

# Student Handbook

## Policies & Procedures

# ZOKAL

## SAFETY TRAINING

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-  [www.zokal.com.au](http://www.zokal.com.au)
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-  RTO Number 91267

## Welcome

Thank you for choosing Zokal Safety Training, we look forward to working with you and supporting you on your learning journey to achieve your training and career goals.

Zokal is committed to providing high quality standards of vocational education and training, we aim to provide a happy, safe atmosphere in which to learn.

Zokal will ensure that you receive the opportunity to fulfil your personal potential during your training and every attempt will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Zokal's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies, Procedures, training or any of our services, please let us know by emailing [training@zokal.com.au](mailto:training@zokal.com.au), by completing the feedback form at the end of training or notifying a Zokal staff member.

We sincerely hope your time at Zokal is a positive and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

Yours sincerely

Jim Prout

CEO

## Contents

<b>Welcome</b> .....	<b>2</b>
<b>Pre-Enrolment and Onboarding</b> .....	<b>5</b>
<b>Suitability Self-Assessment</b> .....	<b>6</b>
<b>The LLND Assessment</b> .....	<b>6</b>
<b>USI &amp; AVETMISS—Your Obligations &amp; Our Reporting</b> .....	<b>7</b>
How We Manage Your USI & AVETMISS Data .....	7
<b>Language, Literacy, Numeracy and Digital (LLND) Support</b> .....	<b>8</b>
How We Assess & Support Your LLND Needs .....	8
How We Manage Fees, Refunds and Certification .....	9
<b>Your Consumer Rights and Appeals</b> .....	<b>9</b>
<b>What Your Course Includes</b> .....	<b>10</b>
<b>Insurance</b> .....	<b>10</b>
How We Keep You Protected .....	10
<b>Training Adjustment Plans – Your Personal Support Strategy</b> .....	<b>11</b>
How TAPs Work: .....	11
Examples of Reasonable Adjustments: .....	11
Your Role: .....	11
<b>Student Support and Wellbeing</b> .....	<b>12</b>
Need Help with Your Study?.....	12
Support Services – Where to Get Help .....	12
Support Services Form .....	13
<b>Individual Support Strategies</b> .....	<b>14</b>
Types of Support Plans .....	15
What You Can Expect.....	15
<b>Requesting &amp; Receiving Help</b> .....	<b>15</b>
<b>Diversity &amp; Inclusion—Cultural &amp; Accessibility Support</b> .....	<b>16</b>
<b>Workplace Health and Safety</b> .....	<b>17</b>
Quick-Guide: What To Do After an Incident .....	17
Reporting an Incident.....	18
Emergency & Evacuation Onsite .....	18

Fire Emergency Tips.....	19
What Happens Next.....	19
<b>Course Fees, Payments, Refunds and Certification .....</b>	<b>20</b>
<b>Rights, Responsibilities &amp; Policies .....</b>	<b>21</b>
Our Shared Values.....	22
Prohibited Behaviours.....	22
Online Behaviour Expectations.....	23
Use of Devices and Technology .....	23
What Happens If You Breach the Code?.....	23
Reporting Concerns .....	23
<b>Understanding Your Obligations.....</b>	<b>23</b>
Academic Integrity & Assessment Honesty .....	23
Cheating and Plagiarism.....	24
Responsible Use of RTO Resources .....	25
Intellectual Property & Copyright .....	25
<b>Recognition and Results .....</b>	<b>26</b>
What RPL Covers.....	26
Credit Transfer.....	28
<b>Complaints, Appeals &amp; Feedback .....</b>	<b>30</b>
<b>Want to Appeal? What Happens and When.....</b>	<b>32</b>
<b>Legislative and Regulatory Requirements.....</b>	<b>34</b>
<b>National Standards &amp; Regulatory Framework .....</b>	<b>34</b>
<b>Child Protection &amp; Working with Children.....</b>	<b>40</b>
<b>Forms &amp; Resources .....</b>	<b>43</b>
<b>Form Directory—What’s Available &amp; Where.....</b>	<b>43</b>

## Our Commitment to You

We're committed to:

- Providing quality training that meets National—Standards for Registered Training Organisations 2025
- Making your learning experience safe, inclusive and supportive
- Helping you succeed with the right support services and clear information

## Key Contacts

### General Enquiries:

- P: 02 4960 9611
- E. [training@zokal.com.au](mailto:training@zokal.com.au)

### How to Use This Handbook

This Student Handbook has been designed to guide you through your journey as a learner with Zokal Safety Training Pty Ltd. It includes important information to help you understand what to expect, what is expected of you, and where to get support along the way.

We recommend reading the handbook in full at the start of your training. You can return to it any time you need clarity on your rights, responsibilities, or support options.

### Accessing Your Student Tools (In Class/ Email/Portal)

Your learning materials, assessment tools, and important course documents will be provided to you during your classroom introduction session.

If pre-work is required before you attend for your course, you can access your learning and assessment materials via the RTO pilot Student portal alternatively, by request you can receive your learning and assessment materials by email. You will be required to complete the assessments/s and return via email for marking prior to attending Zokal Safety Training for your course.

At your first session, your trainer will:

- Explain the training schedule and assessment requirements
- Provide your course workbook or folder (if printed)
- Provide you with forms for you to complete as part of the enrolment process
- Walk you through any digital tools or portals used
- Introduce the Student Support process and contacts

## Pre-Enrolment and Onboarding

### What We check Before You Enrol

Completing your enrolment and pre-training checks using the student portal before your course begins helps us confirm your eligibility, tailor support to your needs, and secure your place. This ensures Zokal Safety Training Pty Ltd meets its obligations under:

- **Standard 2.1 and 2.2** – providing accurate information and confirming suitability before enrolment
- **Standard 2.3 and 2.4** – assessing your LLND skills and planning any necessary adjustments
- **Standard 2.5 and 2.6** – ensuring training aligns with your goals, needs, and wellbeing

Before choosing to enroll, you can access course information through our website [www.zokal.com.au](http://www.zokal.com.au) . The website contains all the key information about your chosen course, including:

- the course code and title
- how it will be delivered and course duration
- any fees or resources required
- considerations and physical demands
- pre-requisites including pre-enrolment paperwork to be completed
- available support services
- any special requirements.

Please read the information carefully and ask us if you have any questions before signing your enrolment application.

## Suitability Self-Assessment

Conducting a Suitability Self-Assessment **before** you complete your Enrolment Application ensures we can:

- Confirm you meet entry requirements;
- Identify any LLN, digital, physical or other support needs;
- Plan reasonable adjustments and support strategies;
- Document outcomes

This aligns with **Standard 2.2(b)** and helps us tailor your learning experience for success.

### *How We Conduct Suitability Check*

1. Access the link provided by email and log into the student portal.
2. Answer the questions provided
3. Complete the LLND Assessment
4. Provide information required to complete your enrolment application

The suitability check seeks to determine:

- Your current level of skills, knowledge and industry experience relating to the course you wish to enroll
- If there are any specific training needs, you may have
- What type of support you may require to complete the course
- Any other factors affecting your ability to engage

## The LLND Assessment

There is a short LLN assessment to be completed as part of the enrolment application.

The assessment tool is designed to assess the core skills of learning, reading, writing, oral communication and numeracy as described in the Australian Core Skills Framework (ACSF).

The tasks in this LLND Assessment are like the types of tasks that you will need to complete as part of the course that you are intending to enroll into.

This is not a test, and it is not counted towards your overall results. It is designed to help your trainer to identify any areas where you may need further assistance or support in your training.

This LLND Assessment should take approximately 10 minutes to complete.

### **Review & Analyse**

- Your Trainer will review your responses and task results.
- We interpret outcomes to determine whether:
  - You can proceed without adjustments.
  - You require specified support (e.g. LLN workshop, digital skills coaching).
  - Alternative pathways or deferment should be considered.

### **Provide Feedback & Next Steps**

- If required, you will be contacted to discuss the outcomes which may include:
  - Your assessed strengths and gaps
  - Recommended support services and resources
  - Any agreed reasonable adjustments

## **USI & AVETMISS—Your Obligations & Our Reporting**

Your USI is your unique education number made up of 10 letters and numbers. It can be all letters but never all numbers. You only need to create it once and you have it for life.

Your USI gives you access to a government authenticated record of all your vocational education and training (VET) achievements since 2015.

You need a USI if you are:

- a student studying nationally recognised [Vocational Education and Training \(VET\)](#)
- seeking a VET student loan
- a higher education student seeking a HELP loan or Commonwealth Supported Place
- a higher education student graduating.

Follow the link below for everything you need to know about creating, finding, managing and sharing your USI. [Students - Unique Student Identifier](#)

Your Unique Student Identifier (USI) and accurate AVETMISS data ensure your training is recognised nationally and help us meet government data-reporting requirements under the Data Provision Requirements 2020.

### **How We Manage Your USI & AVETMISS Data**

#### **1. USI Collection & Verification**

- a. We collect your USI when you enrol—or, with your written consent, apply on your behalf—using the official USI portal. [usi.gov.au](#)
- b. We verify your identity by matching the name you provide to your USI registration.

#### **2. AVETMISS Data Capture**

- a. We gather mandatory fields—demographics (Indigenous status, disability), employment, study details—directly from your enrolment form.
- b. We submit this data in compliance with Data Provision Requirements 2020, ensuring timely and accurate reporting.

#### **3. Regulatory Compliance & Data Security**

- a. All USI and AVETMISS processes conform to government standards.
- b. We store and transmit your data securely, adhering to the Privacy Act 1988 and USI privacy principles.

#### Your Role & Actions

Step	What You Do
1	<b>Create or Provide Your USI</b> – If you already have a USI, enter it on your Enrolment Application. – If not, complete the USI Consent section to authorise us to apply on your behalf. – To create your own USI, go to <a href="http://usi.gov.au/students/create-your-usi">usi.gov.au/students/create-your-usi</a> and follow the steps: use a personal email, provide one form of ID, set up multi-factor authentication, and ensure your name matches your ID.
2	<b>Complete AVETMISS Fields</b> – Accurately fill all demographic and study-related fields on your enrolment form, including disability status and employment details.
3	<b>Notify of USI Changes</b> – If you update or correct your USI, submit an Access/Correction Request Form within <b>2 business days</b> of the change.
4	<b>Review Privacy Information</b> – Read the USI privacy notice ( <a href="#">Privacy notice for students - Unique Student Identifier</a> ) and our <a href="#">AVETMISS</a> privacy summary

By providing accurate USI and AVETMISS information, you help us maintain the integrity of your training records and comply with government reporting obligations. If you need assistance, please contact us 02 4960 9611

[Training@zokal.com.au](mailto:Training@zokal.com.au)

## Language, Literacy, Numeracy and Digital (LLND) Support

Strong LLND skills are essential for your success in training and assessment. By identifying your needs early and providing focused support, we ensure you can fully engage with course materials and demonstrate competence.

#### How We Assess & Support Your LLND Needs

- **Mandatory Assessment:** All students must undertake an LLND assessment.
- **Clear Exemptions:** You may be exempt if you hold a Certificate III+ or can demonstrate relevant industry experience.
- **Rapid Results & Planning:** We return your LLND results quickly, then tailor a Training Adjustment Plan if required.
- **Timely Implementation:** Agreed adjustments—extra time, tutorials, assistive technology—are put in place within days.
- **Ongoing Review:** We monitor your progress and adapt support through regular check-ins and governance reviews.

If at any point you're unsure or need further help, reach out us 02 4960 9611  
[Training@zokal.com.au](mailto:Training@zokal.com.au)

#### Understanding Your Course Fees

Transparent and fair fee practices help you make informed decisions about your training. This section outlines your financial obligations, refund entitlements, how to access certification, and what to do if you need support with payments or believe something hasn't gone right.

