

   Students participating in a re-assessment should be provided with detailed counselling about the perceived gaps in their skills and knowledge, along with additional training to support the improvement and ability to demonstrate competence. Re-assessments should be scheduled to occur as soon as possible following the outcome of an appeal. The re-assessment should be undertaken by a different Assessor than used during the initial assessment and following the re-assessment, the student must be provided with detailed feedback about their performance and the outcome.

5. **Finalise the appeal response** – as a benchmark, we will endeavour to resolve all appeals as soon as possible. The CEO must finalise their response to the appellant and prepare the response as soon as possible, but no later than **10 business days** from when the assessment of the appeal commenced. The response to the appellant must include information that demonstrates that the matter was thoroughly reviewed, what corrective actions will be taken and outcomes have been identified as a result of the appeal. If an appeal is unable to be finalised within **10 business days**, the appellant should be notified on a fortnightly interval of the progress of the review and why the additional time is required. The appeal should be finalised within 60-days, unless absolutely necessary.

   Where more than 60-days is required to finalise the appeal, the appellant will need to be informed in writing, with reasons provided to the appellant as to the reasons why more than 60 days are required. The appellant will also need to be kept informed of the process and update them on the progress of their appeal every fortnight.

6. **Meet with the appellant** – the Administration Assistant is to organise a meeting between the CEO and the appellant in order for the CEO to communicate the outcome of the appeal – verbally, and the written response provided in the meeting. Be sure to advise the student that should they wish, they can bring a support person to the meeting. This should be done as soon as possible, and no later than **5 business days** from when the CEO has finalised their response to the appellant. Under no circumstances is the response to be provided via a third-party. Where the student is unable to meet in person, an online session should be organised. Should the appellant be dissatisfied with the outcome of their appeal, advise the appellant of the options available.

7. **Independent review** – where the appellant is dissatisfied with the outcome of appeal or the handling of the appeal, the CEO is to arrange for the appeal to be considered by an appropriate independent third-party – **Mackay-Whitsundays Dispute Resolution Centre**. Any recommendations made by the independent third-party will be accepted as final, advised to the appellant and implemented by Momentum High Risk Training within **10 business days** (unless circumstances does not permit) without prejudice. Where the appellant is still unsatisfied with the outcome, they may refer the matter to the National Training Complaints Service – 13 38 73.

8. **Continuous improvement** – opportunities for improvement identified as a result of the appeal are to be recorded in our Continuous Improvement register and submitted to be discussed at the next management meeting. It is important that we identify potential causes of appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Any decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.

9. **Records entered into and documents saved** – the Administration Assistant is responsible for ensuring that all of the information relating to the appeal is entered into and any pertinent document saved into the Complaints and Appeals register, and on the student's file.

Rights as a Consumer

You have the right to expect the following under the Australian Consumer Law. These are basic rights that businesses must meet called 'consumer guarantees' and are protected under consumer law:

- That we will carry out all services with due care and skill
- That the services that we will provide meets a particular purpose
- That the services that we will provide will be supplied within a reasonable time.

If one of the consumer guarantees is not met, the first step is to contact the business to resolve the issue. If the issue is still not resolved, consumers can contact the consumer protection agency in their state. In Queensland, this is the Office of Fair Trading – 13 QGOV (13 74 68) or www.fairtrading.qld.gov.au

Consumers have the responsibility to research the training provider, qualification to be received, costs and payment options. Before signing up, it is important to make sure that the training course meets your needs and suits your personal circumstances.

Our Guarantee

If Momentum High Risk Training are not able to fulfil our agreement with you, regardless of the reason, we will issue a full refund for any services not provided. This means that if we cancel a training program which has not yet commenced, we will refund the full amount of the fees paid. Where we cancel a training program part way through the course, we will action a refund based on the unit of competency not yet delivered and issue you with a Statement of Attainment for the units you have completed.

Momentum High Risk Training reserves the right to amend our agreed services, policies relating to a learner's rights and the payment of fees and charges, or to the conditions of a student's enrolment at any time. Momentum High Risk Training will inform current learners prior to the changes coming into effect at least 7-days prior to any changes coming into effect. Where this is not possible – such as when there are training package updates or when legislation is assented, we will notify learners within 7-days of the changes being published.

Once again, thank you for choosing Momentum High Risk Training.
We look forward to working with you!

For any feedback, comments, questions, or concerns, please feel free to get in touch with our friendly team via:

Web	Email	Phone
www.momentumhrt.com.au	admin@momentumhrt.com.au	(07) 4846 0316