



Fall Protection

3M Safety Training

STUDENT HANDBOOK

3M Australia Pty Ltd

ABN 90 000 006

RTO No. 45498

Building A, 1 Rivett Rd

North Ryde, NSW

Ph: 1800 445 867

Email: anzfallprotectiontraining@mmm.com



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Introduction

This handbook explains the services offered by 3M Australia Pty Ltd and the NVR Standards which guide how we operate as a Registered Training Organisation (RTO). Throughout this handbook, the RTO will be referred to as 3M Australia.

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and / or competency. Also included are details about the rights and responsibilities of all Students in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any RTO Staff.

About 3M Australia

Thank you for enrolling to complete a training course with 3M Australia. 3M Australia delivers nationally accredited training courses throughout Australia under the requirements of the VET Quality Framework (VQF) who operate RTO 45498, which is regulated by the Australian Skills Quality Authority (ASQA).

Courses have been developed to meet the specific needs of people operating in high-risk environments such as working at height and confined space, and the competencies introduce both theoretical and practical elements within the course framework to deliver a broad basis of learning that appeals to most members of the working community.

Regardless of the course you have enrolled in, 3M Australia operates under operational guidelines which ensure the highest quality training outcomes are delivered for each Student.

Understanding the Process

To explain how the system works, we need to look at some of the individual parts.

What is Vocational Education and Training (VET)?

VET stands for Vocational Education and Training. Its aim is to develop the workforce with the skills and knowledge needed by industry.

Our organisation is registered to provide VET Units of Competency. These Units of Competency are derived from National Training Packages and are recognised throughout Australia both by employers and by other RTOs (e.g. TAFE colleges, private providers).

What is Competency Based Training (CBT)?

CBT is the method of providing training to ensure that the student has the skills they require to work effectively and safely in the workplace.

What is Competency Based Assessment (CBA)?

CBA is the method of deciding whether a student has achieved the level of skill they require to work effectively and safely in the workplace. It involves gathering and judging evidence in order to decide whether someone has achieved the required level of skills.

Using CBA, there are no “grades” like in school. VET requires you to be assessed as either “competent” or “not yet competent”. If you are not deemed “competent” straight away, you will be given further opportunities to demonstrate your competence. (A good comparison is with a Driver’s License. This does not grade your ability as a driver – it simply shows that you are competent to drive. If you don’t pass your first test you can try again until you do.)

Competence is often assessed in the workplace or in a simulated workplace environment.



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What is a RTO?

An RTO is a training business which is authorised to provide CBT and CBA. Essentially, we hold equivalent training status to TAFE.

RTOs run courses or packages of nationally recognised CBT. Students may complete either a full qualification, or individual units of competency which contribute to a qualification. 3M Australia does not offer full qualifications.

Upon successful completion of any unit of competency within 3M, you will be issued with a Statement of Attainment in recognition of the competence you have achieved.

NVR Standards

All RTOs in NSW are governed by the Standards for NVR (National VET Regulator) Registered Training Organisations (NVR Standards) made under the National Vocational Education and Training Regulator Act 2012, and 3M Australia ensures that we meet with all essential standards and conditions provided in that document. If you wish to see more information about the standards and conditions of registration, please follow [this link](#).

Ensuring quality in training & assessment

The RTO has policies and management practices which ensure high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of both Students.

The RTO has the capacity to deliver and assess the vocational qualifications for which it has scope and maintains a learning environment which is conducive to the success of its Students.

The RTO ensures that its trainers and assessors are suitably qualified, and that they are also sensitive to the differing needs of their Students. The RTO assessors and trainers monitor and assess the performance of all Students, and this information is in turn monitored by the RTO.

The RTO is committed to access and equity principles and process in the delivery of its training services. It ensures that assessments are done in a fair and equitable manner and that they meet the endorsed components of the relevant training package and / or accredited courses.

Regardless of cultural background, religion, gender, sexuality, age or disability, Students have the right to develop new skills in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. In some instances, Students may require specialised services or facilities in order to access and fully participate in our services, and 3M Australia will work with the Students and / or their employers to make reasonable adjustments to accommodate these requirements.

Student Rights & Responsibilities

3M Australia will respect Students' rights to:

- clear, detailed information about the organisations' services and policies;
- make an informed choice about their participation in the training course;
- quality services which are:
 - appropriate to the agreed training course;
 - flexible in response to any special requirements, such as language and literacy; and
 - sensitive to and appropriate for their cultural, language, sexual, religious backgrounds.



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- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender;
- not be harassed or bullied;
- Adhere to our policies and procedures,
- Treat others with respect, fairness and courtesy,
- Not plagiarise, collude or cheat in any assessment activity,
- Attend class and arrive on time,
- Notify your trainer if you will be absent or late,
- Participate in the course,
- Submit assessments on time and in the required manner,
- Obey all traffic laws during periods of supervised driving; and
- Provide written notice of any changes to your enrolment status
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints);
- access to records containing personal information about themselves; and / or
- express their complaints / disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner.

RTO Staff

Any 3M Australia employee or contractor working with the RTO is defined as RTO Staff.

3M Australia has a Compliance Coordinator (Coordinator) managing the day to day RTO operations, and an RTO CEO overseeing all RTO compliance. The RTO CEO is responsible for ensuring that the RTO meets the requirements of the NVR Standards and the VQF.

All RTO Staff are bound by the requirements of the current NVR Standards, the VQF and the policies of 3M Australia.

RTO Staff Code of Practice

3M Australia ensures that all RTO Staff make a commitment to operate within the following code of practice to:

- operate within the requirements of the NVR Standards and VQF;
- ensure their work is carried out efficiently and effectively;
- maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and 3M Australia;
- be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and / or resolve these;
- encourage and maintain a culture of honesty, integrity and open communication;
- encourage and maintain a culture of open discussion of complaints, disagreements and problems as a basis for improvement and development both personally and for the organisation;
- refrain from inappropriate relationships with Students;
- ensure that accurate information is provided to Students, including their rights under the following policies:
- access and equity;
- disputes, complaints and appeals; and



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- fees and refunds.

Language, Literacy and Numeracy Information

3M Australia designs courses which address the needs of most Student types. However, certain assessments and much of the theory presented is supported by written documents. Where individuals are unable to comprehend the written portions of the course, assessors can provide a verbal summary and assessment of core material. Students who are concerned about their ability to comprehend the written material must notify the assessor prior to the commencement to the course.

Assessors will address student comprehension issues within the student /course introduction and will offer support should a student identify that they have language, literacy or numeracy needs or if, the assessor identifies that a student has such a need.

In the event that you require additional LLN assistance, 3M Australia will refer you to an organisation within your region qualified to deal with these specific needs. Examples of such organisations are:

- Job Networks (National)
- Mission Australia (National)
- Centrelink (National).

Training Delivery

Our competency-based courses are delivered by staff with substantial industry experience, coupled with relevant vocational education qualifications in training and assessment. Training is completed using a combination of in-class and practical exercises. These include interactive workshop sessions, multi-media presentations and practical activities which simulate real life scenarios which may be found on any job site.

Training manuals are provided with every course, which are intended for reference both during the course and following the training in the work environment. Individuals are encouraged to work at their own pace and reasonable assistance will be provided to individuals with any learning difficulties.

Assessment Standards

All assessments conducted by us will be:

Valid - Assessment methods will be valid, that is, they will assess what they claim to assess;

Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the Student and from context to context;

Fair - Assessment procedures will be fair, so as not disadvantage any Students;

Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

Equitable - culturally and linguistically appropriate;

Involve procedures in which criteria for judging performance are made clear to all Students;

Employ a participatory approach; and

Provide for Students to undertake assessments at appropriate times and where required in appropriate locations.

We achieve this through:



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- Careful design of the assessments;
- Validation and moderation of the assessment materials conducted in our annual review; and
- Understanding how to apply the assessments standards in a practical, work based setting.

Assessment Methods

Our assessments and assessment methods will ensure that we focus on the application of the skills and knowledge as required in the workplace and clearly outlined in the relevant Unit of Competency, including:

1. Task skills (actually doing the job);
2. Task management skills (managing the job);
3. Contingency management skills (what happens if something goes wrong); and
4. Job Role environments skills (managing your job and its interaction with others around you).

Assessment Criteria

There are a number of different types of assessments utilised within 3M Australia courses as follows:

Theory Assessments

Theory assessments will be a part of each course. They are intended to assess the knowledge retention of information presented during the classroom. These theory assessments are to be completed as closed book, except where directed by the Assessor. They will be a mixture of short answer and multiple-choice questions. Students are encouraged to seek clarification from the assessor regarding for specific questions that are unclear to the student.

Practical Assessments:

Students are expected to participate in the hands-on exercises that form a key part of the course. These exercises are designed to give practical application to the theory discussed in the class in a controlled setting. Practical assessment will be through observation by the Assessor and continual feedback to the student, so that where an unsafe or incorrect practice is observed, students will be corrected and expected to complete the task properly.

Being Deemed Competent

Because VET is CBA, students must be deemed competent in the whole course.

Where a course is linked to one or more units of competency, a 'Statement of Attainment' will be issued upon the successful completion of the course. In addition, you may also receive a Certificate of Completion. A Certificate of Completion will be issued in the event that a course is not aligned to any nationally registered units of competency.

Pre-Requisite Courses

Several of the courses delivered by 3M Australia include units of competency which have prescribed pre-requisite units of competency. These pre-requisite units of competency are prescribed under the training package, and 3M Australia must ensure that evidence of a student holding any required pre-requisite unit of competency is obtained prior to the commencement of training.

For a full list of affected courses, please refer to the Pre-Requisite Unit of Competency Requirements which is available on our website, and also may be requested from anzfallprotectiontraining@mmm.com.



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Workplace Health & Safety

All our training activities are completed in a safe and formal manner. Any physical activities which may require working at height are conducted with a strict requirement for a secondary system to be in place to ensure maximum user safety. Compliance to all relevant WHS legislation is incorporated into all courses. Any evidence of non-compliance is to be reported to the Trainer or the WHS representative for immediate correction and response.

Existing Qualifications or Statements of Attainment

If you are assessed as having prior learning for a particular component of your training, the RTO will approve a credit status in that component.

What can be Recognised?

Under the AQF, competencies may be attained in a number of ways. These can include:

- Formal courses / training programs that a person has undertaken in the past, which may or may not have been completed.
- Industry based training programs.
- Learning results of life experience.
- An overseas qualification.

To recognise existing qualifications, your assessor must be confident that you are currently competent against the currently endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. This may mean that you will require re-assessment for all or part of your qualification.

All assessments of existing qualifications are reviewed by assessors who are qualified to conduct the assessment. When deemed necessary, 3M Australia will engage technical experts to assist with assessment processes.

Credit Transfer ("CT")

3M Australia recognises the credentials issued by any other RTO based in any state or territory of Australia. This includes statements of attainment or USI Transcripts for specific units of competency and any qualifications issued under the AQF.

Recognition of Prior Learning ("RPL") and/or Recognition of Current Competency ("RCC")

RPL & RCC is the recognition of your current competency, which may have been gained through prior learning, on the job or life experience.

3M Australia believes that it is vital that a Student can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience. However, many competencies also require demonstration of practical activities and problem solving.

Acceptable Evidence

Evidence to show CT, RCC or RPL may include:

- Copies of pay slips, CVs, performance appraisals, or other employment related documentation.
- Samples of completed work.
- References from current and prior employers, supervisors and colleagues.
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.



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- Copies of either qualifications or statements of attainment issued by another RTO.

Where CT, RCC or RPL can't be Granted

There are instances where it is not possible to grant CT, RCC or RPL. Examples are:

- The unit or qualification previously completed has been superseded and no equivalent unit exists.
- Another body doesn't allow RPL (an example of this is the NSW Blue Card, where RPL is not granted for the equivalent unit in the Transport and Distribution training package).
- Where industry and/or employer requirements to complete the qualification or unit of competency exceed the requirements of the training package, for example, renewal of competency on a regular basis.

Your assessor will assist in explaining any instance where CT, RCC or RPL can't be granted.

Complaints

Any Student or client, potential Student or client, or third party may lodge a complaint with 3M Australia with the reasonable expectation that all matters and issues will be treated with integrity and privacy and handled systematically, objectively and appropriately in accordance with the principles of natural justice and procedural fairness.

A complaint may be lodged in respect of the conduct of:

- 3M Australia RTO, its trainers, assessors or other staff;
- A third party providing RTO services on behalf of 3M Australia, its trainers, assessors or other staff; or
- Another 3M Australia Student.

In respect of dissatisfaction with an assessment result, please refer to the Appeals Policy listed below.

All complaint claims and actions are free of charge to the complainant.

How to Submit a Compliant

Please email any complaint directly to rto@mmm.com. Please ensure include the following information:

- Date of incident;
- Names of those directly involved in incident;
- Names of those indirectly involved in the incident
- Your name
- Your contact details
- A detailed description of the incident about which you are lodging your complaint.

How is a Complaint Handled?

Immediately upon receipt by the RTO,

- The Coordinator will acknowledge receipt of the complaint in writing to the complainant within five days of receipt of the complaint and copy this acknowledgement to the RTO CEO.
- The Coordinator will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of a complaint may choose to have an advocate or support person present at any stage during the investigation process.



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- The complaint will be investigated by the RTO Management Team (comprising the Coordinator, the RTO CEO and the Regulatory Affairs Manager) with support from relevant RTO Staff, within ten working days of acknowledging receipt of the complaint.
- The RTO Management Team will address the complaint by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the complaint will be filed on the Students' file.
- Following the procedure above, a complainant will expect a formal response to their complaint in writing within a maximum of 40 business days.

Throughout the process, the RTO Coordinator is responsible for:

- Fully understanding the nature of the complaint
- Exploring all options and possible implications for resolving the issue with the complaint or aggrieved person
- Avoiding any behaviour which might reasonably be interpreted as judgemental
- Finding a solution and resolving the matter with the least amount of disruption for all parties.
- Ensuring the process is actioned and closed-out within the timeframes specified.

Throughout the process, the complainant has the right to:

- Receive and respond to any documentation, as appropriate, that is submitted in connection with the complaint
- Have a complaint dealt with and treated confidentially with details only disclosed with express permission
- Be provided with reasons and a full explanation in writing for decisions and actions taken as part of the complaints process.

Appeals

Appeals arise when a complainant is dissatisfied with the results of their official complaint, or the result of an assessment decision (including RPL).

The essential nature of an appeal is that it is a request to reconsider a decision made by the 3M Australia RTO. All appeals are free of charge.

If unsatisfied with the outcome of a complaint, or an assessment decision, please email any appeal directly to rto@mmm.com. Please ensure include the following information:

- Date of incident;
- Names of those directly involved in incident;
- Names of those indirectly involved in the incident
- Your name
- Your contact details
- A detailed description of the incident about which you are lodging your complaint.
- Date of original decision (if appealing a previously unresolved complaint).

How is an Appeal Handled?

Immediately upon receipt by the RTO,

- The Coordinator will acknowledge receipt of the complaint in writing to the complainant within five days of receipt of the complaint and copy this acknowledgement to the RTO CEO.
- The Coordinator will ensure that all parties have the opportunity to present their case.



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- Any person involved in an investigation of a complaint may choose to have an advocate or support person present at any stage during the investigation process.
- The complaint will be investigated by the RTO Management Team (comprising the Coordinator, the RTO CEO and the Regulatory Affairs Manager) with support from relevant RTO Staff, within ten working days of acknowledging receipt of the complaint.
- The RTO Management Team will address the complaint by recommending follow up action in writing to all parties within five working days of completing investigations.
- All correspondence relating to the complaint will be filed on the Students' file.

Following the procedure above, a complainant will expect a formal response to their complaint in writing within a maximum of 40 business days.

Further Action

If, having gone through the complaints and appeals process there is still dissatisfaction with the result for any person involved in the complaint and appeal process, a request in writing must be made to the RTO (rto@mmm.com) requesting referral of the matter to an independent consultant.

3M Australia uses an external independent consultant for this purpose and will refer any outstanding matters to the independent consultant for resolution.

The independent consultant is Gabrielle Deschamps of Roubaix Consulting Pty Limited.

There is a cost payable for the referral of a matter to the independent consultant. This cost is \$1,300 per day (plus GST), and this amount will be payable by the person requesting the referral to the independent consultant. There will be a minimum charge of one day for this service, and the fee may increase, dependent upon the time required for the independent consultant to review the complaint, appeal and possible investigation of the initial complaint.

The decision of the independent consultant will be final.

Training Records

3M will maintain evidence of competence and issue of Statements of Attainment and Qualifications for a period of at least 30 years, as required by the VQF.

Hard copy records of assessment will be held by 3M Australia for a period of 2 years.

Accessing Records

Should a Student wish to access their records at any time, please email anzfallprotectiontraining@mmm.com, with a request for the information you seek, and 3M Australia will endeavour to provide you with this information within a period of 7 business days.

Should you require a reissue of a statement of attainment or certificate of completion, please be aware that there will be a charge for this service, which will be advised to you by return email when you lodge your request. There will be no charge for a copy of existing records.

Dismissal from a Course

Everyone who takes the opportunity to enrol and participate in a 3M Australia course is encouraged to enjoy themselves and their learning experience. Generally, the greater the level of participation, the greater the learning gained.

However, if the behaviour of any Student is deemed by the Assessor to affect the health, safety, comfort or well-being of the other Students in the course, then that Student may be approached for an interim discussion outside the course activities. The Student will have the circumstances of their behaviours explained in detail and be asked to refrain or alter their behaviour in line with the requirements of the course. Subsequent failure to adopt these requests may require the



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Student to sit these activities out, or in the most severe cases be asked to leave the course. Where a Student is requested to leave a course for unacceptable behaviour, there will be no refunds applicable to that Student.

Fee Refunds

- All applications for refunds must be made in writing to anzfallprotectiontraining@mmm.com.
- Requests for refunds must be lodged within two (2) weeks of the date the Student withdrew from the course.
- Where a Student provides fourteen or more working day's written notice of withdrawal from a course, a full refund will be payable.
- Where a participant provides between one and fourteen working days' written notice of withdrawal from a course, 50% of the course fees will be refunded.
- No refunds are payable to a Student after the commencement of a course.
- Where a Student commences the course, but leaves prior to completing the course, the full course fees will be charged.
- Where a Student (or his or her employer) does not provide evidence of meeting a course pre-requisite (please see Pre-Requisite Courses within this document) prior to commencement of training, the full course fees will be charged.
- 3M Australia reserves the right to allow a "once only" transfer between courses, venues or dates. However, for this to apply, at least 48 hours' notice must be provided to 3M Australia in writing to anzfallprotectiontraining@mmm.com
- A Student has the right to defer attendance at any training course provided that they provide notice of intention to defer within 3 weeks of the course start date. For all other course changes and deferrals less than 3 weeks of the course start date, refer to Cancellation Policy below.

Alternate Students

If a Student registers a person to attend a course and that person can no longer attend right up to the start date and time of the course booked, the Student may nominate a replacement person to attend the course, with written approval. 3M Australia reserves the right to prevent a person attending a course if it deems that the person's attendance is contrary to the commercial interests of 3M Australia (for example if they are an existing or potential competitor in training courses delivered by 3M Australia).

Cancellation

By 3M Australia

In the rare event that a training course is cancelled by 3M Australia, a full refund will be payable to those who have enrolled and pre-paid.

By the Student or their Employer for Onsite Training

Where a Student or their Employer has engaged 3M Australia to deliver training at their worksite, and that training is cancelled, any non-refundable travel costs (including but not limited to best-fare airline tickets and/or hotel), and customised course material costs will be charged to the party who requested the onsite training. If requested, 3M Australia will purchase full fare tickets and/or cancellation insurance (billable to the requesting party) to minimise the fees payable where the training is cancelled.