This aligns with:

- **Compliance Requirements – Division 1: Information and Transparency**
- **Compliance Requirements – Division 3: Accountability**
- **Outcome Standard Q1.D2.4** – Timely issuance of certification
- **Australian Consumer Law** – Cooling-off period and refund rights

#### How We Manage Fees, Refunds and Certification

What We Do	What You Need to Know
<b>Fee Disclosure</b>	Course information is accessed via our website including course fees which includes all tuition, material, and admin charges. A maximum of \$1,500 can be collected before your course begins (If the course cost exceeds \$1500).
<b>Course Fees</b>	Course fees are payable in full prior to attendance to secure your place in the class. (Where fees are less than \$1500) Course fees are all inclusive,
<b>Refund Eligibility</b>	Refunds are available under certain conditions (see Course Fees, Payments, Refunds and Certification section)
<b>Certification</b>	You will receive your certificate or Statement of Attainment within 30 calendar days of successful completion, at no extra cost.
<b>Reassessment</b>	You get two free reassessment attempts per unit. A Statement of Attainment will be issued for units you have completed if the full course is not completed.
<b>Cooling-Off Period</b>	You may cancel within 10 business days of booking and request a refund.

For full details, refer to Course Fees, Payments, Refunds and Certification section of this handbook or the enrolment application form.

## Your Consumer Rights and Appeals

As a student, you're protected by **Australian Consumer Law**, which guarantees that services must:

- Be delivered with care and skill
- Match the service described
- Be fit for purpose

If you believe Zokal Safety Training Pty Ltd has not met these expectations or wish to dispute a fee outcome:

#### Your Role:

1. Submit a **Complaint or Appeal Form** detailing the issue and outcome you seek
2. Include any evidence (receipts, emails, correspondence)
3. We'll acknowledge your submission within 3 business days
4. We aim to resolve complaints within 10 business days
5. If unresolved, you may escalate to:

- Australian Skills Quality Authority (ASQA)
- State Ombudsman
- Consumer protection agency

More information is available in our **Complaints and Appeals Policy** in this handbook.

## What Your Course Includes

### What We Do:

- We deliver your training in accordance with the nationally recognised training product, using a validated Training and Assessment Strategy (TAS).
- Your course is structured into clear phases: orientation, training delivery, assessment
- Each unit of competency is mapped to the relevant training product requirements and delivered using appropriate methods (e.g. practical tasks, simulated work, online learning).
- We provide trainers who are qualified and current in their industry area and ensure all assessment tools meet the Principles of Assessment and Rules of Evidence.
- We monitor your progress, offer individualised support, and ensure your records are accurate and secure.

### Your Role & Actions:

1. **Engage in Learning** – Attend sessions, complete tasks, ask questions.
2. **Meet Unit Requirements** – Understand the unit outcomes and use your course materials to check what's required.
3. **Take Responsibility** – Raise any concerns early and make use of support.

Your course aligns with national qualification standards, meaning your achievements are recognised across Australia.

## Insurance

Maintaining the right insurance protects you, our trainers, staff and visitors if something goes wrong, such as an injury during training or damage to property. By holding adequate policies, Zokal Safety Training Pty Ltd meets our legal and regulatory obligations and ensures we can continue to deliver safe, uninterrupted training services.

### How We Keep You Protected

1. **Public Liability Insurance**
  - We hold continuous **public liability cover** for at least **AUD 10 million**, covering all training and assessment activities throughout our registration period.
  - We retain a **Certificate of Currency** as proof; quotes or invoices alone are insufficient evidence.
2. **Professional Indemnity Insurance**
  - While not mandated by ASQA, we maintain **professional indemnity cover** to protect against claims arising from advice, assessments or services we provide.
3. **Workers' Compensation Insurance**

- We comply with **state Workers' Compensation** laws, covering all employees (and contractors where required).

#### 4. **Additional Policies**

- Where we own or lease facilities, we hold **building and contents insurance**.
- For any specialised training (e.g. with licensed equipment), we arrange **contract works** or **products liability** cover as needed.

#### 5. **Regulatory Compliance**

- We confirm our insurers are **APRA-authorised**, ensuring policies meet Australian Prudential Regulation standards.
- Our CEO and Finance Manager review and renew all policies annually to match our scope of registration and emerging risks.

By holding these comprehensive insurance policies and following safe practices, Zokal Safety Training Pty Ltd ensures that you can focus on learning with confidence that you're protected from unforeseen risks. If you have questions about our coverage, contact us.

### **Training Adjustment Plans – Your Personal Support Strategy**

Everyone's learning journey can present unexpected challenges. A tailored Training Adjustment Plan (TAP) ensures you receive the precise support you need—extra time, targeted tutorials or assistive resources—so you can stay on track and succeed.

*A Training Adjustment Plan is not about changing course outcomes—it's about supporting you to reach them. Every student deserves a fair opportunity to succeed.*

#### **How TAPs Work:**

1. **Trigger Plan** – Based on LLND, pre-enrolment questions, or declaration
2. **Draft & Approve** – You and your Trainer review and comment within 3 business days
3. **Sign-Off** – You confirm the TAP within 2 business days (ask questions if unsure)
4. **Implementation** – Resources and sessions are arranged immediately
5. **Monitoring** – Outcomes are securely logged in our Student Management System and protected under the Privacy Act 1988

#### **Examples of Reasonable Adjustments:**

- Extra time for assessments or extensions on deadlines
- One-on-one tutorial support or mentoring sessions
- Use of assistive technology (e.g. screen readers, spell-check tools)
- Printed materials in large print or different formats
- Modified practical tasks to accommodate mobility or sensory needs
- Language support or simplified instructions

#### **Your Role:**

- Review your and request updates if your needs change
- Ask questions before signing and collaborate openly

By actively engaging with your Training Adjustment Plan, you give yourself the best chance of achieving success—on your terms.

For assistance or to request an adjustment, contact us.

## Student Support and Wellbeing

### Need Help with Your Study?

Our support services are available to all students—before enrolment, during training, and right through to completion. All support is provided confidentially and based on your consent.

Your success at **Zokal Safety Training Pty Ltd** depends not only on course content but also on the **support services** available to help you thrive.

By identifying learning needs early, providing timely support, and nurturing wellbeing, we ensure that you can fully participate and succeed—aligned with **Standards 2.3 to 2.6** of the *Standards for RTOs 2025*.

We offer:

- **Academic Support:** Language, Literacy, Numeracy & Digital (LLND) assessments, one-on-one tutoring, and reasonable adjustments
- **Wellbeing Services:** Confidential screening, counselling referrals, and regular check-ins with our Student Support/Diversity & Wellbeing Officer
- **Diversity & Inclusion:** Accessible materials (compliant with WCAG 2.1), cultural partnerships, and a peer mentoring program
- **Continuous Improvement:** feedback surveys, support reviews, and biennial policy updates

Your wellbeing matters to us. If you feel overwhelmed, anxious, or need help, you can:




- Talk to your trainer or our Student Support Officer 02 4960 9611
- Contact Beyond Blue on 1300 22 4636 or Lifeline on 13 11 14
- Access culturally appropriate or youth-specific support services—ask us for a referral

All well-being matters are treated confidentially and respectfully.



### Support Services – Where to Get Help

Your well-being is important. During your studies, you may experience challenges—whether personal, financial, emotional, or health-related. We are here to support you. In addition to support from your trainer and our staff, you can access the following **free and confidential support services** across Australia:

#### *Mental Health & Crisis Support*

Service	Description	Contact Details
Lifeline	24/7 crisis support for people in distress	 13 11 14
Beyond Blue	Mental health support, anxiety, and depression help	 1300 22 4636
Suicide Call Back Service	Counselling for people affected by suicide	 1300 659 467



#### *Youth & Education Support*

Service	Description	Contact Details
Headspace	Mental health and wellbeing for young people aged 12–25	 1800 650 890
Kids Helpline	Support for young people aged 5–25	 1800 55 1800



### LGBTIQA+ Support

Service	Description	Contact Details
QLife	Peer support for LGBTIQA+ individuals	 1800 184 527



### Family & Domestic Violence Support

Service	Description	Contact Details
1800RESPECT	24/7 support for sexual assault and domestic violence	 1800 737 732
Men's Referral Service	Help for men concerned about their behaviour	 1300 766 491



### Multicultural & CALD Student Support

Service	Description	Contact Details
Multicultural Health Connect	Health information and services in your language	 1800 186 815
Translating & Interpreting Service (TIS)	Free interpreting for non-English speakers	 131 450



### Disability & Accessibility

Service	Description	Contact Details
Disability Gateway	Info and referral for people with disability	 1800 643 787
NDIS	National Disability Insurance Scheme	 1800 800 110

### Financial & Housing Assistance

Service	Description	Contact Details
National Debt Helpline	Free financial counselling and budgeting advice	 1800 007 007
Ask Izzy	Find local housing, food, health, and financial services	 <a href="http://www.askizzy.org.au">www.askizzy.org.au</a> (Free data on Telstra network)

### General Health & Sexual Health

Service	Description	Contact Details
<b>Healthdirect</b>	24/7 trusted health advice from registered nurses	 1800 022 222
<b>SHINE SA</b> (national referrals)	Sexual health support and education	 <a href="http://www.shinesa.org.au">www.shinesa.org.au</a>

### Not Sure What You Need?

If you're unsure which service to contact or just want to talk through:

- Speak with your **Trainer**, **Student Support Officer**, or the **RTO Manager**
- They can help guide you to the most appropriate support and assist you in making contact

All support conversations are confidential and focused on helping you feel safe, supported, and ready to succeed in your training.

We regularly review and update this list to ensure services remain current and accessible. If you notice outdated details or need help choosing a service, please let us know.

### Support Services Form

At Zokal Safety Training Pty Ltd, we know that students may need help at different points in their learning journey—whether it's academic, wellbeing, or access related. The **Support Services**

**Form** is available to help you, your Trainer, or our Admin team request or record the support you need when you need it.

This form can be used to:

- Request tutoring, study skills support, or extra learning resources
- Ask for adjustments to your training or assessment due to health, family, or personal reasons
- Notify us of a disability or condition that may affect your learning
- Share any well-being concerns, such as stress, mental health, or needing a referral
- Flag challenges with Language, Literacy, Numeracy or Digital (LLND) skills

You can access the form:

- request a copy from your Trainer, the Admin team, or Student Support Officer

#### ***Who Can Use This Form?***

- **Students** – to request support, raise concerns or ask for adjustments
- **Trainers** – to document support discussions, wellbeing concerns or adjustment needs
- **Admin staff** – to support referrals or record observations made during enrolment or induction

#### ***What Happens After You Submit the Form?***

1. This form is reviewed by your **Trainer, Student Support Officer or Admin team** within **2 business days**. Depending on your needs, a Training Adjustment Plan (Q2.D2), referral, or one-on-one meeting may be arranged.
2. If further support is needed, one or more of the following may occur:
  - A **Training Adjustment Plan** or **Individual Support Plan** is created
  - A referral is made to counselling, LLND support, or other external services
  - A check-in is scheduled to follow up on how the support is working for you
3. All records are **securely stored in the Student Management System** ensuring confidentiality and continuous support

If you are unsure whether to submit a form, speak with your Trainer or the Student Support Officer, we're here to help.

### **Individual Support Strategies**

At Zokal Safety Training Pty Ltd, we understand that life circumstances, learning needs, and health concerns can affect your ability to study. That's why we offer a range of **individual support strategies**—designed to keep you engaged, progressing, and supported throughout your training.

