



Student Handbook



Mines Rescue

Contents Page

Welcome	3
About Mines Rescue Pty Limited	3
Scope of Training	4
Credit Transfer and Recognition of Prior Learning	4
Course Enrolment	5
Unique Student Identifier	6
Course Duration	8
Assessment Submissions	8
Plagiarism	8
Payment of Course Fees and Refunds	9
Access and Equity	14
Support and Welfare Services	14
Credential Issuing	16
Complaints and Assessment Appeals	17
Drugs, Alcohol and Smoking	17
Student Rights and Responsibilities	18
WHS Responsibility	20
Legislative Requirements	21
Insurance	21
Statutory Education Licence	21
Working with Children Check	21
Contact Us	22

Welcome

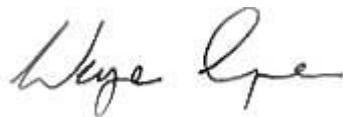
Thank you for choosing Mines Rescue Pty Limited for your training and assessment needs. We look forward to assisting you learn and develop new skills that may assist you in your current job and help you to achieve your career goals.

As a Registered Training Organisation, Mines Rescue is obliged to inform our customers and training and assessment students of the legislative and regulatory requirements that may affect their participation in Vocational Education and Training.

This Student Handbook has been designed to inform you of such information and will also provide you with an insight into the type of training activity and courses Mines Rescue can provide.

Should you have any questions throughout the course booking and enrolment process, or even throughout your training course, please do not hesitate to talk to one of our Mines Rescue representatives.

We hope you enjoy your training and assessment experience with Mines Rescue.



Wayne Green

General Manager, Mines Rescue / Regulation & Compliance

About Mines Rescue Pty Limited

Mines Rescue Pty Limited, a business unit of Coal Services Pty Ltd, is a nationally recognised Registered Training Organisation (RTO), with more than 90 years' experience assisting the NSW coal mining industry to manage risk and operate safely.

The primary role of Mines Rescue is to provide emergency and incident response to underground mines throughout NSW. Mines Rescue is also a primary provider of specialist training to industry which assists in supporting continuous improvement in safety standards. These critical services support NSW coal mine workers, employers and communities and demonstrate an ongoing commitment to maintaining a safe workplace and a healthy workforce.

With offices providing services throughout NSW, Mines Rescue maintain an international reputation for excellence, to which they credit the expert training team, in addition to maintaining the most modern equipment and training facilities.

Scope of Training

As an RTO, Mines Rescue is registered with the Australian Skills Quality Authority (ASQA), which is the National Vocational Education and Training Regulator. Our RTO ID No is 90508 and further details can be found via <https://training.gov.au/Organisation/Details/90508>.

Mines Rescue must comply with the requirements of the VET Quality Framework, including the *Standards for Registered Training Organisations (RTOs) 2015* (CTH). These standards ensure the organisation provides quality training and assessment services. Further information about ASQA and these standards is available from www.asqa.gov.au

Mines Rescue has a range of qualifications that the organisation has been approved to deliver. We can provide a variety of training courses that vary from full qualifications through to courses that lead to Statements of Attainment with just one or a selection of units. We also offer a range of non-accredited courses that do not result in nationally recognised training outcomes but meet industry training needs.

For the most up to date information regarding available courses please contact your Mines Rescue Station <https://www.coalservices.com.au/mining/education-and-training/our-facilities/> or see the Mines Rescue website <https://www.coalservices.com.au/mining/education-and-training/>

Credit Transfer and Recognition of Prior Learning

Mines Rescue recognises and acknowledges that current skills and knowledge can be gained in a number of ways:

- Through formal training
- Informal training
- Through previous work experience and general life experience.

If you have already gained a unit of competency or feel that you have already gained the required knowledge, skills and experience to demonstrate competence you may apply to apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL).

If you wish to apply for Credit Transfer or RPL or seek further information, please speak with your trainer and assessor or a Mines Rescue Station representative. Please refer to the RPL / CT Handbook for Applicants available from our website or your local station.

Course Enrolment

Upon confirming a student's place in one of our courses, Mines Rescue will ask all students to complete a *Student Enrolment Form*. This is to be completed prior to or upon course commencement.

