

**Student Handbook 2020
Terms and Conditions**



Contents

Welcome to Safe First Training	3
Terminology	4
How to Enrol Unique Student Identifier Funded Training Language literacy and Numeracy Support	5
Expectations of Students and our obligations to you Flexible Learning and Assessment RPL	6
Safe First Training Policies Fees and Refunds	7-8
Funded Training Re-enrolments White Card/RSA policies Replacement of certificates/materials/Cards	8-10
Complaints and appeals	11-12
Confidentiality, Access & Equity Duty of Care Privacy Policy Legislative requirements Rights Liability Disclaimer Marketing and Advertising	12-17
Contact Useful links	17

Welcome to Safe First Training

Safe First Training is a Registered Training Organisation (RTO) – RTO CODE 52241. We offer a wide range of nationally recognised training as well as other customised courses and professional development.

This handbook is designed to inform you of the policies and procedures that Safe First Training and its participants agree to follow. Please feel free to contact staff at any time if you have any queries about enrolment, course details or while you are completing your studies. We have a very supportive and friendly team who are willing to assist wherever we can.

OUR SERVICES

Safe First Training delivers high quality training and assessment all over Western Australia. We pride ourselves on offering flexible training options. We ensure that you receive quality products and services as well as an understanding of the content and regulations that govern all parties under the VET Quality Framework. For information regarding the other what Safe First Training offer, please visit our website: www.safefirsttraining.com.au or got to www.training.gov.au and search Safe First Training.

Our Mission

“We train people to be Safe, Happy and Healthy @ Work, meeting or exceeding customer expectation.”

Our Values

- 1). Safety
- 2). Continuous Improvement
- 3). Communication
- 4). Integrity

Safe First Training has a wealth of experience in workplace safety and health. We acknowledge and appreciate the growing trend and expansion in the construction and mining areas, and provide continuous improvement for workplaces in all areas of legislation and business requirements.

Contact Us

Safe First Training
9 Stokes Way
Davenport WA
6230

Telephone: 0447 111 103
Email: admin@safefirsttraining.com.au
Website: www.safefirsttraining.com.au

Terminology

ASSESSMENT

Assessment is the process of collecting evidence and making judgments as to whether competency has been achieved.

COMPETENCY

Being able to perform and demonstrate the required knowledge and skill in the workplace. The required knowledge and skill are usually specified as required Standards of Performance.

EVIDENCE

Information gathered which, when matched against the performance criteria, provides proof of competency.

FAIRNESS

A fair assessment will not disadvantage any person and will take into account the characteristics of the person being assessed, such as candidates of Non English Speaking Backgrounds.

FLEXIBILITY

Flexibility in assessment allows for assessment either on or off the job at mutually convenient times and situations

MODERATION

Moderation is the process which ensures that assessment procedures, tools or judgments are valid and reliable.

QUALITY ASSURANCE

A planned and systematic process of ensuring that the requirements of the assessment system, Competency standards and any other criteria are applied in a consistent manner. Quality assurance mechanisms are an integral part of a well designed assessment system.

REGISTERED TRAINING ORGANISATIONS

Training Organisations that have been registered in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*

TRAINING PACKAGE

Training packages are a set of learning and assessment resources, which provide a basis for the Achievement of national qualifications as a result of assessment against competency standards. Training packages have endorsed components: national competency standards, national qualifications, national assessment guidelines and also include non-endorsed components, learning strategies, assessment materials and professional development materials.

UNIT OF COMPETENCY

A unit of competency describes a discreet job or function and is written in terms of workplace outcomes. Further developed through elements and performance criteria.

How to Enrol

Please ensure that you read and understand the information provided before proceeding with your enrolment. This handbook contains important information including the expected outcome, our Code of Conduct, Fees and Refund Policy and the Training and Assessment Process.

Our staff are happy to discuss the criteria and selection procedures for each training program. Prior to you enrolling in a qualification or unit of competency they can assist you to identify what type of training is suitable for your needs and what, if any, prerequisites are required. Once you are ready to enrol, contact us and we will send you an enrolment and training agreement and student handbook. You can either post, or scan and email the enrolment form back to us. Our contact details are in this guide. We use credit card, purchase orders or direct deposit payments.