These may include:

- **Reasonable adjustments** to training or assessment (e.g. extra time, alternative formats)
- **Support plans** that outline agreed actions, check-ins, and resources
- **Intervention plans** to help you catch up if you fall behind
- **Leave plans** for extended personal or medical absences

All supports are provided confidentially and with your involvement. They do **not lower course standards or unit outcomes**—they’re here to help you meet them.

### Types of Support Plans

Type	What It’s For	Triggered When
<b>Training Adjustment Plan (TAP)</b>	Supports access for students with health conditions, disabilities, carer responsibilities, or language needs	LLND assessment, pre-enrolment questionnaire, or declaration
<b>Individual Support Plan (ISP)</b>	Short-term learning support (e.g. exam prep, confidence-building, access to tools)	You request tutoring or flag difficulty via the Support Services Form

### What You Can Expect

Step	What We Do	What You Do
<b>1. Request Support</b>	We provide the Support Services Form email or in class	Complete the form
<b>2. Draft a Plan</b>	We review your needs and prepare the most suitable plan within 3 business days	Attend the meeting and share any relevant info (e.g. medical certificate, tech barriers)
<b>3. Agree and Sign</b>	We co-design your support strategy and send it to the Portal for sign-off	Review and sign the plan. Ask questions if anything is unclear
<b>4. Deliver Support</b>	We schedule tutoring, LLND sessions, extra time or adjusted assessments as needed	Attend all scheduled sessions, complete work as agreed, and let us know how it’s going
<b>5. Monitor &amp; Update</b>	We check in fortnightly and revise the plan monthly if needed	Give honest feedback—your needs may change, and that’s okay!

**Important:**

All support records are stored securely and reviewed quarterly via our Continuous Improvement Register. You’ll always be involved in decisions that affect your learning.

If you’re not sure which type of support applies to your situation, just speak with your Trainer, Student Support Officer, or the RTO Manager—we’re here to help you succeed.

## Requesting & Receiving Help

Everyone faces challenges from time to time—whether it’s keeping up with deadlines, understanding difficult topics, or managing personal stress. At Zokal Safety Training Pty Ltd, support is never far away.

We offer **timely, structured, and personalised help** to remove barriers and keep you progressing confidently.

**What Kind of Help Can I Ask For?**

You can request help for:

- Academic challenges (e.g. falling behind, struggling with assessments)
- Language, Literacy, Numeracy or Digital (LLND) difficulties
- Health or personal issues affecting your study
- Access needs (e.g. learning disability, carer responsibilities)

- Technical support or training tools

***Not Sure Where to Start?***

You don't need to know exactly what support you need, just tell us what you're experiencing.

- Talk to your **Trainer**, the **Student Support Officer**, or **Admin Team**
- Or email us at [training@zokal.com.au](mailto:training@zokal.com.au)

Support is **confidential**, free, and designed to **set you up for success**—no matter what challenges arise.

**Diversity & Inclusion—Cultural & Accessibility Support**

At Zokal Safety Training Pty Ltd, we value the richness of all backgrounds and are committed to building a safe, inclusive, and accessible learning environment for everyone—regardless of language background, cultural identity, ability, gender, sexuality, or belief system.

We actively remove barriers to participation and provide tailored support to ensure you feel welcome and respected. This commitment aligns with **Standards 2.3 to 2.6**, and supports the principles of access, equity and cultural safety.

***What We Provide***

- **Cultural Inclusion**

- We respect the cultural beliefs and religious practices of all students. You can request:
  - Alternative class schedules or assessment dates (e.g. Ramadan, NAIDOC Week)
  - Prayer breaks or quiet spaces
  - Interpreters (including AUSLAN) Submit an *Inclusion Referral Form* at any time via email: [training@zokal.com.au](mailto:training@zokal.com.au)

- **Disability Inclusion**

We support students with visible and non-visible disabilities, including:

- Learning (e.g. dyslexia): simplified text, audio content, extra time
- Mental health (e.g. anxiety): quiet rooms, flexible assessment
- Sensory (e.g. vision/hearing): screen readers, large print, captioned videos. These adjustments are made through a co-designed *Individual Support Plan*.

- **Learning Resource Adaptation**

If you need learning materials adapted, we can:

- Increase font size or line spacing
- Simplify complex language
- Provide translated summaries or glossaries
- Supply digital files compatible with screen readers

- **Peer Connection & Mentoring**

You may request connection with a peer or mentor from a similar cultural, disability or lived-experience background. This is optional and confidential.

***Examples of Adjustments (Student & Staff Reference)***

Barrier	Possible Adjustment
Visual impairment	Large-print handouts, screen readers
Hearing loss	Closed captions, AUSLAN interpreter
Dyslexia	Coloured overlays, audio assessments
Mental health	Quiet space, extended deadlines
Cultural obligation	Religious breaks, rescheduled assessments
First Nations identity	Yarning circles, community Elder engagement

If you're not sure what support you need or want to talk it through confidentially, contact:

- **Student Support** via [training@zokal.com.au](mailto:training@zokal.com.au) or 02 4960 9611
- **Your Trainer**
- Or the **RTO Manager**

All discussions are confidential and used only to help you feel safe and supported in your studies.

### Workplace Health and Safety

Your safety is our top priority—whether you're on campus or out on placement. The Work Health and Safety Act 2011 (as amended) sets clear duties for everyone involved in training to prevent harm and keep our learning environments healthy.

- **Risk Management:** We carry out regular hazard inspections, safety audits and risk assessments to identify and eliminate or control dangers.
- **Emergency Readiness:** You'll find evacuation maps, fire-equipment locations and first-aid kits clearly marked in all training areas.
- **Incident Reporting:** Any injury, near miss or safety concern is recorded and investigated using our WHS Incident Report form. Corrective actions and follow-up checks ensure the issue is resolved.
- **Information & Training:** From day one you will receive a safety briefing at induction. We provide ongoing toolbox talks, online modules and one-on-one coaching so you understand safe work practices.

Right	What You Should Do
Safe Environment	Attend inductions, toolbox talks and follow all safety directives.
Informed & Consulted	Ask questions in briefings and participate in risk-assessment meetings.
Report Hazards & Incidents	Use the WHS Incident Report form (available from your Trainer) to report anything unsafe.
Refuse Unsafe Work	If a task poses imminent risk, stop work immediately and seek advice.

#### Quick Guide: What To Do After an Incident

1. **Ensure Safety First:** Move away from danger and, if needed, call emergency services.
2. **Notify Your Trainer or Supervisor:** They'll help secure the area.

3. **Complete the WHS Incident Report:** Capture what happened, where and who was involved.
4. **Follow Up:** Attend any review meeting and cooperate with corrective-action plans.

By working together, being alert, speaking up and following procedures—we create a training environment where everyone can learn, grow and thrive without unnecessary risk. If you ever have a safety question or concern, your Trainer and Student Support representative are here to help.

#### Reporting an Incident

Whenever you see or experience an injury, hazard or “near miss,” please follow these steps to ensure its logged and fixed:

1. **Stay Safe First**
  - Move yourself and others out of harm’s way.
  - If someone needs urgent medical help, call **000**, then alert your Trainer or Assessor.
2. **Grab the WHS Incident Report Form**
  - Available from your Trainer/Assessor or at Reception.
  - **Form:** WHS Incident Report Form Q2.D4-WHS Incident Form
3. **Fill It Out Clearly**
  - **Incident Details:** Date, time, location, exactly what happened, and any witnesses.
  - **Injury Details** (if relevant): Person’s name, role (Student/Staff), injury site, and whether medical treatment was needed.
  - **Hazard & Action:** What caused the incident? What did you or others do immediately to control it?
4. **Submit Within 24 Hours**
  - Hand the completed form to Reception or email a scanned copy to the WHS Officer.
5. **WHS Team Follows Up**
  - The WHS Officer logs it in the register, carries out any risk assessments, and records corrective actions.
  - The WHS Coordinator finalises “Action Required/Taken” and ensures those controls are put in place.
6. **Continuous Improvement**
  - Incident outcomes are reviewed at the next Quality & Compliance meeting. You may be asked for feedback so we can prevent repeats.

By reporting promptly and fully, you help to keep our training spaces safe for everyone. If you ever have questions about the form or process, just ask your Trainer or Student Support.

#### Emergency & Evacuation Onsite

Emergencies can happen without warning. Knowing exactly what to do keeps you and everyone

around you safe, minimises panic and ensures we all get help as quickly as possible.

- **Clear Signage & Equipment:** All training rooms have evacuation maps, marked exits, fire extinguishers and hose reels.
- **Trained Fire Wardens:** Designated staff lead evacuations and ensure everyone is accounted for.
- **Communication Systems:** Alarms and mobile alerts are tested regularly.

When You Hear an Alarm	What You Do
<b>1. Stop Work Immediately</b>	Leave all equipment as is—do not tidy up or collect belongings.
<b>2. Follow Your Fire Warden’s Instructions</b>	Proceed calmly to the nearest safe exit.
<b>3. Use the Nearest Exit, Not Elevators</b>	Head to the Evacuation Meeting Point (muster area) as signed.
<b>4. Assist Others if Safe to Do So</b>	Help classmates with mobility needs—but never put yourself at risk.
<b>5. Report to the Muster Area</b>	Wait for roll call; do not leave until you are formally dismissed.
<b>6. Alert the Warden to Missing Persons</b>	If you notice someone has not arrived, tell the Warden immediately.

#### Fire Emergency Tips

- **Only Fight Small Fires:** If a fire is small, you may use the nearby extinguisher—aim at the base, sweep side to side.
- **Know Your ABCs:** Use the correct extinguisher (A for wood/paper, B for liquids, C for electrical).
- **Don’t Take Unnecessary Risks:** If in doubt, evacuate first and let the Fire Brigade handle it.

#### What Happens Next

1. **Accountability:** Your Trainer or Warden conducts a roll call at the muster point.
2. **All-Clear Signal:** Only once emergency services or the Warden confirm safety will you be told you can re-enter.
3. **Debrief:** After the event or drill, we’ll review what went well and where we can improve. Your feedback is welcome.

By following these steps and staying calm, you help ensure everyone's safety. If you ever have questions about evacuation routes or emergency equipment, please ask your Trainer or a Fire Warden at any time.

## **Course Fees, Payments, Refunds and Certification**

1. Zokal Safety Training's course fees are all-inclusive. There will not be additional charges or fees for the duration of the training course. Course fees are outlined on the Zokal Safety Training website [www.zokal.com.au](http://www.zokal.com.au)
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 per student prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
  - a) Zokal Safety training-initiated refund
    - 100% refund will be given if Zokal Safety Training is unable to run a course on the dates stated at enrolment, or in lieu of a refund, the student may elect to be enrolled (transferred) to the next available course
    - 100% refund will be given if the student is deemed to not meet the minimum LLND requirements by the trainer and assessor after the commencement of the course
  - b) Company and group enrolment cancellation
    - A Purchase Order or payment in full is required to confirm booking into a course
    - Withdrawal from a course with less than 48 hours (two business days) notice prior to course commencement will require full course fee.
    - Withdrawal greater than 48 hours (two working days) but less than ten working days' notice inclusive, will require 50% of course fee.
    - Full refunds available when notice of withdrawal is given more than 10 business days prior to course commencement
    - Student no show for a public course will require full course fee.
    - Zokal reserves the right to issue refunds at its discretion.
  - c) Individual/public course cancellation
    - Payment in full is required to confirm booking into a course
    - Company registered students no show for a course will require full course fee.
    - Cancellation from a course with less than 48 hours (two business days) notice will require full course fee.
    - Cancellation from a course with more than 48 hours (2 business days) notice prior will attract a full refund or transfer to another course date.
    - Cancellation of the second course date will incur full fee payment
    - Zokal reserves the right to issue refunds at its discretion.
    - If the student commences but does not complete the course, no refund is payable.

**The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion, providing all fees have been paid and a valid USI number provided.**

If a student is deemed not yet competent on completion of training, they will be offered 2 opportunities for further training and reassessment with no reassessment fee payable

If a student is deemed not yet competent by the third attempt, they will be required to withdraw from

the course.

### **Cancelling During the Cooling off period**

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training.

### **What We Do:**

- Honour all cancellation requests made within the 10-day cooling-off period
- Process eligible refunds within 10 business days, less any applicable non-refundable admin fee

### **Your Role:**

1. Send a written **Cancellation Notice** to [training@zokal.com.au](mailto:training@zokal.com.au) within 10 business days of completing your Enrolment Agreement.

Please include:

- Your full name
  - Course code
  - Enrolment date
2. Complete and attach the **Refund Request Form** (available from Support Services [Nicole@zokal.com.au](mailto:Nicole@zokal.com.au) ) to your email cancellation.
  3. Keep a copy of your sent email (with timestamp) as confirmation.
  4. We will acknowledge your cancellation and refund request within 2 business days and confirm the next steps.

**Note:** If your course has already started, your request will be assessed under our standard refund conditions (see Section 2.3.4).

## **Rights, Responsibilities & Policies**

### **Your Rights as a Student**

At **Zokal Safety Training Pty Ltd**, you are entitled to:

- Learn in a safe, inclusive and respectful environment—free from discrimination, bullying and harassment
- Receive accurate, timely and accessible information about your course, assessments and progress
- Request reasonable adjustments for disability, health condition, learning need, or personal circumstance
- Access support services at no cost to assist with academic success and personal wellbeing
- Have your personal information protected in accordance with the **Privacy Act 1988**
- Provide feedback and participate in surveys that inform continuous improvement
- Lodge complaints and appeals without fear of penalty, and have these handled fairly, confidentially and in a timely manner

These rights apply to **all students**, regardless of your background, delivery mode or location.

### What We Expect from You

We ask all students to:

- Participate actively in classes and meet attendance, engagement and submission deadlines
- Treat Trainers, staff, peers and host employers with respect and courtesy
- Act honestly and independently in assessments—plagiarism and cheating are not tolerated
- Comply with Work Health and Safety (WHS) guidelines in all environments
- Communicate early if you need help, are at risk of falling behind, or require adjustments
- Respect the confidentiality of any information encountered during training or placements
- Follow the Student Code of Conduct in all settings (campus, online, work placement)

### Code of Conduct: Our Shared Values

At Zokal Safety Training Pty Ltd we are committed to creating a safe, respectful and inclusive learning environment—where everyone is treated with dignity and given the opportunity to succeed.

This Code of Conduct outlines the behaviours expected of all students, both in training and during work placements. It applies to all modes of learning—on site, online, and in the workplace—and is supported by our policies on wellbeing, diversity, academic integrity, and professional conduct.

### Our Shared Values

We expect all students to uphold these values:

<b>Value</b>	<b>What This Means</b>
<b>Respect</b>	Treat all students, staff, clients and partners with courtesy and professionalism.
<b>Responsibility</b>	Take ownership of your learning, meet deadlines, and attend scheduled classes.
<b>Integrity</b>	Submit your own work, be honest in all assessments, and follow fair use of AI.
<b>Inclusion</b>	Celebrate diversity, accommodate difference, and use inclusive language and behaviour.
<b>Safety</b>	Follow all WHS instructions, report hazards, or misconduct, and avoid behaviour that risks others' wellbeing.
<b>Professionalism</b>	Dress appropriately, use mobile devices responsibly, honour placement etiquette

### Prohibited Behaviours

You must not:

- Harass, bully, intimidate or discriminate against others
- Damage, misuse or remove RTO property or training equipment
- Attend class or placement under the influence of drugs or alcohol
- Use threatening, abusive or inappropriate language in any learning setting
- Share confidential information about others without consent

- Breach academic integrity (e.g. plagiarise, cheat, misuse AI—see Section 5.4.1)
- Share assessments, learning content or login credentials
- Bring weapons or prohibited substances into a training or workplace setting

### **Online Behaviour Expectations**

Whether you're learning through digital forums, attending webinars, or participating in online forums, you must:

- Use respectful and inclusive language
- Avoid spam, offensive memes, or non-relevant material
- Keep your camera on (where requested) and engage actively
- Never record or share content without permission

### **Use of Devices and Technology**

- Keep mobile phones on silent in class unless authorised by your Trainer
- Comply with the Mobile Phone Use Agreement for placements (see Section 5.4.6)
- Never use AI tools or devices during assessments unless permitted
- Do not use technology to impersonate others or fabricate data

### **What Happens If You Breach the Code?**

If you breach the Code of Conduct, Zokal Safety Training Pty Ltd may:

- Issue a verbal or written warning
- Apply temporary suspension
- Cancel enrolment for serious or repeated breaches
- Refer matters to external authorities (e.g. police or placement hosts)

All incidents are documented using the **Q1.D2–Misconduct Incident Form** and monitored through the **Q4.D3-Governance Register.xlsx/OFI tab**.

### **Reporting Concerns**

If you see or experience inappropriate behaviour:

- Speak with your Trainer or Student Support representative
- Submit a confidential Incident Report
- Reports are managed confidentially under the Complaints & Appeals Policy (Q2.D5)

### **Understanding Your Obligations**

As a student at Zokal Safety Training Pty Ltd, you share responsibility for maintaining a safe, fair and ethical learning environment. The following expectations support compliance with Standards 1.4 (Academic Integrity), 2.3–2.7 (Support, Inclusion, Complaints), and 4.3 (Continuous Improvement).

#### **Academic Integrity & Assessment Honesty**

Academic integrity means submitting your own work, citing sources correctly, and declaring any external tools (including AI) used. We uphold a fair assessment process for all students.

#### **Key Requirements**

- **Sign the Academic Integrity Agreement (Q1.D1)** before submitting assessments if not completed in a supervised environment.
- **Use correct referencing** (e.g. Harvard) to acknowledge all external sources.
- **Declare AI tools** used in assessments—state the tool, version and extent on the cover sheet.
- **Do not engage in** cheating, plagiarism, collusion, data fabrication or impersonation.

**What You Must Do**

Step	Action	Supporting Documents
1	Submit original work only	Q1.D1 – Academic Integrity Agreement
2	Cite all sources accurately	Q1.D2 – Assessment Integrity & Cheating Policy
3	Declare AI use honestly	Cover Sheet (Assessment Details) Template
4	Respond to misconduct notices promptly	Q1.D2 – Misconduct Incident Form
5	Use the Appeals Process if needed	Q2.D5 – Complaints & Appeals Form

Consequences for breaches range from resubmission to failure of the unit. All cases are documented and follow a fair process.

**Cheating and Plagiarism**

Academic misconduct damages the value of your certification. We define:

- **Cheating:** Using unauthorised notes/devices, getting someone else to do your work, sharing answers.
- **Plagiarism:** Using someone else’s ideas or words without citation, including from AI tools.
- **Misuse of AI:** Uploading assessments to AI platforms or submitting AI-generated work without disclosure.

Misconduct is investigated under Q1.D2–Misconduct Incident Form and may result in:

Offence Type	Outcome
Minor / first	Resubmission with support
Serious / repeated	Fail grade and misconduct record

Students have the right to appeal via the Q2.D5 – Complaints & Appeals Policy.

## Responsible Use of RTO Resources

At Zokal Safety Training Pty Ltd, you'll have access to a wide range of resources to support your learning—from digital platforms to printed materials, work placement tools and assessment templates. These tools are for your personal study and development only.

### ***What's Covered?***

This section applies to:

- Your digital access
- Course content (e.g. PDFs, handouts, case studies)
- Training room equipment and software
- Logbooks and forms
- Assessment templates and practice tasks
- Generative AI tools and search engines used during study

### ***Permitted Use***

You may:

- Use course materials solely for your own learning and assessment
- Save personal notes or assignments to the system as advised by your Trainer
- Use AI tools (e.g. Grammarly, ChatGPT, Bard) **only when explicitly permitted by your Trainer** and declared on your cover sheet
- Seek clarification on AI use **before** starting your assessments

You must not:

- Share or upload assessment tasks or RTO documents to public AI tools, websites or forums (this includes platforms like ChatGPT, Reddit, Chegg, etc.)
- Use AI-generated content in assessments **unless approved and properly cited**
- Distribute RTO-owned resources to others (e.g. friends, other students, online)
- Copy, modify or repurpose Zokal Safety Training Pty Ltd assessments for any other use
- Use AI or digital tools to impersonate, fabricate results or avoid learning activities

### ***About AI Use in Your Course***

AI tools can be helpful—but they can also lead to breaches of academic integrity if misused. If AI has been used:

- You **must declare** the tool, version and purpose in your assessment cover sheet
- Your Trainer will review its appropriateness and relevance to the task
- Undeclared AI use may result in academic misconduct procedures

## Intellectual Property & Copyright

All training and assessment content is protected under copyright law and remains the property of Zokal Safety Training Pty Ltd or its licensed third-party providers. Misuse or unauthorised distribution may result in:

- Withdrawal of access to resources
- Academic misconduct procedures (see Section 5.4.3)

- Legal consequences for severe breaches

### ***Need Clarification?***

If you're unsure whether something is permitted—ask first. Contact your Trainer or the Compliance Officer.

## **Recognition and Results**

Can You Use Past Experience? (RPL & CT)

We know your skills and experience count. Recognition of Prior Learning (RPL) lets you gain credit for what you already know, reducing duplication and fast-tracking your qualification.

Applies to all enrolled students at Zokal Safety Training Pty Ltd who wish to have previous learning, work or life experience recognised.

To apply for RPL or Credit Transfer, please speak with our Training Manager or request the RPL/CT Application Form. You will be asked to provide evidence of your skills, knowledge, or prior qualifications.

All applications are assessed fairly, and we will notify you in writing of the outcome. You can appeal against any decision under our Complaints and Appeals process.

### ***Your Rights & Our Commitments***

- **Right to Apply:** You may apply for RPL at any time, ideally within 2 weeks of enrolment.
- **Clear Guidance:** We provide you with an RPL Kit and support to gather evidence.
- **Fair Assessment:** Your evidence is assessed against unit requirements by qualified assessors.

### **What RPL Covers**

- Formal education, work experience or life experience relevant to units of competency.
- Evidence types include portfolios, observations, interviews, simulations, written work and third-party reports.

### ***Procedures for RPL***

#### **1. Decide and Declare**

- **Action:** Indicate your interest in RPL on your Enrolment Agreement or contact Student Support.
- **When:** As soon as possible after induction, within 2 weeks of course start.
- **Why:** Early declaration helps plan your learning pathway.

#### **2. Receive and Complete the RPL Kit**

- **Document:** Q1.D3–RPL Kit Student Guide
- **Action:** We supply the RPL Kit, which explains required evidence and steps.
- **When:** Within 3 business days of your request.

#### **3. Gather and Submit Evidence**

- **Evidence Types:** Performance demonstrations, portfolios, workplace observations, interviews, simulations, written submissions, third-party reports.
- **Where:** Upload USB or print and submit as evidence.
- **By When:** Within 10 business days of receiving the RPL Kit.

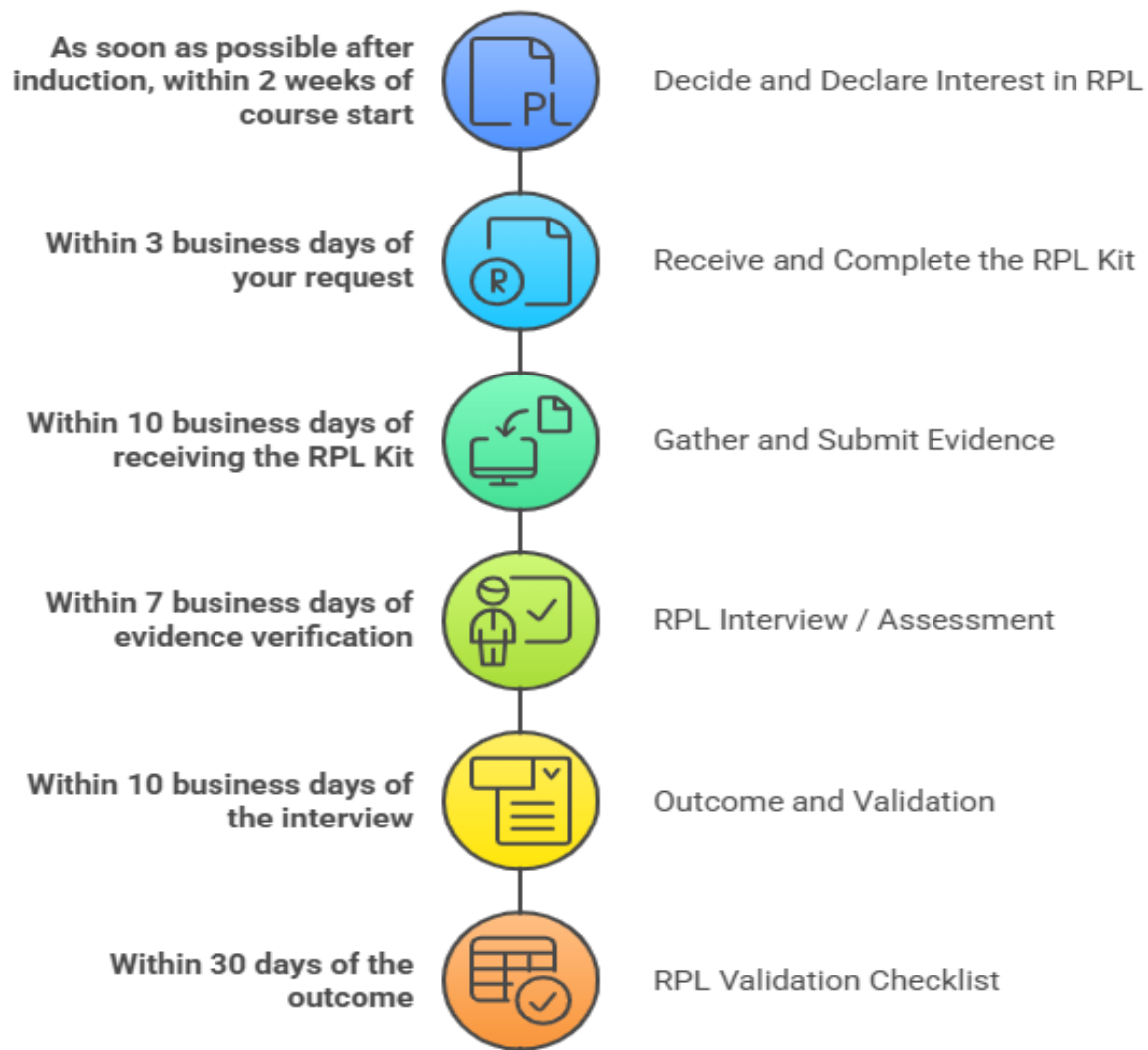
#### 4. RPL Interview / Assessment

- **Action:** Attend an interview or practical demonstration as scheduled by your RPL Assessor.
- **Where:** MS Teams or on-site as negotiated
- **Timeline:** Interview to occur within 7 business days of evidence verification.

#### 5. Outcome and Validation

- **Notification:** You receive a written RPL outcome within 10 business days of the interview.
- **Validation:** We conduct a validation of decisions using the RPL Validation Checklist (Q1.D3–RPL Validation Checklist) within 30 days.
- **Register:** RPL validation actions are logged in the **Q4.D3-Governance Register.xlsx/CI tab** as part of our continuous improvement system.
- **Next Steps:** If granted, your Training Plan is updated; if not, we discuss a Gap Training Plan to address missing competencies.

**Further Support** For assistance at any stage, contact Student Support or your assigned Assessor. Full details and forms are available on the Student Portal.



### Credit Transfer

If you've already achieved competencies with another RTO, our Credit Transfer process gives you full recognition—no extra assessment needed for matched units. Applies to all students with authenticated AQF qualifications or transcripts from other RTOs.

#### *Your Rights & Our Commitments*

1. **Right to Transfer:** You may apply for Credit Transfer at any time after enrolment.
2. **Transparent Process:** We guide you through each step and confirm outcomes in writing.
3. **Fair Assessment:** All applications are reviewed promptly and against unit requirements.

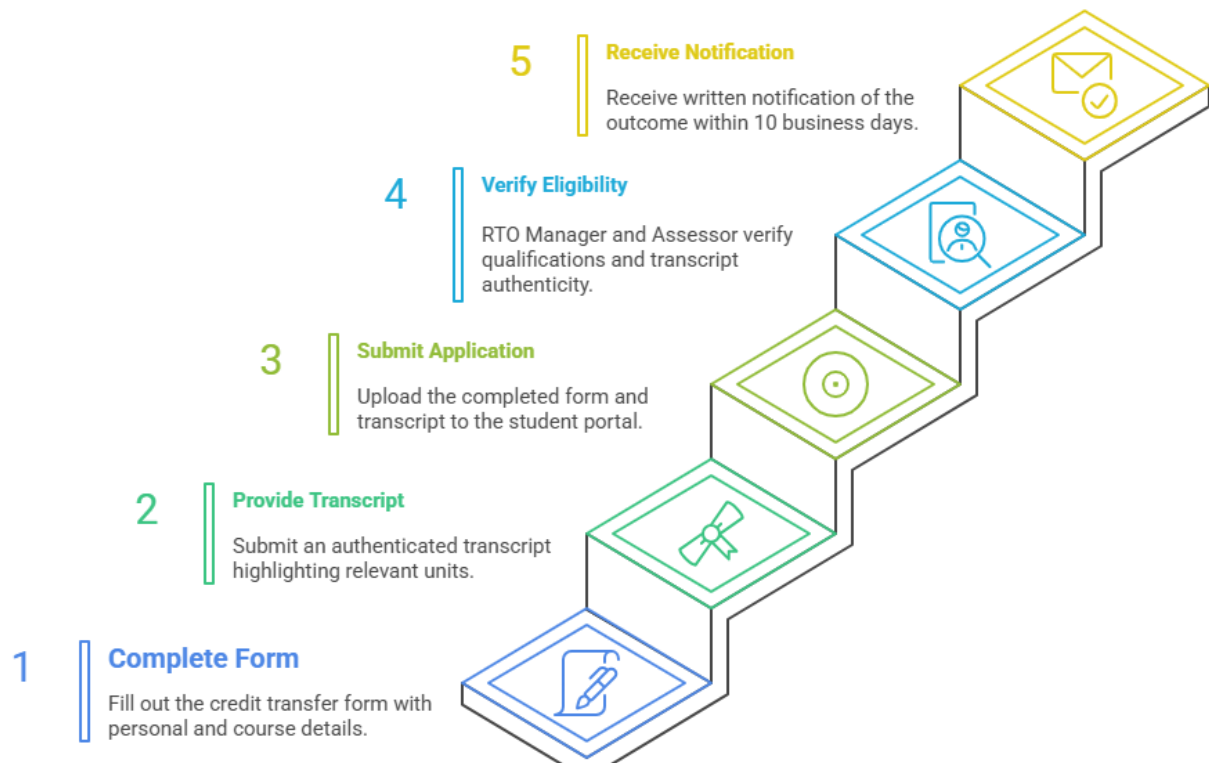
#### *Procedures for Credit Transfer*

1. **Complete the Credit Transfer Form**
  - Document: Q1.D3–Credit Transfer Form
  - Action: Fill in personal and course details; list units you wish to transfer.
2. **Provide Certified Transcript**

- Document: Authenticated VET transcript or authenticated copy (JP or RTO staff certifies). or QR Code authenticator or USI Transcript.
  - Action: Highlight units on the transcript that correspond to your current enrolment.
- 3. Submit Your Application**
- Where: Student Portal → Forms → Credit Transfer Form, with transcript attached.
  - When: Recommend submitting within 2 weeks of enrolment.
- 4. Eligibility Verification**
- Action: We verify your qualifications via USI (for completions after 1 January 2015) and check transcript authenticity.
  - Responsibility: RTO Manager and relevant Assessor.
- 5. Outcome Notification**
- When: Within 10 business days of submission.
  - What We Do: Inform you in writing:
    - Granted: Units transferred and updated in your Training Plan.
    - Not Granted: Reasons for ineligibility and further options.

If your application for credit transfer is unsuccessful, you will be notified in writing and given the opportunity to appeal the decision under our Complaints and Appeals process.

**Further Support** Questions? Contact Student Support or your Trainer for clarification on matching units and processes.



## Complaints, Appeals & Feedback

### How to Give Feedback

Your insights help us refine our courses, support services and overall student experience. By sharing what's working (and what isn't), you enable us to meet our continuous-improvement obligations under Standards 4.2 and Practice Guide – Feedback, Complaints & Appeals.

1. **Quality Indicator Survey:** We collect your course feedback for ASQA's annual indicators and improvement planning.
2. **Informal Feedback:** Tell your trainer or Student Support Officer in person or via Portal at any time.
3. Trainers must record informal feedback in the Feedback Log. All informal concerns are reviewed weekly and escalated if required by the Compliance Manager.
4. **Formal Feedback:** Submit a Feedback Form (via QR Code). You can remain anonymous if you wish.
5. **Post-Course Evaluation:** At the end of your training, we'll invite you to complete a course satisfaction survey.
6. **Continuous Improvement:** We review every piece of feedback and track enhancements in our Continuous Improvement Register and feedback log.

Step	What We Do	What You Do
1	<b>Administer Quality Indicator Survey</b> <ul style="list-style-type: none"> <li>• <b>Documents:</b> ACER Learner Questionnaire; Quality Indicator Annual Summary guidelines</li> <li>• <b>When:</b> At least once during your training (mid-course or as directed)</li> <li>• <b>Who:</b> We provide link &amp; instructions; Student Support collates &amp; submits.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete the ACER Learner Questionnaire</li> <li>• Provide honest feedback to help improve our training and meet reporting obligations.</li> </ul>
2	<b>Offer Informal Feedback</b> <ul style="list-style-type: none"> <li>• <b>Document:</b> Q2.D5–Student Feedback, Complaints &amp; Appeals Workflow (Feedback &amp; Informal Resolution section)</li> <li>• <b>When:</b> Anytime during training</li> <li>• <b>Who:</b> Trainers review and respond.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit suggestions or minor concerns. Student Feedback Form.</li> <li>• Expect a follow-up from your Trainer within 5 business days to discuss your feedback (if requested).</li> </ul>
6	<b>Drive Continuous Improvement</b> <ul style="list-style-type: none"> <li>• <b>Reference:</b> Q2.D5 Workflow (Stages 6–7)</li> <li>• <b>When:</b> Immediately after final decision or review</li> <li>• <b>Who:</b> Compliance Manager updates registers</li> <li>• <b>Where:</b> Q4.D3-Governance Register.xlsx/CAA tab &amp; Continuous Improvement Register</li> </ul>	<ul style="list-style-type: none"> <li>• No action needed—our team will record outcomes and identify improvement actions.</li> <li>• You may be invited to provide feedback on the resolution process to help us refine our practices.</li> </ul>

By engaging in this feedback process, you help shape a better learning environment for yourself and future students. If you have any questions about how feedback is handled, contact Student Support via [nicole@zokal.com.au](mailto:nicole@zokal.com.au) or 02 4960 9611

## Not Happy? How to Raise a Complaint

We value your right to speak up. Whether it's feedback, a concern or a formal complaint—about another student, a staff member, our training delivery or a third-party partner, we're committed to hearing you and acting. Our complaints process is clear, impartial and timely, ensuring we maintain trust and continuously improve our services in line with Standards **2.7** and **2.8**.