The enrolment form requests information from each student regarding the following:

- **Personal Details** Full name (as it appears on your birth certificate and/or passport), email address and date of birth are required for issuance of a qualification or Statement of Attainment.
- **Unique Student Identifier (USI)** See Unique Student Identifier (USI) section on page 6
- **Language, Cultural Diversity and Special Needs** Information about student's language, cultural diversity, special needs, educational and employment history is gathered for two purposes. Firstly, to provide Mines Rescue trainers and assessors with an understanding of student's needs related to training. Secondly, the information is required by the regulatory bodies of the Vocational Education and Training sector for the purpose of quality indicator reporting – mandatory reporting for all Registered Training Organisations (RTOs).
- **Educational and Employment History**
- **Health and Fitness** Information about student's health and fitness to indicate an ability to safely participate in the training. Students must disclose any health concerns that may prevent them or limit their participation in undertaking strenuous physical activities throughout the course.

Before enrolling in a course, consider if the course is right for you and your needs by reading the Course Overview and speaking with a staff member. You should also be aware that some courses have pre-requisite entry requirements, such as another course that must have been successfully completed first. You may also need to meet certain health and fitness requirements to be able to safely participate in the training. To check if pre-requisites apply to the course you wish to undertake, please speak to a staff member or check our website.

If pre-requisites do apply to your chosen course, you must provide evidence that you meet the criteria. In the case of a unit pre-requisite, such as First Aid, you must provide either permission to access your Unique Student Identifier (USI) Registrar online, a certified copy of your certificate (signed by a Justice of the Peace (JP)) or provide the original document for staff to sight and copy. If you do not provide evidence of meeting the course pre-requisite you may not be permitted to commence training, this is for your safety and wellbeing.

Unique Student Identifier

All students commencing or continuing to study a nationally recognised training course must have a Unique Student Identifier (USI). Without a valid USI Mines Rescue will not be able to issue your testamur (qualification or Statement of Attainment).

A USI is a number issued to you by the Government which will capture all of your Vocational Education and Training (VET) enrolments and achievements throughout your life as a student. It will make it easier to find, collate and authenticate your VET testamurs into a single record.

On enrolment, you will be requested to provide your USI and evidence of your identification. Mines Rescue will collect this information to verify your identification or apply for a USI on your behalf. Once your USI has been verified or obtained, your identification evidence will be destroyed.

Mines Rescue will request you to complete a USI Application Form and sign the USI Privacy Notice to ensure you understand how your information will be collected and used.

Evidence of your identification may include:

- Driver's licence
- Australian passport
- Australian birth certificate
- Medicare card
- Certificate of Registration of descent
- Citizenship certification
- Australian Visa
- ImmiCard

To apply for a USI visit <https://www.usi.gov.au/students/get-a-usi>

For more information about the USI system visit <https://www.usi.gov.au/>

Competency Based Training and Assessment

Training that takes place under the banner of the VET sector results in the students undertaking a range of assessment activities to enable them to demonstrate competency. Competency-based assessment is the process of gathering evidence to confirm that a learner has the required level of knowledge, skill and understanding that is outlined in each unit of competency relating to the training course.

The type of assessment activities that an assessor may use in competency-based training and assessment may include:

- Theory / written papers,
- Oral assessments (questioning),
- Practical demonstration (observation),
- Completion of case studies / projects,
- Compilation of portfolios/work samples, third-party reports (e.g. From employer/workplace mentor).

Competency-based training and assessment does not involve a marking scale. Following assessment, the assessor will either advise that the student has been deemed **“competent”** or **“not yet competent”**.

Definitions

- **Competent** The candidate has demonstrated knowledge, skills and understanding to the standard required.
- **Not Yet Competent** The candidate needs to undergo further training and study to meet the standard required.

Mines Rescue delivers training that applies the values of adult learning, incorporating the principles of assessment. This means that assessment practices are fair, flexible, valid and reliable.

