



Participant Handbook

Welcome

TMA Training Pty Ltd trading as TacMed Training would like to thank you for selecting us as your Registered Training Organisation.

As a Registered Training Organisation, the qualifications and units of competency delivered are nationally recognised.

The training TacMed Training offers is delivered with scenarios simulated to environments reflecting the current industry standards.

Our commitment is to ensure training is delivered in a professional manner.

TMA Training Pty Ltd trading as TacMed Training may deliver courses under third party agreement arrangements. All third party agreements are required to meet the standards set out in the third party agreements.

Please read this handbook to ensure you know your rights and responsibilities as a participant. Should you have any concerns or questions please contact TacMed Training by phone 1300 862 633

Provider Details

Name of RTO	TMA Training Pty Ltd														
RTO Number	41552														
Trading Name	TacMed Training														
ABN	82 608 242 904														
Phone Number	1300 862 633														
Website	www.tacmed.com.au														
Registration	Scope of training is listed on the National Registration. Link to scope https://training.gov.au/Organisation/Details/41552														
Partnership Delivery	<p>TMA Training Pty Ltd trading as TacMed Training courses may be delivered by partnership arrangements with third parties training providers. Third party agreements authorise the delivery of training under the auspices of TMA Training Pty Ltd RTO 41552. Fees are collected directly by the third-party training provider, with no further fees due payable to TacMed Training.</p> <p>TMA Training Pty Ltd trading as TacMed Training is responsible for the quality of the training and assessment and will be the issuing RTO for the statement of attainments or qualifications when training is provided by the authorised third party.</p>														
Responsibility	<p>TMA Training Pty Ltd trading as TacMed Training, as a national VET Regulator Registered Training Organisation has a responsibility to its clients and participants to provide training and assessment services, compliant to the Standards for Registered Training Organisations 2015.</p> <p>These standards are to provide a nationally consistent, high quality vocational education and training system.</p> <p>TMA Training Pty Ltd trading as TacMed Training has a responsibility to its clients and participants to keep them informed of any changes in the service delivery including trainers, ownership, engagement of third parties or other aspects of the participants training experience.</p> <p>TMA Training Pty Ltd trading as TacMed Training will be referred to hereafter as TacMed Training.</p>														
Course Information	<p>Face to Face Training and Assessment TacMed Training delivers learning onsite or at an arranged workplace with industry-experienced trainers allowing you to learn in an interactive, supported classroom environment with facilities to support all learners.</p> <p>Blended Learning (Pre Course Learning with Face to Face Delivery) Blended learning is available for some courses and may include a combination of online learning, online assessments and participation in the classroom.</p>														
Summary of Deliverable Courses	<p>TMA Training trading as TacMed Training RTO 41552 delivers nationally recognised training and delivers the following:</p> <table border="0"> <tr> <td>Qualifications</td> <td></td> </tr> <tr> <td>Qualification Code</td> <td>Qualification Name</td> </tr> <tr> <td>FSK10113</td> <td>Certificate I in Access to Vocational Pathways</td> </tr> <tr> <td>FSK20113</td> <td>Certificate II in Skills for Work and Vocational Pathways</td> </tr> <tr> <td>Units of Competency</td> <td>Unit Name</td> </tr> <tr> <td>HLTAID009</td> <td>Provide cardiopulmonary resuscitation</td> </tr> <tr> <td>HLTAID010</td> <td>Provide basic emergency life support</td> </tr> </table>	Qualifications		Qualification Code	Qualification Name	FSK10113	Certificate I in Access to Vocational Pathways	FSK20113	Certificate II in Skills for Work and Vocational Pathways	Units of Competency	Unit Name	HLTAID009	Provide cardiopulmonary resuscitation	HLTAID010	Provide basic emergency life support
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	<p>HLTAID011 Provide first aid HLTAID012 Provide emergency first aid in an education and care setting HLTAID013 Provide first aid in remote or isolated site HLTAID014 Provide advanced first aid HLTAID015 Provide advanced resuscitation and oxygen therapy HLTAID016 Manage first aid services and resources PUAEME005 Provide pain management</p> <p>Skill Set HLTSS00068 Occupational First Aid Skill Set (Release 1)</p> <p>Qualifications HLT21020 Certificate II in Medical Service First Response (Release 1)</p>
Enrolment	<p>TacMed Training is committed to encourage people from diverse cultural backgrounds, differing abilities or disabilities, life skills and experiences, to participate in learning courses.</p> <p>When choosing a training provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National VET Regulators, ASQA has a fact sheet available when making this decision. A Fact sheet is available at: RTO Fact sheet</p> <p>Before attending any courses with TacMed Training you are required to complete an enrolment form, and supply TacMed Training with your Unique Student Identifier number. (USI section).</p> <p>Your personal information is treated in strict confidence. See Privacy & Confidentiality Policy</p>
USI	<p>Unique Student Identifier Number To enrol in a nationally-recognised qualification course, you must provide your Unique Student Identifier (or create a USI if you do not already have one).</p> <p>The USI is a national and individual student number that gives you access to the National Vocational Education and Training (VET) database. The VET database stores all your training results from all providers.</p> <p>With your USI, you will be able to find, collate and authenticate your VET achievements into a single transcript—it also ensures that your training records are not lost.</p> <p>A USI and further information can be obtained by visiting the website, http://usi.gov.au. It is mandatory for Participants to provide an USI at the time of enrolment for all short courses.</p> <p>If a USI number is not provided at the time of enrolment, a statement of attainment cannot be issued. For further information, please refer to the USI website, http://usi.gov.au.</p>
USI Exemption	<p>USI Exemption to selected participants TacMed Training has been granted exemption from requesting selected participant’s USI. The exempt participants will be advised at the time of enrolment that the exemption is valid to the individual, meaning their USI will not be required for collection as per the Students Identifiers (Exemptions) Instruments 2014 part 2 par 6 (3)(a)(b). These selected participants must complete the USI - AVETMISS Exemption Enrolment Form to protect security sensitive personal data. The participant will be issued a Statement of Attainment on completion, however VET will not be advised of the units completed and will not be available through the transcript available from N.C.V.E.R.</p> <p>AVETMISS Exemption to selected participants TacMed Training has been granted exemption from collecting personal information for the purpose of completing AVETMISS data. Exempt participants will be advised at time of their</p>