1. **Multiple Pathways:** You may share informal feedback, lodge a formal complaint or submit an appeal, whatever suits your concern.
2. **Support & Fairness:** You may involve a support person or interpreter at any stage. We ensure procedural fairness by giving all parties a fair opportunity to respond.
3. **Timely Resolution:** We acknowledge all formal complaints within **5 business days** and aim to resolve most within **60 calendar days**. If not, we'll keep you informed every **20 business days**.
4. **Escalation & Independent Review:** If unresolved, you can escalate to a senior manager, request a no-cost independent review, or contact ASQA or the Ombudsman.
5. **Confidentiality:** All matters are handled discreetly. Your identity and information are protected unless disclosure is legally required.
6. **Continuous Improvement:** We log all complaints into our **Governance Register** (Q4.D3-Governance Register.xlsx/CAA tab) and use them to improve our services.

Step	What We Do	What You Do
<b>1. Receive &amp; Acknowledge</b>	Acknowledge in writing via email within 5 business days.	Lodge your concern via the Portal or email the Complaints & Appeals Form to jim@zokal.com.au. You may first speak informally with your Trainer or Student Support.
<b>2. Assign &amp; Investigate</b>	RTO Manager investigates fairly and impartially. All parties may present their version of events.	Attend scheduled meetings, provide evidence, and feel free to bring a support person or interpreter.
<b>3. Interim Updates</b>	If not resolved in 60 days, we notify you in writing and provide progress updates every 20 business days.	Share any new information as it arises. Stay engaged with Portal/email updates.
<b>4. Decide &amp; Communicate</b>	Provide a written outcome explaining findings, decisions, and actions.	Review the outcome and ask for clarification within 10 business days if needed.
<b>5. Escalate Internally</b>	A senior manager or CEO (if required) conducts an internal review.	Request a review in writing to jim@zokal.com.au within 10 business days.
<b>6. Independent Review or External Bodies</b>	We offer an independent reviewer (at no cost). If unresolved, we provide contact	Request an independent review or escalate to one of the external bodies listed below.

Step	What We Do	What You Do
	details for ASQA and other regulators.	
<b>7. Record</b>	The Compliance Manager logs your case in the <b>Governance Register</b> (Q4.D3-Governance Register.xlsx/CAA tab). Trends are reviewed at Quality & Compliance Meetings.	No further action needed—your input helps improve our services.
<b>7. Improve</b>	If the issue indicates a broader systemic concern, the Compliance Manager will document it in the <b>Opportunities for Improvement (OFI)</b> tab of the Governance Register.	

Quick Reference: Complaints Forms & Registers

- **Complaints Form:** Portal → Complaints & Appeals or request via Student Support.
- **Register Location:** All cases logged with a reference number in Q4.D3-Governance Register.xlsx/CAA tab.
- **Informal Feedback:** Verbal or casual feedback to staff is recorded in our Feedback Log and considered during our continuous improvement reviews.

External Agencies (No Cost to You)

- [National Training Complaints Hotline](#)  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- [Australian Skills Quality Authority](#)
- **Ombudsman & Fair-Trading Offices:** Contact details are available via Student Support.

By following this robust process, you will help us resolve issues fairly, maintain compliance and continually improve our services. If you need assistance at any point, contact Student Support or the RTO Manager via jim@zokal.com.au or 0425 258 900.

### Want to Appeal? What Happens and When

You have the right to challenge an assessment result if you believe it is incorrect, unfair or inconsistent. Our appeals process ensures all decisions are evidence-based, impartial, and compliant with **Standards 1.3, 1.4, 2.8**, and the *Practice Guide – Assessment*.

1. **Informal Discussion First:** Speak with your Trainer/Assessor to clarify your result.
2. **Formal Appeal Lodgement:** If unresolved, lodge a formal appeal using our standard Complaints & Appeals form within a defined timeframe.
3. **Independent Review:** We appoint an independent assessor—and, if needed, an external Review Board—to re-assess your work.
4. **Clear Timelines & Updates:** We acknowledge and resolve appeals within set timelines, notifying you at each stage.

5. **Step 5: External Review Option** – If still unresolved, you may request a **Review Board** or refer your case externally.
6. **Continuous Improvement:** All appeal outcomes are recorded and analysed to strengthen our assessment practices.

Step	What We Do	What You Do
1. <b>Submit Appeal</b>		Submit your appeal within <b>10 business days</b> of receiving the complaint decision.
2. <b>Informal Discussion</b>	Your Trainer discusses the outcome with you.	Raise the concern within <b>7 calendar days</b> . Be specific and refer to your Assessment Guide.
3. <b>Acknowledge Formal Appeal</b>	Acknowledge your submitted form in writing within 5 business days.	Submit the appeal via Portal within <b>7 business days</b> of the informal discussion.
4. <b>Investigate &amp; Meet</b>	RTO Manager convenes a review panel (excluding the original Assessor).	Attend the meeting and bring supporting evidence. You may involve a support person.
5. <b>Decision Issued</b>	A written outcome is provided within <b>15 business days</b> .	Review the result. If re-assessment is offered, attend as scheduled.
6. <b>Independent Re-assessment</b>	A qualified, independent assessor reassesses your work within <b>10 business days</b> .	Submit revised or original work for review. Attend as scheduled.
7. <b>Review Board (Optional)</b>	A panel including an <b>external RTO representative</b> review the case.	If you remain dissatisfied, you may request an independent review. All independent reviewers are impartial and not previously involved in your case. The review will be finalised within <b>60 calendar days</b> unless extended with written notice and reasons provided.
8. <b>Final Decision &amp; Logging</b>	Final result issued within 20 business days of the Review Board. Case logged in <b>Governance Register</b> (Q4.D3-Governance Register.xlsx/CAA tab).	Final decision is binding. If procedural fairness was breached, escalate to external agency.

#### Key Documents & Registers

- **Complaints & Appeals Form:** via Student Support.
- **Appeals Register:** All lodgements and outcomes are recorded with unique reference numbers.

- **Governance Meetings:** Appeal trends and improvements are reviewed monthly.

### External Review Options (No Cost to you)

If our internal process is exhausted and you remain unsatisfied, you may escalate to:

- [National Training Complaints Hotline](#)  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- [Australian Skills Quality Authority](#)
- **Ombudsman & Fair-Trading Offices:** Contact details are available via Student Support.

If you need support or clarification at any stage, reach out to **Student Support** or the **RTO Manager** via jim@zokal.com.au or 0425 258 900.

## Legislative and Regulatory Requirements

When undertaking training or work placement, students must comply with both **employer** and **RTO policies and procedures**, which are informed by the legislation outlined below. This includes responsibilities under workplace safety, privacy, discrimination, and quality frameworks.

### National Standards & Regulatory Framework

Zokal Safety Training Pty Ltd ensures compliance with the following mandatory instruments:

- Standards for Registered Training Organisations
  - [Outcome Standards for NVR Registered Training Organisations](#)—standards to ensure nationally consistent, quality outcomes for learners and employers.
  - [Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements](#)—Requirements which all RTOs must comply with, comprised of administrative, binary or process-oriented requirements.
  - [Credential Policy](#) - an enforceable policy which outlines the credentials required for delivering training and assessment and undertaking validation of assessment.
- [Financial Viability Risk Assessment Requirements 2021](#)—which relate to training organisations' ability to meet financial viability requirements
- [Data Provision Requirements 2020](#)—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually
- [Australian Qualifications Framework](#)—which is the national policy for regulated qualifications in Australian education and training.

Students should refer to these instruments for full legislative context and detailed requirements.

#### **RTO Responsibilities**

- Ensure compliance with the **Standards for RTOs 2025** (Outcome, Compliance, Credential Policy) under the **NVETR Act 2011**
- Maintain systems for **self-assurance**, governance, risk management, public liability, and annual reporting to ASQA

#### **Student Responsibilities**

- Familiarise and comply with the Student Handbook, policies, and legislative obligations.
- Engage in **internal and external quality surveys** and feedback processes.

Data Provision Requirements 2020

### **What We Do:**

1. **Capture Accurate Data** – Enrolments, attendance, assessment and completion data recorded per AVETMISS NCVER standard
2. **Submit Quality Indicator Surveys** – You may receive invitations (e.g. ACER Learner Questionnaire)
3. **Report to ASQA & NCVER** – Annual AVETMISS data lodgement (March–April)
4. **Maintain Data Security & Privacy** – Secure handling per Privacy Act 1988

### **Your Role:**

1. Provide accurate personal/course details at enrolment (e.g. USI and prior qualifications)
2. Respond to surveys promptly and truthfully
3. Notify Student Support of any changes within 5 business days
4. Understand that your data is used for VET sector monitoring and policymaking, not publication

### **Key Links & Resources:**

- Data Provision Requirements 2020: [legislation.gov.au](https://www.legislation.gov.au)
- AVETMISS Data Standard: [ncver.edu.au](https://www.ncver.edu.au)
- Quality Indicator Summary: [asqa.gov.au](https://www.asqa.gov.au)

### Statutory Education Licence

Under Part VB of the **Copyright Act 1968**, RTOs can legally use third-party material under the Statutory Education Licence administered by Copyright Agency Ltd (CAL). Contact CAL on 02 9394 7600 or [educationlicences@copyright.com.au](mailto:educationlicences@copyright.com.au) for licence details. Without this licence, copying materials requires direct permission.

### Privacy Protection – Privacy Act 1988 & 2024 Amendments

#### **Why We Collect Information:**

We collect personal details (name, contact, enrolment, assessment results, health/disability info for reasonable adjustments) to deliver training, meet regulatory obligations, and safeguard you.