Safe First Training will assist and support your learning and assess your work. Your training manager will assist you with your Training Plan and any questions or queries you may have.

Unique Student Identifier

From the 1st January 2015, all students undertaking nationally recognised training will be required to provide their Unique Student Identifier (USI). The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. The USI will be available online and at no cost. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI came into effect on 1 January 2015.

From 2019 Safe First Training are not permitted to issue any qualifications or Statements of Attainment to a student who has not supplied their USI or given permission to Safe First Training to apply on their behalf.

Please contact us if you need assistance applying for your USI.

Language, Literacy and Numeracy Support

Staff can offer extra support on enrolment if this is required and you are encouraged to approach Safe First Training at any time if you need extra help. Alternatively we can refer you to the appropriate external assistance. Assistance available includes career planning, individual coaching, identifying best options for study and referral to external agencies if appropriate.

Safe First Training's obligations to you

- The course that you decide to study meets both current industry standards and accreditation requirements
- Prior to enrolment, you are entitled to access course information and our policies and procedures (as in this handbook or found on our web page www.safefirsttraining.com.au)
- You have the right to know if Safe First Training closes or stops delivering the course or any part of the course you are enrolled in
- You are provided with information about the assessment requirements of the course at the start of the course

- You have your training outcomes assessed and are provided with regular feedback on your progress
- You are treated fairly by fellow students and staff
- You are trained in an environment free from any form of discrimination and harassment
- Your personal records are kept private and secure and only made available to authorised users
- You have access to our complaints and appeals process
- You learn in a safe and supportive environment
- You receive compliant, quality training and assessment
- If you are deemed competent and all other obligations finalised such as payment you will receive your certification.

What Safe First Training expects of you

- . That you work and interact in ways that demonstrate Safe First Training Values
- . That you are punctual when attending training sessions
- . At the completion of each unit, that you submit your assessment to your Training Manager
- . That you attempt to meet all criteria in order to be deemed competent
- . You ensure that you are familiar with the Learning Outcomes relevant to the qualification for which you are completing
- . That you maintain a level of commitment to completing the qualification or UOC
- . That you endeavour to ensure you submit all assessment material to your Training Manager by the due dates
- . That you contact your Training Manager if you have any worries or problems with the course so that they can be resolved as quickly as possible
- . That if you feel your needs are not being met or you are dissatisfied with the assistance or service that is being provided to you please contact our CEO Manager on 0447111103

Flexible Learning and Assessment

Training can be delivered in a variety of ways depending on your needs, including on the job, flexible delivery, online, classroom based and Recognition of Current Competencies or a combination of these training options.

Safe First Training specialise in customising training resource materials to suit your workplace and individual requirements. All training is carried out in consultation with the learner as well as industry and other stakeholders. We seek feedback from all participants

and our policy is to evaluate and improve our services on a continual basis. Assessments are developed to suit your situation and/or workplace.

Should you have any specific requirements in regards to completing training and/or assessment please speak with or see your trainer/assessor.

Recognition of Prior Learning (RPL)

If you think you have the skills and knowledge to perform a job to workplace standards you may wish to apply for formal recognition of those skills. We acknowledge that skills can be gained in many different ways, for example life experience, work experience, hobbies etc.

Our RPL assessment process includes any or all of the following:

- Portfolio assessment
- RPL interview
- Skill observation
- Third party validation
- Currency checks

If a student is deemed not competent in a unit after all relevant methods above have been exhausted, or the enrolment term has passed, a result of Not Competent will be recorded and the unit expired until re-enrolment.

Safe First Training Policies

COURSE FEES AND REFUND POLICY

Should Safe First Training cancel any course, participants are entitled to a full refund or transfer of funds to a future course. We will refund in full any deposits received for any course that is cancelled. Safe First Training will not be liable for any claims arising from course cancellation.

Full payment for all courses is required before commencement of course (unless prior arrangements are made with training Manager). Safe First Training does not accept payment of more than \$1500 from each individual client* prior to commencement of course.

