Accredited Short Courses

STUDENT HANDBOOK

V20251010

ACCREDITED SHORT COURSES
Suite 18, 47-51 Little Boundary Rd Laverton North VIC 3026
RTO 21903

Table of Contents

WELCOME TO ACCREDITED SHORT COURSES 3
Philosophy 3
Commitment to Quality 3
Copyright Notice 3
1. CODE OF PRACTICE 4
2. COURSE INFORMATION 5
2.1. Course Enrolment Conditions 5
2.2. Course Availability 6
2.3. Induction to Course 6
2.4. Delivery Mode 7
2.5. Evaluation 7
3. FEES AND CHARGES 8
3.1. Fees & Refund Policy 8
3.2. Fees Schedule 8
3.3. Withdrawals & Refunds 9
3.4. Special Needs Assistance 9
4. TRAINING DELIVERY AND ASSESSMENT SERVICES 10
4.1. Trainer Qualifications 10
4.2. Student Recruitment 10
4.3. Enrolment & Fees 10
4.4. Learner Support 11
4.5. Language, Literacy & Numeracy (LLN) 12
5. RECORDS 13
5.1. Maintenance and Student Privacy 13
5.2. Access to Training Records/Reprints 13
5.3. Unique Student Identifier 14
6. LEGISLATIVE AND REGULATORY REQUIREMENTS 15
6.1. Anti-Discrimination Act 15
6.2. Equal Employment Opportunity 15
7. COMPLAINT PROCEDURES (OVERVIEW) 16
7.1. Student Complaints 16
8. STUDENT RESPONSIBILITIES / CODE OF BEHAVIOUR 18
9. STUDENT SUPPORT, WELFARE AND GUIDANCE 19
10. FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES 20
11. VERSION HISTORY 21
APPENDIX 1: SUPPORT SERVICES DIRECTORY 22
APPENDIX 2: RISK DISCLAIMER 24

Welcome to Accredited Short Courses

Accredited Short Courses is a registered training organisation (21903) with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services nationally.

Philosophy

We pride ourselves on providing quality and cost-effective courses to the community. We aim to create innovative courses and maintain excellence in the delivery of training and customer service.

Commitment to Quality

We constantly monitor and improve our services to ensure customer satisfaction and ensure compliance standards are maintained.

At Accredited Short Courses we pride ourselves on:

- Providing excellent customer service
- Understanding our customers' needs
- Delivering quality, cost-effective courses
- Achieving results in appropriate timeframe

Copyright Notice

All materials, study aid, forms and associated information that prospective and enrolled Students encounter in their dealings with Accredited Short Courses remain the property of Accredited Short Courses.

1 Code of Practice

The commitments set out in the Accredited Short Courses Code of Practice underpin the operations of the organisation. All staff will abide by its provisions.

1.1 Code of Practice

Accredited Short Courses provides the highest standard of vocational education and training in the field of Construction and WH&S. Our *Code of Practice* outlines our operational policies and our commitment to our clients.

Accredited Short Courses:

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all regulatory and legislative requirements
- Ensures all advertising material meets ASQA marketing requirements
- Provides accurate, relevant and up-to-date information
- Clearly outlines its fees and charges, refund policies and other pre-course information
- Enroll applicants to its courses on the basis of access and equity
- Provides adequate facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced staff
- Conducts fair, flexible, valid and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for reassessment
- Provides academic support to students or referral to external agencies for additional learning support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate reporting to government agencies

2 Course Information

Accredited Short Courses is a Registered Training Organisation (RTO 21903). We provide training and assessment services in the area of Construction and WH&S. The nationally recognised qualifications on our scope of registration include:

- SITHFAB021 Responsible Service of Alcohol - This course provides essential knowledge and skills to responsibly serve, sell, or supply alcohol, and is often a requirement for roles in the hospitality and liquor industries.

