



PARTICIPANT | 2018 HANDBOOK



INTRODUCTION	4
Welcome to Coal Train	4
Contact Details	4
Directions.....	4
Blackwater International Coal Centre	5
Directions.....	5
Coal Train Quality Policy	6
COURSE INFORMATION	7
What's on Offer?	7
Responsibility to Provide Quality Training.....	7
Off Campus Arrangement.....	7
Course Delivery	7
Modes of Delivery	7
Assessment Methodology	8
Explanation of Competency Based Training and Assessment	8
Pathways Including Options if the Qualification is not Completed.....	8
Working with Children.....	8
Fees and Charges.....	9
Cancellation Policy	9
Payment Plans.....	9
Refund	9
VET Student Loans.....	9
STUDENT INFORMATION	10
Enrolment	10
USI (Unique Student Identifier).....	10
Induction.....	10
Issuance (and re-issuance) of Qualifications.....	10
Participant Assessment Records Policy	10
Language, Literacy and Numeracy (LLN) Assistance Policy	11
Recognition of Prior Learning	12
Credit Transfer	12
National Recognition	12
Processes for the event of the RTO or Third Party Ceasing Operations.....	12
STUDENT POLICIES	13
Participant Code of Conduct	13

Bullying and Harassment Policy	13
Discipline.....	15
Complaints and Appeals	16
Coal Train Work Health and Safety Policy	19
APPENDIX 1 Your Privacy	20
APPENDIX 2 Legislative Requirements	22

INTRODUCTION

Welcome to Coal Train

Our Vision is to be the lead Registered Training Organisation within Queensland. We believe strongly in delivering professional, quality training to our clients. With our exceptional training and industry accepted services, we can assist to create pathways and all round success for our clients. Coal Train Australia is passionate about the delivery of quality training and we look forward to contributing to the development of qualified personnel and to improve work practices and performance.

The management team at Coal Train believes training is the backbone of Industry safety, productivity and quality. Clients being trained by our Team will experience a thorough and professional learning journey that will readily prepare them for the next step in their career.

Contact Details

You have either found our website or have received this handbook via email or in hardcopy. All our contact details for 2018 are:

6 Millroy Drive, Barmaryee Qld 4703
PO Box 216, Yeppoon Qld 4703

Telephone: 07 4939 1445
Facsimile: 07 4938 3177

www.coaltrain.com.au
admin@coaltrain.com.au

Registered Training Organisation Code: 32507

Directions



Blackwater International Coal Centre

In 2015, the Blackwater International Coal Centre (BICC) and Coal Train Australia launched an exciting partnership, ***The Blackwater Training Initiative***.