Information on the fees for specific course you wish to study are provided separately in the Training and Enrolment Agreement. **PLEASE TAKE NOTE OF TRAINING REFUND POLICIES IN AREAS OTHER THAN PERTH METRO AND SOUTH WEST, WESTERN AUSTRALIA**

Registration may be cancelled up to 10 working days prior to commencement of course with students either transferring to another course or receiving a full refund less a \$50 admin fee.

Registration cancelled or transferred less than 10 working days but over 5 working days prior to commencement will incur a 20% cancellation/transfer fee.

If no cancellation is made or cancellation is made less than 5 working days prior to commencement, no refund will be issued unless participant can provide a medical certificate or show extreme personal hardship. Please note transfer is not available within 5 working days of the course. No refund is given to group company bookings

Another student may be substituted at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes is imperative and a \$50 admin fee may apply.

Safe First Training reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such change will receive a full refund or be offered to transfer to the next available course.

If you fail to attend, no refund will be given.

Any training outside The Perth Metro or South West District of Western Australia- Once an Enrolment and training agreement has been received by Safe First Training; any cancellation may incur a 50% cancellation fee (Travel and venue charges). Another person may be substituted for the previous candidate to avoid cancellation fee.

*****Certificates and Statements of Attainment will not be issued until all accounts are paid in full. Students should verify fees for all courses at enrolment as fees are subject to change without notice. If you wish to appeal the decision of a refund request, please contact us. Safe First Training aims to provide a fair and accessible refund process which addresses the requirements of both the client and Safe First Training**

SUBSIDY FUNDED TRAINING

Construction Training Fund was established in 1990, this fund (formerly BCITF) provides subsidies for training to eligible people in the building and construction industry. To find out if you are eligible go to www.bcitf.org

Some of our training attracts Construction Training Fund subsidies. Call us for more information.

RE-ENROLMENTS

You must complete and submit your work within the timeframe as agreed with your training Manager.

If you have not applied for and received a formal extension (see REQUEST FOR EXTENSION FOR SUBMISSION OF ASSIGNMENT WORK) and decide to continue your studies at a later date you will need to re-enrol. This will incur an administration fee.

REPLACEMENT TRAINING MATERIALS

Should training materials need to be replaced, an 'at cost' fee will apply.

PROCESS FOR ONLINE WHITECARD AND RSA TRAINING

The online white card exam and RSA training is for Western Australian residents or those with a Western Australian address, to comply with *Standards for Registered Training Organisations (RTOs) 2015*

As part of Safe First Training quality assurance procedures, we conduct a validation process whereby we determine whether or not the person who is to receive the White card is the person who actually completed the course. Where it has been identified that a false declaration has been made, the fee is not refunded and the person (candidate) in question shall receive a result that they are not yet competent. An email explaining the process and outcome is emailed along with a receipt. Where the person is un-contactable, an email is sent outlining the process and that they need to contact us within 7 days to go through the verification process or they will receive a result that they are not yet competent which will be sent with their receipt.

REPRINT OF CERTIFICATE/STATEMENT OF ATTAINMENT

Should you require a reprint of your Qualification or Statement of Attainment, a fee of \$25.00 emailed copy or \$45 posted copy or White Card re-issue (GST Inc.) The fee raised is to cover postage and handling, printing and administration for this service before the replacement is sent to you.

SUBMISSION OF WORK

When you submit your work, no matter how much or how little or by what method (mail or email to your training manager) please include a signed cover sheet clearly identifying who you are and exactly what you are submitting. Work may not be accepted without this cover sheet which is available for download from the Safe First Training website. It is also a good idea to include your name in the footer of each page. If you are sending your work by mail, please keep a photo copy of your work. Safe First Training cannot take any responsibility for lost mail.

Students must comply with copyright protection provided by the Copyright Act 1968. More information on copyright can be obtained from the Australian Copyright Council and the Australasian Legal Information Institute. Work submitted by students must be original and their own work. If work is used from another source this must be acknowledged and referenced appropriately. If students have worked together on an assessment this should be clearly noted and information provided on the contribution made by each student.

RETURN OF WORK SUBMITTED FOR ASSESSMENT

Generally work is not returned. Please do not send in original documents, certificates etc. Once your work is assessed hard copy student work is shredded once assessment is complete. Should you wish to have your work returned after assessment you must notify us in writing at the time you submit it.