- SITXFSA005 Use Hygienic practices for Food safety - Covers the basics of personal hygiene and safe food handling to prevent food-borne illnesses. Suitable for anyone working in food handling roles.

- SITXFSA006 Participates in safe food handling practices - Focuses on implementing and monitoring food safety procedures. Designed for food handlers involved in food preparation, especially where high-risk food is handled.

- SITSS00069 Food Safety Supervision Skill Set - Combines SITXFSA005 and SITXFSA006. This skill set meets the requirements for food safety supervisors in the hospitality and retail sectors.

- CHCPRT025 Identify and report children and young people at risk - This course equips individuals to identify and respond to signs of abuse, neglect, or harm in children—vital for those in education, childcare, healthcare, and community service

2.1 Course Enrolment Conditions

A. Whilst studying the before mentioned units of competency, you will be enrolled with Accredited Short Courses (RTO 21903) which will be responsible for the quality of training and assessment provided and for the issuing of statement of attainments
B. Upon enrolment, advise Accredited Short Courses of any pre-existing condition or limitation that can impact you while attempting any of the physical aspects as part of the assessment process, especially if there is a health risk involved.
C. While reasonable adjustments may be offered where applicable, learners with medical conditions that prevent them from fulfilling core assessment tasks—such as submitting a required video—may not be able to complete the course. In such cases, only the course fee will be refunded; no certification will be issued.

Whilst studying with Accredited Short Courses all of its terms and conditions will apply, including:

- Students can contact us at Accredited Short Courses at any time during working hours at **1300642427** or email at admin@accreditedshortcourses.com.au. Our business hours are from 7:00 AM - 5:00 PM AEDT Monday - Sunday, all inquiry outside business hours will be answered next day
- As needed, students have public access to *Policy, Procedures* and submission forms for student *"Complaints and Appeals"* that can be submitted to Accredited Short Courses
- Students will receive communication as soon as practicable where there are any changes to:
  1. Agreed services
  2. Change of ownership
- Student rights in the event that Accredited Short Courses closes or ceases to deliver any part of the training product that the student is enrolled in
- Students will be informed of all relevant fee information prior to enrolment, including payment terms and conditions, including deposits and refunds
- The student's rights to obtain a refund for services not provided by Accredited Short Courses in the event the arrangement is terminated early or have failed to provide the agreed services
- For comprehensive details of all critical aspects, ensure that you have read and understood Accredited Short Courses' Student Handbook and accompanying policies before enrolment.

2.2 Course availability

All courses are available online, at your convenience. Please refer to our website www.accreditedshortcourses.com.au.

2.3 Introduction to Course

A. Prior to the commencement of any Accredited Short Courses course, you will be provided with this student handbook which is accessible on our website or is attached to enrolment confirmation emails as a PDF document.
B. Our website also provides additional information related to our courses:
   - Your obligations as a student and the requirements to receive a qualification
   - The Statement of Training issued on successful completion of the course
   - Course timetable
   - Course content

2.4 Delivery Mode

A. All courses are 100% delivered Online, you have 6 months from enrolment date

to complete, failure to complete the course will result in cancellation of your course.

B. All students must satisfactorily complete all online assessments, including a required video output, to be considered competent.
C. Upon submission of your assessment our dedicated trainer will assess your submitted answers and will provide feedback if necessary. You have a total of three attempts per module. If you use all attempts and still fail to meet the standard requirements to pass, your course will be cancelled.
D. All courses are delivered in English, so moderate English is required

2.5 Recognised Prior Learning

Learners who have previously completed the same course with another Registered Training Organisation (RTO) may apply for recognition of prior learning (RPL) when enrolling with us.

To be eligible:

A. The previous qualification or statement of attainment must be nationally recognised and current under the same unit code or equivalent.
B. Valid supporting documentation (e.g., Statement of Attainment or Certificate) must be provided.

If approved, the learner may renew or update their qualification with us.

A. A course fee and an administration fee will apply to cover processing, verification, and issuance of the new certification.

