



# FITNESS INSTITUTE

## Student Handbook



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### About Us

CHFI RTO Holdings PTY LTD is a Registered Business with ASIC and a Registered Training Organisation (RTO) under the ASQA RTO Number: 40538.

CHFI RTO Holdings PTY LTD was first registered as an RTO on the 01.01.2016 and Head Office is located at Level 11, 65 York Street, Sydney, NSW 2000.

CHFI RTO Holdings PTY LTD has grown to become a provider of a wide range of courses in the industry and establishing profitable operations in the areas of: Certificate III, Certificate IV and Diploma of Fitness. From herein CHFI RTO Holdings PTY LTD will be known as Clean Health Fitness Institute or the RTO.

Clean Health Fitness Institute success is due to several factors which underpin its business operations including:

- Clean Health Fitness Institute prides itself on its customer service and the relationships that it has built with clients and learners since inception.
- Clean Health Fitness Institute continually strives to develop new ways to assist and support learners whilst maintaining compliance and quality at all times. Some examples of this may include but not be limited to the following:
  - An online learner forum and help desk
  - Course newsletters with course assistance
  - National Hotline
  - User friendly learning and assessment materials
  - Dedicated assessment and assistance email addresses.
- Clean Health Fitness Institute believes in operating ethically and morally and as such it:
  - Discloses all conditions and prices in advance including on its website.
- Clean Health Fitness Institute maintains a strong financial position with very little debt:
  - Clean Health Fitness Institute delivery model minimises fixed expenditure.

### Contact Clean Health Fitness Institute

**National Call line: (02) 9160 4552**

**Please note calls may be recorded for quality and coaching purposes**

If you do not wish for your call to be recorded, please advise the operator at the beginning of the call



**General Enquiries:** Email: [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

**Student Enquiries:** [Online Message via Portal](#)

**Assessment help:** Message Assessor button in the portal [\(Link to Help\)](#)

Online FAQ page: (Details supplied on enrolment)

**RPL:** Phone: **(02) 9160 4552**

Submit: Within your portal

Online FAQ page: Supplied upon enrolment

**Office Hours: 9am to 5pm Monday to Friday AEST.**

**Notes:** Hours are excluding public holidays.

### **The Australian Qualifications Framework (AQF)**

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. In the Vocational Education and Training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

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Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

For a full explanation of the AQF see the AQF Implementation Handbook which can be downloaded from: <http://www.aqf.edu.au/>

### About VET

#### Australia's VET sector

##### What is VET?

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia.

The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.



### VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the Vocational Education and Training (VET) sector are enforced.

The VET Quality Framework comprises:

- a) The [Standards for National VET Regulator \(NVR\) Registered Training Organisations](#)
- b) The [Fit and Proper Person Requirements](#)
- c) The [Financial Viability Risk Assessment Requirements](#)
- d) The [Data Provision Requirements](#), and
- e) The [Australian Qualifications Framework](#).

### VET Standards

In Australia, Vocational Education and Training, including the work of RTOs, is regulated by two sets of national standards:

- a) The Australian Quality Training Framework (AQTF)
- b) The legislative instruments established under the [National VET Regulator \(NVR\) Act 2011](#).
  - 1. [Standards for RTOs](#)
  - 2. [Standards for VET regulators](#)
  - 3. [Standards for Training Packages](#)
  - 4. [Standards for accredited courses](#)



### National Skills Standards Council

#### About the NSSC

The National Skills Standards Council (NSSC) commenced operations on 1 July 2011 as a committee of the Standing Council on Tertiary Education, Skills and Employment (SCOTESE), following the dissolution of the National Quality Council in June 2011.

As one of several Standing Councils that report to the Council of Australian Governments (COAG), SCOTESE is the successor of the Ministerial Council for Tertiary Education and Employment (MCTEE). This change in structure reflects COAG's goal to strengthen Australia's vocational education and training sector.

The NSSC was established from 1 July 2011, signifying the implementation of a decision made by COAG in December 2009.

The NSSC provides advice to SCOTESE on national standards for regulation of Vocational Education and Training. This role was previously undertaken, amongst other things, by the [National Quality Council](#), which was dissolved by MCTEE in late June 2011.

The NSSC is supported by the Office of the NSSC, which operates as part of the [National Advisory for Tertiary Education, Skills and Employment](#) (NATESE).





### About RTOs

#### What is a registered training organisation (RTO)?

Registered training organisations (RTOs) are those **training providers** registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are currently around 5000 RTOs in Australia. A complete list of RTOs is maintained at [training.gov.au](http://training.gov.au), the authoritative national register of the VET sector in Australia.

#### Why use an RTO?

Only RTOs can:

- a) Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications,
- b) Apply for Australian, state and territory funding to deliver vocational education and training.
- c) RTOs can offer qualifications at the following levels:
  - 1. Certificates I, II, III and IV
  - 2. Diploma
  - 3. Advanced Diploma
  - 4. Vocational Graduate Certificate
  - 5. Vocational Graduate Diploma.

Being registered by ASQA means an RTO must act in your best interests and meet the [Standards for NVR Registered Training Organisations](#).



### Training Packages (TP)

Training Packages are integrated sets of components providing specifications for training and assessment in the VET sector. They, along with accredited courses, include the benchmarks for nationally recognised training.

### Industry Skills Councils (ISCs)

Industry Skills Councils and Auto Skills Australia have the two key roles of:

- a) Providing accurate industry intelligence to the Vocational Education and Training sector about current and future skill needs and training requirements, including through industry skills reports; and
- Supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including Training Packages.

Visit the [Industry Skills Councils \(external link\)](#)

### Opportunities to contribute

The VET sector is a dynamic, evolving environment. As well as knowing the changes to VET that affects you in your work role, you can contribute to the development process of VET policy.

Some of these opportunities may be in the form of:

- Attendances at workshops, involving consultations conducted by VET organisations and stakeholders
- Written submissions and feedback to VET organisations and stakeholders
- Participating in forums, networks or conferences
- Participating in your practice environment's meetings.



### What is Competency?

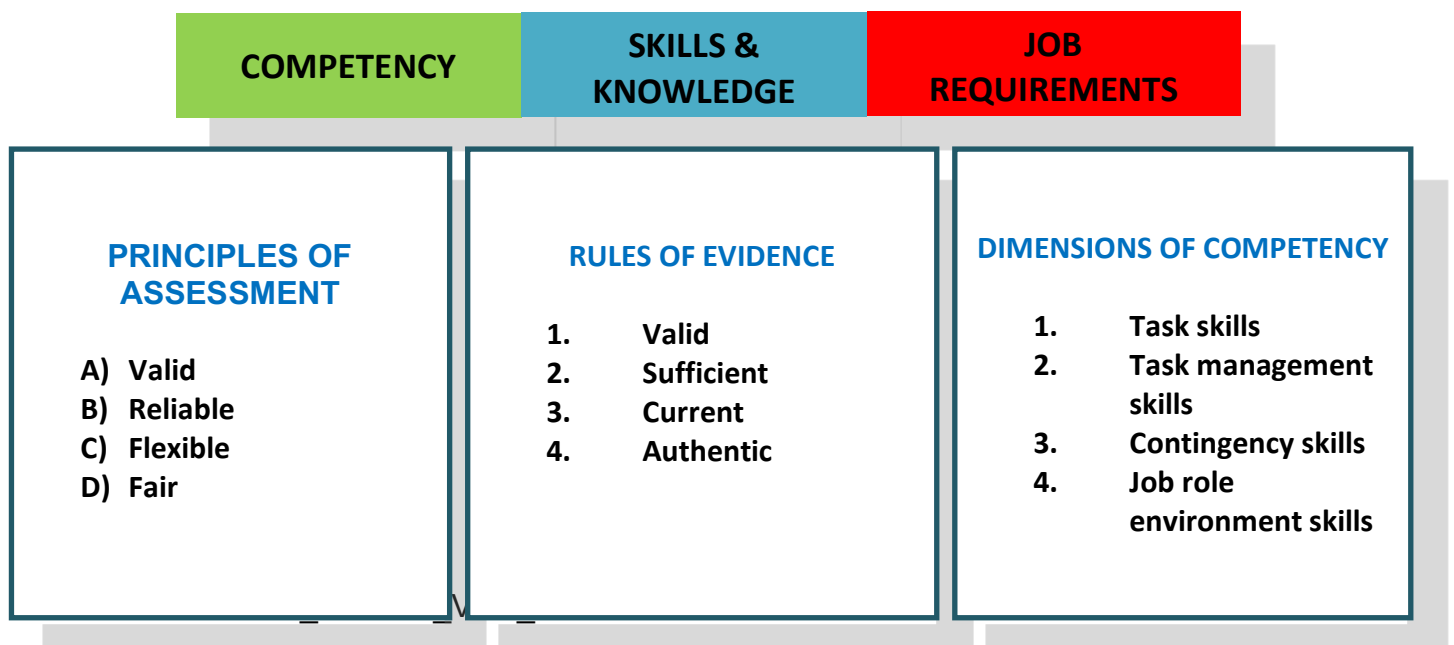
The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attributes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attributes consistently over time and in the required workplace situations and environments. In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs and are based on extensive research, validation and evaluation. Each competency standard or unit of competency reflects a discrete job function, area of work or occupational outcome. The standard is set by defining the work outcomes (referred to as elements of competency) to be met in demonstrating competency, which is measured against defined performance specifications (Performance Criteria). Demonstration of the Performance Criteria is guided and supported by information and advice set out in the Evidence Guide of each unit.