	<p>enrolment if their exemption for collection of AVETMISS data is valid and not required for collection as per the National VET Data Policy November 2017. Clause 5.3.</p>
Fees	<p>Information on fees, charges and refunds are documented at time of course advertisement. All fees and charges should be paid to the relevant party.</p> <p>Where a third party agreement for delivery of training is in place, fees and charges are collected and paid directly to third party approved for delivery of TacMed Training courses under the formal third party arrangement.</p> <p>Training fees must be paid by an individual prior to course commencement. Where the client is to pay the fees, the third party payment terms & conditions will be available on invoicing.</p> <p>Where the client enters into a contract, terms and conditions within the contract will include cancellation and refund policy. Refund and Cancellation – See Refund and Cancellation Policy</p>
Delivery	<p>TacMed Training delivers training through:</p> <ul style="list-style-type: none"> • Face to face courses, delivered in a classroom or suitable practical environment, this includes theory and practical and assessments. • Blended Courses – requires pre-course material to be completed prior to the face to face element. <p>All courses require that you attend all face to face time and remain until the conclusion of the course.</p> <p>TacMed Training courses are subject to attendance requirements, which are:</p> <ul style="list-style-type: none"> • Attendance to all face to face scheduled classes • Signing of daily/session attendance sheets <p>If unattendance is due to medical reasons, you are required to notify TacMed Training or the trainer prior to course start time.</p> <p>Failure to complete Where a participant has attended part of a course, and has completed the required assessment where any units of competency has been successfully completed, a Statement of Attainment will be issued for the assessments completed.</p>
Language Literacy Numeracy (LLN)	<p>Our course material contains written documentation and limited numerical calculations and the following is a guide of the LLN skills required:</p> <ul style="list-style-type: none"> • Communication <ul style="list-style-type: none"> - Effective communicating in group settings - Communicating with another person (simulated patient) • Writing <ul style="list-style-type: none"> - Writing skills to complete course forms, to a standard for assessment by the Assessor. • Comprehension <ul style="list-style-type: none"> - Capability of interpreting instructions and problem solve within a scenario situation. • Numeracy <ul style="list-style-type: none"> - Numeracy to a standard to conduct simple calculations and counting for the purpose of administering first aid (anaphylaxis), calculation flow rates. <p>Should you feel you do not have the LLN skills or have any questions, please communicate with us to discuss your situation. We recognise that not all people are able to read, write and perform calculations to the same standard. We will endeavour to accommodate anyone with difficulties with Language, Literacy or numeracy.</p>