- **Fair** The needs and characteristics of students are considered to ensure no student is disadvantaged by assessment processes.
- **Flexible** Assessment processes draw on a range of methods appropriate to the context and provide an opportunity for Recognition of Prior Learning (RPL).
- **Valid** Assessment processes assess what they claim to assess and link to the unit requirements.
- **Reliable** Assessment processes are based on the evidence of the student's performance and aim to be an accurate and consistent measure of student competency

Course Duration

The duration of training will depend on the course that you undertake. Some qualifications are broken into shorter courses that collectively meet the requirements of a qualification. These courses offer learners more flexibility, however, Mines Rescue encourages learners enrolled in full qualification courses to complete the qualification requirements within a twenty-four (24) month period else currency of the skills gained, or changes to the Training Package may require learners to complete additional training and/or assessment to meet the qualification requirements.

Any learner enrolled in a qualification who does not actively participate in their course for six (6) months and does not provide a rationale for their absence will be automatically withdrawn from their course.

After withdrawal, if the learner gives notice that they wish to continue undertaking their course they will be required to re-enrol and may be required to pay the administration fee again. Any fees paid in advance for training not completed may be transferred to the new enrolment if this occurs within twelve (12) months of their original enrolment commencement date.

Assessment Submissions

Candidates are advised to ensure they retain a second copy of their assessments before submitting them. For some courses, candidates may be requested to submit an electronic copy and a hardcopy of their assessments.

Candidates have a maximum of six 6 months after the last day of their face-to-face training to submit all assessment tasks unless the unit or qualification has transitioned to a new version and has expired within that timeframe.

Plagiarism

Mines Rescue will not tolerate plagiarism or other forms of cheating. This may include:

- Submitting another student's work as your own, with or without their permission
- Using any part of another student's work without the proper acknowledgement, including breaches of copyright
- Submitting a completely duplicated assessment
- Allowing someone else to submit your work as their own
- Submitting group work and claiming it to be your individual work

If a student is reasonably suspected of plagiarism Mines Rescue will:

- Notify the RTO Manager and relevant Regional Manager
- Discuss the matter with the student
- Notify the student in writing and provide them with an opportunity to respond
 - Advise the student that they have the right to appeal the decision made regarding action taken.
 - Include a date that the student is expected to reply by.

Suitable action may include:

- Asking the student to provide additional evidence or answer short questions to support that the work is their own or
- Asking the student to redo the same or another assessment
- In the event of multiple assessments being plagiarised, you will be removed from the course or your credential may be cancelled.
- Where the plagiarism relates to Statutory Training Credentials, the Resources Regulator will be made aware of plagiarism findings.

Payment of Course Fees and Refunds

Course Fees

Fees will vary from course to course and are therefore provided separately. Students will be provided with the fee structure prior to enrolment. Course fees are also published on the Mines Rescue website. Students are required to read and understand the following Mines Rescue Fees, Charges and Refund Policy and Procedure information included in this Handbook and pay all fees and charges associated with their course as agreed.

Enrolment is not complete until all agreed fees have been paid. The full fee payment is required before course commencement unless previously agreed to by the relevant Regional Manager. Courses with a duration greater than seven (7) days may be paid on a per unit/module basis. Where circumstances warrant, the relevant Regional Manager may waive fees and charges at their discretion.

Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment / Administration Fees
- Fees for materials, including manuals

The RTO will ensure that all fees are clear and transparent on the course overview.

Payment Options

The following payment options are available:

- **Credit / Debit Card Payment**
 - Contact station direct via phone or present in person
- **Company Purchase Order Number**
 - Applicable to account holding customers only
- **Direct Deposit**
 - Account details are available on our website
 - Please email the receipt to your station
 - Reference: Station and Company / Student Name

Please note that:

- Cash, cheques and Amex credit cards are not accepted
- Full payment is required at least one (1) week prior to the course commencement date in order to secure a place
- If paying via Direct Deposit, please email a copy of the transfer receipt as proof of payment with a booking form
- If you wish to set up an account with Mines Rescue, please contact your nearest station to determine your company's eligibility.

Incidental Charges

Administration Fees

An **\$80.00** plus GST administration fee will be retained where a refund has been requested and accepted in line with Notice of Withdrawal section.

Priority Processing

A **\$100.00** plus GST fee is applicable if a student requires priority processing of their credential / Self-Escape Card and the request is approved. Students are requested to complete the Priority Processing Request Form (AD302).

Plagiarism Fees

If you are found to have plagiarised any assessments, an **\$80.00** plus GST fee per assessment will be charged for the time required to mark assessments.

Re-printing Credentials

- Verification of results on computer network for individual enquiry – **no charge**
- Verification of results on computer network for group/company enquiry – **\$POA** (to be determined by Regional Manager)
- Hard copy – **\$50.00** plus GST
- Reprint of card - **\$50.00** plus GST

Credit Transfer Fees

The processing of a Credit Transfer application will incur a fee as follows:

- If the Credit Transfer is for Unit(s) of Competency, an administration fee of **\$80.00** plus GST will be charged
- If the Credit Transfer is for a full qualification, an administration fee of **\$160.00** plus GST will be charged

This fee may be waived at the discretion of the RTO Manager, after consultation with the relevant Mines Rescue Regional Manager.

Recognition of Prior Learning Fees

The assessment of Recognition of Prior Learning (RPL) applications will incur a fee as follows:

- If Mines Rescue's records show that the applicant has previously completed an earlier version of the unit or qualification with the organisation i.e. is applying for RPL as part of a qualification upgrade process, then the RPL charge will consist of 50% of the full course cost.
- If the applicant has not completed the unit or qualification with Mines Rescue previously then the full cost of the course will be charged.
- If the applicant requires an RPL kit to be developed, a \$260.00 plus GST non-refundable administration fee will be charged.

If the RPL applicant is unsuccessful and they have paid the full RPL charge, the applicant will be eligible to use 50% of the RPL charge to count towards their course fees if they enrol and commence their studies in the same course/module within six (6) months of receiving notice of their unsuccessful application outcome.

Refunds

By signing the Student Enrolment Form, students state they accept the terms and conditions of the Mines Rescue Fees, Charges and Refund Policy and Procedure.

Notice of Withdrawal

To apply for a refund of course fees, students must provide written notice to the relevant Mines Rescue Station. Requests for refunds must be lodged within two (2) weeks of the official withdrawal date.

Where a student provides five (5) or more working days written notice of withdrawal from a course only an administration fee of \$80.00 plus GST will be charged to cover the cost of processing.

Where a student provides less than five (5) working days written notice of withdrawal from a course, or if no notification is received at all, the full course fees will be charged.

Where a student commences the course but leaves prior to completing the course, the full course fees will be charged.

In the rare event that a training course is cancelled by Mines Rescue, a full refund will be provided for all fees paid.

If required a substitute student may be sent in place of the nominated person, however this is at the discretion of the relevant Regional Manager.

Exceptional Circumstances

If a student withdraws from a course due to exceptional circumstances beyond their control the Regional Manager may approve a refund of fees and charges or offer a position in another class where one is available. Examples of exceptional circumstances include:

- Serious illness resulting in extended absence from classes
- Injury or disability that prevents the student from completing their program of study
- Other exceptional reasons at the discretion of the Regional Manager

In all cases, an Application for a Refund is required with relevant documentary evidence attached (e.g. medical certificate). This must be provided in writing and may be in the form of a letter or email from the applicant.

Privacy and Access to Student Records

Mines Rescue collects personal information about students solely for the purpose of operating as an RTO under the *Standards for Registered Training Organisations (RTOs) 2015* (CTH). RTO reporting requirements result in some personal data being released for the purposes of audit and the generation of statistics for State and National reporting.

Students can be assured that Mines Rescue retains all collected personal information in a secure location and in accordance with privacy legislation. To request access to the information held about yourself or to grant permission for a third party to receive access, please complete and return the Training Record Request Form (AD101) with proof of your identity. Mines Rescue will aim to provide the information within fourteen (14) days.

Mines Rescue will use the information you provide for general student administration, identification, communication, course evaluation, business evaluation and RTO reporting requirements. Information may be provided to the Department of Education and Communities, the Australian Skills Quality Authority and the National Centre for Vocational Education Research. Mines Rescue Pty Limited is a subsidiary of Coal Services Pty Ltd and as such information may also be provided to Coal Services for business evaluation, development and marketing. By providing your personal information to Mines Rescue, and by signing the Student Enrolment Form, you consent to it being used in the manner described.

The Student Enrolment Form also gives you an opportunity to nominate, if you permit your employer to receive the results of your training outcomes. This is particularly relevant in cases where your employer has funded the training and has an expectation to receive records of your training outcomes. Mines Rescue will only provide this information when requested to do so by your employer and where approval has been granted by you. Mines Rescue cannot release this information without your permission.

Photographs

If you are entitled to the issuance of an identification card after the completion of your course such as Compressed Air Breathing Apparatus (CABA) or Confined Space, Mines Rescue will seek verbal permission from you to take your photograph for this purpose. Many industry workplaces require an identification card as proof of your competence in areas such as the use of CABA or working in confined spaces.

Photographs of students will be stored on an internal database with access restricted to those employees requiring access to carry out the functions of their role. You may choose not to have your photograph taken by informing your Trainer or the Station's Administration Officer, however an identification card cannot be issued without your photograph. Permission will be sought prior to photographs being taken for Marketing on the Student Enrolment Form.

Access and Equity

Mines Rescue is committed to ensuring that everyone has equal opportunity to participate in training and assessment. We aim to achieve this through ensuring:

- Fair and appropriate allocation of resources
- Providing fair and equitable access to quality training programs and services
- Ensuring equality of outcomes by the application of non-discriminatory systems and practices
- Learners have the opportunity to provide feedback regarding the service they receive

Support and Welfare Services

Mines Rescue is dedicated to ensuring that all students have every reasonable opportunity to complete their training course. During the enrolment process, students are provided with the opportunity to notify Mines Rescue of any special needs they may have pertaining to training and assessment activities (i.e. language, literacy, and numeracy requirements) and/or environment (i.e. physical access, dietary, religious requirements).

Additional support services include:

- Assistance when applying for RPL or credit transfer
- Whether or not any reasonable adjustments need to be applied
- Provision or access to assistive technology
- Assistance in using technology
- Referral to LLN assistance
- Referral to counselling services

You are encouraged to speak directly with your trainer and assessor about any special needs you may have at any time prior to and during the training and assessment so that support options can be discussed and organised promptly.

The Support Services List provides a list of support services available to students through referral.

Support Services List

Name of Organisation	Phone Number	Client Needs Addressed
AA - Alcoholics Anonymous	1300 222 222	Clients who are/or have been affected by alcoholism
Australia.gov.au	Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	1300 566 046	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	1300 224 636	For clients who are experiencing anxiety and/or depression
Black Dog Institute	(02) 9382 2991	Depression and Bipolar Disorder Information Australia
Kids Helpline	1800 551 800	Services for assisting children or people who are concerned about a child
Lifeline Australia	13 11 14	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	1300 655 506	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	1300 652 820	Clients who are/or have been affected by drugs
Men's Helpline Australia	1300 78 99 78	For male clients who have male related health issues
Deaf Australia Translating and Interpreting Service	(07) 3357 8266	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
National Disability Service	(02) 6283 3200	For clients who may require assistance with their disability
Vision Australia	1300 84 74 66	For clients who require assistance due to vision impairment

Credential Issuing

Upon successful completion of your training course, you will be issued with a qualification or Statement of Attainment (nationally recognised training) as a record of your achieved learning outcomes or a participation certificate as a record of your participation. If you complete Self Escape training you will receive a Self-Escape card.

Credentials will only be issued for accredited courses under the organisation's scope of registration. Accredited courses are those that lead to the issuance of nationally recognised training outcomes under the Australian Qualifications Framework (AQF). Non-accredited courses are those that do not lead to the issuance of a nationally recognised training outcome; however, their content is recognised as having met industry training needs.

Mines Rescue aims to issue all credentials within two (2) weeks of course completion and will ensure credentials are issued within thirty (30) calendar days of the student's final assessment being completed or exiting their course, providing a valid Unique Student Identifier (USI) has been provided.

If outstanding fees are not paid, Mines Rescue will withhold the credential until they are paid.

Once issued, credentials and cards will be provided electronically, or if no email address is available, posted to the student's postal address unless other arrangements are made such as collection from the Mines Rescue Station.

Speak with your Mines Rescue Station for further information and to receive the Priority Processing Application Form.

Refresher Training

Refresher training is a training and assessment activity that provides the opportunity for students to update their skills, knowledge and understanding of a given topic area. It does not result in re-certification (i.e. issuance of updated Credentials). An example of such training is the Generic Underground Refresher course.

Reaccreditation Training

Reaccreditation training also provides the opportunity for students to update their skills, knowledge and understanding of a given topic area. These courses result in the issuance of a Credential.

Complaints and Assessment Appeals

Mines Rescue provides all training students with the opportunity to evaluate our training and assessment activity at the completion of each course. Feedback from our students is critical to ensuring we continue to supply quality products and services. Mines Rescue provides mechanisms for grievances and appeals to be lodged and actioned.

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate, or unfair

If a student wishes to make a complaint about any matter relating to Mines Rescue service, including decisions regarding refunds, they are requested to initially discuss the issue with the course trainer and assessor or relevant Mines Rescue staff member informally to try to resolve the issue.

If the matter is not satisfactorily resolved informally, the student is requested to lodge a complaint or appeal via the Coal Services Complaints and Feedback System, available from the Coal Services website. The matter will then be reviewed by the Regional Manager and RTO Manager and actioned in line with the Coal Services Complaints Management Process, detailed on the Coal Services website.

Mines Rescue will aim to respond to all complaints and appeals received as soon as possible and will try to find a resolution as quickly as possible; however, a resolution may take up to 10 business days to resolve. Third parties may be included at any stage throughout the appeals process. In the case of assessment appeals, Mines Rescue will accept an appeal request up to fourteen (14) days from the date of receipt of the assessment result.

Drugs, Alcohol and Smoking

Mines Rescue has a Drug and Alcohol Procedure which supports Coal Services Pty Ltd policies. Mines Rescue prohibits the possession or consumption of alcohol and/or illegal drugs whilst participating in training or assessment services. Alcohol testing may occur prior to or during training in some courses.

Where a trainer and assessor reasonably suspects that a student's behaviour/conduct suggests intoxication or influence of drugs, this is considered as a breach of health and safety and the student will not be permitted to continue training.

In the interest of health and safety for all staff, visitors and course students, Mines Rescue is a smoke free workplace. Smoking is not permitted within 10 metres of Mines Rescue property and grounds and should occur out of line of sight from any entrance to buildings.

Student Rights and Responsibilities

Mines Rescue has a Student Code of Conduct in place which outlines expectations of student behaviour and conduct whilst participating in training courses and whilst at Mines Rescue premises. Students may access the full Code of Conduct by contacting a member of staff. A summary is provided in this handbook.

Mines Rescue aims to ensure that students have the right to:

- Receive training of a high standard that recognises individual learning styles and needs and considers adult learning principles
- All services are offered regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment, or religious/cultural beliefs
- Have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning to determine any training and assessment requirements
- Learn in an environment that is safe, clean and free of all forms of harassment and discrimination
- Be treated with respect and fairness
- Be advised of the learning outcomes as well as assessment tasks at the commencement of the training course
- Appeal the results of an assessment
- Efficient handling of all administrative matters (i.e. processing documents and fees)
- Confidentiality, privacy and security of training records

Course students are responsible for:

- Reading this Student Handbook and ensuring that it is understood
- Accepting the conditions of enrolment for the courses they undertake
- Providing accurate information at the time of enrolment and advising Mines Rescue of any changes to their personal details (e.g. legal name, postal address)
- Paying of all agreed fees and charges associated with their course
- Abiding by copyright and plagiarism laws and legislation
- Recognising the rights of other students as well as trainers and assessors and behaving in an appropriate manner towards them
- Conducting themselves in a professional and courteous manner befitting of the workplace

- Maintaining regular and prompt attendance where required
- Completing training and assessment activities within agreed timeframes and taking advantage of opportunities from which to learn
- Refraining from engaging in behaviour that may discriminate or harass another student, staff member or visitor
- Respecting the property and equipment of Mines Rescue as well as the property of other students and refraining from removing from Mines Rescue sites any property or equipment that is not their own unless prior authorisation provided
- Abiding by all Workplace Health and Safety requirements, including reporting any identified hazards, safety breaches, near misses, incidents, harassment, discrimination or damaged equipment immediately to a Mines Rescue representative and using provided or required P.P.E.
- Notifying their trainer and assessor immediately if they have any health concerns that may impact their safe participation in training and assessment
- Seeking clarification of student rights and responsibilities when in doubt

Breaches of Conduct

Mines Rescue is committed to providing a training environment that is supportive and conducive to learning. Student behaviour during training and assessment activities will be monitored to ensure the opportunity exists for all students to learn effectively.

