



Participant Handbook

A Handbook for Training Course Participants



Mines Rescue



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Welcome

Thank you for choosing Mines Rescue Pty Ltd for your training/assessment needs. We look forward to assisting you learn and develop new skills that will no doubt help you in your current job and help you to achieve your career goals.

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

This handbook has been designed to inform you of such information, but 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 station staff.

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

Matthew Fellowes

General Manager Mines Rescue and Regulation & Compliance



About Mines Rescue Pty Ltd

Mines Rescue Pty Ltd, a business unit of Coal Services Pty Ltd, is a nationally recognised Registered Training Organisation (RTO), with more than 87 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 are 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.

As an RTO, Mines Rescue is registered with the Australian Skills Quality Authority (ASQA), which is the National Vocational Education and Training Regulator. Central to maintaining registration with ASQA, Mines Rescue must comply with the requirements of the VET Quality Framework, including the Standards for Registered Training Organisations (RTOs) 2015. 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



Course Enrolment

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

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

- **Personal Details** Full name (as it appears on your birth certificate and/or passport), home address and date of birth is 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 participants' language, cultural diversity, special needs, educational and employment history is gathered for two purposes. Firstly to provide Mines Rescue trainers/assessors with an understanding of participants' 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 participants' health and fitness to indicate an ability to safely participate in the training. Participants must disclose any health concerns that may prevent them or limit their participation in undertaking strenuous physical activities throughout the course.

Before enrolling into 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 this criteria. In the case of a unit pre-requisite, such as First Aid, you must provide either Unique Student Identifier (USI) Registrar documentation, 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 own safety and wellbeing.



Unique Student Identifier

From 1 January 2015 all participants 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.

Upon enrolment you will be requested to provide your USI and evidence of your identification. Mines Rescue will collect this information for the purposes of verifying your identification or applying 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 www.usi.gov.au.

For more information about the USI system visit www.industry.gov.au.



Scope of Training

Mines Rescue has a range of qualifications that the organisation has been approved to deliver. From this we are able to 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.

Mines Rescue offers the following courses:

- Certificate III Mine Emergency Response and Rescue (Underground and Surface streams)
- Certificate IV Underground Coal Operations (Deputies)
- Diploma Underground Coal Mining Management (Undermanagers)
- Confined Space
- Control Room Operators Course
- Emergency Preparedness
- Fire Team Operations / Fire Officers
- Fire Warden
- First Aid
- Generic Underground Coal Induction
- Road Crash Rescue
- Site-specific Inductions
- Vertical Rescue
- Working Safely at Heights

For the most up to date information regarding available courses please contact your Mines Rescue Station or consult the Mines Rescue website.



Competency Based Training and Assessment

Training that takes place under the banner of the VET sector results in the participants 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 participant has been deemed **“competent”** or **“not yet competent”**.

Definitions

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

Mines Rescue delivers training which 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 participants are considered to ensure no participant is disadvantaged by assessment processes.
- **Flexible** Assessment processes draw on a range of methods appropriate to the context and provide opportunity for Recognition of Prior Learning.
- **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 participant's performance and aim to be an accurate and consistent measure of participant competence.



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 and informal training, through previous work experience and through 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 receive Credit Transfer or Recognition of Prior Learning.

Credit Transfer

Credit Transfer provides the opportunity for individuals to seek credit for units of competency or qualifications they have already attained through formal learning activities with another RTO. A certified copy of the original testamur (qualification or Statement of Attainment) must be provided to Mines Rescue to form part of your student record. Alternatively Unique Student Identifier (USI) Registrar documentation can be provided.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) provides the opportunity for individuals to seek formal recognition of their current knowledge and skills regardless of where and when their learning occurred.

Learning may have occurred through formal processes (i.e. completion of a nationally recognised qualification), non-formal processes (i.e. learning that takes place through a structured program of learning but does not lead to a formally recognised qualification) or informal processes (such as general life experiences that occur through vocational, social, sporting and leisure activities).

The process of RPL identifies a participant's current skills and knowledge and assesses them against the learning outcomes and performance criteria for the unit/or qualification they are seeking recognition for.

During the RPL process Mines Rescue will ask you to provide evidence of your knowledge, skills and experience related to each unit criteria. Evidence may include a portfolio of work samples, third party reports, letters/references verifying employment, resumes outlining positions held and relevant activities, copies of qualification testamurs (i.e. certificates,) and Statements of Attainment from previous training/study. In the event of minimal documentary evidence, you should speak with your trainer/assessor to discuss options for demonstrating previously attained knowledge, skills and understanding.

Evidence needs to be verified by Mines Rescue as relevant, reliable, sufficient and current and must demonstrate the necessary learning outcomes for each unit of competency for



which recognition is sought. The evidence may reveal gaps in your knowledge, skills and understanding which may be bridged with suitable assessment activities or further training.

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

Assessment Submissions

Participants are advised to ensure they retain a second copy of their assessments before submitting them.

For some courses participants may be requested to submit an electronic copy and a hardcopy of their assessments.

Participants have a maximum of 12 months after the last day of their face-to-face training to submit all assessment tasks.

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 participants more flexibility, however Mines Rescue encourages participants enrolled into full qualification courses complete the qualification requirements within a 24 month period else currency of the skills gained, or changes to the Training Package may require participants to complete additional training and/or assessment to meet the qualification requirements.

Any participant enrolled in a qualification who does not actively participate in their course for six months and does not provide a rationale for their absence will be automatically withdrawn from their course. After withdrawal, if the participant 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 12 months of their original enrolment commencement date.

Payment and Refund of Course Fees

Fees

Course Fees

Fees will vary from course to course and are therefore provided separately. Participants will be provided with the fee structure prior to enrolment. Course fees are also published on the Mines Rescue website. Participants 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 Station Manager.

Courses with a duration greater than seven days (7) may be paid on a per unit/module basis.

Where circumstances warrant, the relevant Station Manager and the General Manager, Mines Rescue and Regulation & Compliance may waive fees and charges at their discretion.

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 from our website
 - Please email receipt to your station
 - Reference: Station and Company/Participants 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

A \$65 administration fee will be retained where a refund has been requested and accepted in line with Notice of Withdrawal section.

Priority Processing

A \$100 fee is applicable if a participant requires priority processing of their certificate/CABA card and the request is approved. Participants are requested to complete the Priority Processing Request Form (AD302). Please see the section titled Certificate Processing for more information.

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 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 months of receiving notice of their unsuccessful application outcome.



Re-issuing Certification

- 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 Station Manager).
- Hard copy – **\$30**.
- Reprint of card - **\$30**.

Refunds

By signing the Participant Enrolment Form, course participants 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 participants 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 participant provides five or more working day's written notice of withdrawal from a course only an administration fee of \$65 will be charged to cover the cost of processing.

Where a participant provides less than five 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 participant 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 participant may be sent in place of the nominated person, however this is at the discretion of the relevant Station Manager.

Exceptional Circumstances

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

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

Complaints

If a participant wishes to submit a complaint in relation to a decision made regarding their refund request they may initiate the Mines Rescue Grievance and Appeals process by contacting a member of staff. The participant is encouraged to complete the Grievance and Appeals Form (TA304) to formally document reasons for their appeal and attach any additional documentation to support their application.

Consult the Grievances and Appeals Policy and Procedure (TA3.2) for further information about the grievance process.



Privacy and Access to Participant Records

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

RTO audits are conducted on a regular basis to ensure that the organisation continues to meet national standards and offer quality training/assessment services. This involves the review of RTO policies, procedures, records and course materials.

Participants can be assured that Mines Rescue retains all collected personal information in a secure location and in accordance with privacy legislation.

Mines Rescue will use the information you provide for the purposes of general participant 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 Ltd is a subsidiary of Coal Services Pty Ltd and as such information may also be provided to Coal Services for the purposes of business evaluation, development and marketing. By providing your personal information to Mines Rescue, and by signing the Participant Enrolment Form, you consent to it being used in the manner described.

Your information will be held securely. You may access the information held about you or correct your personal details by contacting the relevant Mines Rescue Station and providing proof of your identity.

The Participant Enrolment Form also gives you an opportunity to nominate if you give permission for 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.

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). Mines Rescue will aim to provide the information within 14 days.

For further details about our privacy policy please request a copy of the Coal Services Privacy and Confidentiality Guidelines.

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 participants 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.

Access and Equity

Mines Rescue is committed to ensuring that everyone has equal opportunity to participate in VET. 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
- Access and equity aspects are considered during course development
- Learners have the opportunity to provide feedback regarding the service they receive

Support and Welfare Services

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

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

Should you feel that you have been exposed to circumstances throughout the training/assessment activities that lead you to feel the need for professional guidance/welfare services you are encouraged to contact your trainer or a Mines Rescue Station representative as soon as possible.



Grievances and Appeals

Mines Rescue provides all training participants with the opportunity to evaluate our training/assessment activity at the completion of each course. Feedback from our participants 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. If a participant wishes to make a complaint about any matter relating to Mines Rescue service, including appealing an assessment decision made, they are requested to initially discuss the issue with the course trainer/assessor or relevant Mines Rescue staff member informally to try to resolve the issue.

If the matter is not satisfactorily resolved informally, the participant 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 Station Manager and RTO Manager and actioned in line with the Grievance and Appeals Policy and Procedure.

Mines Rescue will aim to respond to all grievances and appeals received in writing within seven working days. Third parties may be included at any stage throughout the appeals/grievance process. In the case of assessment appeals, Mines Rescue will accept an appeal request up to fourteen days from the date of receipt of the assessment result.



Participant Rights and Responsibilities

Mines Rescue has a Participant Code of Conduct in place which outlines expectations of participant behaviour and conduct whilst participating in training courses and whilst at Mines Rescue premises. Participants 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 participants 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/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. enrolments, processing of fees, etc)
- Confidentiality, privacy and security of training records

Course participants are responsible for:

- Reading this Participant 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 to advise of any changes in details
- Paying of all agreed fees and charges associated with their course
- Abiding by copyright and plagiarism laws and legislation
- Recognising the rights of other participants as well as trainers/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/assessment activities within agreed timeframes and taking advantage of opportunities from which to learn
- Refraining from engaging in disruptive behaviour
- Refraining from engaging in behaviour that may discriminate or harass another participant, staff member or visitor
- 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)
- Respecting the property and equipment of Mines Rescue as well as the property of other participants 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 or damaged equipment immediately to a Mines Rescue representative and using provided or required Personal Protective Equipment
- Reporting any injuries, near misses or incidents of harassment or discrimination immediately to a Mines Rescue representative
- Notifying their trainer/assessor immediately if they have any health concern that may impact on their safe participation in training/assessment
- Seeking clarification of participant rights and responsibilities when in doubt

Plagiarism

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

- Submitting another participant's work as your own, with or without their permission
- Using any part of another participant'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 participant is reasonably suspected of plagiarism Mines Rescue will:

- Notify the RTO Manager and relevant Station Manager
- Discuss the matter with the participant and provide them with an opportunity to respond
- Notify the participant they have the right to appeal the decision made regarding action taken

Suitable action may include:

- Asking the participant to provide additional evidence or answer short questions to support that the work is their own
- Asking the participant to redo the same or another assessment

Breaches of Conduct

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

Participants 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 participant 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 participants or staff and visitors
- Prevents or interferes with the ability of Mines Rescue staff to perform their duties
- Breaches defined as participant responsibilities

In the case of continued or serious misconduct, 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.

Participants have the right to appeal a decision made.

Drugs and Alcohol

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 or during training in some courses.

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

Smoking

In the interest of health and safety for all staff, visitors and course participants, 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. Smoking is not to occur within 10 metres of a doorway, vented window or air conditioning intake or in an area that restricts the thoroughfare of others.

WHS Responsibility

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

- 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/assessment if under the influence of drugs or alcohol
- Adhere to the Mines Rescue smoke free workplace policy

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



If participants 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/assessor immediately.

Breathing Apparatus/Respirators

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

Participants 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 time.

Some courses require participants to wear PPE and their work gear (including mining belt and hard hat). Participants 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
- Standards for Registered Training Organisations (RTOs) 2015
- Workplace Health and Safety Act 2011 (NSW)
- Industrial Relations Act 1996
- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- State Records Act 1988
- Fair Trading Act 1987

Certificate Issuing

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

Testamurs 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 process all certificates within two weeks of course completion. Certificates and CABA cards will be posted to the participant using the postal address details listed on the Participant Enrolment Form. If you have extenuating circumstances you may apply to request priority processing however, this is at the discretion of the Mines Rescue Station based on the availability of staff and resources. A \$100 fee is applicable if your application is approved to cover the cost of priority processing time. Speak with your Mines Rescue Station for further information and to receive the Priority Processing Application Form.

Refresher Training

Refresher training is training/assessment activity that provide the opportunity for participants to update their skills, knowledge and understanding of a given topic area. It does not result in re-certification (i.e. issuance of updated Certificates/Statements of Attainment). An example of such training is the CABA Refresher course.

Reaccreditation Training

Reaccreditation training also provides the opportunity for participants to update their skills, knowledge and understanding of a given topic area. These courses result in the issuance of a Certificate/Statement of Attainment.



Further Information

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

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