	<p>In the event that a participant's needs exceed our skill we will refer the participant to complete a TAFE LLN course prior to commencing the training. No payments will be exchanged prior to determining each students LLN needs.</p> <p>Participant Support, Welfare and Guidance Participants with language, literacy and numeracy (LLN) difficulties are encouraged to pursue their vocational education and training goals through participation in TacMed Training courses. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or contact TacMed Training 1300 862 633</p> <p>We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.</p> <p>If your needs exceed our support capacity we will refer you onto an appropriate external agency.</p> <p>You can seek support immediate by contacting:</p> <p>Literacy and Numeracy Support: National: Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au</p> <p>Interpreting Services: TIS National 13 14 50</p>
Support	<p>TacMed Training offers support to assist all participants in their efforts to complete the training programme.</p> <p>In the event that you are expecting any difficulties we recommend you contact TacMed Training on 1300 862 633 or your advised trainer.</p> <p>If you have any special needs (including those in relation to language, literacy or numeracy) a relevant disability, medical condition or other concerns please raise these concerns prior to enrolment.</p> <p>TacMed Training will make reasonable adjustment to meet the needs of those participants.</p>
Assessment Methods	<p>Each unit of competency contains assessment requirements grouped into 3 (three) areas:</p> <ol style="list-style-type: none"> 1. Answering theory questions. 2. Completing performance tasks. 3. Practical scenarios in simulated environment.
<p>Assessment Standards</p> <p>Fairness</p> <p>Flexibility</p>	<p>All assessments will comply with the assessment guidelines defined in the relevant nationally endorsed training package.</p> <p>TacMed Training trainers and assessors will deliver courses meeting the Standards for Registered Training Organisations (RTOs)2015. Assessment will be conducted to meet the competency standards. If assessed as 'competent' a Statement of Attainment or Certificate will be issued, depending on the course you have completed.</p> <p>TacMed Training ensures all assessment tools meet the Rules of Evidence</p> <p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by TacMed Training to take into account the individual learner's needs.</p> <p>TacMed Training informs the learner about the assessment process, and providing the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p> <p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs. • Assessing competencies held by the learner no matter how or where they have been acquired.

<p>Validity</p> <p>Reliability</p>	<ul style="list-style-type: none"> • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. <p>Any assessment decision by TacMed Training is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations. • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements. <p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
<p>Assessment Evidence</p> <p>Validity</p> <p>Sufficiency</p> <p>Authenticity</p>	<p>The assessor is to assure that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p> <p>TacMed Training ensures that evidence is directly related to the competency being assessed.</p> <p>TacMed Training will gather enough evidence to make a valid judgement on competence or otherwise. The quantity of evidence may vary between students.</p> <p>Assessment time for each participant is flexible, as some participants may take longer to demonstrate competence.</p> <p>TacMed Training ensures that the evidence collected, is authentic to the person being assessed for competence, and evidence is collected of each participant. Signatures on documentation completed is collected as evidence.</p> <p>TacMed Training is required to take steps that the participant enrolling, training and assessing is the same participant that the qualification is being issued to the attending participant.</p>
<p>Re Assessment</p>	<p>If you are assessed as Not Yet Competent, the trainer will give you feedback and you will be allowed to be re assessed.</p> <p>If you are assessed as Not Yet Competent after the additional attempt, you will need to repeat the course or unit of competency at your own expense if you wish to gain the competency. Additional fees may be required to paid.</p> <p>You do have the right to appeal against the assessment decisions (see Complaints and Appeals).</p>
<p>Reasonable Adjustment</p>	<p>TacMed Training recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.</p> <p>TacMed Training will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency. These adjustments may include:</p> <ul style="list-style-type: none"> • Modification to training equipment: Lowering a bench, enlarging computer screen. • Modification to assessment procedures: having someone read assessment materials to participants, reprinting assessments in larger font. • Modification to course delivery: Providing course material in a different format.

	<p>TacMed Training undertakes to assist participants achieve the required competency Standards where it is within our ability.</p> <p>Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.</p> <p>The determination of 'reasonable' requires judgment that must take into account the impact on TacMed Training and the need to maintain integrity of the course being undertaken.</p> <p>Please note, some Training Packages there are mandatory skills that cannot be modified as a reasonable adjustment. The First aid and CPR Training Package requires the participant to complete 2 minutes of CPR on a manikin on the floor.</p>
Complaints and Appeals	<p>TacMed Training treats complaints and appeals from staff, participants, our participants' employer and other parties very seriously and we will deal with these in an effective and timely manner, typically aiming to resolve all complaints within three weeks.</p> <p>TacMed Training will act upon any substantiated complaint or appeals, these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities. See Complaints and Appeals Policy</p>
Privacy	<p>TacMed Training takes all reasonable steps to ensure that the information collected from you is stored securely. TacMed Training will endeavour to protect your information from misuse, interference, loss and unauthorised access.</p> <p>Information is stored according to the Act, and the requirements of the Standards. See Privacy Policy</p>
Authenticity	<p>You are responsible to ensure the authenticity of your work, in all written, or submitted online assessments or written tasks. All the work submitted must be your own. You may be asked to sign documentation for authenticity.</p>
Recognition of other qualifications	<p>All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by TacMed Training</p> <p>These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.</p> <p>Participants would be required to produce a certified copy of the original certificate to the CEO or in some cases the trainer, who will verify the authenticity of the document by contacting the issuing authority and record the outcome in our record system.</p> <p>This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.</p>
Issuance of Qualifications	<p>On successful completion of a course participants will receive qualification or statement of Attainment.</p> <p>Should a participant not complete all required units of competency they will not be eligible to receive the qualification. A statement of attainment will be issued for the units of competency successfully completed.</p> <p>Students enrolled in individual units of competency are required to complete all assessment tasks to a satisfactory level in order to be found competent and be eligible for a Statement of Attainment to be issued.</p>
Feedback	<p>TacMed Training continually evaluates and endeavours to improve so feedback is requested from participants. This Feedback is sought on the enrolment process, facilities, trainers and assessors, course content, and service offered.</p> <p>The VET National Participant Outcome Survey collects information on your reasons for training and satisfaction with the training. We offer this survey on the conclusion of each enrolment, this form is treated with confidence to assist TacMed Training with feedback for our continual improvement. You may receive a student survey from the National Centre of Vocational Education Research (NCVER), agent or third party contractor. You may choose to opt out of the survey at time of being contacted.</p>

Participant Responsibilities and Code of Conduct

As a participant to TacMed Training courses regular and punctual attendance is required.

- To arrive on time to each session or class commencement time
- Advice of absent attendance, late attendance or early departure
- Explanation of late attendance on arrival or return to class

Please note in some absent situation evidence may be requested example: Medical certificate or a declaration to support the absence.

Completion of Assessment or Assessment Tasks

- Contact with the trainer if experiencing any difficulties with the course content
- Discuss with the trainer availability to catch up on the assessment task or assessment completion

Behaviour and Conduct

- Respect fellow participants and trainers
- Do not use offensive language
- Dress appropriately
- Refrain from using mobile phones during class, switch to silent or vibrate and only take calls if urgent.
- Bullying, harassment or discrimination will not be tolerated

Effective Learning in Attendance

- Participate in all activities to the best of your ability
- Do not interfere with training equipment or facilities

Comply with work, health and safety policies and risk management procedures as detailed below or applied during training activities.

TacMed Training Policies and Procedures

Refund & Cancellation Policy

Cancellation

Where a participant has paid the fee and written cancellation is given greater than one (1) weeks' notice a cancellation fee is NOT applicable and a full refund will be offered.

If notice of less than one (1) week is given a cancellation fee of 50% is retained.

Where a client pays the fee and less than one (1) weeks' notice given a cancellation invoice for 50% of the course fee will be raised.

Where a third party agreement approved for the delivery of TacMed Training courses, fees and charges are collected and paid directly to the third party approved for delivery of TacMed Training courses under third party arrangement.

Training fees must be paid by an individual prior to course commencement.

Where the client is to pay the fees to a third party, payment terms & conditions will be available on invoicing.

Where the client enters into a contract, terms and conditions within the contract will include cancellation and refund policy and should be referred to.

Withdrawal due to illness or hardship

If withdrawal from a course is due to illness or extreme hardship. TacMed Training, at its discretion, may give a refund of the course fees. The following conditions apply:

- Produce satisfactory evidence of the circumstances of your withdrawal.
- You must not have completed any assessment tasks or e-learning lessons associated with the course. (forfeit of 25% of your course fee as a non-refundable administration fee will be retained if any course work is completed).

Postponing the course

If you are unable to attend a course, you may transfer to another available class where a written request to transfer is received. Transfer of a course may require additional pre-course material to be completed.

TacMed Training guarantees that in the event that TacMed Training cannot deliver a course, a **full** refund of all training fees paid will be refunded in whole to the purchaser. No administrative charges or penalties will be incurred.

TacMed Training is not responsible for further refunds the participant may occur for further expenses to attend the training, this includes accommodation and travel.

Privacy and Confidentiality Policy

TacMed Training takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases, as required by law and as required by the Standards for RTOs we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

TacMed Training understands your right and our responsibility to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. Copy of TacMed Privacy Policy is available following.

TacMed Training collects information for the purpose of:

- Ensure compliance with relevant national and state laws.
- Reporting to government departments, agencies or statutory bodies who collect information under those laws.

TacMed Training collects information from the enrolment process.

TacMed Training may during your training be required to discuss your progress with an appropriate third party, such as your employer. All discussions with any third party will be strictly confidential.

If the participant is under the age of 18 years, TacMed Training may share information with the parent or guardian /carer or legally-appointed person.

As the TacMed Training holds personal information about individuals, we will not use or disclose that information for the purpose of direct marketing.

Privacy Notice

Under the *Data Provision Requirements 2012*, TacMed Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by TacMed Training for statistical, administrative, regulatory and research purposes. TacMed may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Access and Equity Policy

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. .

TacMed Training in line with Australian federal, state and territory legislation offer training participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, or sexual orientation.

Participants with language, literacy and numeracy (LLN) difficulties, a disability or from a Non -English speaking background are encouraged to pursue their vocational education and training goals.

All participants who meet our entry requirements will be accepted into any of our training programs.

Complaints and appeals procedures are in place to ensure any concerns are dealt with immediately and appropriately

Complaints and Appeals Policy

TacMed Training treats complaints and appeals from staff, participants, our participants' employer and other parties very seriously and we will deal with these in an effective and timely manner, typically aiming to resolve all complaints or appeals within 21 business working days.

If at any time during your dealings with TacMed Training you have concerns about the training, assessments or dealings with TacMed Training participants are encouraged to:

- Discuss the complaint, appeal, concern or grievance with TacMed Training on 1300 862 633 or
- Lodge a written complaint or appeal with TacMed Training

TacMed Training will act upon any substantiated complaint or appeals, these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

A written record of all complaints will be kept and stored securely.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the CEO.

Participants should contact their trainer. The trainer should be the first point of contact for participants the aim of this first contact is to resolve the issue quickly.

If the participants complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO

If the CEO is the trainer, or the complaint is about the CEO, then the alternative contact is the Senior Trainer.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal in writing to TacMed Training

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, TacMed Training will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representative or other parties as appropriate

TacMed Training may need to inform any person who is the subject of an investigation or allegation, or any persons whose interest is likely to be affected adversely by a decision.

Any person making a complaint or seeking appeal, may at any point during the complaints or appeal, engage a support person or advocate.

At any time during a complaint or appeals process TacMed Training reserves the right to refer the matter to expert legal advice.

TacMed Training will acknowledge the complaint or appeal within seven (7) business days from the receipt of the complaint or appeal.

TacMed Training aims to investigate and finalise a complaint or an appeal within 21 working days of the acknowledgement of the complaint or appeal.

Where the investigation is expected to take longer than 21 working days, TacMed Training will inform the complainant in writing, including the reason for the extension.

Regular update will be offered to the complainant on the progress of the complaint or appeal.

Participant confidentiality will be maintained at all times.

At all times, the principles of Natural Justice will be upheld. The complainant/appellant will remain informed at all times of the progress of their complaint or appeal either by email or letter.

TacMed Training will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Participants not satisfied with the process may refer their grievance to:

Consumer protection issues – Office of Fair Trading 14 32 20

Delivery of training, assessment – National Training Complaints Service 13 38 73.

Complaints can also be lodged directly with the National VET Regulator, Australian Skills Quality Authority:

<https://www.asqa.gov.au/complaints>

Work Health and Safety Policy

TacMed Training has a responsibility to ensure the health and safety of its employees, participants and visitors. Where training is delivered under a third-party agreement, Work Health and Safety standards are set out in that agreement.

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2016 describes TacMed Training's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use.
- Adequate staff training including topics such as safe work procedures.
- Properly maintained facilities and equipment.
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

As a participant, you also have work health and safety obligations that include:

- Advising the trainer of any existing injuries or conditions that may prevent you undertaking an activity or increase the risk of participation.
- Taking reasonable care of your own health and safety while a participant during the course.
- Taking reasonable care that your actions or lack of action do not affect the health and safety of others.
- Follow all instructions that are provided for the safety of participants and facilitators.
- Report any injuries, illness or unsafe situations to your trainer and stop the activity until the issue is resolved.

Harassment and Discrimination Policy

TacMed Training under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Policy implementation:

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Version Control History	Date	Description
2..0	16.09.19	New Version Created
2.1	14.11.19	Update of unit of competency delivery PUAEME005
2.2	30.04.20	Addition of Certificate on Scope
3	30.01.21	New Units of Competency Release
3.1	22.02.21	New Certificate II 20120 Qualification on Scope