#### **How We Handle Your Data:**

- **APP 1:** Transparent data management; full Privacy Policy on Student Portal
- **APP 6:** Limited use/disclosure—only with explicit consent or legal requirement
- **APP 8:** Overseas data transfers only to providers meeting Australian privacy standards
- **APP 11:** Secure storage with restricted authorised access
- Additional compliance with 2024 reforms:
  - Statutory tort for serious privacy invasions from **10 June 2025**
  - New criminal offence for *doxxing* from **10 December 2024**
  - Automated decision-making disclosures required by **10 December 2026**  
[KWM+11Norton Rose Fulbright+11Privacy Matters+11](#)

### ***Your Rights & Responsibilities:***

- **APP 12 & 13:** Access and correction requests via Student Support
- **APP 2:** Choose to remain anonymous or use a pseudonym unless legal identifiers required
- Keep personal records up to date
- Lodge privacy complaints internally or with the **OAIC** via [oaic.gov.au](https://www.oaic.gov.au)
- Report breaches under the new tort or doxxing laws

### ***Australian Privacy Principles (APP) Overview:***

APP 1: Transparency | APP 2: Anonymity | APP 6: Consent-based use | APP 8: Overseas transfer safeguards | APP 11: Security of data | APP 12-13: Access and corrections

### ***Useful Links:***

- Privacy Act 1988 (latest): [legislation.gov.au](https://www.legislation.gov.au)
- OAIC APP Guidelines: [oaic.gov.au/privacy/australian-privacy-principles](https://www.oaic.gov.au/privacy/australian-privacy-principles)
- 2024 Amendment Act: [legislation.gov.au](https://www.legislation.gov.au)

## Anti-Discrimination, Harassment & Bullying

### ***RTO Responsibilities:***

- Comply with **Federal Acts:** Age (2004), Disability (1992), Racial (1975), Sex (1984) Discrimination
- State/Territory laws, including:
  - **NSW Religious Vilification** (Anti-Discrimination Amendment Act 2023), commenced **12 November 2023** [Federal Register of Legislation Anti-Discrimination NSW+12NSW Legislation+12Law and Religion Australia+12](#)
  - **NSW Conversion Practices Ban Act 2024**, effective **4 April 2025** (up to 5 years imprisonment) [theguardian.com+14NSW Legislation+14Communities and Justice+14](#)
  - Similar conversion practice bans in VIC, QLD, ACT, SA; consultation under way in WA, TAS, NT
- Educate staff and students; provide complaints/conciliation processes

### ***Student Responsibilities:***

- Treat all individuals with dignity and respect
- Do not engage in discrimination, vilification, harassment, bullying, or conversion practices
- Report incidents to trainers, Workplace Supervisors, Student Support, or external agencies

## Media Consent and Usage Policy

**Zokal Safety Training Pty Ltd** reserves the right to use media (photos, videos, audio) captured during a student's enrolment—for educational, administrative and promotional purposes.

### ***RTO Responsibilities:***

- Obtain written, informed consent **before** any media is captured or used.

- Explain how the media will be used (e.g., in marketing, e-portfolio submissions, social media).
- Securely store consent forms and respect withdrawal of consent wherever practical, noting limitations if media has already been distributed.
- For students under 18, verify capacity to consent per OAIC guidance (students 15+ are presumed capable unless otherwise assessed) [Department for Education South Australia+1Moores+1OAIC](#).

**Student Responsibilities:**

- Read and sign the media consent form prior to participation.
- Understand how your image, name and work will be used.
- Notify Student Support if you wish to withdraw consent; be aware that previously published media may not be fully removable.

Anti-Discrimination Act 1977 & Related Legislation

Under Australian law, discrimination based on **age, disability, race, sex, intersex status, gender identity, or sexual orientation** is prohibited across education and employment.

**Relevant Federal Laws:**

- [Age Discrimination Act 2004](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#).

Each state and territory has also enacted anti-discrimination legislation. Individuals can lodge complaints about discrimination, harassment and bullying at the state and territory level depending upon the circumstances of the complaint with the relevant agency in that state or territory. For more information, select the relevant state or territory below:

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

**RTO Responsibilities:**

- Uphold and enforce anti-discrimination laws in all interactions.
- Provide training to staff and students and maintain transparent reporting mechanisms.

**Student Responsibilities:**

- Act respectfully and professionally, without discrimination or harassment.
- Report any incidents promptly to a trainer, Student Support, or external authority.

Sexual Harassment Act 1984 & Workplace Code

Sexual harassment is unlawful under the *Sex Discrimination Act 1984*, which defines it as unwelcome sexual conduct that is reasonably offensive, intimidating or humiliating.

***RTO Responsibilities:***

- Inform students of prohibited behaviour—including unsolicited touching or suggestive comments, continued advances after refusal, coercion, or quid pro quo situations.
- Apply **Sexual and Gender-based Harassment Code of Practice** under WHS obligations, effective March 2025.
- Hold staff accountable and enact consequences ranging from warnings to dismissal for violations.

***Student Responsibilities:***

- Do not engage in any form of sexual harassment described in this section.
- Immediately report instances of harassment through internal channels or external authorities (e.g. AHRC, Fair Work Commission).

Harassment Act 1997, Bullying and Victimization

Harassment, victimization, and bullying—defined as unwelcome conduct undermining another’s workplace/language environment, disability, ethnicity, age, gender or sexuality—are illegal under federal and state legislation, and contrary to professional standards.

***RTO Responsibilities:***

- Provide guidance on identifying harassment and bullying, including verbal abuse, intimidation, repeated unwelcome contact, or derogatory online content.
- Encourage reporting of issues and ensure prompt, impartial investigation.

***Student Responsibilities:***

- Ensure behaviour is respectful in all environments (training, placement, online).
- Report observed or experienced harassment or bullying promptly.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client’s work or work capacity
- Jokes and comments about someone’s ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene, or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades, or humiliates a person.
- Aggression, verbal abuse, and behaviour which is intended to punish.

- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers.

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

## Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

These are not issues that concern only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

Refer to your state regulatory body for more information.

## AFP National Police Check

A number of industries require students and staff to complete a National Police Check before the students can commence Work Placement, these include Aged Care and Children's Services industries. In order to meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: [Apply for a National Police Certificate | Australian Federal Police \(afp.gov.au\)](https://www.afp.gov.au)

The following requirements **must** be met when submitting an AFP National Police Check (NPC) application. **Failure to meet the required standards will result in the application not being processed.**

1. All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.
2. **Full payment must accompany the application.** You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. **Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.**
3. Copies of identification documents totaling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.**
4. Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
5. For manually completed applications:
  - You must submit the form no more than three months after signing it.
  - Mark the appropriate check boxes with a cross (X).
  - Ensure you secure all paperwork, forms, payment, and identification to your application.
  - Ensure all the necessary details have been completed and the form is **signed and dated.**
  - The application form must be completed using **block letters** (i.e. capital/uppercase)
  - Bank cheques and money orders are to be in Australian dollars (\$AUD) and are to be made payable to the **Australian Federal Police.**
  - If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. **Personal and Company cheques will not be accepted.**
  - The correct payment must be included with **all** applications.
  - Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned.

Applications can be completed online through the following portal:

<https://afpnationalpolicechecks.converga.com.au/>

Child Protection & Working with Children

### **Legislative Framework & Scope**

All staff and students participating in child-related work must comply with the legislative obligations in each jurisdiction, including:

- **Commonwealth:** National Principles for Child Safe Organisations (2019, re-endorsed 2022)
- **State/Territory Acts** mandating Child Safe Standards and Reportable Conduct Schemes:
  - **NSW:** Child Safe Scheme (2020), Child Safe Standards under OC-G
  - **VIC:** Child Safe Standards (2016; updated 2022)
  - **TAS:** Child and Youth Safe Organisations Act 2023 (from 2024)
  - **ACT:** Child Safe Standards under Human Rights Commission Act (2024)

- **Working with Children Checks:** Mandatory clearance before engaging in face-to-face child-related training or placements, including private tuition or school-based activities.

#### **RTO Responsibilities:**

- Confirm appropriate **Working with Children Check** for every relevant person before starting training or placement.
- Maintain a robust **Child Safe Policy** aligned with National Principles and local legislation.
- Implement **mandatory reporting** and **reportable conduct processes**, ensuring that suspected harm is managed promptly—consider national reforms requiring 24-hour reporting and digital media restrictions effective from September 2025
- Deliver child protection training, covering abuse identification, handling disclosures, emergency and digital safety protocols.

#### **Student Responsibilities:**

- Obtain and maintain a valid **Working with Children Check** where child-related work is involved; inform the RTO immediately of any change in status.
- Complete all child safeguarding training and adhere to the Child Safe Policy.
- Report any concerns—such as neglect, abuse, threat, or boundary violation—to the RTO or placement supervisor.
- Use digital technology (photos, devices) in line with policies and informed consent protocols.

#### **Child Safe Principles—National & State Integration**

All services at **Zokal Safety Training Pty Ltd** align with the following standards and principles:

1. Child safety and wellbeing are embedded in organisational leadership, culture, and governance.
2. Children and young people are informed, involved, and listened to regarding matters affecting them.
3. Supporting diversity and inclusion—especially for First Nations, multicultural, LGBTQIA+, and neurodiverse children.
4. Staff and students are screened, trained, and supervised for child safety.
5. Empowering families and communities to assist in safeguarding children.
6. Clear policies and processes to respond to complaints, concerns, and reportable conduct.
7. Child-safe environments are regularly reviewed and improved.
8. Online and physical environments minimise harm risks.
9. Staff and students receive professional development in child protection.
10. Policy documentation reflects best practice and is readily accessible.

#### **Working with Children Checks—National Guide**

The following table links the required applications by jurisdiction:

Jurisdiction	Working with Children Body	Application Link
NSW	Office of the Children's Guardian	<a href="https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check">https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check</a>
VIC	Department of Justice & Community Safety	<a href="https://www.vic.gov.au/working-with-children-check">https://www.vic.gov.au/working-with-children-check</a>
QLD	Blue Card Services	<a href="https://www.service.tas.gov.au/services/education-and-skills/working-with-vulnerable-people-including-children/apply-for-registration-to-work-with-vulnerable-people">https://www.service.tas.gov.au/services/education-and-skills/working-with-vulnerable-people-including-children/apply-for-registration-to-work-with-vulnerable-people</a>
SA	Department for Child Protection	<a href="https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc">https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc</a>
WA	Department of Communities	<a href="https://www.wa.gov.au/organisation/department-of-communities/working-children-check">https://www.wa.gov.au/organisation/department-of-communities/working-children-check</a>
TAS	Department of Justice	
NT	Department of Education	<a href="https://nt.gov.au/emergency/child-safety/apply-for-a-working-with-children-clearance">https://nt.gov.au/emergency/child-safety/apply-for-a-working-with-children-clearance</a>
ACT	Access Canberra	<a href="https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply-for-or-renew-a-wwvp-registration">https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply-for-or-renew-a-wwvp-registration</a>

### Child Protection—Conduct & Reporting RTO Responsibilities

- Develop and maintain a comprehensive **Child Safe Code of Conduct** for staff and students.
- Provide mandatory training on recognising and responding to child abuse and neglect.
- Establish clear **reporting pathways** for any allegations or concerns, ensuring confidentiality and duty-of-care.
- Follow mandatory reporting requirements: Public/early education centres must report within 24 hours from September 2025
- Regularly review Child Safe policy effectiveness, incorporating feedback from students, families, regulators, and industry benchmarks (per ASQA Practice Guides for Quality Area 2—VET Student Support).

### Student Responsibilities

- Adhere to the Child Safe Code of Conduct when interacting with minors.
- Immediately report suspicions of harm or boundary breaches to a trainer or the RTO's Child Safe Officer.
- Cooperate with any investigation, providing honest information.

### Implementation Checklist

- Ensure WWC Check clearance **before** placement.
- Complete RTO-led child protection training.
- Provide signed Child Safe Code of Conduct.

- Link to digital safety and media capture protocols.
- Establish 24-hour mandatory reporting framework (from Sep 2025).
- Record and review all incidents, and report to regulatory bodies (e.g. ACECQA, state child safety regulators).

## Forms & Resources

This section lists all the forms you may need during your training and explains how to ensure you're using the correct, up-to-date version.

### Form Directory—What's Available & Where

Throughout your studies with Zokal Safety Training Pty Ltd, you may be asked to complete or access certain forms to support your training, assessments, and communication. These forms help us ensure everything is clearly recorded and managed in line with compliance standards. Here are some of the key forms available to you:

Form Name	Purpose	Where to Get It
<b>Enrolment Agreement Form</b>	To enrol in your chosen course and provide personal, contact, and emergency information	Provided during pre-enrolment, student portal or on our website
<b>Training Adjustment Plan</b>	To request or record adjustments to your training or assessment due to learning needs or support	From your trainer or Student Support
<b>Intervention Plan</b>	To support your learning progress if you are at risk of not completing successfully	Completed with your trainer or RTO Manager
<b>Support Services Form</b>	To document any support provided or referrals made	From your trainer or Student Support
<b>Assessment Appeal Form</b>	To formally request a review of an assessment outcome you disagree with	Available from Student Support
<b>Student Feedback Form</b>	To provide formal feedback on your course, facilities, trainer, and learning outcomes	From your trainer or Student Support
<b>Complaints &amp; Appeals Form</b>	To raise concerns or suggestions about your experience	Available from Student Support
<b>Credit Transfer / RPL Application</b>	To apply for recognition of prior learning or previous studies	On request

Form Name	Purpose	Where to Get It
<b>Opportunity for Improvement</b>	To suggest ways, we can improve our training or services	Available on request or from your trainer
<b>Quality Indicator Survey</b>	To provide formal feedback on your course and training outcomes	Completed near course completion or sent via email

### How to Submit or Request Forms

- Most forms can be requested from your trainer or Student Support.
- Paper forms are available from Student Support or at our training facilities.
- Ask your trainer if you're unsure which form you need – we're here to help!

**Note:** Ask your trainer, Student Support, or the RTO Manager if you need help filling in any of these forms. We are here to support you.

**Did You Know?** Most forms can be completed online or requested by email — easy!

If you have any questions about this handbook, please contact us directly. We are here to support your learning journey every step of the way.

# Complaints & Appeals Form



Complainant Name Date Submitted Who is complaining (Please tick) Form submitted to Other party/s involved C&A Register No		<b>COMPLAINT AGAINST</b> <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> Zokal Safety Training Pty Ltd
	<input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Employer	

Appeal's must be lodged within 7 days of initial result being determined.  
 Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

**DETAILS OF COMPLAINT/GREIVANCE/APPEAL**

**APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision? Yes/No**

**Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No**

**Signed By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Form submitted to RTO Manager or CEO Date: \_\_\_\_\_

**RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT**

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**Written Acknowledgement (within 5 business days)**

- Written acknowledgement has been given to the complainant

**Initial Meeting: (within 10 business days)**

- Complaint raised
- Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.
- Solution found and remedied (Please continue to Appeal Outcomes section)

**Further investigation required: (within 60 calendar days)**

- Referral to RTO Manager or nominated person.
- Referred to a third party/panel
- Referral to other services (i.e. counselling services or LLN)
- Referred to National Training Complaints Hotline
- Referral to government body (i.e. police, hospital)
- Referral to funding body (i.e. DET, VTG)

*The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated.*

**APPEAL OUTCOMES**

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**Action/Response Taken By:**

**Date:**

**FEEDBACK FROM COMPLAINANT**

- Satisfied with outcome
- Dissatisfied with outcome – Further action required.
- Matter was dealt with within a reasonable timeframe Yes/No

Other comment:

---

**Complainant Signature:**

**Date:**

# OPPORTUNITY FOR IMPROVEMENT



<b>Date identified</b>		<b>TYPE OF OPPORTUNITY</b> <input type="checkbox"/> Training & Assessment <input type="checkbox"/> Client Services <input type="checkbox"/> Operations  <b>IDENTIFIED THROUGH</b> <input type="checkbox"/> Client/Employee Feedback <input type="checkbox"/> Internal/External Audit <input type="checkbox"/> Assessment Validation
<b>Title of OFI</b>		
<b>Form completed by</b>		
<b>Person Responsible</b>		
<b>Relevant SNR/s</b>		
<b>OFI Register No</b>		

*All Opportunities for Improvement must be entered into the OFI Register prior to creating, ensure that the OFI Register No is entered above.*

**DETAILS OF WEAKNESS**

Signature:

Date:

**ACTION REQUIRED FOR IMPROVEMENT**

Action taken by:

Date:

Actions discussed at Quality & Compliance Meeting	YES / NO	Date:
Policy and Procedures updated	YES/NO	Date:
Entered into Opportunity for Improvement Register	YES/NO	Date:

# WHS INCIDENT REPORT



## PERSON COMPLETING REPORT

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Title Employee / Contractor / Student / Visitor

Date: \_\_\_\_\_

## DETAILS OF INCIDENT

Q1 Describe the incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q2 Was the identified incident on the RTO's premises?  Yes  No

Q3 Date and time incident occurred:

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Time: \_\_\_\_\_am / pm

Q4 Where did the incident occur

- |  |   |
|--|---|
| <input type="checkbox"/> Training Room         | <input type="checkbox"/> Front reception              |
| <input type="checkbox"/> Kitchen               | <input type="checkbox"/> Outside the college premises |
| <input type="checkbox"/> Toilets               | <input type="checkbox"/> Other _____                  |
| <input type="checkbox"/> Administration Office |   |

## INJURY REPORT

In the event of an injury, please complete the following details: (if applicable)

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Title Employee / Contractor / Student / Visitor

Home Address \_\_\_\_\_

Suburb \_\_\_\_\_

Postcode \_\_\_\_\_

Contact No \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_

Sex Male / Female

Q5 What was the injured person doing at the time of incident?

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Q6 Please indicate location of injury on the body by circling estimated location below:



Q7 Did the injured person require medical treatment?

Yes  No

If yes, where was the treatment undertaken and what medical assistance did the injured person require?

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Once this form has been completed, please forward to the RTO Office for action and monitoring, the RTO will then forward this form to the WHS Officer.

**ACTION TAKEN/REQUIRED – TO BE COMPLETED BY WHS OFFICER**

**MANAGE RISK**

-  **ELIMINATE**
-  **SUBSTITUTE/ISOLATE/ENGINEER**
-  **ADMINISTRATION**
-  **PERSONAL PROTECTIVE EQUIPMENT**

Q8 Was the risk eliminated?  YES  NO go to Q9

If yes, how was it eliminated?

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Q9 Was a substitute introduced, and/or isolated and/or engineered to minimise risk?  YES  NO go to Q10

If yes, what was implemented?

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Q10 Was an administrative control put into place?  YES  NO go to Q11

If yes, what administrative control was put into place?

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Q11 Was Personal Protective Equipment required to be introduced?

YES  NO

If yes, what PPE was implemented?

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<b>WHS Risk Assessment Undertaken</b>	<b>YES/NO</b>	<b>Date:</b>
<b>Was an Opportunity for Improvement identified?</b>	<b>YES/NO</b>	<b>OFI No.:</b>
<b>Actions discussed at Quality &amp; Compliance Meeting</b>	<b>YES/NO</b>	<b>Date:</b>



# Support Services List

The following list of Support Services is to be used for providing students with referrals to external providers as required.

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
<b>AA - Alcoholics Anonymous</b>	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222	<a href="http://www.aa.org.au/contact-central-service-offices.php">http://www.aa.org.au/contact-central-service-offices.php</a>	Clients who are/or have been affected by alcoholism
<b>Australia.gov.au</b>	<a href="http://www.australia.gov.au/">http://www.australia.gov.au/</a>	Website	Refer to Website	Covers a broad range of assistive support including LLN
<b>Adult Migrant English Program</b>	<a href="http://www.education.gov.au/adult-migrant-english-program-0">www.education.gov.au/adult-migrant-english-program-0</a>	1300 566 046	<a href="http://www.education.gov.au/feed-back-and-enquiry-form">http://www.education.gov.au/feed-back-and-enquiry-form</a>	Assisting clients who have migrated to Australia and require assistance with LLN
<b>Beyond Blue</b>	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636	<a href="https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx">https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx</a>	For clients who are experiencing anxiety and/or depression
<b>Black Dog Institute</b>	<a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>	(02) 9382 2991	<a href="http://www.blackdoginstitute.org.au/aboutus/contactus.cfm">http://www.blackdoginstitute.org.au/aboutus/contactus.cfm</a>	Depression and Bipolar Disorder Information Australia
<b>NSW Community Help</b>	<a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a>	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse, and neglect

# Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
<b>CEDD - Eating Disorder Help Centre</b>	<a href="http://www.cedd.org.au">www.cedd.org.au</a>	Refer to website	<a href="mailto:info@cedd.org.au">info@cedd.org.au</a>	To assist clients who are experiencing issues with eating disorders.
<b>Kids Helpline</b>	<a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
<b>Just Ask Us!</b>	<a href="http://www.justaskus.org.au">www.justaskus.org.au</a>	03 8413 8413	<a href="http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx">http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx</a>	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
<b>Precision Consultancy</b>	<a href="http://www.precisionconsultancy.com.au/acs_framework/">http://www.precisionconsultancy.com.au/acs_framework/</a>	03 9606 0118	<a href="http://www.precisionconsultancy.com.au/contact/">http://www.precisionconsultancy.com.au/contact/</a>	Access to LLN assessment tasks that can be used for a variety of industries
<b>Lifeline Australia</b>	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	<a href="https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
<b>The Reading Writing Hotline</b>	<a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a>	1300 655 506	<a href="mailto:rwhotline@det.nsw.edu.au">rwhotline@det.nsw.edu.au</a>	If a client is having difficulty with reading, writing and numeracy

# Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
NA - Narcotics Anonymous	<a href="http://na.org.au/index.php?lang=en">http://na.org.au/index.php?lang=en</a>	1300 652 820	<a href="mailto:info@na.org.au">info@na.org.au</a>	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017	<a href="http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx">http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx</a>	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
Workplace Helpline	<a href="http://www.workershealth.com.au">www.workershealth.com.au</a>	02 4926 2129	<a href="mailto:newc.admin@workershealth.com.au">newc.admin@workershealth.com.au</a>	For clients who have been affected by bullying
Suicide Helpline	<a href="http://www.suicideline.org.au">www.suicideline.org.au</a>	1300 651 251	Available on website	For clients who may be contemplating suicide or do not know how to help someone in their family who has been affected
Men's Helpline Australia	<a href="https://www.mensline.org.au/">https://www.mensline.org.au/</a>	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	<a href="http://www.ncsmc.org.au/">http://www.ncsmc.org.au/</a>	(08) 8354 3856	<a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>	Single mothers who need assistance
Physical Australia	<a href="http://www.pda.org.au/">http://www.pda.org.au/</a>	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability

# Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Deaf Translating and Interpreting Service Australia and	<a href="http://www.deafau.org.au/">http://www.deafau.org.au/</a>	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	<a href="http://salvos.org.au/salvocareline/">http://salvos.org.au/salvocareline/</a>	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Network Aust. Advocacy	<a href="http://www.dana.org.au/">http://www.dana.org.au/</a>	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	<a href="http://www.nds.org.au/">http://www.nds.org.au/</a>	(02) 6283 3200	<a href="mailto:nds@nds.org.au">nds@nds.org.au</a>	For clients who may require assistance with their disability
Vision Australia	<a href="http://www.visionaustralia.org/">http://www.visionaustralia.org/</a>	1300 84 74 66	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	For clients who require assistance due to vision impairment
Community Resource Centre Migrant	<a href="http://www.cmrc.com.au/">http://www.cmrc.com.au/</a>	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	<a href="http://www.adhc.nsw.gov.au/">http://www.adhc.nsw.gov.au/</a>	(02) 9377 6000	<a href="mailto:servicembx@facns.nsw.gov.au">servicembx@facns.nsw.gov.au</a>	Support for family, ageing, disability, or home care
Job Access	<a href="https://www.jobaccess.gov.au/">https://www.jobaccess.gov.au/</a>	1800 464 800	<a href="mailto:hotline@workfocus.com">hotline@workfocus.com</a>	Driving Disability Employment through a variety of support services

# Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Department of health/Mental health	<a href="http://www.health.gov.au">www.health.gov.au</a>	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues