



WORMALD RTO (RTO Code 2839)

**Commercial Training Product Disclosure
Statement (PDS) for Participants and
Employers of Participants**

Effective as of 1st December 2018

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Disclaimer

The information in this PDS document is subject to change. Please contact Wormald RTO for latest version of our PDS or download the current version which will be posted on our Website.

Overview of this document

We encourage you to read this booklet. Keep it handy so you can refer to it when you have any questions. The booklet covers key items regarding:

- Enrolment registration in our Commercial Short Course Training Products
- Support offered during progression of completing one of our short course training products.
- Training provided and assessment requirements
- Attendance requirements of the Training Product
- Completion of one of our short course training products.
- Feedback required following completion of one of our short course training products.
- Obtaining a certificate / statement of attainment following completing one of our short course training products.
- Fees and charges

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Terms used in this document

Australian Skill Quality Authority (ASQA): The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Acceptance of our offer: Written correspondence such as a Purchase Order or payment from either the participant or the participant's employer that details that they have agreed to the "Letter of Offer" from Wormald.

Client: An employer, sole trader or association that is sponsoring the cost of a Participant to undertake one or more of Wormald RTO Training Products. The Term Client and Customer are interchangeable.

Letter of Offer: Written correspondence (may be one or more written communication) from Wormald outlining what Training Product is being offered and the general terms and condition of the offer that includes the conditions in this document.

Participant: Individual who is enrolled and register to do one of Wormald Training Products.

Registered Training Organisation (RTO): Registered training organisations (RTOs) are providers and assessors of nationally recognised training that have been registered by the Australian Skills Quality Authority (ASQA). Only RTOs can issue nationally recognised qualifications. There are approximately 5000 RTOs that currently exist within Australia.

Statement of Attainment: Statement of Attainment is a certified document issued by Wormald RTO to a Participant who has successfully completed one or more units of competency in our accredited short Training Product course(s). The Statement of Attainment will list all the units of competency achieved. This is an official Australian record of an individual's (Participant) successful completion of specific competency and can contribute to a full qualification as more units are completed. A Statement of Attainment is recognised across all registered training organisations (RTOs) in Australia.

Training Product: A training product is one of Wormald RTO commercial training courses we offer such as "Advance Confined Space", "Fire Safety Advisor", "Fire Safety Officer" that if a Participant meets the Training Product's Unit(s) competency requirements will be issued a statement of attainment for unit(s) when judge competent.

Unique Student Identifier (USI): The USI is a reference number made up of ten numbers and letters that creates a secure online record of Participant's recognised training and qualifications gained in Australia, from all training providers that the Participant undertake recognised training. The USI will give the Participant access to their training records since January 2015 and transcripts and can be accessed online, anytime and anywhere and stays with the Participant for life. A USI is required otherwise an RTO is unable to provide a qualification or statement of attainment to the Participant.

Unit of Competency: Wormald RTO Training Products consist of one or more Units of Competency. A unit of competency is the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and recognised.

This Commercial Training Product Disclosure Statement covers the following Training Products

- **Fire Extinguisher Training Product**

Unit of competency undertaken during this program:

- CPPFES2005A: Demonstrate first attack firefighting equipment

- **FSO – Fire Safety Officer (NSW) Training Product**

Units of competency undertaken during this program:

- PUAWER001B: Identify, prevent and report potential workplace emergency situations
- PUAWER002B: Ensure workplace emergency prevention procedures, systems and processes are implemented
- PUAWER004B: Respond to workplace emergencies
- PUAWER005B: Operate as part of an emergency control organisation
- PUAWER006B: Lead an emergency control organisation
- PUAWER008B: Confine small workplace emergencies

- **FSM – Fire Safety Manager (NSW) Training Product**

FSM Training Product requires the completion of our FSO Training product Units of competency as a pre-requisite.

Units of competency undertaken during this program:

- PUAWER003B: Manage and monitor workplace emergency procedures, equipment and other resources
- PUAWER007B: Manage an emergency control organisation
- PUAWER011B: Manage workplace emergency initial response teams

- **FSA – Fire Safety Advisor (QLD) Training Product**

Units of competency undertaken during this program:

- PUAWER001B: Identify, prevent and report potential workplace emergency situations
- PUAWER002B: Ensure workplace emergency prevention procedures, systems and processes are implemented
- PUAWER003B: Manage and monitor workplace emergency procedures, equipment and other resources
- PUAWER004B: Respond to workplace emergencies
- PUAWER005B: Operate as part of an emergency control organisation
- PUAWER006B: Lead an emergency control organisation
- PUAWER007B: Manage an emergency control organisation
- PUAWER008B: Confine small workplace emergencies

- **Advanced Confined Space Training Product**

Units of competency undertaken during this program:

- MSMPER200: Work in accordance with an issued permit
- MSMPER205: Enter confined space
- RIIRIS201D: Conduct local risk control
- MSMPER300: Issue work permits
- MSMPER202: Observe permit work
- MSMWHS217: Gas test atmospheres

- **Confined Space Training Product**

Units of competency undertaken during this program:

- MSMPER200: Work in accordance with an issued permit
- MSMPER205: Enter confined space

- **Breathing Apparatus Training Product**

Unit of competency undertaken during this program:

- MSMWHS216: Operate breathing apparatus

- **Work Safely at Heights Training Product**

Unit of competency undertaken during this program:

- RIIWHS204D: Work safely at heights

Section 1: Training Product Course Entry requirements

The following points are Wormald RTO standard Training Product course entry requirements, additional to those detailed on the Training Product 'Letter of Offer'.

- All our training and material provided is in English and therefore all participants are required to read and write basic English. There is no translation in other languages offered. Ability to read and write basic English is assessed at registration. The mandatory minimum entry literacy and numeracy requirements prior to learners enrolling into our Training Product course(s) of study is that the Participant needs to display competence at Exit Level 1 (lowest level) in the Australian Core Skills Framework (ACSF) in both skill areas of Reading, Writing and Numeracy. Participants that do NOT meet this requirement will not be able to undertake the training product course.
- All participants must be 18 years or older at the time of registration.
- All participants must ever provide their USI or grant permission for Wormald RTO to search on the Government website for their existing USI or establish their USI on their behalf. A USI is required otherwise an RTO is unable to provide a qualification or statement of attainment to the Participant when they successfully complete the Training Product.
- All participants will be required to complete a registration form which requires them to provide their full contact details and complete an initial language, numeracy and literacy assessment at the competency level required to complete the Training Product course.
Note: Wormald RTO is required to collect Participant's contact details at the initial course registration and may be required to provide these contact details to the National VET Regulator in the case of an audit of Wormald RTO. As part of the audit process, the National VET Regulator may use individual Participant's contact details to interview them about the training provided by Wormald RTO.
- All participants will be required to provide identification proof at the time of registration and course conduction.
- For any Wormald Training Product the maximum number of Participants will be detailed on the Letter of Offer.
- Training Products courses are offered to Participants under the conditions that payment of the course attendance is paid in full prior to the Training Products course conduction or under our credit application and agreement terms and conditions set out in Appendix A (our preferred option of payment).
- Some of our Training Products require the participant to have certain physical capabilities as a pre-course requirement which are listed below:
 - All our Training Product courses require the participant at the time of course conduction to be an able body person. If the participant is not able body to the degree needed to undertake an assessment, then the lead trainer/assessor will advise the Participant on their options to complete the Training Product.
 - Our "Confined Space" Training Products requires the participant to be able body enough to ascend and descend into a pit using a ladder, crawl into small spaces and be confined in a small space for a period of time.
 - Our "Breathing Apparatus" Training Product requires the individual to meet the above confined space physical capabilities as well as be able to breathe through a respirator and wear a mask that must be skin tight. Participants with long facial hair may not meet this requirement.
 - Our "Working at Heights" Training Product requires the participant to be able body enough to ascend and descend from one level to another using a ladder and be above the ground greater than 2 metres in height.

Section 2: Enrolment Registration requirements

Prior to starting a Training Product Training course, the Participant is required to complete a Registration Form. The Wormald RTO representative will provide this form to the participant prior/or on the first date of training.

The Wormald RTO representative will be available to assist each Participant in completing their Registration Form.

- At this time, the Participant can also discuss a Recognition of Prior Learning (RPL) assessment, which may allow them to obtain credit for their current skills and previous learning that matches the competencies and requirements for your course. If they would like to undertake an RPL assessment, they will also need to complete the RPL Application form. Please refer to the “RPL” section for more information on the RPL process.
- At this time of the Participant’s registration and enrolment they will also be given the opportunity to discuss their specific needs in the course, and to have these needs assessed and reflected in the course learning program. More details on how Wormald RTO supports Clients/Participants to meet their learning needs is contained in the sections on “Client/Participant Support” and “Access and Equity”.

Wormald RTO manages all personal and sensitive information in an open and transparent manner and is committed to maintaining privacy and confidentiality pertaining to all record-keeping processes. Federal privacy legislation (Privacy Act 1988 and the Australian Privacy Principles) regulates the collection, storage, use and disclosure of your personal information and compliance is maintained in accordance with these thirteen privacy principles. A copy of Wormald RTO’s APP Privacy Policy and associated procedures are available upon request.

Any participant who does not meet the entry or enrolment registration will not be able to complete the Training Product course. The Wormald representative will discuss this with the participant who does not meet the entry or enrolment registration requirements in this PDS and advise on their options.

Section 3: Training Delivery

The Participant attendance requirements will be provided in the Wormald Letter of Offer. This includes the commencement time and completion of course time.

The Participant attendance requirements includes Participants wearing required workplace attire for participating in class room and practical activities including any PPE needed for a given task. Detail of required attire and any PPE required that is not being provided by Wormald will be detailed in the Letter of Offer.

Participant’s attendance is subject to:

1. course participant’s fee is paid in full prior to the Training Product course conduction date or our preferred option which under our credit application and agreement terms and conditions set out in Appendix A.
2. their compliance in participating in the program in accordance to Wormald Trainer and/or Assessor’s instructions and in accordance with disciplinary, access and equality procedures as detailed in Section 9 & 10 of this document.

Training will be delivered by trainers who have:

- the vocational competencies at least to the level being delivered (i.e. they hold the Training Product qualification being delivered).
- current industry skills directly relevant to the training and assessment being provided, and
- current knowledge and skills in vocational training and learning.
- hold a Certificate IV in Training and Assessment (TAE40110 or TAE40116).

When training is to be carried out in a venue on a site or facility not provided by Wormald and is being provided by the Participant and/or their employer (the Client) then the training facility needs to be a suitable training environment that is unimpeded and has restricted access by others during the Training Product course conduction. If providing a training venue/facility is the Client's preferred option, clarification of these requirement can be confirmed with your Wormald representative who is offering this Training Product.

The training time and conduction methodology will be detailed in the Letter of Offer for that Training Product. This time will allow adequate learning time for the participant to obtain the require knowledge and to practice any required skill as part of the Training Product competency assessment requirements to meet industry benchmarks.

Note: the training time and conduction methodology is in accordance with Wormald RTO learning and assessment strategy for the specific Training Product.

At the beginning of the Training Product course to ensure all Participants are thoroughly informed the course facilitator Trainer/Assessor, who is an Industry Training Specialist, will conduct training orientation (normally on the first day).

This orientation will include the following: -

- Discussing Wormald RTO information with Participants.
- Issuing copies of the learning materials.
- Discussing the units of competency in the course/unit.
- Discussing the timeline for the course/unit – including the schedule of sessions.
- Discussing self-paced study and/or workplace assignments that might be required.
- Discussing on-the-job training that will be part of the course/unit if applicable.
- Discussing the assessment and re-assessment process.
- Discussing the possibility that you may be contacted to audit our training and assessment delivery.
- Structuring and organising special or additional assistance for Participants that have been identified during the enrolment process.
- Issuing of qualifications.
- Discussing that all Participants will be requested to complete a Questionnaire (Learner Engagement Form) after completion of a course or qualification which will be collected by the Trainer/Assessor and forwarded to the RTO National Training Administrator for review and recording.

Note: The orientation includes a review of this document and an overview of the support services offered by Wormald RTO, especially for those Participants who might require additional LLN support. In addition, the “APP Privacy Policy”, “Appeals Procedure” and “Complaints Procedure” will be discussed. Participant records are also available by making a written request to the Wormald RTO National Training Administrator.

Section 4: Assessment requirements

Assessment will be delivered by an assessor(s) who have:

- the vocational competencies at least to the level being assessed (i.e. they hold the Training Product qualification being delivered).
- current industry skills directly relevant to the training and assessment being provided, and
- current knowledge and skills in vocational training and learning.
- hold a Certificate IV in Training and Assessment (TAE40110 or TAE40116).

Note: Typically, the trainer and assessor are the same person.

When assessment is to be carried out on a site or facility not provided by Wormald and is being provided by the Participant and/or their employer (the Client) then the assessment facility needs to be:

- a suitable environment that is unimpeded and has restricted access by others during the assessment conduction, and;
- provide the facilities for the required assessment tasks and meet all workplace safety requirements for these tasks.

If providing an assessment venue/facility is your preferred option of a Client, clarification of these requirement can be confirmed with your Wormald representative who is offering this Training Product.

The following are the standard Training Product assessment conditions: -

- The assessment time and conduction methodology will be advised on the Letter of Offer. This time will allow adequate assessment time for the participant to demonstrate their knowledge and skill competency meets the Training Product competency requirements to industry benchmarks standards.
- Each participant is required to undertake knowledge assessments and practical assessments to validate their competency during the course period.
- The assessment tasks for each Training product have been validated by Wormald RTO Assessor for each Training product to meet the Unit(s) of competency requirements and industry expected benchmarks.
- Where a participant is found not competent after three (3) attempts at any assessment or within the scheduled time frame, the Participant will need to reschedule training at a future date and will include further costs. