

Outdoor Access Pty Ltd

Specialist Consultancy & Accreditation

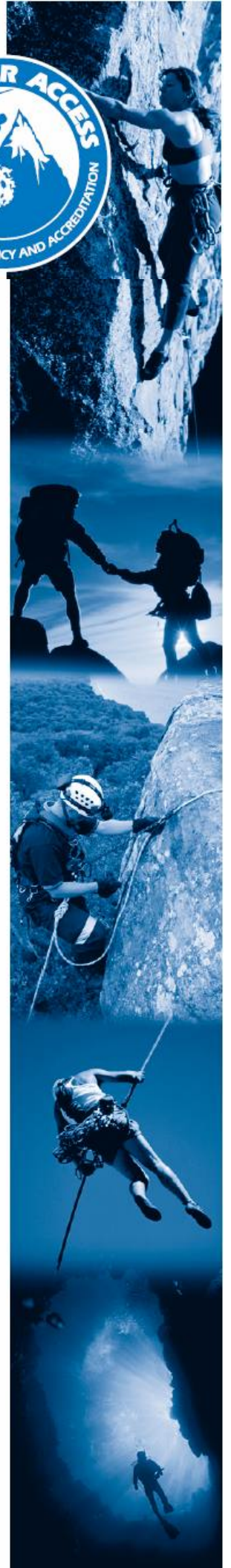


OUTDOOR ACCESS Pty Ltd

Specialist Consultancy and Accreditation

STUDENT HANDBOOK

This handbook should be read carefully by all students who undertake AQTF training &/or assessment. It should be retained for reference throughout courses.



CODE OF PRACTICE and STATEMENT OF AQTF 2007 COMPLIANCE

This student handbook forms the basis of the Australian Quality Training Framework (AQTF) 2007/Vocational Education Training (VET) **Code of Practice**, providing safe, responsive and efficient services in line with the AQTF 2007 standards. The aim of this handbook is to ensure the highest quality service to clients and to ensure that activities occur in line with the organisational Scope of Registration.

All **Outdoor Access Pty Ltd** staff are familiar with the contents detailed within this manual and agree to ensure that their professional conduct of training and assessment is in line with the organisations scope of registration and the Australian Quality Training Framework (AQTF) 2007. All assessments will be valid, reliable, fair & flexible. **Outdoor Access Pty Ltd** will ensure that applicants from a range of backgrounds are afforded equal opportunity (access & equity) to attend & undertake training, in line with safety and training requirements.

Outdoor Access Pty Ltd gives an undertaking to comply with this Code of Practice under which students are trained and is committed to providing clients with the best possible training and assessment in accordance with national standards.

Cameron R. Edgar
Managing Director

Joelle E. Edgar
Operations Director

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SECTION 1: GENERAL INFORMATION

1.1 VOCATIONAL EDUCATION COURSES (V.E.T.)

'Vocational Education and Training' (VET) is the study and/or practical training that develops the skills and knowledge people require for employment. It is based on the principle of 'competency based learning'.

Outdoor Access Pty Ltd is an accredited Registered Training Organisation with the Vocational Education Training and Advisory Board, NSW (VETAB). **Outdoor Access Pty Ltd** is currently registered to offer the following qualifications &/or competencies:

Competencies

Apply multi pitch abseiling skills on natural surfaces
Establish ropes for multi pitch abseiling on natural surfaces
Perform complex vertical rescues
Respond to emergency situations
Operate communications systems and equipment
Guide bushwalks in difficult or trackless areas
Navigate in unmodified landscapes in extreme environmental conditions
Use and maintain a temporary or overnight site
Respond to an aquatic emergency using basic water rescue techniques
Apply Surf Survival and Self Rescue Skills
Apply search and rescue skills
Provide first aid
Manage a casualty in a remote &/or isolated area
Instruct intermediate to advanced surfing skills
Respond to an aquatic emergency using advanced water rescue techniques
Administer oxygen in an emergency situation
Undertake a rescue operation in a small powercraft
Participate in an aquatic rescue operation
Operate a semi automatic defibrillator in an emergency
Supervise clients in an aquatic facility or environment
Apply Medical First Aid onboard a vessel
Perform CPR
Provide basic emergency life support
Apply first aid
Provide first aid in remote situation
Apply advanced first aid
Manage first aid in the workplace
Apply advanced resuscitation techniques
Undertake helicopter safety and escape
Provide emergency care
Operate ride-on vehicles

NTIS Code

SROABN005A
SROABN006A
SROVTR002A
SRXEMR001A
PUAOPE002A
SROBVG009A
SRONAV003B
SRO OPS 006B
SRCAQU 003B
SRO SRF 001B
SRO OPS 005B
SRXFAD001A
SRXFAD 005A
SROSRF010A
SRCAQU007A
PUAEME003B
PUASAR010A
PUASAR009A
PUAOPE010A
SRCAQU006A
TDMMF1801A
HLTCPR201A
HLTFA201A
HLTFA301B
HLTFA302A
HLTFA402B
HLTFA403A
HLTFA404A
PMAOHS214A
PUAEME001A
RTE2308A

In addition, **Outdoor Access Pty Ltd** offers a range of consultancy services relating to outdoor recreation and rescue training systems.

Postal Address: 16 Quarter Sessions Road, Church Point NSW, Australia 2105
Tel: 0418 224 983
Email: info@outdooraccess.com.au
Website: www.outdooraccess.com.au
www.clinicalaccess.com.au
www.tacticalmedic.com.au
www.HUETtraining.com.au

1.2 Outdoor Access Pty Ltd

Outdoor Access Pty Ltd was created to provide professional consultancy and accreditation in Outdoor rescue and recreation training.

Outdoor Access Pty Ltd is a specialist consultancy and accreditation provider for the outdoor recreation & rescue training industries. It supplies services to organisations and individuals relating to training, assessment and formal qualifications.

Outdoor Access is a Registered Training Organisation through VETAB NSW, allowing the provision of nationally recognised training in outdoor recreation and rescue, from Industry endorsed Training Packages.

Clients are able to gain formal qualifications in recreational or rescue; abseiling, climbing, vertical rescue bushwalking/navigation, camping and emergency response to name a few.

Outdoor Access is able to award a range of professional outdoor qualifications.

Enquires should be directed to the Operations Director (phone 02 9997 7013, fax 02 99997 7013 or email info@outdooraccess.com.au).

1.3 KEY PERSONNEL –

Managing Director/Chief Instructor:

Control of overall strategic direction and policy, as well as leadership of all business activities and personnel. As the CI, the MD is the head teacher, assessor and consultant.

Operations Director:

Co-ordination and monitoring of all administrative, logistical & financial business activities. The OD is responsible for co-ordinating the activities of instructors/consultants and providing reports to the MD regarding the current financial and business status. The OD is the main point of contact for the Business advisor.

Instructors/Consultants:

Provide subject matter expertise through consulting on outdoor rescue & recreational training (including AQTF/VET systems). Instructors/consultants provide advice (& occasionally training) regarding best-practise outdoor techniques or training systems.

1.5 STAFF LIST

CONSULTANCY AND ACCREDITATION STAFF:

Mr C R EDGAR, GCertClinEd CSturt BHSc(PHC) AdvDipPMedSci ANSW DipBus MWCC, DipORec, DipT&AS TPHS, JP

Mrs JE EDGAR, BEc Maq

Mr MP STEVENS, DipORec TPHS

Mr D LAMBERT, DipORec TPHS CertA&WT TPHS

Mr G LAMBERT DipORec TPHS

In addition, a number of 'casual' staff are available 'on demand'.

1.6 AMENDMENTS TO THIS HANDBOOK

This handbook is updated in **January** each year. Clients whose course continues for more than one year will automatically receive a revised version at the start of each year.

Changes to the information contained in this handbook are notified by staff from time to time and clients are requested to make amendments as they occur and to keep the handbook as a ready reference source. Recommendations for amendment should be forwarded to the Operations Director (info@outdooraccess.com.au).

1.7 **PRIVACY STATEMENT**

- a. **Outdoor Access** collects personal information, including sensitive information about clients and next of kin before and during the course of business. The primary purpose for collecting this information is to enable the provision of efficient communication with students (particularly in the case of emergency).
- b. It is a requirement of **Outdoor Access**'s RTO status that all client's student records be maintained for 30 years.
- c. Health information about clients is sensitive information within the terms of the National Privacy Principles under the Privacy Act. We require clients to complete medical reports from time to time. If you do not consent to us obtaining this information you must advise us.
- d. If we do not obtain the information referred to above we may not be able to enrol or continue the enrolment of the student.
- e. Students may seek access to personal information about them. This information may be available on written request. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of **Outdoor Access**' duty of care to the student or where students have provided information in confidence.
- f. If you provide **Outdoor Access** with the personal information of others, such as doctors or emergency contacts, you should inform them that you are disclosing that information to **Outdoor Access** and why, and that they can access that information if they wish and that **Outdoor Access** does not usually disclose the information to third parties.

SECTION 2: STUDENT SUPPORT & WELFARE

2.1 Student/Client Support & Welfare:

Outdoor Access has moral & legal (OH&S Act & AQTF standards) obligations to assist students with learning and welfare issues related to their training & assessment.

Students/clients may request assistance at any time, prior to or during programs. Assistance may occur for a variety of reasons (disability, learning difficulty or external factors).

If a student/client requires assistance they should speak to their instructor in the first instance (if out of hours, they can contact the RTO via standard methods listed in the front of this handbook). Following a request the student & nominated staff member will meet to develop an action plan aimed at assisting the student to achieve their objectives (a 'Learning Needs Analysis'). Assistance may take the form of extra tuition or 'reasonable adjustment' of teaching/assessment methods etc, or in the case of welfare, discussion of methods for assisting (eg; referral to relevant professionals/counsellors, reporting to various authorities etc). Further, staff will maintain a pro-active watch for the need to implement support or welfare strategies.

Student/Client Support & Welfare requests will be documented thoroughly & will be actioned in the same *administrative manner* as an appeal.

SECTION 3: ACCOUNTS

3.1 GOODS AND SERVICES TAX

A number of goods and services supplied by **Outdoor Access** attract GST. Tax will be added where applicable to accounts and all clients will accept liability to pay these amounts by the due date.

3.2 PAYMENT OF FEES AND ACCOUNTS

All clients are required to complete and return a Registration Form and provide a 50% deposit on application for services. This deposit secures our availability to you (in the case of a course, it secures your place on the course, should you meet all the pre-requisites for attendance). Additionally, Corporate / Group clients must complete and sign a 'Business Agreement' prior to services commencing. The Business agreement sets out the terms of contracting **Outdoor Access** to conduct consultancy &/or accreditation, whilst also setting out costs.

REFUND POLICY (V1.2)

1. The following conditions exist for situations that indicate the need for a refund;
 - 1.1 **Course attendance:** all clients are required to provide a **50% non-refundable deposit** on registration, with **Full payment** required at least **10 working days prior** to activity/course commencement.
 - 1.2 **Consultancy services:** **20% deposit** on acceptance, with full payment on delivery of each stage. (Any jobs not organised to be paid in full prior, will be invoiced at **14 days nett.**)
2. Clients must complete & sign a **Business Agreement/Registration Form** prior to program commencement. This sets out the terms of contracting *Outdoor Access* to conduct the program, whilst also detailing costs.
3. Requests for refunds are to be directed to the Operations Director. If the issue becomes a complaint, the Complaint Resolution Procedure will be followed.
4. **Training/Course Refunds:** the following refund stipulations exist;
(Cancellation by the client, prior to course/training commencement);
 - a) > 10 working days notice = Deposit is retained
 - b) < 10 working days notice = Deposit is retained
 - c) < 48 hrs notice = No refund (*full-fee* is retained)
 - c) Non attendance* = No refund (*full-fee* is retained)**Exceptional circumstances will be assessed on a written case-by-case basis.*
5. When booking is confirmed, the client is required to specify the number of participants involved (planning & equipment requirements are made on these figures.) If numbers are less on arrival, the quoted price stands. Additional participants may incur a further cost (negotiated at time).
6. **Consultancy (invoiced):** Consultancy is invoiced with the following stipulations;
 - 6.1 **Type 1 (per hour) & 2 (quoted) Consulting:**
 - a) Payment is due within fourteen (14) days of invoice date.
 - b) Payment not received within 30 days of invoice date will be forwarded on for legal advice.
7. **Non-Refunds:** Refunds will **NOT** occur for;
 - 7.1 Clients who do not attend, change their mind (prior to or during a program) or simply don't wish to participate any longer.
 - 7.2 Clients who complete training or seek accreditation and do not reach 'competency'.
 - 7.3 Failure of the client to provide necessary information or support required to enable **Outdoor Access Pty Ltd** to successfully complete the specified work.
8. **Full Refunds:** will occur for;
 - 8.1 Cancellation of work or services by **Outdoor Access**.
9. **Fees paid in advance:** all VET student fees paid in advance are kept readily available in the event of a refund being required.
10. Where a product or service does not meet the expectations as specified by both parties and it is agreed that **Outdoor Access** is accountable, **Outdoor Access** will undertake remedial work, at a mutually agreeable time to bring the product or service up to the specified standard.

SECTION 4: FACILITIES

Outdoor Access has access to many facilities that are ideal for use in outdoor rescue or recreational activities. These resources must be used and maintained appropriately at all times by students.

All facilities must be used according to any specified requirements set out by signage, relevant legislation or staff. Failure to do so may result in withdrawal from an activity.

Such specialised facilities may include but is not limited to:

- a. Swimming Pools
- b. Climbing Walls
- c. Conference rooms/centres
- d. Camp sites
- e. Cliffs & beaches

All facilities have been chosen based on their suitability to provide the best, safe & effective training.

SECTION 5: POLICIES

5.1 LEAVE OF ABSENCE

When a student is required to be absent from an activity, the courtesy of advanced notice (where possible) is required. During the conduct of formal training, such leave is at the discretion of the Senior Consultant/Instructor and should not be assumed as automatic. There are stringent legal requirements relating to attendance and the award of qualifications. With regard to 'long courses' (greater than 8 days) – in the event of an individual taking leave of absence for an extended period (> 50% of the activity) **Outdoor Access** requires the client to pay one half of the individual's usual fee in order to keep the place vacant on the roll.

5.2 DISCIPLINE & DRINKING

Outdoor activities contain inherent risks, for these reasons and the reasons of maintaining a positive learning environment, a strict 'Code of Discipline' must be adhered to by all students (staff follow employment standards).

The 'Code of Discipline' requires that students;

- Participant and only undertake actions that have a positive influence/impact on training and assessment.
- Respect the moral and professional rights of both staff & fellow students.
- Do not engage in dangerous or threatening behaviour (including bullying or harassment)
- Follow all rules, regulations or reasonable directions given by training staff (in the case of safety, this must occur immediately without question & once student is deemed safe, further explanation can be requested).

Students who fail to follow directions will be given 2 warnings (which will be documented). On the 3rd occasion, they will be removed from the course – the only exception to this is on an offence deemed serious enough to warrant immediate removal (eg; deliberate safety breach, theft etc). In this instance the decision will be made by the Managing Director & the matter referred to the relevant authorities.

Drinking: No client may possess or consume any alcoholic beverage whilst participating in VET courses. The inherent complexity of outdoor rescue and recreational training requires the ability to concentrate without unnecessary & avoidable distractions.

5.3 DRUGS – ZERO TOLERANCE

Any suggestion of a client trafficking in, using or abusing drugs (prescribed or otherwise) will lead to immediate removal from all activities/programs and reporting to the appropriate authorities. Any client carrying medicine whilst involved in an activity must register this fact with the senior instructor (& document it on relevant registration documentation). No client may ever give a medicine to another for whom it is not prescribed.

5.4 PRE COURSE READING / HOMEWORK

At times clients may be required to read &/or complete pre-course material or homework during activities. These tasks are a requirement of the program competencies and failure to complete them may result in clients not achieving 'competency'. If clients are unable to complete study outside face-to-face course hours they should report to the program supervisor prior to the work being due to discuss alternative arrangements.

5.5 ACCESS AND EQUITY POLICY

The aim of this document is to detail **Outdoor Access** policy on access and equity issues. This is a general policy which affects all areas of **Outdoor Access**.

PRINCIPLES

Outdoor Access recognises there should be opportunities for staff, clients and potential clients to have equal access to the services offered. This must be considered with appropriateness of level of entry, courses completed, individual skills and personal development, whether applying for an employment position, consultancy, or a course of study.

Outdoor Access recognises equal employment opportunity principles and anti-discrimination requirements in both staff appointment and student enrolment. These achieve greater equity and therefore improved efficiency.

5.6 CLIENT APPLICATIONS

All applications will be considered. All applicants are to be appraised of the services offered and the nature of the content. The ethos of **Outdoor Access** is adequately explained in this literature and will also be covered at meetings, along with the expectations **Outdoor Access** has for its clients. These will be explained so that applicants have an opportunity to make an informed choice about involvement with **Outdoor Access**.

Applicants are required to agree to abide by the Policies, Rules and Regulations upon application and understand that **Outdoor Access** has sanctions including withdrawal of its services for those who breach Rules, Regulations or Guidelines which are legally binding, have been developed over many years and are in place for the general good of the outdoor rescue & recreation industry.

5.7 CLIENTS WITH DISABILITIES

Outdoor Access is committed to ensuring that individuals can participate in and enjoy the benefits of VET programs. Due to the majority of activities **Outdoor Access** is involved with being consultancy and accreditation, **Outdoor Access** has formulated strategies to enable safe involvement of persons with disabilities. However, the inherently complex nature of outdoor rescue & recreation may provide some barriers to full involvement (see below).

What is a Disability?

Physical – defined as a bodily impairment that limits an individual's ability to perform required motor skills effectively and safely.

Intellectual – defined as a learning impairment that limits an individual's ability to perform required skills effectively and safely.

A person with a disability may participate in full formalised programs, provided that they have;

1. Approval from a licensed physician and the senior instructor/consultant, and
2. They can satisfactorily fulfil all documented performance requirements for the particular level of training.

In general, disabilities will lead to one of two outcomes:

1. Inability to participate – will occur when no satisfactory measures can be taken to ensure that the participant is involved effectively and above all, safely. This will most commonly occur in circumstances where the participant is endeavouring to participate in an activity unaided, eg; It may be possible to involve a person with a disability in an activity such as assisted abseiling (through use of extra resources), but it may not be possible to accredit that person as a qualified (unaided) abseiler.

2. Ability to participate – satisfactory measures can be taken to ensure that the participant can be involved effectively and safely. This will usually involve either a change to the conduct of the activity or additional resources, eg; special harnesses for wheel chairs etc.

Physical access for people with disabilities, aged or infirm is not totally convenient in many areas of the outdoors.

Outdoor Access acknowledges that it is very difficult for wheel-chair bound people to adequately access all outdoor areas.

There are no programmes for people with severe learning difficulties or other intellectual disability. There are a number of special organisations in the region that specifically cater for such clients. Remedial support is provided on a case by case basis for those clients with nominal to mild learning difficulties.

All potential clients with a disability will be assessed on a case-by-case basis, to determine mutual needs and if necessary **Outdoor Access** will assist were possible to point them towards organisations which may be more able to assist them.

5.8 ACCESS TO INFORMATION, COURSES AND RESOURCES

Outdoor Access provides a range of information for potential clients and staff. General information is available for anyone interested, is accurate at time of printing and reflects the core values of safety & quality (including AQTF requirements, consistent with the Scope of Registration).

Information is disseminated through flyers/brochures, letters, website (www.outdooraccess.com.au) and verbal announcements throughout programs.

Course information, texts and references are provided through programs and some material by necessity may be required to be borrowed from local library collections.

Some programs have certain prerequisites (including English language ability) which must be met prior to acceptance. Potential clients will be made aware of these on application.

Staff have an 'open door' policy for clients to be able to approach any member of staff and consult their superiors on an individual basis. Students also will have access to staff at all levels for counselling and advice which forms part of the student support system.

Supervisors of staff are to ensure there is a harmonious workplace.

There is provision for a client to repeat a period or be accelerated where appropriate. Each case will be considered on a case-by-case basis and **Outdoor Access** may provide clients with a written summary of its advice in such circumstances.

Where specialist facilities are involved and there are inherent dangers associated with those facilities clients, staff and visitors may not have access except under supervision of suitably qualified staff in accordance with Occupational Health & Safety (OH&S) Procedures.

Notwithstanding the above all buildings and facilities are to be kept secure and at certain times physical access may be denied.

5.9 LANGUAGE, LITERACY AND NUMERACY (LLN)

To ensure safety and equal access of training to a variety of client groups **Outdoor Access** has a detailed Language, Literacy and Numeracy (LLN) policy in place.

Since consultancy and vocational training/assessment takes place in a variety of environments (eg at height etc), the ability to rapidly and accurately respond to spoken or written instructions (eg. signs) is essential to ensuring the safety of students.

The following detailed requirements apply;

- Unless otherwise specified, all courses are taught and conducted in the English language.
- Clients must be able to speak, write, understand and respond in the English language. This requirement is stipulated on the grounds of safety (at heights or night etc). If Instructional staff need to issue immediate/urgent instructions to prevent an incident, understanding of the English language is essential to participant health and safety.
- Clients may be required to complete a range of written paperwork (eg registration forms, written examinations etc). All documentation is written in English. Clients who cannot read, may have documents read aloud to them – however students may encounter situation where they are required to understand written English without assistance.
- All clients are expected to be able to perform simple calculations using whole numbers (such as school multiplication tables eg $2 \times 2 = 4$). Rope rescue or Instructional activities may require completion of mental arithmetic using whole numbers in order to calculate safety requirements (such as Working Load Limits, Mechanical Advantage etc).
- LLN ability/competency will be assessed (if necessary) at the beginning of programs (through a variety of written and oral/aural means). Clients who fail to meet LLN requirements or who pose a safety risk and available assistance is unable to help them reach competency, will not be permitted to participate in programs.

Resources are provided to students who have LLN needs. These resources are provided at various levels and by nominated staff with appropriate qualifications and experience.

Outdoor Access will assess literacy and numeracy by written and verbal assessment to ensure clients are competent. Clients with deficiencies will be provided with resources and support as detailed above.

5.10 HARASSMENT FREE WORKPLACE

Outdoor Access are committed to providing a working environment that is free from harassment, that promotes Equal Employment Opportunities (EEO) and above all, is enjoyable to be in.

To provide this environment, the Harassment Free Workplace Policy has evolved. This policy is designed to provide staff and students with information to ensure that **Outdoor Access** is a harassment free workplace.

What is harassment?

Any behaviour which is not asked for and not wanted and that may offend, upset, humiliate or scare another person. Harassment is *usually ongoing or a series* of events. Harassment may be based on gender, pregnancy, race, marital status, disability, homosexuality, transgender or age.

Remember: Harassment is not always intended! It may be accidental. The 'offender' may not be aware that they have harassed someone. So in fairness to all, it is important that, if you are or if you feel harassed, that you let the person involved know. If it is too difficult to let them know directly, inform an (uninvolved) staff member or supervisor.

What is NOT harassment?

A relationship or behaviour that is freely accepted by all involved. If you are unsure about whether your behaviour is harassing to someone, just ask them.

What to do if harassed

Speak to the person/s and tell them.

If possible keep some notes with dates, times, what happened, what you said/did/felt and witnesses present.

Seek advice from instructional staff.

Refer to the Complaints Resolution Procedure in this handbook.

You are entitled to confidentiality.

5.11 EQUAL EMPLOYMENT OPPORTUNITY (EEO)

What is EEO?

EEO is the premise that all people are treated equally and fairly (free from discrimination) and that promotion, employment and training is done on MERIT.

What is Merit?

Merit is the relationship between a person's qualities and those required for the performance in a particular job. Merit aims to ensure that the best person for the job, gets the job.

What are the Aims of EEO?

EEO aims to select the best person for the job, retain skilled staff and provide an environment where people are able to do their best.

If you have any questions please contact the **Outdoor Access** office or EEO Office in your state or territory.

5.12 RECOGNITION OF PRIOR LEARNING

Outdoor Access is committed to ensuring flexibility in program & service delivery. We understand that people may have prior relevant experiences &/or qualifications. For this reason we have developed an RPL policy (also aimed at minimising time & cost). As part of this policy **Outdoor Access** will recognise the AQF qualifications & Statements of Attainment issued by any other RTO (see Standard 5).

The RPL policy also encompasses 'exemption' (100% RPL). Participants wishing to gain qualifications and feel they do not need to complete all competencies, may apply for RPL in full or part. RPL is available for all courses.

Applicants applying for RPL will be required to successfully pass exemption testing &/or provide **satisfactory** evidence. Recognition may involve some face-to-face assessment to ensure competence.

Personnel are eligible for RPL if they;

Provide documentary evidence of prior relevant Learning &/or Experience &/or Qualification/s, deemed appropriate by the RTO Committee.

Evidence:

- a. Definition; *documentary proof that clearly substantiates claim for recognition.*
- b. Type: *evidence may take the form of unedited video, letters of support, course reports, course programs, job descriptions, Statutory declarations etc.*
- c. Assessment: *evidence is assessed according to AQTF guidelines;*
 - i. *'Principles of assessment': is the assessment – valid, reliable, fair & flexible?*
 - ii. *'Rules' for assessment': is the evidence – current, authentic, valid & sufficient?*

Examples of specific evidence that may be gain credit for RPL may come in the form of (eg; First Aid = a currently recognised, valid senior first aid certificate (or equivalent)).

People who are deemed eligible for RPL will be sent all relevant information regarding the requirements that must be met for successful qualification. Applicants must complete the RPL Mapping document & supply copies of all evidence (certified where applicable).

People who wish to gain RPL through testing will be deemed qualified in the relevant competencies/qualifications.

RPL TESTING

1. This testing is designed to establish a student's ability to correctly perform the competencies they have applied for.
1. Testing in general, may consist of two (2) parts; Part 1 – Written examinations &/or Part 2 – Practical scenarios.
2. Competency will be assessed using the following:
 - (1) Competent (C) or Not Yet Competent (NYC). **Two (2) NYCs in a given competency will result in consideration for removal from a course/program.**
 - (2) RPL evidence must identify that the student is competent in their chosen endorsement.
6. The following types of evidence are acceptable, Eg;
 - a. *Course certificates/SoAs* – must be signed, dated, provide the name of the assessor, and indicate the learning outcomes and/or performance criteria achieved (eg; qualifications or SoAs from other RTOs).
 - b. *Letters of verification* – from a competent instructor ie ARAA, Emergency Service, ADF etc or as determined by the RTO Committee.
 - c. *Training records/log books* – must be dated, signed & witnessed.
 - d. *Job description on a company letterhead* – stating the nature of your work. Must be signed and verified by employer. If you are self-employed, you must have the job description certified by a JP.
 - e. *Testimonial letters* – from your employer, other staff members (ie your peers) or past students who can verify that you are competent in the particular endorsement you are applying for.
 - f. *Video footage* – must be unedited & show all skills.

5.13 COMPETENCY BASED TRAINING / ASSESSMENT

Competency based training/assessment looks at the skills, knowledge and attitudes (SKA) required for a certain task or position. A person's competence is measured against the relevant industry competency standards or course learning outcomes and assessment criteria and not against other participants. Educators who conduct assessments have nationally recognised qualifications that meet industry standards for conducting assessments.

Assessors in a way that is valid, reliable, fair & flexible will gather & consider evidence (proof) that you are competent. The assessment measures competency in the course learning outcomes and performance criteria.

Standards of competency are applied consistently (the same result would be obtained if assessed by another instructor). Evidence of competency is gathered from a number of sources (eg) observation, written/verbal answers, demonstration or portfolios.

Assessments do not advantage or disadvantage any particular assessee/s & there is provision to be reassessed if students don't complete assessment tasks or if there is disagreement with the decision.

Outdoor Access will let clients know in advance, the date, venue & requirements for assessments. Students may take as long as they require within specified time frames to complete assessable activities. The only results students may achieve are 'Competent' (c) or 'Not Yet Competent' (NYC).

Assessors will discuss the client's performance with them during or after the assessment. If competent in all the learning outcomes, they will receive a Certificate &/or Statement of Attainment. All students will receive a copy of the Assessment report.

If there are any areas where students are Not Yet Competent (NYC), assessors will discuss ways to achieve competence at a later time. All results are documented, confidential & signed by both the student & Instructor (assessor).

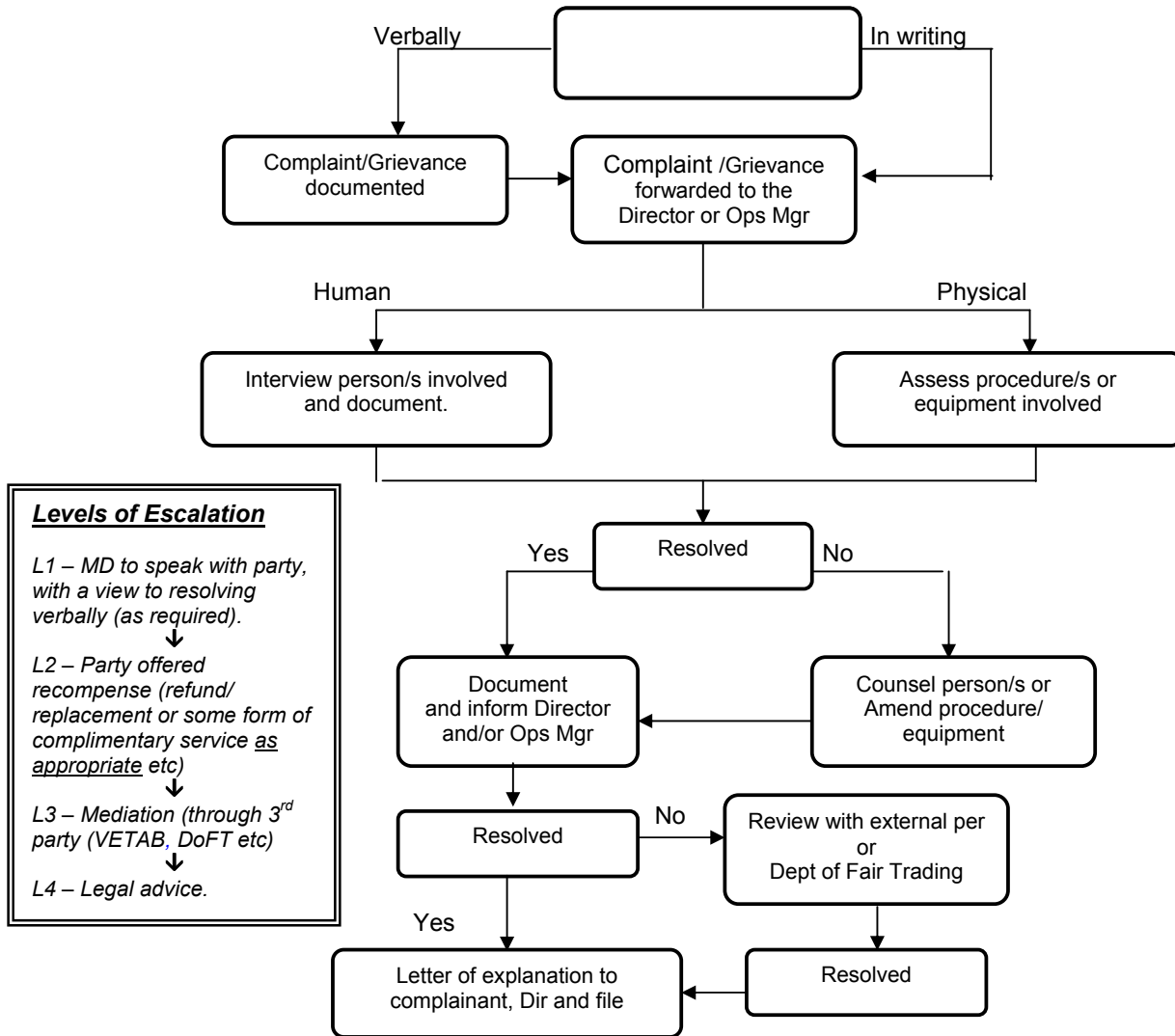
To ensure activities meet the AQTF requirements for assessment (valid, reliable, fair & flexible), assessors may allow '*reasonable adjustments*' to be made for assessments. These may include; interpreters, additional support for persons with disabilities or specialised equipment for specialist clients etc. '*Reasonable*' is the key word, with any adjustments maintaining the integrity of the competencies.

5.14 COMPLAINT RESOLUTION PROCESS

Outdoor Access aims to provide high quality and responsive training. As such our goal is to provide the utmost client satisfaction. A complaint is a statement of dissatisfaction, whereas a complaint exists when the complainant wishes to take further action.

Part of **Outdoor Access**'s quality assurance process is to maintain an efficient and expedient Complaint Resolution process that address the issues of all parties involved. Complaints should aim to be **resolved within fourteen (14) days**. All complaints and resolutions are recorded in the respective Post Activity Report and course folder.

When a complaint is received by **Outdoor Access** the following procedure is to be followed;



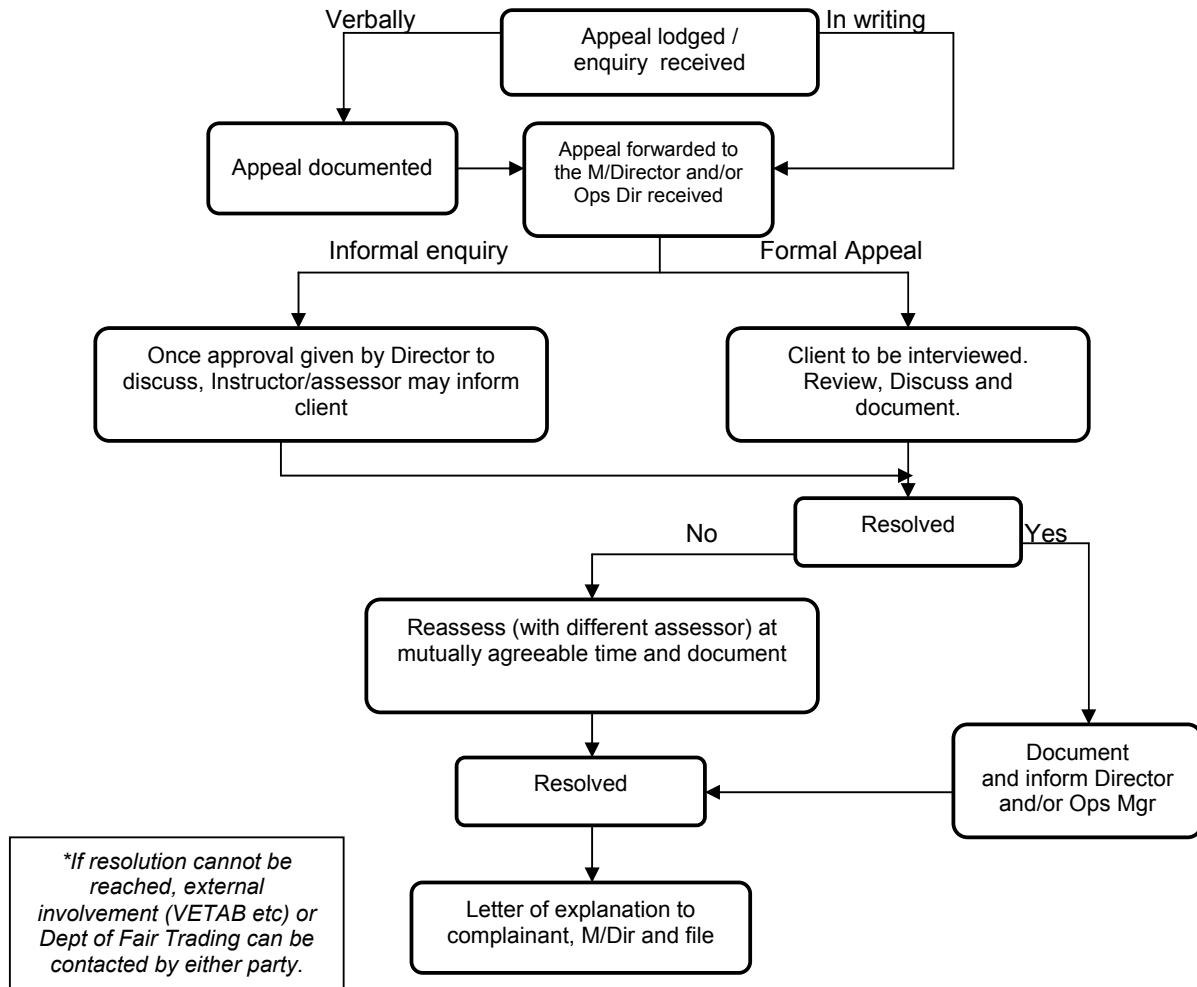
5.15 APPEAL PROCEDURES

Outdoor Access aims to provide high quality and responsive training. As such our goal is to strive for the utmost client satisfaction.

Part of **Outdoor Access's** quality assurance process is to maintain a fair and efficient appeals process that address any such circumstances.

It is the right of every student to ask for clarification, explanation or further information regarding their results. Clarification and/or enquiries may well be able to be dealt with immediately, if appropriate. The Director is to be contacted prior to this in all cases.

However, all formal appeals must be documented and the following process is to be followed;



5.16 MINIMAL ENVIRONMENTAL PRACTISE POLICY

Outdoor Access considers the outdoors to be our 'office', as such we will maintain it in the best possible working order and as an enjoyable place to work.

State and Federal regulations and legislation exist to maintain the environment whilst also allowing people to use and enjoy it. To this end organisations must develop and implement policies to adhere to and follow all requirements.

'Minimal Impact' involves the conduct of activities and use of areas in such a way that leaves no permanent mark or consequences. (eg) Rubbish should not be dumped/left in outdoor areas you are using as it will build up and may have adverse affects on the flora or fauna around, such as poisoning or smothering.

The Environment is a complex system where all components (animals, plants, water/streams and air etc) need to work together in relative equilibrium. It is the obligation of all users to protect and maintain the environment.

Outdoor Access has a twofold workplace;

1. The Outdoors and,
2. The Office.

Working in the Outdoors;

- What we take in we take out.
- 'Leave no trace'.
- Permission for use of area will be sought prior to use.
- Equipment, people, floral or fauna that has potential to be detrimental will not be involved.
- No wilful destruction of vegetation or other.
- Fauna and all wildlife is to be left alone.
- Campsites are to be situated with regard to any and all regulations.
- Toileting – portable toilets will be used where supplied.

Working in the Office;

- **Outdoor Access** office where possible will aim to be a 'Paperless' office.
- Communication should aim to be mainly through non-paper methods (verbal/phone or email etc).
- Recycling will occur as much as possible.

SECTION 6: MEDICAL

6.1 MEDICAL INSURANCE

All students are advised to have adequate cover for the cost of treatment for accident, injury or sickness. **Outdoor Access** has insurance to cover the cost of the care of clients due to neglect that is proven in a court of law only.

All **Outdoor Access** instructional/consultancy staff will be covered for their duration of an activity/program (through workers compensation insurance).

6.2 MEDICAL CARE

All Outdoor Access activities will have a qualified medical person/first aider on site, with a first aid kit and method of calling '000'.

SECTION 7: ENROLMENT, WITHDRAWAL, LEGAL

7.1 INFORMATION UPDATE AND MEDICAL FORM

The Information Update Form and Medical Form should be completed prior to enrolment in any program. These forms provide the office with vital information to keep files up to date. Any changes of address or telephone numbers, including mobile phones, which occur during the year to the information provided should be communicated in writing to the Office (C/- 16 Quarter Sessions Rd, Church Point, NSW 2105).

7.2 WITHDRAWAL OF CLIENTS

Please note that the office should be advised IN WRITING of the proposed withdrawal of a client from a program. In some circumstances clients may have to pay remaining course fees if they withdraw midway through a course.

SECTION 8 : TRANSPORT

8.1 – STUDENT TRANSPORT

Student will be required to make their own way to & from initial training locations. If transport is required during training hours, this may be provided by ***Outdoor Access Pty Ltd.***

In all cases, specifics will be confirmed at the time.