### Assessing Competency

When assessing competency RTOs like CHFI must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).





## Getting Started

### Enrolment with CHFI RTO Holdings PTY LTD

To enrol in one of CHFI RTO Holdings PTY LTD courses, or request an information kit, visit the website <https://cleanhealth.edu.au> and or request a copy in either electronic (email) or alternatively you can download the enrolment form from our website under Terms and conditions tab. In an email send your enrolment to [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) to start the process.

Please note: If you have not been contacted within 2 working day of sending your enrolment form (email), by a Clean Health Fitness Institute Customer Service Representative then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our Customer Service team members and they will ask you to re-send it.

**Our process has many stages please view below:**

#### **First Stage Enrol Process**

Once we receive your enrolment, we will email you as soon as it is processed and confirm details.

#### **Second Stage Enrol Process**

##### **Second Stage Part One:**

Enrol from the online link and set up your online account, apply for Recognition of prior learning if you intend to, create a Unique Student Identifier number and the system will issue your enrolment and provide you with a unique user name and password to our online system via email and screen prompt which will allow access to online portal and FAQ page.

##### **Second Stage Part Two:**

Students will need to provide evidence of the correct language literacy numeracy (LLN) for their Qualifications as well as any other entry requirements using the system upload evidence function.

**NOTE:** It may take up to 24 hours for approval from administration, however once approval is made you will have access to your course account.

##### **Second Stage Part Three:**

If you intend to apply for RPL you will continue with this after passing and gaining entry from the LLN testing false if not you will go to Second Stage Four.

##### **Second Stage Part Four:**

You will gain full access your exams and learner guides, videos etc.



## Terms and Conditions

The RTO, CHFI RTO Holdings PTY LTD is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Rules of Education
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- WHS / OHS.

Enrolment into a qualification or course with CHFI is subject to the terms, conditions and policies outlined in our pre-enrolment information and as detailed below.

### About CHFI RTO Holdings PTY LTD

CHFI RTO Holdings PTY LTD (referred herein as CHFI) is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an NVR RTO under the Australian Skills Quality Authority (ASQA). CHFI policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All CHFI staff members are expected to promote and embrace CHFI standards, policies and procedures.

### Nature of Guarantee

CHFI is dedicated to ensure that once students have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the student.

In the event that CHFI is no longer able to provide the training and assessment services as initially agreed, then CHFI will arrange for agreed training and assessment to be completed through another RTO (No Fees



will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

### RTO Code of Practice

#### Fee Structure

All fees will be competitive when compared to others in the marketplace and may be varied or discounted at the discretion of CHFI to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs may be provided as an attachment to this information or on our website.

Qualifications will not generally be issued until full payment has been made in full.

#### Fees Paid in Advance

CHFI will ensure that fees paid in advance of course delivery shall be protected by having such funds entered into CHFI accounts as "Unearned Income," which may not be drawn upon until such time as delivery has commenced.

#### Payment Schedule and Fees for Courses Costing Over \$1,500

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment.

The approved upfront option CHFI has agreed to undertake for single qualifications is:

Stage 1	Enrolment	Learner pays \$1,000
Stage 2	Commencement	Learner pays \$500
Stage 3	Completion or Final day of the course	Learner pays the balance of fees due

**NOTE:** All transactions are processed in Australian dollars



CHFI will also offer payment plans based on time usage, and be scheduled in a way that represents total value divided by duration of enrolment, e.g. \$3,900 / 52 weeks = \$75 / week

CHFI endorses this fee payment system as it protects the learner from the possible loss of fees and will encourage sound financial management from RTOs.

### **Conditions of Enrolment**

CHFI agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of CHFI policy.

### **Certified Documents**

Any documents that a student provides to CHFI must be certified by the appropriate person. Please use the following website for guidelines and instructions on providing a certified document in Australia

<https://www.education.gov.au/guidelines-certification-documents>

### **First Aid: First Aid:**

HLTAID003 Provide first aid is a unit of competency that is required for you to successfully complete the SIS30315 Certificate III in Fitness. Here at Clean Health Fitness Institute (CHFI) we appreciate that many people may already have a current first aid certificate or find it easier to get the update for their first aid certificate using their regular provider. For this reason we treat First Aid a little differently.

The cost of the First Aid unit of competency required for successful completion of this qualification is not included in the advertised price of this course. Instead you must choose where you acquire your certificate and then provide us with the certificate of evidence that you have completed this first aid certificate. You can find more information below regarding which units of competency are suitable to submit as evidence. The certificate must be certified (see below).

If you have completed the exact First Aid unit (HLTAID003 Provide First Aid) then you must provide a certified copy to your assessor via the Learning Management System. Please use the following website for guidelines and instructions on providing a certified document in Australia

<https://www.education.gov.au/guidelines-certification-documents>

If you are an offshore student, you will also be required to provide certified documentation using the same guidelines outlined above, or provide the QR code. The equivalent occupations listed on the website will be considered. If you are requiring help with this please contact student support on

[support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au).



If you have HLTAID003 Provide First aid you will also be required to apply for a 'credit transfer'. Please complete the Credit Transfer Application Kit – you will need to email [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) requesting this kit.

If you have completed the unit HLTAID011 Provide First Aid then you can apply for Recognition of Prior Learning (RPL) because this unit goes above and beyond HLTAID003 Provide First Aid. Please apply for RPL through the Learning Management System by simply submitting the certificate for HLTAID011 Provide First Aid – this MUST be a certified copy or you can provide the QR code for emailed copies. Please email [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) if you are having any difficulty with this.

No other units of competency or certificates will be considered satisfactory to demonstrate evidence for completion of First Aid requirements.

Please note you will also require this certificate prior to work placement.

There are currently two options for acquiring your First Aid requirements for this qualification.

Part of the entry requirement for SIS40215 Certificate IV in Fitness and SIS50215 Diploma of Fitness is to have a current First Aid certificate. You must submit your current First Aid certificate to acquire entry to these qualifications.

### **Option 1: Student organises First Aid external to CHFI**

You may choose to organise and complete your First Aid Certificate at a Registered Training Organisation other than CHFI (at your own expense as stated in the syllabus and Student Handbook). If you choose this option and have enrolled into SIS30315 Certificate III in Fitness or Master Coach Program (or equivalent), you must acquire your own current First Aid certificate before commencing work placement. You must also submit evidence of a current Australian First Aid certificate before a qualification can be issued.

As mentioned previously, if you have completed HLTAID003 Provide First Aid, you must request the Credit Transfer Kit for you to complete and submit. Request this at [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

If you have completed HLTAID011 Provide first aid you must request the First Aid RPL Kit for you to complete and submit as an RPL application on the LMS. Request this document at [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

We are here to help – please don't hesitate to contact us at [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) if you have any questions at all.

### **Option 2: Student enrolls in CHFI's First Aid (virtual course)**





You may choose to enrol in CHFI's virtual First Aid course (once it is available in mid April 2021) at an additional cost. This course will provide you with the opportunity to complete the unit of competency HLTAID003 Provide First Aid, which is the required unit to complete SIS30315 Certificate III in Fitness.

Contact [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) if you would like to enrol in this virtual course offering.

Once you pay and enrol in the CHFI First Aid course you will have 8 weeks to complete the entire course. CHFI strongly recommends completing the course within 6 weeks. If you do not satisfactorily complete the course within 8 weeks you will be required to re-enrol and pay the enrolment fee again.

The online course will consist of online theory tasks and assessment and a Zoom practical session. More information on this course can be found in the First Aid course syllabus. Please contact [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) for a copy of this syllabus.

As part of the CHFI Virtual First Aid course, you will be sent a First Aid Assessment Kit to your residential address. This kit will include a variety of items that are required for completion of the practical requirements. This will include the items listed below.