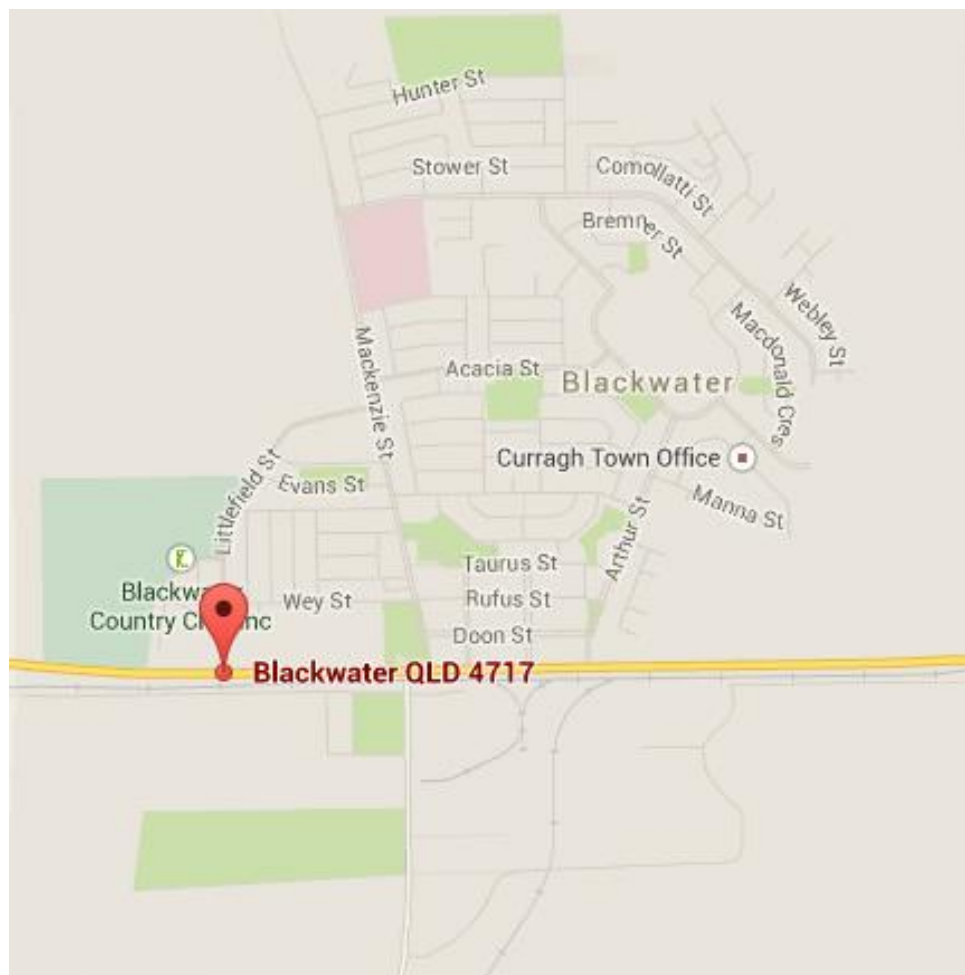
Specialising in the resource sector, Registered Training Organisation (RTO) Coal Train has an extensive scope that caters to mining, construction, business, hospitality, first aid, management, leadership and more.

Please contact the Coal Train team on 4939 1445 to make a booking or for further information.

Directions

The Blackwater International Coal Centre (BICC) is located at:

Capricorn Highway and Littlefield Street, Blackwater QLD 4717.



Coal Train Quality Policy

When Safety, Communication and Production matter, training matters. It is Coal Train's mission to ensure individuals are trained to the highest standard.

To sustain this vision, Coal Train will:

- Deliver a high level of training and assessment services by highly trained and skilled personnel;
- Understand and meet our Customer needs and expectations;
- Reflect our Customer and Stakeholder relationships in our Business Systems;
- Comply with relevant legislative, regulatory, business and customer requirements and Australian and International standards;
- Enhance organisational performance through active continuous improvement of processes and systems;
- Utilise the Quality Management System as a fundamental tool in accomplishing best practice outcomes within the organisation;
- Encourage our Staff to achieve their full potential by providing them with learning and development opportunities;

These aims are achieved through the application of Coal Train's Quality System which constitutes part of the Coal Train Business Management System.

Quality assurance is an integral part of our operations and is supported by business and operational systems that comply with ISO9001:2008.

Coal Train management are committed to improving business outcomes by effectively maintaining the Coal Train Business Management System and fostering a blame free culture that encourages all staff to contribute to a continuous improvement environment.

COURSE INFORMATION

What's on Offer?

Our courses offered are from the following training packages:

- RII Resource Industry Infrastructure
- HLT Health
- SIT Tourism, Travel and Hospitality
- BSB Business Services
- CPC Construction, Plumbing and Services
- TLI Transport and Distribution
- UET12 Transmission, Distribution and Rail Sector

Responsibility to Provide Quality Training

Coal Train's responsibility to provide quality training to our learners is achieved through our engagement with industry stakeholders (such as employers) ensuring that our training and assessment is aligned to current methods, technology, products and performance expectations for the workplace tasks specified in the training package requirements. By engaging with industry, our training and assessment practices and resources continue to meet the needs of industry, particularly in areas where technology and/or techniques change rapidly.

