# LEARNER HANDBOOK

# RTO No: 50343

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## Welcome

Thank you for choosing Mandurah Safety Training Services (MSTS) for your training needs.

MSTS is a Nationally Recognised Training organisation in Western Australia (RTO Code 50343) and with our consistent provision of quality training and safety management services, we are a leader in our field.

We deliver a range of Nationally Recognised courses, to professionals working in construction, oil and gas.

MSTS have been involved in varying levels of responsibility in most major projects in WA and we are a firm believer that we can offer and deliver a range of consultancies and services that cannot be found in any similar professional Safety or Training company in WA. Our company is built on people with a passion for their chosen field yet still have their feet firmly on the ground

Please take the time to have a read through this Learner Handbook, including our Code of Practice which is displayed on our website: www.msts.com.au.

For any enquiries or assistance, please phone 1300 786 049, or email: reception@msts.com.au at any time.

### WHO WE ARE

Our skilled team have over 16 years experience in Safety Management and Training and 25 years in Construction Mine Maintenance Experience. In addition we also have a fully qualified Crane Safe Australia Inspector. Our experience is what sets us apart from our competitors. If you are training with MSTS you can feel confident that your training is being run by a team of professionals.

### OUR METHODOLOGY

MSTS have two Safety Management and Skills Training Centres in Mandurah and Port Headland. At MSTS we believe that clients deserve commitment and responsibility and therefore strive to provide the best training and safety management courses in the industry. Our focus is on quality and consistency throughout the development of services, products and services.

### OUR APPROACH

Safety Trainers in Perth and Port Hedland will travel to almost any location to conduct training.All of our Trainers and Assessors have undergone formal training in OH&S courses, Certificate 4 Trainer and Workplace Assessors, and they must hold at least 4 high risk licences. Experience is the key to providing a high standard of Safety Management Training in WA.

## Mission Statement

Mandurah Safety and Training Services is dedicated to providing a superior service by delivering a quality experience for every learner. We will achieve this through providing excellence in training, continually sourcing improvements in our training and services, and ensuring we meet all regulatory requirements.

Our goal is to expand sustainably across the Peel region, Northwest and Southwest of Western Australia, whilst cementing our reputation as the RTO who is integral to the provision of safety training in Western Australia.

## Core Values

**Respect** – Respect for one another at all times.
**Inclusion** - Equal access to opportunities and resources
**Customer Focused -** Prioritising customer's needs, expectations, and satisfaction
**Safety First -** Prioritising the protection of individuals and equipment
**Trust -** Firm belief in the ability of Learners and Staff
**Integrity -** accountable and responsible for our interactions with all people with whom we engage.

## Information, Advice & Support Services

MSTS is committed to integrating Access and Equity principles within all our services provided to our learners.

Regardless of cultural background, gender, sexuality, disability or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are training with us.

If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievance to your supervisor / trainer or anyone in our organization. Please refer to our Complaints and Appeals process within our Code of Practice.

## Language, Literacy, and Numeracy (LLN) support needs

1. To support your learning success, we follow a simple process to identify and address any Language, Literacy, and Numeracy (LLN) support needs:

    a) **Before Booking**: You'll receive an LLN assessment along with your course quote. Completing this assessment is required before your booking is confirmed.

    b) **Review & Support**: If your assessment shows areas where support may help, our Training Coordinator and Trainer/Assessor will review your results and discuss any adjustments or assistance to support your learning.

    c) **Ongoing Guidance**: If needed, your Trainer/Assessor will provide tailored support during the course to help you progress confidently.

2. This approach ensures all learners receive fair and appropriate support throughout their learning journey.

## Location – Mandurah Training Centre

MSTS Mandurah is located at:
3 Delmont Place
Greenfields WA 6210

Office Hours: 7.30am to 5.00pm
(weekdays)

## Location – Port Hedland Training Centre

MSTS Port Hedland is located at:
1 Murrena Street
Wedgefield WA 6721

Office Hours: 7.00am to 4.30pm
(weekdays)

## Attendance

Please arrive at MSTS Reception 15 minutes before the start time of your course for registration. Please refer to your quote for starting times.

## Age Requirements

The minimum age to complete a High-Risk Licence is 18 years old on the date of assessment.

## ID Requirements

All courses require one form of Identification.

***Primary Identification***

- An Australian Passport;
- A photographic driver's licence, learners permit, or photo card;
- A current overseas passport.

Should you not hold one of the above, please contact our office.

## Unique Student Identifier

It is a government requirement to provide a Unique Student Identifier (USI) number when completing Nationally Recognised training. If you do not have a USI you can create one through the website www.usi.gov.au. You will only need to apply for this once and you will need to supply it for all future nationally recognised training that you complete.

## Clothing Requirements

High Risk courses (Dogging, Rigging, Scaffolding, Cranes) require you to wear **steel cap boots**, and **hi-vis clothing**.
All other courses require you to wear **closed in shoes** and casual clothing.
In the summer months it is recommended that you wear a hat with sunshade. It is a requirement that you always wear a hat with sunshade when attending the Port Hedland Training Centre.
**NO THONGS or SINGLETS.**

## Facilities

- Tea and coffee
- Fridge and microwave onsite or deli within walking distance of Mandurah training centre
- Cold filtered water available
- Unisex, disabled toilets
- Sunscreen available

## Mobile Phones

You will be requested to turn off mobile phones during classroom and training sessions. If you need to use the mobile phone due to an emergency or exceptional circumstance, please discuss the circumstances with your trainer.

## Smoking

- Smoking is only permitted in designated smoking area
- Please dispose of butts in the container provided

## Emergency Procedures

- The Trainer/Assessor will either take responsibility or appoint an appropriate MSTS staff member to control the evacuation, this person will be referred to as the 'person responsible'.
- Administration will have a copy of all course attendance sheets for the current day and give them to the appointed person.
- The person responsible will notify all personnel within the building to make their way the Emergency Assembly Area (Muster Point is in the car park to the right of the building).
- The person responsible will notify the authorities of the emergency by either telephone or mobile phone and will wait for further instructions.
- The person responsible shall check the attendance list to ensure all people in the building are accounted for.
- MSTS staff will ensure no person re-enters the building, for any reason, until the 'All Clear' has been given
- When the 'All Clear' has been give the Person Responsible will coordinate a full return to work.

## Parking at Mandurah Training Centre

- Please use the car park located to the right of the building or on the street
- Please DO NOT park in any other business car park or in front of any other business within Delmont Place (i.e. on the grass verge) – thank you.

## Parking at Port Hedland Training Centre

- Ample parking is provided out the front of the property.

## Training Course Outcomes

There are four training course outcomes: completion, deferment, cessation of training, not yet competent (NYC). These are detailed in the Code of Practice.

## Reasonable Adjustment

Adjustments to assessments may be made for you, providing the adjustments comply with the principles of assessment and rules of evidence.

If you require support for literacy and numeracy issues; support for hearing, sight or mobility issues; change to assessment times/venues; use of special or adaptive technology; considerations relating to age, gender and cultural beliefs; format of assessment materials; or presence of a scribe, please inform MSTS at the time of enrolment so that accommodations can be made prior to course commencement.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process whereby RTOs look at the prior knowledge, skills and experience of a candidate to award RPL against a unit of competency. The candidate must still provide evidence which has to comply with the Rules of Evidence. The onus is on the candidate to provide evidence that meets the assessment requirements in each unit of competency. For further information on MSTS RPL process please see Code of Practice.

## Welfare

MSTS aims to seek to create a friendly and caring environment, attentive to the needs of the learner.

This is achieved through:

- Friendly, co-operative advice,
- Support on training and assessment issues,
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Referral to appropriate specialist assistance, if required,

Learners are strongly encouraged from the onset to indicate if language, literacy or numeracy support is required. Most courses delivered at MSTS are short courses (1- or 2-days duration) so if additional support is required it is favourable to know prior so that it may be accommodated.

## Payments and refund policy

Please refer to the individual course quotes and course handouts for course pricing.
MSTS refund policy is outlined in full in the Code of Practice.

## Complaints and appeal procedures

MSTS will attempt to resolve complaints and complaint issues on an individual case basis, if they arise.

Full the full complaints and appeal procedure please refer to the Code of Practice.

## Work Health & Safety

MSTS is committed to maintaining a safe and healthy environment for staff, learners, and visitors.

This means that staff, learners, and visitors have a responsibility to conform to the policies implemented by the Training Provider.

All staff are aware of these policies, and will be discussed with learners during orientation, as appropriate.

Learners have a responsibility to:

- Observe Occupational, Health, Safety requirements
- Ensure they are not, by use of alcohol or drugs, in a state which may endanger their own or others' safety.

Examples of unacceptable behaviour include, but are not limited to the following descriptions:

- Disobeying any reasonable direction by a MSTS or associated partnership Trainer/Assessor
- Discrimination and harassment
- Bullying and harassment
- Making racist or sexist comments
- Assaulting or attempting to assault anyone while on MSTS premises
- Behaving in the distribution of offensive material via the Internet, email or other means
- Illegal use of drugs or alcohol
- Vandalising or causing willful damage to MSTS property
- Endangering the safety of themselves or others