2.6 Evaluation

Your comments enable us to make sure that your expectations are met and to improve our services where possible.

3 FEES AND CHARGES

The following policy and procedures define how any of Accredited Short Courses Students can apply for a refund for course fees. The policy information is transparent and ensures that all Students are treated fairly and with integrity when applying for refunds. They are designed to ensure that Accredited Short Courses complies with the requirements of ASQA.

3.1 Fees & Refund Policy

The Standards for Registered Training Organisations (RTOs) 2015 in relation to the refund of fees paid by our clients.

A. The policy applies to all learners that have enrolled into a course and to fees collected for the course which has been paid in advance. A Learner will not be considered as enrolled until they have paid in full. All learners will indicate upon enrolment into any course or unit that they have read, understood and accepted these terms.
B. Accredited Short Courses will notify Learners when any change occurs that may affect the services you are provided to them. This includes a change in ownership of the RTO
C. We advise that Accredited Short Courses abide by the Consumer Protection legislation and will at all times respect each learner's consumer rights. Refer to:
    - Australian Consumer Law and Fair Trading Act 2012
    - Australian Consumer Law and Fair Trading Regulations 2012

D. Cooling-Off Period: A '10 business day cooling-off period' under the Australian

Consumer Law does not apply where a Student of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.

- If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

3.2 Fees Schedule

A. Accredited Short Courses course fees cover all tuition costs including Modules, and other online materials. The course fees are available on
B. request, you may reach out to our customer service hotline at 1300642427 or via our website www.accreditedshortcourses.com.au.
C. The payment of all fees and charges is received and dated at the time of payment. All financial records are maintained in a secure Student Management System.

3.3 Withdrawals & Refunds

A refund will only be paid:

- If you have overpaid the training fee and or double booked, any refund request must be submitted at least 24 hours after the enrollment date. Requests made after 24 hours will not be accommodated, and any fees paid will be forfeited.
- If Accredited Short Courses is to cease trading before expiration of your enrolment.
- If Accredited Short Courses identifies any challenges faced by learners that could prevent them from completing the course, these challenges will be managed through reasonable adjustments/special needs assistance such as medical conditions.
- If Accredited Short Courses has provided misleading or incorrect information directly from its official source (i.e., website)
- If Accredited Short Courses identifies that a learner does not have the capability to complete the course due to a lack of materials.
- When a student makes accidental double/ duplicates bookings

A refund will not be provided:

- Students who do not complete their course within 6 months from the date of enrolment will forfeit all payments made
- If the Student had failed to pay the course fees
- If the Student has failed the assessment even once with/without using any attempt.
- Refunds will only be issued in cases of overpayment or double booking (requested within 24 hours of enrolment), provider closure, verified learner challenges requiring reasonable adjustments, misleading or incorrect official information, or lack of required course materials; refunds will not be granted for non-completion within six (6) months, unpaid fees, or unsuccessful assessment attempts.
- Cancellation due to duplicate bookings is allowed; however, the paid amount will not be refunded but will be converted into a Course Credit for future use.

3.4 Special Needs Assistance

A. Students with special needs or disabilities are asked to disclose this information in their enrolment form prior to course commencement. You are requested to describe the nature of the special needs, e.g. hearing impairment, language

difficulty, learning difficulty, physical limitations that may impede a Student from completing the physical assessments tasks required for the course, etc.

B. Accredited Short Courses will ensure complete confidentiality of this information and other support specialists. This will be at a Student's own cost.
C. Anyone requiring assistance should note this on the booking form when enrolling
D. You will be contacted about your special needs request to discuss if you have made your own arrangements
E. Note that Accredited Short Courses Trainers are not qualified or able to physically support or assist Students with physical limitations. Expert/qualified assistants should be utilised via prior private arrangement at Student's own c.

4 Training Delivery and Assessment Services

4.1 Trainer Qualifications

A. Accredited Short Courses trainers have the relevant qualifications as required by *Standards for Registered Training Organisations (RTOs) 2015*. These include:
   - Skills, knowledge and experience in Constructions and WH&S
   - Qualifications in training and assessment
   - Vast experience in the health and safety related areas of industry

4.2 Student Recruitment

A. Student recruitment to Accredited Short Courses is carried out in an ethical manner in accordance with Access and Equity Principles.
B. Access to our courses are open to all applicants subject to payment of fees.

4.3 Enrolment & Fees

A. All pricing is in Australian dollars (AUD)
B. Course payment must be received at the time of booking
C. Accredited Short Courses reserves the right to adjust the price of the training session to ensure that all costs of conducting the class are met and that enrolled Students are not disadvantaged
D. Confirmation of your booking will be sent to you via email which will include your tax invoice. You need to check the spelling of your name or the names of the enrolled Students on the attached invoice. If they are incorrect, you have to respond to the email with the correct spelling as soon as possible before your scheduled class so that Accredited Short Courses can prepare your certificate accurately. Correcting the spelling and posting a new certificate after your class will attract a $33.00 administration fee (GST inclusive) if we are not notified within 24 hours before the class
E. Payment can be made through our website using only:
   - Visa or MasterCard credit cards, alternatively, we can take payment over the phone using Visa or MasterCard which will attract a $20.00 administration fee
   - We cannot take payment in cash or at our office on the day of training at the training venue.

4.4 Learner Support

A. The learning support strategies used by trainers at Accredited Short Courses include:
   - Demonstrating procedures
   - Providing individual support and advice to students
   - Providing written learning material and illustrations to reinforce the learning

B. We will support all students that enrol into the best level that we can.
C. Refer to Appendix 1: Support Services Directory

4.5 Language, Literacy & Numeracy (LLN)

A. Students with issues relating to Language, Literacy and Numeracy can expect that we will:
   - Provide examples and models of completed tasks
   - Ensure that documents and forms are written and formatted in plain English
   - Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used
   - Assessments can be conducted using the interview technique where required
   - Conduct practical literacy and numeracy assessment prior to the class commencement to identify any potential learning issues
   - Present information in small chunks
   - Speak clearly, concisely and not too quickly
   - Give clear instructions in a logical sequence
   - Give lots of practical examples
   - Encourage students to ask questions
   - Ask questions to ensure students understand

B. Ask students to identify in words, what the exact problem is and how they might solve it
C. Show students how to do the calculations through step by step instructions and through examples
D. Conduct practical literacy and numeracy assessment prior to the class commencement to identify any potential learning issues
E. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies
   - Student will be provided with a full refund for the course and can rebook into the course once their difficulties have been supported and addressed

Our trainers will:

   - Recognise the cultural diversity of all students
   - Ensure equal treatment of all students
   - Encourage full participation and assisting all students to achieve course outcomes
   - Provide equal access to resources
   - Refer students with specific learning problems to appropriate agencies

F. Students with LLN concerns requiring outside support and assistance such as the support of an interpreter (at student's own cost) can arrange for a private booking as our Public classes cannot accommodate such requirements. Enquire with the office for course costs.
G. All LLN concerns are treated with discretion, understanding and confidentiality.

5 Records

5.1 Maintenance and Student Privacy

A. Accredited Short Courses complies with all privacy legislative requirements which include the Commonwealth Privacy Act 1988 and the 13 Australian Privacy Principles (APPs) as outlined in the Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012.

B. Accredited Short Courses , as a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA) which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information on students that have enrolled in nationally recognised training courses. The information collection and reporting requirements are outlined in:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Data Provision Requirements 2020
- AVETMISS standards
- National Vet Data Policy
- Student Identifiers Act 2014 (Cth)
- Student Identifiers Regulations

C. Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence

D. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. We keep copies of your results for a period of 30 years.

E. We will safeguard any confidential information obtained by us and committees, individuals or organisations acting on our behalf

5.2 Access to Training Records/Reprints

A. We can provide you with access to your training records. Please make a written request to the Training Manager at Accredited Short Courses via email at admin@accreditedshortcourses.com.au. Students must bear the cost for reissue of records and awards.

- Proof of ID to be provided with the request. Acceptable identification combinations:
  I. USI Number, birth date and address, or
  II. Driver's licence (DL) (scanned copy),
  - Copy of DL will be securely destroyed after confirmation of details

B. Accredited Short Courses will provide reprints of your qualification at the below prices:

- Electronic Copy of your certificate (emailed): $15.00 (Including GST)
- Electronic Copy of your certificate (emailed) and Hard Copy (posted): $30.00 (Including GST)

- Electronic Copy of your certificate (emailed + update of your personal information): $33.00(Including GST).

5.3 Unique Student Identifier

A. As of 1 January 2015, the Australian Government implemented the *Unique Student Identifier* (USI) initiative.

B. A USI is a personal reference number which provides students with a complete

record of their nationally recognised training.

C. Students enrolling in a one-day training course are required to provide their personal ten-digit USI code.
D. Accredited Short Courses can be prevented from issuing you with your statement of attainment when you complete your course if you do not provide a Unique Student Identifier (USI) that can be verified
E. Some students can be exempted from providing their USI if they acknowledge that by doing so, that their results of the training will not appear on transcripts prepared by the Student Identifiers Registrar. This option only applies if it:
    - Would conflict with defence or national security legislation; or
    - Could jeopardise the security of defence, border protection, customs, national security or police personnel
        I. Students are to advise upon enrolment if they want be exempted from providing a USI number.

6 Legislative and Regulatory Requirements

6.1 Anti-Discrimination Act

- Accredited Short Courses is committed to providing a fair and equitable institution for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

6.2 Equal Employment Opportunity

A. When hiring staff at Accredited Short Courses the principles of EEO are implemented.
B. We are committed our staff remaining up-to-date with current trends in the
C. Health Industry, the Business Industry and in training and assessment.
D. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.
    - Refer students with specific learning problems to appropriate agencies.

7 Complaint Procedures (Overview)

7.1 Student Complaints

A. Accredited Short Courses is committed to processing all complaints and appeals quickly, fairly, transparently and effectively. For all complaints and appeals, the complaint/appeal itself, the resolution process and any consequent actions are fully documented and copies are made available to the complainant/appellant.

- Complaints arise when a client is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter.
- Appeals arise when a client is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

B. All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The Compliance Manager will document all formal complaints and their resolution in the Continuous Improvement Database. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

C. Informal Complaint (or Feedback): The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the RTO, e.g. the teacher or administrative staff. Client(s) dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

D. Formal Complaint or Appeal Process: The informal complaint procedure should be used first. All formal complaints or appeals go to the RTO Quality Manager first. The formal complaint or appeal and its outcome shall be recorded in writing and submitted to the RTO via email or post.

- On receipt of a formal complaint or appeal, Management shall discuss the matter with the relevant Trainer/Assessor and the Compliance Manager.
- The client shall be given an opportunity to present their case to the RTO, and may be accompanied by one other person as support or as representation. Or they may choose to submit their appeal in writing.
- The principles of natural justice and procedural fairness are adopted and will allow for the relevant staff member shall be given an opportunity to present their case, in person or via written correspondence.
- When making an appeal, the student can request for an independent mediator. The cost of independent mediation is borne by the losing party
- The complaint and appeals committee will make a decision regarding the complaint or appeal.
- The complaint and appeals committee will communicate its decision to all parties in writing within five working days of making its decision.

E. The root cause of any complaint or appeal will be included in the continuous improvement processes of the RTO.

F. Refer to our Complaint and Appeal Policy and Procedure for comprehensive details on the complete process.

8 Student Responsibilities / Code of Behaviour

A. When attending a course as an Accredited Short Courses student it is your responsibility to:

B. Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance and removal from the class in the second and final instance

- To conduct yourself in a safe and healthy manner
- To have advised Accredited Short Courses and/or their Trainer/assessor of any pre-existing condition or limitation that can impact you while attempting any of the physical aspects as part of the assessment process, especially if there is a health risk involved
- To comply with the Assessment Information outlined in the Student Handbook
- To ensure no discriminatory, harassing or bullying behaviour occurs at all times to other students, staff, work placement supervisors or visitors to the institution
- To refrain from unacceptable behaviour, including:
    1. The use of bad language
    2. Being belligerent and disruptive
    3. Being under the influence of alcohol and drugs

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance and removal from the class in the second and final instant.

There will be zero tolerance shown to any person displaying abusive, aggressive and/or threatening behaviour to fellow Learners, the trainer/facilitator or premises staff. A person displaying such behaviour will be requested to leave immediately. If they fail to respond, they will be informed that site security will/has been called or the local police have just been notified.

9 Student Support, Welfare and Guidance

A. We will assist all students in their efforts to complete our training courses. In the event that a student is experiencing difficulty with their studies, we would recommend that the student contact our administrative staff to assist you prior to your class.
B. The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieves the required level of competency in all accredited courses.
C. Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity. If the students' needs exceed our capacity, we will refer them onto an appropriate external agency.

Note: Some agencies may charge a fee for their services.

a.) Refer to Appendix 1: Support Services Directory

b.) Refer to Appendix 2: Risk Disclaim

10 Flexible Delivery and Assessment Procedures

A. Accredited Short Courses recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results.
B. We will make any necessary adjustments to meet the needs of a variety of students. The ability to complete a written assessment is not to be interpreted as a barrier to competency provided the student can verbally demonstrate competency.
C. These adjustments may include; verbal delivery of assessment materials to students or the use of a third person to assist where appropriate. This however may not be a possibility at public classes due to the structure of the class, timeframes and disruption to other Students. We can however offer private group sessions if applicable.
D. We will endeavour to assist students to achieve the required competency standards where it is within our ability. If we cannot assist a student, where possible we will refer them to an agency that can assist.

- Note: Some agencies may charge a fee for their services.

Refer to Appendix 1: Support Services Directory

Refer to Appendix 2: Risk Disclaimer

11 Version History

Date	Changes made by:	Version Identifier	Document Number
26.11.2022	ACCREDITED SHORT COURSES: Maureen Pineda	V20221126	D001
21.07.2025	ACCREDITED SHORT COURSES: Abidjan Miguel & Zaira Tiosen	V20250721	D001
26.08.2025	ACCREDITED SHORT COURSES: Abidjan Miguel & Zaira Tiosen	V20250826	D001
10.10.2025	ACCREDITED SHORT COURSES: Abidjan Miguel & Zaira Tiosen	V20251010	D001

Appendix 1: Support Services Directory

Note: *This is not a comprehensive guide of all possible available support services*

Organisation	Phone Number	Website	Email Address	Support Services Provided
Adult Migrant English Program	13 38 73	www.education.gov.au /adult-migrant-english-program-0	skilling@education.gov.au	English language tuition to eligible migrants
Alcoholics Anonymous	(02) 9387 7788 (03) 9529 5948	www.aa.org.au/	aasydneycitycso@bigpond.com info@aamelbourne.org.au	Issues related to alcoholism
Auslan Services	1300 AUSLAN (1300 287 526)	www.auslanservices.com	http://bookings.auslanservices.com/	To book an Auslan interpreter
Australian Government: Literacy & Numeracy		www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy	Refer to website	Information about literacy and numeracy programmes and activities
Australian Taxation Office	13 28 65	www.ato.gov.au	Refer to website	Taxation matters
Beyond Blue	1300 22 4636	www.beyondblue.org.au/	Refer to website	Provides information and support to help everyone in Australia achieve their best possible mental health
Deaf Australia Inc	1800 422 015	www.deafaustralia.org.au/	info@deafaustralia.org.au	For assisting those with hearing impairment
House With no Steps	1300 538 746	www.hwns.com.au/	Refer to website	For helping those with disabilities
Interpreter and Translation Services	131 202	https://www.tisnational.gov.au/en	Refer to website	National register of interpreters covering over 230 languages
Life Line	13 11 14	www.lifeline.org.au/	Refer to website	Support for people suffering from domestic violence
Men's Helpline Australia	1300 78 99 78	www.mensline.org.au/	Refer to website	A support service for men with family and relationship concerns
Physical Disability Australia	1800 732 674	www.pda.org.au/	manager@pda.org.au	Provide assistance to those with a physical disability
Reading and Writing Hotline	1300 6 555 06	www.readingwritinghotline.edu. au/	rwhotline@det.nsw.edu.au	For people who require help with reading, writing and numeracy
Suicide Helpline	1300 651 251	www.suicideline.org.au/	enquiries@ontheline.org.au	Providing support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide
Vision Australia	1300 84 74 66	www.visionaustralia.org/	info@visionaustralia.org	Supporting people who are blind or have low vision

Wesley Mission Aust. (Poverty Helpline)	(02) 9263 5555	https://www.wesleymission.org.au/	Refer to website	Provide a diverse range of services that address the needs of the whole person, not just their current challenges
WIRE Women Help Line	1300 134 130	https://www.wire.org.au/	support@wire.org.au	WIRE offers women a safe place to share their experience, and to get practical and emotional support on any issue

Appendix 2: Risk Disclaimer

The trainers of Accredited Short Courses do their utmost in supporting Learners and apply the principles of reasonable adjustment wherever possible.

Unfortunately, at times there are limits to how an assessment can be restructured to work in with a Learner.

(Page 10) The CPCWHS1001 unit of competency specifies the mandatory work health and safety training required prior to undertaking construction work. The unit requires the person to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to self and others. It covers identifying and orally reporting common construction hazards, understanding basic risk control measures, and identifying procedures for responding to potential incidents and emergencies. It also covers correctly selecting and fitting common personal protective equipment (PPE) used for construction work.

(Page 12) It is important to note that the CPCWHS1001 competency standards do require a level of physical ability to meet the evidence requirements for assessment.

Due to the potential risk to health and safety where a nominated worker does not have the ability to perform to the performance standard it is **not appropriate** to issue a statement of attainment to students who are physically **unable to meet** the assessment requirements**.**

In cases where a student has attended a CPCWHS1001 (Prepare to Work Safely in the Construction Industry) course, but is unable to meet the full requirements of the competency, an RTO may wish to provide that student with a certificate of attendance, or similar, as an indication of their participation in the course.

This will especially affect a learner who has a pre-existing injury or a pre-condition that makes performing physical activities difficult to do and therefore be at risk of harm, further injury or aggravating the condition.

Therefore, we advise the Learner not to participate in certain activities based on the risk factor to themselves and that they have two options:

1. To come back at a later date when their condition has improved and complete the assessments that they were unable to do; or
2. A Certificate of Attendance can be issued noting what aspects were successfully completed Upon Learner acceptance of the situation, the trainer will note the date, details, and circumstances on the back of the Class Sheet. The Learner and Trainer to sign the statement.

If the Learner disregards the above directions and insists that they participate in all practical activities as it is their choice to do so. In this situation, the following applies:

The Learner is participating in the practical assessments against the advisement of Accredited Short Courses and by doing so:

- Are participating at their own risk and acknowledge that they had been advised not to do so
- That Accredited Short Courses will not be held responsible for any consequences resulting from participating in such activities
- The trainer will note the date and details of the Learner continuing to do CPCWHS1001, etc., against the advice of Accredited Short Courses and that they were doing so at their own risk on the back of the Class Sheet. Both Learner and Trainer signed the statement.