Our trainers and assessors must maintain the currency of their skills and knowledge in their industry area and in vocational education and training. Coal Train's trainers and assessors participate regularly in professional development.

Off Campus Arrangement

Coal Train are a highly mobile, flexible Registered Training Organisation. Coal Train are equipped to train at any workplace, at any time. We have our training facility located in Yeppoon and three mobile training trailers.

Coal Train have entered a partnership with the Blackwater International Coal Centre (BICC) for provision of training to the resources industry. We are also eager to work with local schools and community groups to support their training needs.

Course Delivery

Our courses are delivered by qualified and highly experienced trainers who remain current in both the industry and field of training and assessment. All trainers operate within the Australian Quality Training Framework principles and standards, and are committed to the maintenance of professional standards in the delivery of our training.

Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning. Broadly speaking, there are three delivery modes:

- Face-to-face
- Self-paced
- Blended learning.

At Coal Train, we deliver face-to-face training using scenarios, practical assessment and also theory.

Assessment Methodology

Assessment in a competency based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. Participants in the program will be required to undertake assessment of a theoretical nature (question and answer), participate in group activities and demonstrate skills in the workplace.

All participants will be given two attempts at any one assessment. If a participant is deemed to have not satisfactorily met the assessment requirements after the first attempt they will be given some one-on-one coaching and then permitted a second attempt. If after that attempt competence is still not achieved, a re-evaluation will take place which will include a discussion with an independent assessor (not the assessor who conducted the assessments), a review of the assessment outcome and then a decision about whether a third attempt may be made at the assessment with no further fees involved. If it is determined that a third attempt would unlikely be successful without a considerable amount of re-training, fees may apply. Any fees will be discussed with the participant, documented and agreed to before an invoice is raised.

If at any stage a participant feels that they are not being treated fairly in this process, an appeal can be lodged.

Explanation of Competency Based Training and Assessment

Competence describes the ability to consistently apply knowledge, skills and the right attitude to the performance standard required in the workplace. It includes the ability to transfer and apply that skill and knowledge to new situations and environments.

Competency based training was introduced as a means of:

- Improving the relevance of training to the workplace
- Improving the consistency of training outcomes around the country

Competency Based Training is based on the concept that people can learn transferable skills and most training is transferable.

Pathways Including Options if the Qualification is not Completed

Coal Train deliver national recognised training as full qualifications, skill sets or select units of competency. The units of competency delivered can be from:

- Skill sets
- Stand alone competencies that are required for vocational licensing requirements
- Qualifications

Successful completion of units of competency can form part of qualifications which can be used as credit towards a full qualification. Your completion of competencies can be recognised by any Registered Training Organisation in Australia.

Working with Children

Whilst we do not exclude people under the age of 18 in our training and assessment programs, we offer only a few courses that may be suitable to a person who has not attained the age of 18. Some of these courses will have age restrictions due to legislative and/or regulatory requirements.

Fees and Charges

All Fees for courses are available on our website: www.coaltrain.com.au or as requested. Course fees are also stated in our student inductions which are sent to potential students upon booking confirmation.

Fees are payable immediately upon completion of selected course, unless otherwise agreed upon. If for any reason the participant withdraws from the course or is unable to complete it within the delegated time frame, the fee will be calculated at a pro-rata basis.

Cancellation Policy

Once a course booking is confirmed, please be aware that all cancellations or changes to the booking must be made in writing to Coal Train.

To avoid cancellation fees, we require a minimum of 24 hours notice prior to the commencement of the confirmed course of any cancellations or changes.

Please note, failure to attend a booked course is treated as a cancellation and will incur a cancellation fee for the **full** cost of the course fee. You may reschedule a course to a later date. Reschedules require a minimum of 24 hours notice to avoid a cancellation fee.

Payment Plans

To assist with course fees, Coal Train offer payment plans to students. A payment plan enables students to still achieve their training without the financial worry. A schedule of payments will be planned according to your financial needs and students will be able to pay a weekly agreed amount.

Refund

The 'Nature of Guarantee' given by Coal Train to complete the training and/or assessment once the candidate has commenced study is:

- If for any unavoidable circumstance the training and/or assessment cannot be completed, Coal Train will offer the candidate a placement in the same course at a time suitable to the candidate. If a suitable time cannot be agreed upon with the candidate, Coal Train will offer a full refund of course fees.

VET Student Loans

From 1 January 2017, VET Student Loans were implemented. This is a new student loans program that replaces VET FEE-HELP scheme, to give eligible students access to quality higher level VET qualifications, particularly those students who could not otherwise afford to pay upfront.

Coal Train is not a provider of VET Student Loans, but we do offer competitive fees.

STUDENT INFORMATION

Enrolment

The enrolment form can be downloaded from www.coaltrain.com.au or as requested. Enrolment forms are sent to all participants upon confirmation booking. As part of our compliance as a Registered Training Organisation, we are required to have a completed enrolment form from each participant for each new enrolment. All applicants are required to satisfy prerequisite requirements, qualifications and /or experience where relevant to a particular course or Training package.

USI (Unique Student Identifier)

From 1 January 2015 it is a requirement under Commonwealth legislation and their conditions of registration that providers have a valid USI for a student before they issue that student with a qualification or statement of attainment. This applies to new students, pre-enrolled students and continuing students. The process for all students to obtain a USI (or for training providers to apply on their behalf with the student's permission) is the same.

New and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses will need to have a USI to receive their statement of attainment or qualification. All students will be supplied a USI fact sheet and a consent form with their booking confirmation.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Confirmation of the course content to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Confirmation that all the above information was provided and handouts were distributed.

Issuance (and re-issuance) of Qualifications

On successful completion of your training, you will be issued with a qualification or a statement of attainment which will detail the nationally recognised units of competency that you have completed with Coal Train.

Your qualification or statement of attainment can only be issued directly to the learner and not to another party, such as an employer. Coal Train will store and hold records of issued qualifications and statement of attainments for 30 years. This retention period allows for reissuance of qualification and statement of attainments. In the event that Coal Train do cease operations, records will be stored by ASQA (Australian Skills Quality Authority) www.asqa.gov.au

Re-issue of Certificates will be a fee of \$15.00 per course.

Participant Assessment Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our participant's privacy.

Individual participant records will be stored in a locked secure office area and further archived in a RECALL facility. Our electronic records are stored and backed up weekly and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software. Our software and hardcopy systems will retain participant results for a period of not less than 30 years.

All other records including, assessment records, taxation records, business and commercial records will be retained for a period of at least seven years. We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant assessment records will be limited to those who require those records for specific purposes including:

- Trainers and Assessors who access and update the records of the participants with whom they are training.
- Management and administration staff as required to ensure the smooth and efficient operation of the business.
- Officers from DET (Department of Education and Training) or their representatives.
- Officers from ASQA (Australian Skills Quality Authority) or their representatives.
- Officers from WHSQ (Workplace Health and Safety Queensland) or their representatives
- Officers from CSQ (Construction Skills Queensland) or their representatives

Or those required by law such as:

- People as permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).
- Those authorised to receive specific information as requested (in writing) by individual participants.

Language, Literacy and Numeracy (LLN) Assistance Policy

Different industries attract people of all ages, educational background, culture and abilities. Accordingly, Coal Train is aware of language, literacy and numeracy requirements of the various courses and works tirelessly to ensure all participants have opportunity to complete the course. Our standard assessments do require participants to be able to read and write and where applicable, some courses may also contain numerical calculations as part of the assessment.

Whilst basic LLN support can be provided by training staff and reasonable adjustment made where necessary, Coal Train identifies the need to obtain expert LLN support when required. Coal Train utilises the LLN Robot System to:

- Assess the learner's LLN levels
- Analyse the ACSF levels of the course
- Compare learner results with the ACSF levels of the course
- Generate individualised LLN Training Plan for the learner

The Coal Train CEO is skilled in program modification, and has an extensive background in Learning Support and Special Needs. We will endeavour to help where we can to accommodate anyone with Language, Literacy or Numeracy difficulties.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider as stated below:

Adult English Language, Literacy and Numeracy:

TAFE Queensland English Language and Literacy Services (TELLS)

Telephone 07 3244 5488

Email tells@tafe.qld.edu.au (or contact your local TAFE Institute)

Recognition of Prior Learning

Sometimes people enrol in a course and soon find that they have done the training before. All participants have the right to apply for recognition of prior learning or RPL.

RPL is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply.

Application forms for RPL are available through administration. Please call if you cannot access these or if you have any questions.

Credit Transfer

Credit transfer is a process not unlike RPL. If you have completed structured training which had modules or units of competency with content identical to the ones you are enrolling in, you may be eligible for a credit transfer. There are no fees involved in a credit transfer. Information and an application form are available on request.

National Recognition

When you undertake nationally recognised training, your qualification is valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country. Credit means a credit towards a qualification and is applicable for a unit of competency.

Processes for the event of the RTO or Third Party Ceasing Operations

In the event that Coal Train cease operating as a Registered Training Organisation, there are still obligations under the NVR (National VET Regulator) Act that we must comply with. Obligations include:

- Returning our certificate of registration to ASQA within 10 days of the day the withdrawal takes effect.
- Providing copies of student records to ASQA within 30 days of the day the withdrawal takes effect.
- ASQA will invoice Coal Train for any outstanding fees. These fees must be paid within 30 days of the date the invoice is issued.

The CEO must ensure that the student records:

- are sent in an electronic form to studentenquiries@asqa.gov.au
- include the following information for **each** student:
 - family name, first name
 - residential post code
 - date of birth

- student ID number (if issued)
- enrolment and commencement dates
- code and title of qualification, course or program student enrolled in
- codes and titles of units of competency completed and results (if applicable)
- date the Certificate or Statement of Attainment was issued

STUDENT POLICIES

Participant Code of Conduct

When attending a course at our training centre or any other place where we hold training, we ask all participants to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- All participants must comply with all reasonable requests and requirements made by staff.
- No participant should attend any class whilst under the influence of alcohol or illicit drugs.
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any obscene, offensive or insulting language or behaviour, will not be tolerated.
- Disruptive behaviour is unacceptable and will not be tolerated.
- Any breaking of any state or federal law will be reported to the relevant authority (eg. Stealing, damaging property, assault etc.).

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the RTO Administration Officer or the trainer in charge.

Bullying and Harassment Policy

1.0 Bullying and Harassment

1.1 Objective of this Policy

- In line with the Company's commitment to providing equal employment opportunities and a safe working environment, it is the Company's objective to ensure a workplace free from bullying and harassment.

1.2 Policy

- The Company is committed to ensuring every employee enjoys a working environment free from bullying and harassment. Our Company values establish a basis for expected business and personal behaviour. This includes respect for one another and, accordingly, bullying and harassment constitute serious misconduct which will not be tolerated.
- Bullying and harassment are not only unlawful, they are also prohibited under our Company's Code of Conduct.
- As part of our commitment against workplace bullying and harassment, the Company has a robust and effective procedure for dealing with any such complaints.
- We all have a responsibility to ensure everyone in the workplace knows that bullying and harassment are unacceptable.
- Bullying and harassment may occur between colleagues, managers and employees and even between employees and clients, contractors and volunteers. In all circumstances, bullying and harassment will not be tolerated.

1.3 Specific Guidelines

Bullying

Bullying is defined by the *Fair Work Act 2009* as being repeated, unreasonable behaviour directed towards a person or a group of people and which creates a risk to health and safety.

Examples of workplace bullying include:

- Inappropriately excluding a colleague from meetings or communications
- Demeaning or belittling someone
- Inappropriately commencing disciplinary action
- Spreading malicious gossip or rumours
- Use of abusive or intimidating behaviour
- Excessive micro-management
- Setting impossible targets or deadlines
- Displaying offensive or degrading materials

Importantly, the *Fair Work Act 2009* makes it clear that reasonable managerial action taken in a reasonable way is **not** bullying. Examples of reasonable managerial action include:

- Proper use of performance management or disciplinary processes
- Providing fair and reasonable feedback
- Setting challenging targets or deadlines
- Requiring compliance with workplace policies and procedures
- Workplace restructuring

Harassment

Workplace harassment is defined by the Australian Human Rights Commissioner as occurring when *“someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under antidiscrimination or human rights legislation . It can also happen if someone is working in a ‘hostile’ – or intimidating – environment.”*

Harassment which has a sexual connotation is referred to specifically as ‘sexual harassment’

Examples of workplace harassment include:

- Use of inappropriate language
- Display of inappropriate material, such as offensive posters or computer screensavers
- Sharing of inappropriate jokes, either verbally or via email
- Asking intrusive questions about a person’s private life
- Unacceptable physical contact, such as intentional touching, patting, pinching or rubbing (sexual harassment)
- Expressed hostility against, or bringing into contempt or ridiculing, an employee on the grounds of his or her religion, gender, race, colour, ethnic or national origin or any of the other grounds protected by state and commonwealth legislation.

1.4 Procedure

- If an employee feels they are being bullied or harassed, they should immediately

approach their manager to discuss the situation. The manager should provide advice to the employee and ascertain what the employee would like done about the matter (please refer to the *Harassment Complaints Procedure* within the 'Manage' section of Workforce Guardian).

- All allegations of bullying and harassment will be investigated thoroughly, impartially, empathetically and in the strictest confidence, taking into account the privacy of all parties.
- The principles of natural justice and procedural fairness shall be followed at all times.
- Following the conclusion of the Company's investigation, the parties will be informed of the final outcome in writing.
- Where appropriate, disciplinary action will be taken by the Company.
- An employee found to have made deliberately false allegations will be subject to disciplinary action.
- An employee who has made allegations of workplace bullying may also bring their concerns to the attention of the Fair Work Commission.

1.5 Further information

Any employee requiring further information about this policy should contact any member of the Management Team.

Employees may also refer to the relevant state or territory workplace health and safety agency or to the Fair Work Commission's website (in relation to workplace bullying) at

<https://www.fwc.gov.au/>

If a complaint made by a participant to us involves an allegation of criminal misconduct, we will immediately refer the matter to the appropriate authority.

Discipline

Coal Train provides training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and the appropriate action will be taken.

Complaints and Appeals

1.1 Objectives of this policy

- To set out the Company's commitment to resolving complaints in a fair, constructive and timely manner
- To provide a clear and comprehensive Complaints and Appeals procedure to ensure all students, clients, employees and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately
- This policy provides an avenue for students to make complaints and appeals and have them dealt with impartially at no cost to themselves
- This policy is publicly available

1.2 Definitions

Complaint – an informal or formal expression of dissatisfaction in regard to any aspect of the conduct of services, training, trainers, assessors or other staff, including third party providers, of Coal Train.

Appeal – a request to review a decision, typically an assessment, made or assessed by Coal Train trainers, assessors, third party service providers and other Staff

Complainant – The person who has lodged a complaint or appeal with Coal Train

1.3 Scope

Coal Train has developed this Complaints and Appeals procedure and process to:

- Ensure an effective, timely, fair and equitable complaints system that is accessible and available to complainants at no charge
- Ensure that any complaints and appeals are resolved promptly and objectively
- Ensure that there is a consistent response to complaints and appeals
- Ensure that the views of the complainant is respected and that any party to the complaint is not discriminated against or victimised
- All formal complaints and appeals will be recorded on the Complaints and Appeals Form
- Ensure that all stakeholders have a clear understanding of the steps involved in the procedure

1.4 Procedure

Complaints and appeals may be made in relation to any of Coal Train's services, activities and decisions.

A complaint may include, but is not limited to:

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Course delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration

- Issue of results, certificates, statement of attainments
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

An appeal may include but is not limited to:

- Assessment process and decisions

1.4.1 *Informal resolution of issues*

Students and clients are encouraged to resolve concerns or difficulties directly with the relevant trainer or other staff member or by contacting Coal Train's CEO, who will consider the issue and recommend a resolution before it becomes a formal complaint.

If the issue is resolved to the complainant's satisfaction in the first instance the actions shall be recorded in and closed out by way of the Continuous Improvements Register. All relevant staff will be informed of the complaint.

1.4.2 *Formally lodging a complaint / appeal*

If an issue is not resolved to the complainant's satisfaction during the informal process, then the complainant will be advised to register a formal complaint using an official Complaints and Appeals form which will be submitted to Coal Train CEO for a full internal review.

All formal complaints will be acknowledged by the Executive Manager, in writing, directly to the complainant and/or person initiating the appeal. Written acknowledgement will be returned within 24 hours of having received the complaint or appeal. All assessment appeals must be submitted within 10 business days of the assessment date.

In reviewing the complaint or appeal, the CEO will:

- Address the complaint / appeal as quickly as possible
- Ensure the complainant has the opportunity to discuss the complaint / appeal with the CEO
- Review the complaint / appeal and present all decisions, including reasons for the decision, in writing to the complainant

Should the complaint or appeal remain unresolved following the formal review by the CEO, the complainant has the right to lodge a complaint externally with an appropriate external agency such as the ones below:

- [ASQA \(Australian Skills Quality Authority\)](#)
- [The National Training Complaints Hotline](#)

1.4.3 *Confidentiality and documentation*

No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaints / appeals and resolution process. A student's progress through a course will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Strict confidentiality will be observed through all stages of the resolution process and all communications and proceedings arising will remain confidential at the conclusion of the complaints / appeals resolution process.

Complainants have the right to nominate a third party representative (support person) if they require. The representative may be a professional representative, counsellor, family member, friend or any other such person that the complainant chooses.

All documentation handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties appropriate access to these records.

1.4.4 Resolution Timeframe

Coal Train will respond to all formal complaints and appeals within 20 days of the complaint or appeal being lodged. However, if the matter is escalated to an external agency, the resolution may take longer. If it is expected that more than 60 days will be required to process and finalise the complaint or appeal, Coal Train will:

- Inform the complainant or appellant in writing explaining the reason why the process will take in excess of 60 days
- Regularly update the complainant or appellant on the progress of the complaint / appeal

1.4.5 Mitigating the likelihood of reoccurrence

All issues, regardless of being informal or formal will be registered in Coal Trains Continuous Improvements register and subsequently, the potential causes of the complaints and appeals will be identified. Corrective and preventative actions will be implemented to eliminate or mitigate the likelihood of reoccurrence. This includes any change to processes and procedures to avoid similar complaints and or appeals arising in future.

Coal Train Work Health and Safety Policy

Coal Train believe training is at the forefront of safety, communication and development. Management are committed to safety with a vision of zero harm.

To deliver this commitment, Coal Train will:

- Conduct business and operations to supports and maintain a safe and healthy workplace for all employees, contractors and visitors;
- Comply with relevant legislative, regulatory, business and customer requirements and Australian and International standards;
- Involve employees and contractors in all safety activities to minimise work health and safety issue;
- Strive to continuously improve health and safety management by setting health and safety objectives, plans and performance measures and regularly reviewing progress against set targets;
- Ensure all incidents are reported and root cause identified;
- Take all practicable steps to eliminate hazards in the workplace through risk identification, assessment, control and monitoring to ensure continued effectiveness;

These aims are achieved through the application of Coal Train's Safety and Health System which constitutes part of the Coal Train Business Management System.

The management of Health and Safety impact is supported by business and operational systems that comply with AS/NZS 4801:2001.

Coal Train management are committed to improving business outcomes by effectively maintaining the Coal Train Business Management System and fostering a blame free culture that encourages all staff to contribute to a continuous improvement environment.

APPENDIX 1 Your Privacy

Coal Train understands the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the Australian Privacy Principles of the Commonwealth Privacy Act 1988 where they apply to our dealings with you the participant.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Commonwealth Government Departments. In all other cases we ensure that we will seek the written permission of the participant. The relevant privacy principles are summarised as below:

APP1 — Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP2 — Anonymity and pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP4 — Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP5 — Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP7 — Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP8 — Cross-border disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP9 — Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP10 — Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP11 — Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP12 — Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

APPENDIX 2 Legislative Requirements

We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy and rights, to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation follow the links by clicking on the heading below.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 including the Australian Privacy Principles
- Skilling Australia's Workforce Act 2005
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011

Queensland Legislation

- Fair Trading Act 1989 (advertising and marketing)
- Work, Health and Safety Act 2011
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Vocational Education, Training and Employment Act 2000
- Further Education and Training Act 2014
- Further Education and Training Regulation 2014

Industry Specific legislation, Regulations and Standards

- Australian Standard 60529 – Degrees of protection provided by enclosures
- Australian Standard 2985 – Workplace atmospheres – method for sampling and gravimetric determination of respirable dust
- Australian Standard 62013 – Caplights for use in mines susceptible to firedamp
- Australian Standard 1826 – Electrical equipment for explosive gas atmospheres
- Australian Standard 2290 – Electrical Equipment for coal mines
- Australian Standard 2081 – Electrical Protection devices for mines and quarries
- Australian Standard 31000 - Risk Management
- Coal Mining Safety and Health Act 1999
- Coal Mining Safety and Health Regulation 2017
- How to Manage Work Health and Safety Risks Code of Practice 2011

- Hazardous Manual Tasks Code of Practice 2016
- Managing Noise and Preventing Hearing Loss at Work Code of Practice 2015
- Electrical Safety Act 2002
- Electrical Safety Regulation 2013
- Environmental Protection Act 1994
- Explosives Act 1999
- Explosives Regulation 2017
- Fossicking Act 2009
- Greenhouse Gas Storage Act 2009
- Greenhouse Gas Storage Regulation 2010
- Mineral Resources Act 1989
- Mineral Resources Regulation 2013
- Mines and Quarrying Safety and Health Act 1999
- Mines and Quarrying Safety and Health Regulation 2017
- National Occupational Health and Safety Commission Act (Repeal, Consequential and Transitional Provisions) 2005
 - NOHSC : 10005 – List of designated hazardous substances
 - NOHSC:1008 (2004) – Approved criteria for classifying hazardous substances
 - NOHSC:1007 (2000) – National Standard for Occupational Noise
 - NOHSC : 2002 (2005) – Code of Practice for the safe removal of asbestos
- Petroleum and Gas (Production and Safety) Act 2004
- Petroleum and Gas (Production and Safety) Regulation 2004
- Petroleum Act 1923
- Recognised standard 01 – Underground electrical equipment and electrical installations
- Recognised standard 02 – Control of risk management practices
- Recognised standard 03 – Explosion protection of diesel engines
- Recognised standard 04 – Underground non-flameproof diesel vehicles
- Recognised standard 05 – Quality of incombustible dust, sampling and analysis of roadway dust in underground mines
- Recognised standard 06 – Inspections for underground coal mines
- Recognised standard 07 – Criteria for the assessment of drugs in coal mines
- Recognised standard 08 – Conduct of mine emergency exercises
- Recognised standard 09 – The monitoring of sealed areas
- Recognised standard 11 – Training in coal mines
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011