If you require us to return your work via post a minimum postage and handling fee of \$16.50 (GST Inc) will be incurred, payable before work is returned. We will advise you before posting if the cost will be greater than this. Evidence from each student is kept for audit purposes.

FAILURE TO MEET COURSE REQUIREMENTS

If you have been unsuccessful in meeting the assessment criteria, you will be marked as *Not Yet Competent*. Qualifications or Statement of Attainments cannot be issued until a *Competent* mark has been achieved.

Should you fail to achieve competency in your first attempt you will be provided with another opportunity. Failing that, you will be required to re-enrol in the unit of competency, pay the associated fees, complete any additional learning and apply for the assessment again. If you need to re complete the training activities you will be offered a 50% discount on course costs if your re-enrolment falls within 12 months of original enrolment.

REASSESSMENT PROCEDURE

Clients will be given the opportunity to be reassessed where competency is not achieved within a reasonable timeframe. Wherever possible reassessment will take place at nominal cost to the client.

Consultation will be undertaken between the student and the assessor to determine a suitable time and place for reassessment.

COMPLAINTS & APPEALS

Safe First Training Complaints and appeals Policy and Procedures ensure that all complaints and appeals are dealt with in a constructive and timely manner. Safe First Training will strive to provide clear, honest and open communication at all times about the requirements for assessment and the process and evaluation of appeals against assessment decisions.

DEFINITIONS

Complaint: means an allegation involving the conduct of

- Safe First Training Services, trainers, assessors or other staff, or

- Another student

Appeal: means a request for a review of decisions including:

- Assessment decisions made by Safe First Training
- Suspension or exclusion from Safe First Training

Principals

- All complaints and appeals are to be treated seriously and dealt with promptly, impartially and confidentially
- All complaints and appeals will be resolved on an individual case basis, as they arise
- All students have the right to express a concern or problem and/or lodge a complaint or appeal if they are dissatisfied with services provided by safe first training
- All complaints and appeals are acknowledge in writing and finalised as soon as possible
- The rights of the complainant/appellant and respondent will be acknowledged and protected throughout the complaint/appeal resolution process.
- Final decisions will be made by Safe First Training CEO/Manager or an independent party to the complaint/appeal
- If the complaint/appeal will take in excess of 60 days to finalise Safe First Training will inform the complainant in writing providing reasons why longer than 60 days is required

APPEALS AGAINST ASSESSMENT

We are keen to resolve any issues, so we welcome you contacting us to discuss any concerns you may have. Initially we encourage you to speak to your assessor to understand the reasons they have found you not yet competent

Where an appeal against an assessment decision is made, Safe First Training will ensure that all details surrounding the decision are fully explained to the complainant and, where possible, the appeal is settled internally. The following options are available-

1) Please call or email:

Debbie Payne
CEO
0447 111 103

admin@safefirsttraining.com.au

Natalie Turvey
RTO Manager

0416 811 131

admin@safefirsttraining.com.au

2) Please put appeal in writing and post or email to CEO Debbie Payne, we will initiate a transparent, participative process to deal with the complaint or appeal and aim to resolve within 10 business days

You have 14 Days in which to lodge your appeal. If the assessment appeal is unable to be resolved internally

- You have the right to an independent advocate to act on your behalf

- Safe First Training will ensure an external RTO hears the appeal and issues a judgment accordingly.

COMPLAINTS

We are keen to resolve any issues, so we welcome you contacting us to discuss any concerns you may have

LODGING A COMPLAINT

Should you wish to lodge a complaint; a formal or informal approach can be made by the following ways:

- 1) Calling or emailing

Debbie Payne CEO 0447 111 103 admin@safefirsttraining.com.au	Natalie Turvey RTO Manager 0416 811 131 admin@safefirsttraining.com.au
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- 2) Please put any formal complaint in writing and post or email to CEO Debbie Payne, we will initiate a transparent, participative process to deal with the appeal and aim to resolve within 10 business days

If in the event you believe that we could not satisfy your complaint, an independent person will be engaged to review the decision. The review will allow both sides to share their views and the independent person will make recommendation solutions. The cost of the independent person will be shared between Safe First Training and the complainant (50% each of these costs) if the matter ends in the appointment of a third party, the decision of the independent third party will be final

REASONABLE ADJUSTMENT

We can make reasonable adjustment to the training and assessment procedure to accommodate any special needs, so it is important to ensure that you have made staff aware of any needs we can assist you with, or should be aware of.

Please be assured your privacy will be protected at all times

REQUEST FOR EXTENSION FOR SUBMISSION OF ASSIGNMENT WORK

Candidates may request an extension of due date for the submission of work due for assessment if their studies have been interrupted by circumstances beyond their control. Applications for an extension must be made in writing.

If circumstances have changed that will predict an extension being required in the future, please do not hesitate to discuss this with your training manager before the due date where ever possible.

ISSUANCE OF QUALIFICATIONS/STATEMENT OF ATTAINMENT

Safe First Training issues qualifications and Statement of Attainment which meet the required outcomes of a qualification or unit of competency, in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*

Certificates and Statements of Attainment will not be issued until all fees have been paid and student has a USI number.

RECOGNITION OF QUALIFICATIONS/CERTIFICATION ISSUED BY OTHER RTO'S (CREDIT TRANSFER)

One of the most important features of the national training framework is the recognition of qualifications issued by other Registered Training Organisations (RTOs), including Statements of Attainment.

Safe First Training recognises any qualification or certification issued by registered training organisations, including Statements of Attainment, and any accredited courses that are nationally recognised.

Students seeking credit transfer must submit a copy of their qualification or Statement of Attainment. Staff may contact the issuing Registered Training Organisation to verify the validity of the qualification.

Students must complete Application for credit transfer form including providing USI number upon application for a credit transfer

CONFIDENTIALITY

Client information and results will be treated in confidence. Information will not be released to a third party without the written permission of the client. Clients will be asked to sign the consent form for the disclosure of information.

EVALUATION AND CONTINUOUS IMPROVEMENT

Evaluation and feedback is expected from all our clients to help us to continually improve our services.

An evaluation form will be provided after every training course.

ACCESS AND EQUITY

Safe First Training will provide a welcoming, supportive and inclusive learning and assessment environment that is free from any discrimination.

Any student has the same right to study at an educational institution as any other student. To ensure this can happen, Registered Training Organisations must address

equity issues to comply with the *Standards for Registered Training Organisations (RTOs) 2015*

Equity refers to the capacity for all learners to achieve results in training and to receive training in an inclusive environment. Inclusive environments acknowledge and value the differences between people and cultures; they include rather than exclude. Registered Training Organisations must also comply with the anti-discrimination legislation that applies within their state or territory. For more information visit the Human Rights and Equal Opportunities Commission website at www.hreoc.gov.au.

Bullying, racism and unlawful discrimination of any kind will not be tolerated

DUTY OF CARE

Safe First Training has Duty of Care Procedures in place to protect the best interests of students and staff.

WORK HEALTH AND SAFETY

Safe First Training strives to ensure a safe and healthy work environment for all staff, clients and visitors. At the commencement of your course, your trainer will advise you regarding any relevant Work Health and Safety issues including exit routs, evacuation muster points, fire wardens and the location of fire extinguishers, first aid kits, toilets, kitchen facilities, as well as any specific WHS requirements in your training location.

You will be advised of any PPE requirements for specific courses prior to course commencement.

CONTINUOUS IMPROVEMENT

Safe First Training are committed to continually improving our high standard of service delivery. This is done through timetabled reviews of all systems and processes, and the identification and action of opportunities that will improve our services.

LEGISLATIVE REQUIREMENTS

Safe First Training is subject to a variety of legislation related to training and assessment as well as general business practice. Legislation is continually being updated and it is Safe First Trainings responsibility to ensure that all Safe First Training personal are made aware of any changes to the legislation

Below is a list of legislation that impacts Safe First Training, it includes but is not limited too

- **National Vocational Education and Training Regulator Act (2011)**
- **Standards for Registered Training Organisations (RTO'S) (2015)**
- **Occupational Safety and Health act (1984)**
- **Occupational Safety and Health regulations (1996)**
- **Fit and Proper Person Requirements (2011)**

- **National Vocational Education and Training Regulator Act (2011)**
- **Student Identifiers Act (2014)**
- **Equal opportunity Act (1984)**
- **Copyright Act (1998)**
- **Age Discrimination Act (2004)**
- **Australian Human Rights Commission Act (1986)**
- **Disability Standards for Education (2005)**
- **Disability Services Act (1993)**
- **Data Provision Requirements (2012)**
- **Disability Discrimination Act (1992)**
- **Racial Discrimination Act (1975)**
- **Sex Discrimination Act (1984)**
- **Privacy Act (1988) and National Privacy Principles (2001)**
- **Vocational Education and training Act (1996)**
- **Workplace Compensation and Injury Management Act (1981)**

SAFE FIRST TRAINING PRIVACY POLICY

Privacy Notice

Under the *Data Provision Requirements 2012*, Safe First 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 Safe First Training for statistical, administrative, regulatory and research purposes. Safe First Training 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 NCVET 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 NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

Safe First Training is committed to ensuring that the personal information it holds regarding its participants, clients, consultants, job applicants, employees and other individuals is handled appropriately and lawfully, in accordance with the Privacy Act 1988.

Information collected on client's behalf is only used for the purpose of delivery of our services. The information will not be released to a third party without the written consent of the client.

Safe First Training will only collect personal information that is necessary for its business functions and activities, or to comply with legal or regulatory obligations, including:

- Providing training services
- Informing participants or clients about additional or upcoming courses available
- Gathering feedback from participants or clients regarding training for *Safe First Training's* market analysis and course development.

When *Safe First Training* collects any personal information, as far as is practicable, we will provide the individual information about the purpose of collection, the types of organisations (if any) to which we may disclose the personal information (eg. clients, participant records) and any law that requires the particular information to be collected.

Safe First Training will take reasonable steps to protect personal information we hold from misuse and loss from unauthorised access, modification and disclosure, by:

- Securing all files in appropriate locations
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up-to-date virus software
- Password access to the computer systems
- Not releasing information to third parties without prior written permission.

We cannot guarantee the security of any data disclosed on-line. Individuals accept the inherent security implications of dealing on-line over the Internet and will not hold *Safe First Training* or its agents or suppliers responsible for any breach of security.

RIGHTS TO ACCESS AND CHANGE PERSONAL INFORMATION

Individuals may access personal information that we hold about you or you can ask us to correct personal information we hold about you. Please contact us via our website, email or by contacting the Managing Director at the address given below. We will endeavour to meet or advise of the outcome of a request within seven (7) business days of receipt. This information will be forwarded to you within five (5) working days. For any privacy issues or concerns please contact the CEO, PO BOX 696 Australind WA 6233, Phone: 0447 111 103 Email: admin@safefirsttraining.com.au

LIABILITY DISCLAIMER

Safe First Training will use all reasonable endeavours to protect and keep confidential any personally identifiable information in its possession in relation to its clients, subscribers or website visitors. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of *Safe First Training*, its agents, suppliers, contractors, related corporate bodies, affiliates or associated parties, to the extent permitted by law, *Safe First Training* is not liable for any loss, damage, costs, liability or other form of contribution.

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at: www.privacy.gov.au

MARKETING AND ADVERTISING

Safe First Training ensures that all marketing and advertising of AQF Qualifications to our clients is ethical, accurate and consistent with our scope of registration and meets the Standards for Registered Training Organisations (RTO's) 2015.

CONTACT US

Safe First Training
9 Stokes Way
Davenport WA
6230

Telephone: 0447 111 103
Email: admin@safefirsttraining.com.au
Website: www.safefirsttraining.com.au

LINKS TO USEFULL WEBSITES

Department of Education and training www.education.gov.au

Australasian Legal and Information Institute www.austlii.edu.net.au

Commonwealth of Australian Law www.comlaw.gov.au

Training.gov.au www.training.gov.au

Training Accreditation Council www.tac.wa.gov.au

Department of Commerce Worksafe www.commerce.wa.gov.au/worksafe

Safe Work Australia www.safeworkaustralia.gov.au