Students engaging in misconduct and behaving in an unacceptable manner will receive a verbal warning and will be reminded of the standard of conduct required. Continued misconduct may result in the student being asked to leave the training course for its duration.

Misconduct is behaviour that:

- Disrupts the learning of others
- Endangers the health and safety of the individual, other students or staff and visitors
- Prevents or interferes with the ability of Mines Rescue staff to perform their duties
- Breaches of any of the student responsibilities listed above

In the case of continued or serious misconduct (including plagiarism), refunds will not be provided and where training has been requested/funded by employers they will be immediately notified, where necessary, of the action taken by Mines Rescue and the reasons why such action.

WHS Responsibility

The *Work Health and Safety Act 2011* (NSW) and associated Regulations place a responsibility on the RTO to ensure the health and safety of students while undertaking training and assessment. To assist Mines Rescue with this, we require at all times that students:

- Follow all required safety practices and procedures
- Obey all signage requirements
- Follow the safety directions of Mines Rescue staff
- Correctly wear all provided and/or required Personal Protective Equipment (PPE)
- Notify Mines Rescue staff of any identified hazard or damaged equipment
- Refrain from participating in training and assessment if under the influence of drugs or alcohol
- Adhere to the Mines Rescue smoke free workplace policy

Mines Rescue trainers and assessors will advise all students of the location of amenities and muster points and will explain evacuation procedures.

If students have any concerns with Mines Rescue facilities, equipment, or training methods in relation to health and or safety, they are advised to bring such concerns to the attention of a Mines Rescue trainer and assessor immediately.

Breathing Apparatus / Respirators

Please note that some courses require students to wear breathing apparatus/respirators. Mines Rescue is obliged to inform all students of such courses that as per the Australian Standard 1715 (2009), the presence of facial hair may affect the performance of the unit.

Students will be requested to confirm their understanding of this advice at the start of their training.

Dress Code

Please note that enclosed footwear is required on Mines Rescue sites at all times. Some courses require students to wear PPE and their work gear (including a mining belt and hard hat). Students are encouraged to bring their own PPE and work gear to wear throughout their course.

Legislative Requirements

Mines Rescue will endeavour to comply with all requirements of State and Federal Governments. This includes, but is not limited to:

- *Vocational Education and Training Regulator Act 2011* (CTH)
- *Standards for Registered Training Organisations (RTOs) 2015* (CTH)
- *Workplace Health and Safety Act 2011* (NSW)
- *Industrial Relations Act 1996* (NSW)
- *Anti-Discrimination Act 1977* (NSW)
- *Privacy and Personal Information Protection Act 1998* (NSW)
- *State Records Act 1988* (NSW)
- *Fair Trading Act 1987* (NSW)

Insurance

Mines Rescue RTO maintains Public Liability Insurance with adequate cover suitable for the RTO's size and scope of registration, which is generally set as \$10,000,000. The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities.

Statutory Education Licence

Provisions under Part VB of *The Copyright Act 1968* (CTH) allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education licence. Any RTO electing to rely on this licence is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

Working with Children Check

A Working with Children Check is a requirement for anyone involved in child-related work in NSW. All Mines Rescue training staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

Contact Us

Thank you for selecting Mines Rescue for your training needs. If you have any questions regarding the information in this Student Handbook or any Mines Rescue training courses, please contact your local Mines Rescue Station to speak to one of our representatives.

Mines Rescue Pty Limited: ABN 15 099 078 261

Hunter Valley Mines Rescue Station
6 Lachlan Ave
Singleton Heights NSW 2330
T: 6573 9000
hvmrs@rescue.coalservices.com.au

Newcastle Mines Rescue Station
533 Lake Road
Argenton NSW 2284
T: 4922 4400
nmrs@rescue.coalservices.com.au

Southern Mines Rescue Station
PO Box 41
Corrimal NSW 2518
T: 4286 5499
smrs@rescue.coalservices.com.au

Western Mines Rescue Station
PO Box 338
Lithgow NSW 2790
T: 6350 1000
wmrs@rescue.coalservices.com.au

Moolarben Mines Rescue Station
Murragamba Road
Ulan NSW 2850
T: 6350 1000
wmrs@rescue.coalservices.com.au