Equipment/Item	Description	How it will be used (in a simulation setting)
Manikin – Mini Anne Global manikin (103-00050) with the accompanying cardboard AED replica	<p>This small manikin will be used for the CPR component of the course.</p> <p>It has the following features:</p> <ol style="list-style-type: none"><li>1. Correct compression depth – a built in clicker allows learners to hear when the correct compression depth is reached, in accordance with international CPR guidelines.</li><li>2. Hygienic and clean – Fast, easy and clean – Mini Anne Plus comes with face wipes and a replaceable lung which could be changed between uses.</li></ol>	For CPR of adults and infants



Equipment/Item	Description	How it will be used (in a simulation setting)
	3. Minimal preparation – Set up in minutes. The Mini Anne Plus kit comes with training mats and a new innovative pump bag, allowing students to inflate their own manikin.	
AED Mock	See above	For cardiac arrest of adults and infants
Blanket	This is a thermal shock blanket	Shock
EpiPen Trainer	EpiPen trainer - reusable	Anaphylaxis (life threatening allergic reaction)
Asthma puffer	Placebo asthma puffer	Asthma attack
Spacer	Disposable asthma spacer	Asthma attack
Disposable gloves	Disposable gloves (one pair) to be sent to demonstrate use of PPE	To demonstrate hygienic practices and use of personal protective equipment (PPE)
Sling (Bandage)	SM Non-woven triangular bandage disposable	For fractured arm
Bandage	<p>S+M Elastic Crepe Bandage Heavy is a hospital grade crepe bandage with elastic feature giving extra support. S+M Elastic Crepe Bandages Heavy are reusable and washable and have excellent stretch and regaining properties.</p> <p>Natural, generous 4m stretch make them perfect dressing covers</p> <p>Reusable retention dressing with light support</p> <p>Ideal protection for injuries such as sprains and strains</p> <p>Available in two weights: light and heavy</p> <p>High quality</p>	To control bleeding



Equipment/Item	Description	How it will be used (in a simulation setting)
	100% cotton crepe	
Other	Student may need to supply a band aid or wipe if they have used or to supply wipes in between practice at home.	

The kit will weigh less than 4kg and will belong to you. We anticipate that the package should arrive at your location within one week but please allow up to two weeks for delivery. The cost of the postage and the items is included in this First Aid course cost. For more information including course costs please email [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

You will need a portable electronic device or laptop for this assessment and strong internet connection to be able to participate in a three hour Zoom practical assessment. Mobile phones are not suitable. You will be using this First Aid kit to participate in this practical assessment. You must complete the theory assessments online within the Learning Management System before participating in the practical sessions. To book online for this session please email [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

The assessor allocated for the First Aid course may be different to the assessor allocated to you for the remainder of any other studies that you are participating in at CHFI.

### Work Placement and Offshore Students

Offshore students will also need to provide evidence of completion of HLTAID003 Provide First Aid. However you will also need to check if your Work Placement location and supervisor have any additional first aid requirements before commencing Work Placement.

**Language, Literacy and Numeracy (LLN):** Students that are enrolling must successfully complete a LLN test or provide evidence of:

- Completion of Year 10 or equivalent
- Completion of a Certificate II (or above) in any industry.

CHFI may seek to terminate the enrolment of a student if they:

- Are abusive, aggressive, or insulting towards CHFI staff members or other learners.
- Do not comply with the confidentiality rights of other persons



- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of CHFI, other students or persons, or themselves
- Have provided false or misleading information
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with CHFI, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Fail to attend training sessions to a minimum level set for competence
- Fail or refuse to undertake assessment activities as required by CHFI delivery requirements
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.
- Breach or fail to comply with the rules of education.
- The use of profanity or threats of violence when communicating with Support staff will not be tolerated. Students who fail to communicate effectively or come across as aggressive who do so may be faced with their enrolment being cancelled without a refund.

The following rules also apply:

- Students understand that ASQA may change rules and guidelines at any time, which may affect their enrolment. If at any point a student's enrolment has must be changed or amended due to ASQA rules or guidelines the student agrees not hold CHFI Liable for any damages in this event. Students agree to work with CHFI to find a solution to the matter of which may or may not be out of CHFI control due to regulation changes.
- By signing up to CHFI via our online website portal you give CHFI and its Affiliates the permission to send emails in relation to the training and products via mail out and electronic marketing. (To OPT out of this they can do so in writing to support@cleanhealth.edu.au.
- Students agree by signing their enrolment form; that they have read and understood the conditions set out and that on act of their signature binds them to follow the terms and conditions aforementioned.
- In the event of a legal dispute, any legal proceedings will herby be agreed by both parties, resolved in the state of the head office for CHFI RTO Holdings PTY LTD currently the head office is Level 11, 65 York Street, Sydney, NSW 2000.
- Payment must be made prior to course commencement. If payment is made through a third-party or wholesaler students must ensure they have a valid voucher. Students attempting to access courses without a valid voucher or proof of payment are subject to the full course fees payable as advertised on the website at the full RRP. Students agree that if no voucher is entered then they are liable for the full course fee as the otherwise paying seat or cost that will now be vacant /owing and will deprive the company of the revenue it would provide.
- Any attempt to tarnish the Institutes reputation in the public domain would be classed as an actionable offense and may lead to cancelation of your enrolment.
- The student or company in an agreement with the RTO accepts liability for any legal and or other expenses incurred by the RTO in their attempt to obtain payment of any overdue amount.



**NOTE:** CHFI staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur CHFI staff will inform the learner in writing that the matter is being referred to Compliance Manager. Where a learner's behaviour is in breach of CHFI code of conduct, the learner's enrolment with CHFI may be terminated. Where a learner's enrolment is terminated due to a breach of the code of conduct, no refund will be available.

### Rules of Education

CHFI has a strong policy when it comes to courses included but not limited to our Face-to-Face courses and Digital Online courses.

Users, subscribers and students are constituted as the same interpretation herein.

#### **Procedures for learners to access; interpret and effectively use their own analytical learning data**

Students will have full access of their records and completions when completing training courses with CHFI. CHFI will never release any of the students analytical, outcomes or intellectual learning data outside the rules of an ASQA, Privacy Rules, and State or federal rules. Note: Students are required to keep all passwords and logins to themselves and a learner allowing access to a third party without the consent of CHFI would be fully responsible for any third-party acquisition of that data.

#### **Procedures to minimise online bullying**

According to [eSafety Commissioner](#) Cyber bullying is "Cyberbullying is the use of technology to bully a person with the intent to hurt or intimidate them. One in five young people have been bullied online."

Bullying can come in many forms and can include but not be limited to:

- social
- psychological
- physical harm
- peer
- emotional
- verbal
- cyber bullying.

Bullying can lead to a person feeling shame, guilt, fear, withdrawal, loneliness and depression and as such CHFI does not condone bullying in any shape or form and any person found guilty of bullying whether it be



online or face to face will have their enrolment cancelled immediately and further action may be sought.

Students are to report any bullying to the head of CHFI at [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au) as well as any Work health and safety issues that may arise.

### **Policies and procedures relating to forum use and online communication between teachers and students**

#### **Forums**

Forums are commonly used in the education sector as a form of communication between institution to students, Peer to peer and peer to student just to name a few. Forums when used correctly are a valuable tool in sharing information and allowing learners and Institutions an easy way to impart knowledge. CHFI strongly recommends that if your course has a forum that you introduce yourself, share your ideas, help others and ask questions.

#### **CHFI forum use and etiquette:**

All members including but not limited to CHFI trainers and assessors, Students, Institution heads should always remember to:

- Remain polite and professional.
- People have different views and opinions although you may not agree each person has their own right.
- Understand and respect all other users even if you do not agree with them.
- Check comments and threads to ensure you're not duplicating a question or answer prior to posting.
- Words only say so much be careful as there are no visual cues it can be easy to misinterpret communication.
- Don't use words that are considered slang, jargon and abbreviations.
- Negative comments will not be tolerated all comments must be constructive and non-defamatory.
- Abusive, offensive or threatening language will not be tolerated this includes swearing.
- Comments that can be considered racially or politically motivated will not be tolerated.
- CHFI forums are not a place for advertising. Any products or services that are advertised without permission from the head of CHFI will find their forum subscriptions revoked.

#### **Right of Change**

CHFI reserves the right to change or modify any of the terms and conditions at any time without notice. All changes to terms and conditions can be viewed at <https://cleanhealth.edu.au> under the tab terms and conditions. It is each individual's responsibility to ensure they are up to date with terms and conditions as any change or modification will be effective immediately upon posting by CHFI. In relation to major changes we will take reasonable steps to notify you of such changes. CHFI takes your continual use of the site as

Student Handbook\_MCP2.0\_V5.0\_16032021



acceptance of all publications and conditions with or without notifications and general acceptance of the terms within in.

### **Disclaimer**

As CHFI courses and websites may have the ability for subscribers/members to publish or share their opinion CHFI takes no responsibility for personal opinions or shares from Subscribers nor any links to external websites. Forums are not constantly screened, moderated, approved, reviewed or endorsed by CHFI.

**Note:** By posting to or viewing such forums, you take sole responsibility for your actions and by accessing the forums you agree that CHFI cannot be held responsible or liable for any of the content. CHFI reserves the right to remove any content as they seem fit from their forums and take action against anyone who breaks the rules of education.

### **Rules for Online/E-Assessments Conduct**

In using CHFI systems you agree to use all of CHFI products including but not limited to, forums, website and courses to the terms and conditions found within this handbook.

CHFI does not condone the following:

- Publication of any content that may infringe on intellectual property rights, including, but not limited to any trade secrets, copyright or Trademarks
- Disclosure of content that you are not at discretion to disclose under confidentiality or legal obligations
- The use of pornographic material, language or images other than PG rating.
- Marketing or Advertisement of any sort that has not been formally approved by CHFI head.
- Any Content that otherwise harms others will not be tolerated.
- Content that unlawful.
- Content that interferes with or disrupts CHFI systems, any user, host, or network, in any shape or form. (I.e. sending a virus or spam, overloading the servers, etc.)
- Reproduction of content from CHFI forums, Sites and courses without written consent from head of CHFI
- Use of CHFI name, trademarks, server or other materials.

It should be known that CHFI does not routinely screen or monitor content on its forums, websites and courses posted by subscribers. CHFI reserves the right to remove any content as it sees fit as it becomes aware that it may be prohibited content however has no obligation to do so.



During your subscription you agree that you will not misrepresent or attempt to misrepresent your identity. You will not gain or try to gain to any other user's account.

### **User Accounts/Subscriptions**

Across all of our forums, websites and courses you will be required to register for a personal account to use most features. You agree by signing up and CHFI providing you with credentials and access you accept full responsibility of the account. Your details are yours and you agree that you will never divulge or share access to third parties for any reason or access information to your account with any third party for any reason.

### **User Submissions**

CHFI systems and sites may allow you with the ability to upload information, text, or materials, with respect with data supplied by yourself in connection with your use. You agree that by uploading documents you grant CHFI a fully transferable, worldwide, royalty-free and exclusive license to use, distribute, sublicense, reproduce, modify, adapt, publicly perform and publicly display such content. If you do not wish to grant these rights your data or expression should be made by way of marking documents with private and confidential and not for reproduction and commercial use. Without such CHFI assumes that you grant access with limitations.

### **CHFI Sites and Links**

CHFI sites may have links to and from other websites and resources from time to time that are maintained or controlled by others. You understand that CHFI is not responsible for nor do we routinely screen, approve, review or endorse the contents of these external sites.

### **Participation in Professional Development and Research**

As a RTO we are required to continually develop and review our training systems. As such any records of your participation in any of our courses may be used for government or RTO professional development within the privacy principles. Training materials may be subject to variation with the student's best interest in mind to allow for continual development of CHFI products. Any data attained will not expose your personal identity unlawfully.

### **Indemnification**

CHFI notes that use of our systems constitutes acceptance of our terms and conditions and as such you agree to indemnify, defend and hold harmless CHFI in the event that CHFI respective subsidiaries and affiliates, from any and all claims, liabilities, expenses and damages.





### Code of Conduct

All persons completing a program with CHFI must agree to abide by the following code of conduct:

1. Registration for a single account only.
2. Ensure that all assignments, questions, topics and exams are that of self-work.
3. You agree that showing my answers or work to others including marking and assessment work is not allowed.
4. You agree not to engage in any activity that could be classified as dishonest or in a way that may improve/hurt your results or the results of others.
5. You agree to the terms and condition set out in the student handbook.
6. You agree that your course may be cancel if you breach any rule imposed within the student handbook.

### Social Media

As social media is readily available these days it is very easy to breach the student handbook incidentally or intentionally. As such a reminder that any Slander, harassment and sledging, will not be tolerated in any form inclusive on any social media outlets including but not limited to:

- Facebook
- Twitter
- Pinterest
- Snapchat
- TikTok
- Instagram
- Forums
- Chatrooms
- Blogs
- Emails.

### Understanding Personal Space

As students have privacy CHFI must respect within the online and classroom environment, so do our personnel. Personnel and representatives of CHFI may too have their own personal or business social accounts.

We have a strict rule of keeping personal accounts private; therefore, the staff is prohibited to contact students via social media without prior consent. If you contact a staff member and you receive no reply it is not that they do not want to make contact, it is not permitted by CHFI.



### Student Plagiarism Procedure

#### Academic Honesty

CHFI and its Students have a responsibility to ensure the authenticity of work. When it comes to any submitted work for assessment, work must be their own. Where sources of information have been used or quoted these sources must be acknowledged appropriately. This means wherever work is submitted that is not one's self-work/original work, it must be acknowledged.

A well constructed written assessment task – report, essay etc. - should refer to and build on the work of others, supporting and strengthening their work and advancing knowledge. Quoted passages should be placed in quotation marks (or presented as an indented paragraph if longer than three lines) and their source referenced within the text (author, date and page number). A list of references should be provided at the end of the work (where appropriate) to acknowledge the resources used in the completion of the task.

Plagiarism is a serious issue and CHFI must ensure that all information is acknowledged appropriately.

#### Plagiarism Policy

CHFI is committed to identifying all plagiarism/cheating by students undertaking any of its training courses, and must apply corrective actions to prevent plagiarism and cheating to its programs.

All Students will be informed of the penalties associated with plagiarism/cheating prior to and following their enrolment by means of the terms and conditions of enrolment within the student handbook.

#### Definition

Plagiarism:

- Plagiarism is a type of cheating that involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

Cheating:

- Cheating is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another's work to deceptively obtain a competency result.

#### Plagiarism/Cheating Penalty Procedure



- Students identified as engaging in any actual or suspected form of activity in plagiarism or cheating in any assessment will be reported to the CHFI Manager immediately following the discovery of the action.
- Evidence of the activity will be reported in writing and contain a detailed account of the event or actual documented evidence of the action and be submitted to CHFI Head of the Institute by the CHFI Manager immediately following the receipt of the trainer/assessor report.
- On the receipt of the written report detailing plagiarism or cheating, the CHFI Manager will seek an interview with the student or persons involved in the allegation of plagiarism or cheating.
- The student's interview will be utilised to advise the student or persons of the allegation and of their right to state their account of the alleged offense.
- In the case of a student denying their involvement in plagiarism or cheating, the CHFI Manager will delay any further action until the allegation is further reviewed and evidence examined.
- Where the allegation cannot be substantiated by reasonable evidence, the student's assessment outcome will be upheld.
- Where the allegation is authenticated by the evidence presented the student's assessment outcome will be cancelled and the student will be provided with an opportunity to take responsibility for their actions and own up to the offense. The CHFI Manager shall apply their own discretion as to whether the students' enrolment should be cancelled.
- Where the allegation is authenticated and the student refuses to admit their wrongdoing, the assessment outcome will be cancelled. The CHFI Manager shall apply their own discretion as to whether the student's enrolment should be cancelled and a statement of attainment issued for all units of competency previously gained.
- All student interview outcomes will be recorded in writing and placed on the students file.
- Should a student decide to appeal the outcome the student's enrolment shall be maintained during the period of the appeal and only cancelled where the students appeal has been decided in favour of the decision to cancel the student's enrolment by the head of the Institute or at the head of the Institutes discursion an independent adjudicator.

### **Promoting Honesty and Avoiding Plagiarism and Cheating**

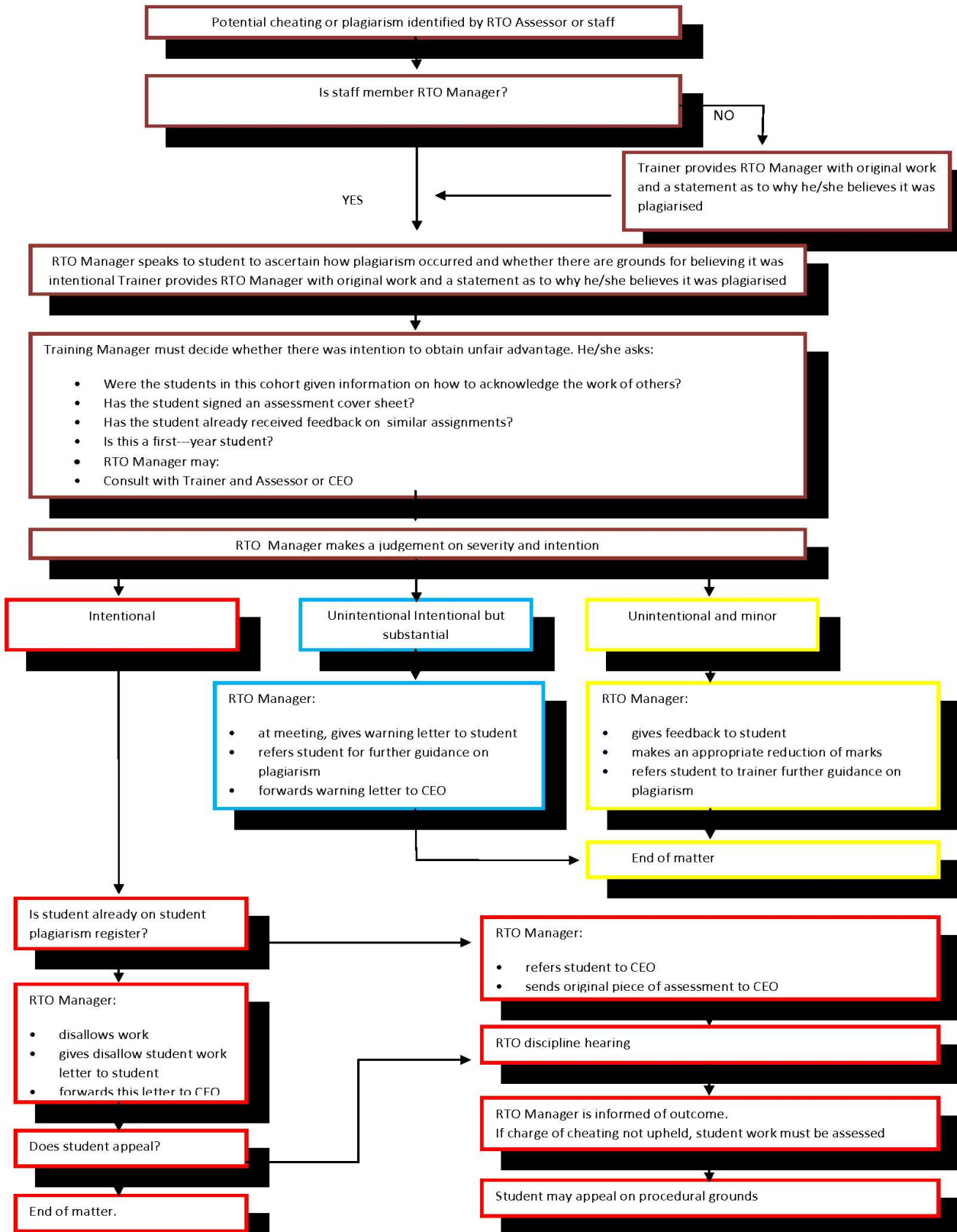
CHFI Trainers and assessors should stress the importance of integrity to the learning process. Honest work builds self-esteem, knowledge, and skills. In contrast, cheaters don't learn; they undermine the quality of education we provide. Highlight the importance of academic honesty in class, Online Training, Online forums and in handouts; and refer suspected violations to the CHFI Manager.

CHFI courses have a set of clear standards for assignments and marking that advises students they may collaborate, and if so, how much and the requirements of collaboration.



To avoid plagiarism and cheating in the online environment CHFI encourages Students to verify their work by using anti-plagiarism scanning software available called (Viper). All Parties can access Viper software from <http://www.scanmyessay.com/>. If the anti-plagiarism scanner reports that a Students assessment is too similar to an existing document then the Trainer and Assessor must inform the CHFI Manager so that appropriate action can be undertaken.

**See Chart on next page:**





### Disciplinary Procedures

Disciplinary procedures will be implemented in the event of student misconduct. Student misconduct can include, but is not limited to, the following:

- Any action that can be considered as damaging in nature or with intent to tarnish or hurt the reputation of CHFI.
- Any activities that cause or may cause interference with the day-to-day running of CHFI activities of the organisation.
- Conduct that would constitute a criminal offence.
- Work that is copied or plagiarised will not be accepted.
- Harassment of fellow staff or students including but not limited to Sexual, racial or other harassment.
- Failure to uphold the student handbook and its code of conduct.
- Use of course materials for purposes other than educational purposes, outside commercial gain or fair use.
- Any threatening, violent, intimidating, offensive behaviour will not be accepted.
- Any type of dishonesty, fraud, cheating, will not be tolerated.
- Breach of any part of the Students Handbook.

In the event that disciplinary action is required, the student will be dismissed from a course without a refund.

For more information please visit above disciplinary procedures of this document as well as complaints and appeals

### Data Loss and Security Threats

CHFI takes no responsibility in the event of viruses cause by Internet security threats, however maintains that all data will remain secure from external attacks in accordance with the NVR standards and Privacy Principles.

Students will have the responsibility of securing themselves against the aforementioned.



### Refund Policy

CHFI has a strict refund policy.

CHFI reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations, Transfers and Transitions Table for details.

### Exceeding Enrolment Time Frame

CHFI reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed.

If a learner is having difficulty meeting this deadline, CHFI may grant extensions under certain circumstances and apply a small additional delivery and assessment fee to the extension to the cost of \$144 for three (3) months. Extensions are for courses out of time; in order to continue students must bring their accounts into credit time then pay for the additional days thereafter. This will result in the student having to back pay the time from their subscription ending. For example: If a student's time has lapsed a month ago and they apply for a three (3) month extension and it is approved. The student will use the first month of their extension to bring their course into credit and will have two (2) months out of the three (3) to study.

Extensions are not always available as an option and are determined at the discretion of the RTO and the ASQA rules in regard to superseded qualifications. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au). See table below for further break down of fees applicable.

### Cancellations and Transfers Table



**Applicable to all students and all study methods:**

### Request to Cancel / Withdraw

<p><b>Withdrawal prior to course or module commencement</b></p>	<p>If a participant withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee and where course material has been assigned and cannot be refunded through a 3rd party a \$18 per unit cost.</p> <p>If a participant withdraws from a course before the commencement of the course but has purchased using a voucher or affiliate sale provider a full refund will be made, less of the commission fee to that affiliate party and or Voucher and less a 25% non-refundable administration fee.</p> <p>If a participant withdraws from a course before the commencement of the course, but has received a RPL kit and has gone past the 4 week submitting application time frame a full refund will be made, less of the commission fee to that affiliate party and or Voucher, less a 25% non-refundable administration fee as well as \$10 per month subscription fee where course material has been assigned and cannot be refunded through a 3rd party a \$18 per unit cost.</p> <p>If a participant enrolls in a course via our website (voucher form) or via email (enrolment form) and fails to self-second stage enrol. Their enrolment is automatically processed without RPL, once the time has passed a 4-week waiting period. Student's time on course will automatically start and they will have access to their course materials and trainer and assessor. <u><b>NO REFUND</b></u> would be offered <b>Please see (Withdrawal after course commencement)</b></p> <p><b>Special Notes:</b> Prior to course commencement there is a 7-day cooling off period. After this point there is no refund for change of mind.</p> <p>When purchases are made via a 3rd party please note items special terms and conditions.</p> <p>If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, a full refund will be made to the employer.</p>
<p><b>Withdrawal after course commencement</b></p>	<p>Once enrolled and the participant has commenced the course, a refund will <b>NOT</b> apply. A participant is considered to have commenced a course <u>once they have been assigned a trainer, received their log in details, the paperwork or training materials</u> <u>Students who have received their product and subscription are not entitled to a refund.</u></p>
<p><b>Withdraw due to illness or hardship</b></p>	<p>In the case of a participant withdrawing from a course or program due to illness or extreme hardship, CHFI may, <u>at its discretion</u>, allow a refund of the course fees.</p> <p>The following conditions apply:</p>





	<ul style="list-style-type: none"> <li>Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.</li> <li>The Participant will forfeit the 25% non-refundable administration fee</li> <li>The Participant will forfeit the Commission fee if the course was purchased through a voucher or affiliate party.</li> <li>Where course material has been assigned and cannot be refunded through a 3rd party an \$18 per unit cost.</li> <li>Withdrawal must take place prior to the expiration of the course</li> </ul>
<b>Withdrawal for change of mind</b>	<p>No change of mind for purchases once enrolled and the participant has commenced the course. A refund will <b>NOT</b> apply. A participant is considered to have commenced a course <u>once they have received their log in details, paperwork or training materials and they have accessed the course materials.</u></p>
<b>Failing to meet LLN conditions</b>	<p>There is No change of mind for purchases once enrolled and the participant has commenced the course, in the event that CHFI Rejects an enrolment or a student does not meet the LLN requirements a refund <u>may be granted depending on the following conditions:</u></p> <ul style="list-style-type: none"> <li>Participant must produce satisfactory evidence of the circumstances of his/her withdrawal;</li> <li>The Participant will forfeit the Commission fee if the course was purchased through a voucher or affiliate party. If not refundable to CHFI;</li> <li>Where CHFI, has spent considerable time on a student's administration the student will forfeit the 25% non-refundable administration fee.</li> <li>Students have 4 weeks to provide LLN Status; if a student goes past this census period from enrolment regardless of outcome no refund would be offered.</li> </ul>
<p><b>NOTE:</b> <i>If you cancel your enrolment with CHFI and subsequently wish to reenrol, you will not be eligible for any specials that are offered within 12 months of your original cancelation.</i></p>	

**Request to Transfer, Extend or Transition.**



<b>Request to change to lower or higher-level qualification</b>	\$544 administration fee will be charged to transfer plus \$18 per unit + any difference in fees payable or refundable
<b>Request to extend your course</b>	<p>If a learner is having difficulty meeting their deadline, CHFI <u>may</u> grant extensions under certain circumstances and apply a small additional delivery and assessment fee to the extension to the cost of \$300 for three (3) months. Extensions are for courses out of time but are applicable to be extended.</p> <p>Payments for extensions will result in the student having to back pay the time from their subscription ending. For example: If a student's time has lapsed a month ago and they apply for a three (3) month extension and it is approved. The student will use the first month of their extension to bring their course into credit and will have two (2) months out of the three (3) to study.</p> <p>Extensions are not always available as an option and are determined at the discretion of the RTO and the ASQA rules in regard to superseded qualifications. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements. Students that are unsure are to contact the office on (02) 9160 4552 prior to purchasing an extension.</p>
<b>Request to change course into another person's name</b>	*Option only available if student has not started the course but has gone past the refundable period. \$300 administration fee will be charged to transfer plus \$18 per unit + any difference in fees payable or refundable (Note: you may not change to another course that is on special, you will be required to pay the difference of the full fee)
<b>First aid/paramedical cancellations</b>	<p><b>A booking is constituted as being provided with a date and time as well as any pre entry enrolment links.</b></p> <p><b>Practical component is the practical training session.</b></p> <p>If a booking has been made and enrolments have occurred but not commenced practical component, then there is a forfeiture fee of 25% of the total fee payable for cancelation as well as any percentage to agents and third parties in advance.</p> <p>When enrolment has occurred and commenced of practical has occurred there is no refund applicable.</p> <p>It is agreed that seven (7) days' notice must be given if the booking is to be cancelled for practical sessions and in the event of failing to attend the client is liable for the full course fee as the otherwise paying seat will now be vacant and will deprive the RTO of the revenue it would provide.</p>



<b>Transitions and teach-outs</b>	<p>A General Direction may be given by the Australian Skills Quality Authority (ASQA), as the National VET Regulator, on how registered training organisations (RTOs) are to comply with the VET Quality Framework and other conditions of registration as defined in the Act.</p> <p>It is a condition of registration that an RTO must comply with any such General Direction and as such you will be notified in regard to changes to your training products by way of the notification tab on the website under terms and conditions then Important notifications. <a href="https://cleanhealth.edu.au">https://cleanhealth.edu.au</a></p> <p>For further information in regards to transitions and teach outs we refer you to: this <a href="#">Asqa Link</a></p> <p><b>In addition:</b></p> <p><b>Teach-out</b> is a term used in earlier ASQA General Directions to describe the timeframe after a training product has been superseded, removed or deleted from the National Register, and any transition period has expired, in which a learner's training, assessment and AQF certification documentation issuance must be completed (while this term has been used by ASQA in the past, it is not a feature of the Standards for RTOs 2015)</p> <p><b>Transition period means</b>, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner's training, assessment, and AQF certification</p> <p>The RTO must transfer continuing students of the superseded qualification into the replacement qualification as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register, unless they will be genuinely disadvantaged.</p> <p>A testamur for a superseded qualification may be issued to an eligible student until expiry of the teach-out period (refer column at right) applicable to the qualification. Upon expiry of the teach-out period the RTO can only issue a testamur for a superseded qualification as a replacement of a version previously issued</p> <p>We have capped the course cost in regard to Transitions and Teach out as follows:</p> <ul style="list-style-type: none"><li>• \$350 for a single qualification</li><li>• \$400 for a double/dual qualification</li><li>• \$450 for a Triple qualification.</li></ul> <p>All transitions come with an additional 12 months of subscription that will be added to any remaining time in the students account prior to transition.</p>
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Where a course is superseded, we may seek to continue to offer the original course until training and assessment resources are developed for the new course. In this instance as a sign of goodwill we will not charge for a transition in the event of a student requiring a teach out or transition only when they have enrolled in a product after the <http://training.gov.au> has made it superseded and in any event we would ensure 12 months free of charge subscription be added to the students portal combined with any existing time remaining. (Each student would be addressed as a case by case basis)

**Other information:**

- The RTO may continue to deliver training and assessment services and issue awards to current students of the superseded qualification who would be genuinely disadvantaged if required to transfer to the replacement qualification, for up to 6 months after the expiry of the transition period for its replacement.
- If an RTO believes exceptional circumstances apply that require it to continue to deliver a superseded qualification to one or more students beyond this designated teach-out period, it must be prepared to demonstrate, if requested by ASQA, its reasons for continuing and identify the students affected and its planned delivery timeframe completion.

The student notes that it is their own responsibility to check the website notifications tab on a regular basis in regard to their training product and any such changes that may affect them and their course.

### **Extenuating Circumstances**

*\*Individual cases of extenuating circumstances will be considered on a case-by-case basis.*

*Extenuating circumstances may include but not be limited to:*

1. *Sickness or death in immediate family*
2. *Individual Medical circumstance.*

**NOTE:** A medical certificate or other equivalent documentation **MUST** be provided as evidence

**(NOTE:** CHFI reserves the right to offer a refund or proportional refund in circumstances it believes are warranted). However there will not be a refund for any monies already paid out in relation to the training program and each case is judged on its merits. (A medical certificate does not guarantee a refund)

### **Course Cancellation (Initiated by CHFI)**

Where CHFI is forced to cancel a course, learners will be entitled to transfer to another CHFI course or receive a full refund. Where a learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

### **For In-house Courses:**



In the case where a company has utilised CHFI to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-student basis, as per the refund policy. The minimum fee for in-house courses is non-refundable. **NOTE:** See Cancellations and Transfers Table.

### Recovery of Fees

In the event that any invoice, bill or amount is outstanding past the due date owed to the RTO the student or company in an agreement with the RTO accepts liability for any legal and or other expenses incurred by the RTO in their attempt to obtain payment of any overdue amount.

When a certificate is issued by the RTO to the student all payments must be made prior to receiving certificates. In the event payment is not made on issuing the certificate an invoice will be raised to either the student, workplace or company brokering the certificate and if not paid the student and or company will be held liable for costs and damages.

### Confidentiality Agreements

Any person who receives signs a settlement or non-disclosure agreement is bound by the terms of said agreement and a breach of this may lead to legal proceedings.

### Right of Response

CHFI and students both have a right to a response.

### Privacy Principles

CHFI will adhere to all the privacy principles, at all times.

#### Notification

CHFI will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected, other parties it will be disclosed to, and that CHFI privacy policy provides information about how to access and seek correction of that personal information. CHFI will also take reasonable steps to ensure you are aware of how to lodge a complaint about a breach of the Privacy Act.

#### Use and disclosure

Generally, CHFI will only use personal information for the primary purposes for which it was collected. There are a few exceptions to this, such as when we have told you, or you would reasonably expect, that information is usually used in this secondary way. For example, some personal information provided to



CHFI through application forms will be published on the National Register in accordance with section 216 of the NVR Act.

Information may also be shared with state and territory government and other Australian Government authorities and ministers, occupational licensing bodies, overseas authorities, and others in accordance with the information sharing provisions contained in the NVR Act or the provisions of the Privacy Act.

### **Notification**

Specifically, an organisation may use or disclose an individual's personal information when it is done for the same purpose for which the information was collected (the primary purpose). Use or disclosure for another purpose (a secondary purpose) is only permitted when one of the exceptions applies.

These exceptions include, but are not limited to, where:

- The secondary purpose is directly related to the primary purpose of collection and is within the individual's reasonable expectations.
- The individual has consented to the use or disclosure for that other purpose.
- The use or disclosure is required or authorised by or under law.

### **In the event of a complaint:**

The information will be shared only with parties that are directly involved or necessary to involve in order resolving the issue.

In the event that a student goes outside our internal complaints and appeals policies, students agree that they consent to CHFI to use or disclosure any or all information for either resolving or defending its position on the matter.

From this point if you agree to the terms and conditions you are notified and accepting of this notification.

### **Eligibility**

All participants must be over the age of 18 to participate in a course with CHFI unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate CHFI staff member.

CHFI courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and Internet. Learners will need to have a basic proficiency in:

- Copy and Paste
- Accessing information stored on websites and from a USB
- Saving a word document
- Sending and receiving emails with attachments



- Open web browsers and follow instructions
- Use in Excel, and Microsoft word
- Specific course requirements as determined by units of Competency.

It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint. CHFI does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact an CHFI staff member if you are unsure about the computer requirements for a specific course.

### English

Learners will need to have a good command of written and spoken English (equivalent to general IELTS Band 6).

**“Band 6: Competent user:** has generally effective command of the language despite some inaccuracies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.”

### Language, Literacy and Numeracy (LLN)

All students will be observed throughout the enrolment process. Applicants must have Reading and Writing ability in English equivalent to year 10.

Students are required to Check Their LLN Status prior to purchase and or enrolment.

If there are indications of difficulties in this area the following will transpire:

Staff will contact the student to validate LLN on initial enrolment if necessary. These staff hold the TAE40116 Certificate IV in Training and Assessment.

If a student does not meet the entry requirement CHFI will not continue their enrolment to the Second stage of enrolment. Any fees paid up to this point would be refunded less any fees paid to third parties or non-refundable items within advertisement as per the terms and conditions providing it were within 7 days of enrolment.

If the student does meet the requirement but CHFI believes they may require additional support, they will be referred to a language specialist for assessment and assistance (at own cost) if they wish to continue.

### Participants Charter

All participants in CHFI courses and programs have a right to:



- Receive a copy of and have access to our complaints process
- The opportunity for feedback on services provided
- Have access to their own records on request
- Recognition of their particular needs and circumstances including beliefs, ethnic background, cultural and religious practices
- A safe learning environment free from danger, abuse or harassment (WHS)
- Be treated with respect and dignity
- Treated others respect and dignity
- Provide an environment safe from threats and bullying.

### Induction/Orientation

Learners may, at CHFI discretion, be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, Legislative Requirements, WHS etc. as provided in this document. This orientation may take whatever form CHFI feels is appropriate for the circumstances including any or all of:

- b) Verbal
- c) Written
- d) Electronic
- e) Face to face
- f) Multimedia
- g) Other method approved by CHFI.

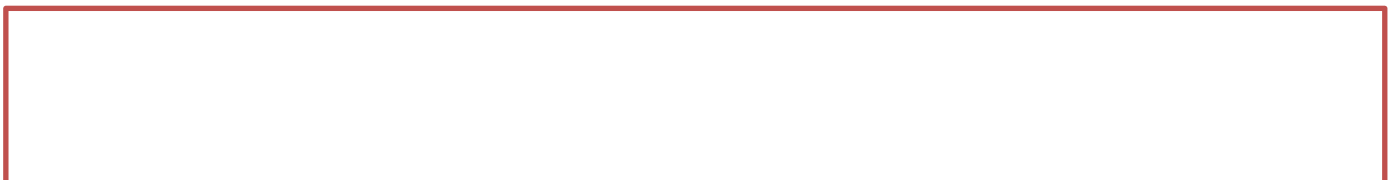




### Participant Responsibility

As a condition of entry into CHFI programs, participants are expected to:

- ➡ Meet the required dress standard, which in most cases, is smart casual. Further details may be provided in your course welcome email
- ➡ Be respectful to other learners and CHFI staff and refrain from rude and aggressive behaviour
- ➡ Be aware of and promote safety for themselves and others
- ➡ Be responsible for the security of their own possessions
- ➡ Seek approval from authorised CHFI staff for the use of CHFI IT equipment, assets, stationery, etc.
- ➡ Observe any non-smoking restrictions
- ➡ Encourage equal opportunity
- ➡ Promote an effective learning environment through good personal behaviour
- ➡ Notify CHFI if they are unable to attend classes or appointments
- ➡ Be punctual for classes and appointments
- ➡ Respect the rights of others.
- ➡ Respect the institution has good standing reputation and supports its reputation in the industry.





**NOTE:** CHFI staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur CHFI staff will inform the learner in writing that the matter is being referred to Compliance Manager. Where a learner's behaviour is in breach of code of conduct, the learner's enrolment may be terminated.

### **Legislative Requirements**

CHFI and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration
- State and Territory legislation pertaining to training
- Australian, state and territory laws governing:
  - Workplace health and safety
  - Workplace harassment, victimisation and bullying
  - Anti-discrimination, including equal opportunity and racial vilification
  - Disability discrimination
  - Vocational Education and Training
  - Apprenticeships and traineeships.

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: [www.austlii.edu.au](http://www.austlii.edu.au)) website which provides free online access to Australian Government, State and Territory case law and legislation.

### **Pre-delivery Assessment**

Prior to enrolment you should advise CHFI of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options.

### **Support and Assistance**

In circumstances where CHFI is unable to assist learners with specific needs, CHFI will do its best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies that can assist with specific needs.



### Flexible Assessment/Reasonable Adjustment

All assessments conducted by CHFI will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However, these are flexible and at the CHFI trainer/Assessor discretion in some courses as long as they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, CHFI may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that CHFI feels is valid. In such circumstances, CHFI may seek assistance from an outside source (counsellor, tutor, etc.) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Competent (NC), CHFI may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the CHFI Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:



- Handicap
- Cultural background.
- LL&N difficulties
- Other trauma or reasons.

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with CHFI policies, clients will have access to personal information and will be advised of all outcomes in writing.

### Volume of Learning

All of CHFI courses are created to support the volume of learning allocated to a qualification. This should include all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes.

These activities may include some or all of the following: guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides), individual study, research, learning activities in the workplace and assessment activities.

The teaching, learning and assessment activities are usually measured in equivalent full-time years.

The generally accepted length of a full-time year, used for educational participation, is 1200 hours.

The volume of learning allocated in the design of a qualification may vary depending upon:

- The level of the previous qualification required for entry
- Whether the purpose of the qualification is for deepening or broadening of knowledge and skills, or
- Whether the qualification leads to professional outcomes or is generalist in purpose.

It would be usual for the maximum volume of learning to be allocated to qualifications designed for:

- Building on a previous qualification in a different discipline regardless of the level of the previous qualification
- Those that build on a qualification from any lower level, and
- Those that require workplace, clinical or professional practice.

If the minimum volume of learning is allocated to a qualification, the components of the program of learning must be predominately or entirely at the level of the qualification type.



If credit, such as through articulation arrangements, contributes to the volume of learning the learning outcomes for the qualification must be achievable despite the reduced volume of learning.

To see a sample of our Volume of Learning workings please send request to [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au)

As a student if you would like further information in relation to the VOL please feel free to ask.

### Prior Learning (RPL/RCC)

In some cases, students may be able to apply for Recognition of Prior Learning (RPL).

RPL is a form of assessment used to determine whether you have acquired, through work, life experience or previous training, the skills, knowledge and experience needed to meet the standards of a particular course or qualification, and that your skills are current.

Recognition of Current Competency (RCC) applies if someone has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained. RCC is the process of proving that your skills are current, and match some or all of the requirements of the individual competency units that make up the course or qualification. In this case no extra skill or competencies are recognised.

The RPL process also considers the RCC within its process meaning it takes into consideration the students Recognition of Current Competency (RCC), which is the skills and experience gained over time. Based on this at CHFI we use a RPL process to ensure that both RPL and RCC are taken into consideration.

It should be noted that we specialise and advertise as distance education provider and as such the process of RCC and RPL can be quite difficult in some instances by distance.

In particular, in regard to reassessing skills online (RCC) whilst knowledge can be test through online system using tools such as questioning and in certain circumstances a phone competency conversation this does not account for the witnessing of skills and the skills will still need to be demonstrated.

Students need to be prepared to provide evidence of skill demonstration in any event to ensure they meet the requirements for competency.

Examples of methods that may be used to demonstrate skills may include but not be limited to:

- In the Form of tasks
- Work roles
- Samples of work
- Video submissions
- Suitably qualified third-party validations
- Face to face demonstrations.



Most RPL and RCC claims will use a pooled evidence approach for deeming competency via distance education whereas to use multiple evidence techniques to confirm the Skills and Knowledge of the candidate whilst ensuring all other aspects are achieved from the unit/course requirement.

**Note:** Face to face for RPL/RCC may attract an additional cost to the student. This is negotiated on a case-by-case basis; however, the daily rate is \$500 per day.

The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant Training Package Guidelines.

The RPL process shall be consistent with The RPL National Principles as defined by the AQF.

**NOTE:** Students will have to complete a FULL RPL kit failure to do so will result in no RPL being granted.

As courses can change overtime it is CHFI policy that anyone who pays for a course and request for RPL will have 4 weeks from receipt of the RPL kit to supply their evidence.

After this point if they have failed to produce or arrange, an extension student will be automatically added to the online system and all the units will be issued.

To remove units and apply RPL from this point will attract a \$144 fee.

Students 12-month subscription will start from the date the units are issued or date that RPL was approved.

### Important:

As an online education provider, we do not accept hard copies.

In the event of administration requesting a hard copy from a student please ensure that any information supplied is in copy format, as we will not repost back.

If you have material that is sensitive or original files they will be posted at your own risk and a return post pack with tracking facility pre-paid must be available this also must be highlighted at first instance as we upload and store copies to our system and destroy the files sent in.

In the instance where a student requires data from our system will invoke an Administration fee of \$44 a direct cost for this service.

## 8 Helpful Tips for Studying Online- Example Only

### Step 1

If you ever need any help or assistance at any time, please don't hesitate to send your trainer a message using the 'Messages' section online. Our Trainers attempt to generally respond to messages approximately within 24 hours and at the very longest within 48 hours (not including

### Step 2

Regarding marking of workbooks, Trainers generally mark workbooks approximately on a weekly basis (i.e. within 7 to 10 business working days of you submitting it for marking, and at the very longest, within 12 days, again not including weekends). If you complete a unit and have submitted to your trainer for marking, please continue working on the other units, so you're not losing time waiting for me to mark what you've submitted



## **Feedback and Communication**

CHFI embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of CHFI services.

CHFI would appreciate feedback in regard to your opinions, satisfaction, or other views about CHFI operations, policies, procedures and training delivery and assessment.

CHFI will analyse and utilise this feedback and communication to:

- a) Review its policies and procedures and
- b) Plan for improvement



Feedback can be supplied directly to facilitators, other SGI staff, or as written suggestions that may include the use of CHFI feedback forms.

We take feedback very seriously be it good or bad and have a complaints and appeals process to ensure nothing is missed.

NOTE: Students that go outside the internal feedback channel be it by a review site or social media, Facebook, Twitter, and LinkedIn to write reviews that may tarnish the Institutes reputation may result in them breaching the condition of entry into CHFI programs and may find their enrolments cancelled or suspended.

Any student who falsifies information to any government body or other organisation will find their enrolment cancelled.

### Equal Opportunity

All admissions to CHFI courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or CHFI code of conduct:

Applicants will be assessed on their:

- a) Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- b) Demonstrating a capacity and willingness to adhere to CHFI standards and code of conduct
- c) Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- d) Other items as determined for specific courses on a time-to-time basis.

### Specific Needs Groups

CHFI will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of CHFI, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

**Note:** CHFI makes no guarantees that we can cater for special needs it is solely dependent on staffing at the time.





### Anti-Discrimination

CHFI policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

Note: In the instance a student does not meet the entry requirements for a course this is not discrimination this is an entry requirement issued by the Government that cannot be changed.

### Confidentiality

CHFI will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Please refer to section "Right of Response."

### Sexual Harassment

#### What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behavior, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship that is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The [Sex Discrimination Act 1984 \(Cth\)](#) makes sexual harassment unlawful in some circumstances. Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Sexual harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. However, 1 in 20 men also report experiencing sexual harassment in the workplace.

#### Identifying Sexual Harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.



Sexual harassment may include:

- e) Staring or leering
- f) Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- g) Suggestive comments or jokes
- h) Insults or taunts of a sexual nature
- i) Intrusive questions or statements about your private life
- j) Displaying posters, magazines or screen savers of a sexual nature
- k) Sending sexually explicit emails or text messages
- l) Inappropriate advances on social networking sites
- m) Accessing sexually explicit internet sites
- n) Requests for sex or repeated unwanted requests to go out on dates
- o) Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

### **In what circumstances is sexual harassment unlawful?**

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

### **Disciplinary Procedures**

Where students are in breach of CHFI policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, CHFI may take steps to address the situation. Depending on the nature and severity of the problem, CHFI may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, CHFI may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

### **Complaints and Appeals**

CHFI takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using CHFI Three (3) Step appeals process.

CHFI will ensure this information is available to learners in advance of any enrolment or contract by any or all of the following:

- a) Details provided on CHFI publicly accessible website.



- b) In pre-enrolment information supplied to learners such as information packs and or student handbooks.
- c) In emails or other written advice.

### Process

CHFI 3 Step Appeals Process is as follows:

## 3 STEP COMPLAINTS AND APPEALS PROCESS

### STEP 1:

The issue can be raised directly with your facilitator/assessor.

If you are not satisfied with the result or action you may then undertake a complaint or appeal through Step 2.

### STEP 2:

- a) The complainant may raise this issue in writing via the online portal by clicking on HELP TAB in your online portal then clicking the complaint button and uploading the CHFI Complaints form; online or you may request a word file of the form. – You may also Email the complaint form to [support@cleanhealth.edu.au](mailto:support@cleanhealth.edu.au). After receiving the written/noted complaint, CHFI will receipt the complaint and will make contact as soon as practically possible, preferably within 48 hours.
- b) This contact will attempt to resolve the complaint either between the parties involved or between the complainant and CHFI. In the event the manager feels necessary he or she's may at their discretion, outsource the complaint to another outside RTO for validation report.
- c) If the complaint cannot be resolved to the satisfaction of the complainant, the grievance will be forwarded to the Chief Executive Officer of CHFI Smith Street, Chatswood NSW 2067 for actioning.
- d) If the grievance concerns an CHFI staff member, STEP 2(c) will automatically follow.

### STEP 3:

The complainant may at any point in this process action their grievance with:

- a) A trade union, or association
- b) The Anti-Discrimination Board.



All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

### Storing of Records

All non-student records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on SGI's dedicated server, and a backup copy of the data is stored offsite and kept in a safe in the Managing Directors home.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

The Registering Authority shall:

- Have access to all records



### Other Records

CHFI will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Staff records (qualifications & experience)
- Enrolments
- Participation
- Safety/WHS/OHS records
- Student results
- Audits
- Partnerships
- Industry arrangements
- Other

### Access to Personal Records

SGL Students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

### General Safety Tips

#### Personal Protective Equipment (PPE)

PPE assists with injury prevention and reduction and may include:

- Gloves
- Protective Glasses
- Overalls or other clothes
- Safety boots



- Other equipment or clothes as specified by a workplace or industry.

All SGI students involved in on the job or simulated workplace-training need to utilise the PPE specified for the specific workplace.

### Chemicals and Foreign Substances

Chemicals may enter your body three ways:

- Absorption – through the eyes and/or skin
- Inhalation – through your nose or mouth
- Ingestion – when you swallow.

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

- Make yourself aware of and obey safety protocols and emergency procedures
- Be aware of and obey all safety signs
- Read signs and instructions carefully before using or any chemicals/substances or moving containers holding chemical/substances, and if unsure ask for assistance/direction from authorised site staff or supervisors.
- Follow the directions and advice of authorised site personnel
- “Don’t be the next victim.”

### Hazardous Spills

Where hazardous spill occurs there are a number of steps that should be taken:

- Warn personnel in the vicinity of the spill
- Immediately clean up the spill if it is safe to do so and appropriate equipment, PPE, etc is available, otherwise inform a supervisor or an authorised staff member who can arrange for the spill to be dealt with
- Block off the area or place warning notices while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or staff
- If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated and authorised staff informed of the hazard.

### Safe Lifting



Safe lifting is necessary for safety and injury prevention. Weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice safe the host site.

Generally speaking, the process for safe lifting (of appropriate weights) is:

- Plan the lift
- Stand close to the load
- Keep your back straight
- Get a firm grip
- Lift smoothly
- Keep the load close to the body.

In lifting, utilise the large leg muscles and avoid placing strain on your back and neck. “Most of the power in lifting should come from you legs!”

### Emergency Procedures

In case of fire, the following action should be taken by the first person to discover the fire unless the host business has instructed otherwise in their site induction/protocols. Where any step is not safe or practical, the next step should be undertaken.

1. Alert the nearest staff member
2. Set off an alarm (if applicable)
3. Stop ventilation by closing doors, windows, etc.
4. Extinguish the **FIRE** (Only if trained in the use of fire extinguishing and if fire is containable).

- Notify Emergency services
  1. Fire Brigade 000
  2. Police 000.
- Advise the following information:
  1. Name and address of facility
  2. Location of emergency fire, smoke
  3. What is the emergency (e.g. burning)
  4. Staff person's name.
- Notify the senior trainer/staff member on site .
- Remain by the telephone unless in danger or told to evacuate
- Senior Staff member on site:



1. Proceed directly to the emergency fire if safe to do so
  2. Assess the situation
  3. Make sure that S.A.V.E. (Signal, Alert, Ventilation, Extinguish) has been done
  4. Make a decision whether to evacuate.
- If fire is uncontrollable, the senior staff member on site must:
    1. Give the evacuation orders to nominated areas as designated by local emergency procedures
    2. Ensure no-one enters the fire area
    3. Supervise evacuation
    4. Supervise roll taking at assembly point
    5. Meet the fire brigade when they arrive.
  - Other relevant persons must:
    1. Evacuate people they are responsible for to nominated assembly areas designated by local emergency procedure
    2. Systematically search toilets, rooms (if safe to do so), etc., to ensure no one is left behind.

### First Aid

Staff will direct persons requiring First Aid treatment to a designated First Aid Officer.

### Stress

Stress can cause any number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

- Lack of awareness
- Fatigue
- Inefficiency
- Poor judgement
- Inappropriate reactions.

Stress reduction/management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. Methods that can assist with risk management include:

- Rest (appropriate rest is essential for good health, awareness, and efficiency/safety).





- Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness).
- Relaxation (relaxing activities should be considered as a part of a balanced lifestyle).
- Sustenance (balanced regular meals are necessary for good health and physical and mental wellbeing).
- Exercise (exercise can reduce stress and increase the bodies efficiency).
- Role understanding (role confusion or not understanding your study requirements can lead to frustration, confusion, and stress. If unsure about your role or aspects of the job, ask appropriate SGI people for help or advice).

### Support and Assistance

A list of referral contact details is available and can be supplied students alike for a variety of services including counselling, emergency accommodation, substance abuse, etc.

A list of these services will be supplied at induction sessions with copies kept in a place where they can be accessed by students on request.

### Slips, Trips, and Falls

Slips, trips, and falls are common but can be minimised or avoided by taking simple precautions including:

- Don't rush. Move at a pace that is safe, particularly in areas of unsure footing.
- Hold onto rails, and go up or down stairs one at a time
- Wear non slip footwear and watch where you are going
- Make sure work areas are well lit
- Clean up greasy or slippery surfaces.

### Tools and Machines



Before using any tools or machinery you should:

- Ensure you are familiar with safe work practice guidelines and emergency procedures for the operation of the device
- Ensure you have received appropriate training to use the device (be ticketed where required)
- Inspect the device for possible risks/hazards
- Ensure all safety requirements are in place (shields, guards, etc.)
- Ensure you have and are using all PPE required for the operation of the device
- “Everyone is responsible for safety!”

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

- Don't ignore it, do something about it:
  1. Pick it up
  2. Clean it up
  3. Fix it
  4. Report it
  5. Warn others
  6. Be alert.
- Be proactive (learn about the safety requirements of the workplace and follow them).

## CHFI Release of Information Template

### POLICY

CHFI will not use any personal or business information for any purpose other than as approved by the individual or organisation whose details/image/s are to be used. Personal or business information will not be provided to any third party without express written permission, or where CHFI is legally obliged to do so.

### Version Control and Document History

Date	Summary of Modifications	Version
17 <sup>th</sup> March 2021	Minor edits to grammar Update to address First Aid new course edits	Student Handbook_MCP 2.0_V5.0_16032021



**FITNESS  
INSTITUTE**

## Online Student Handbook
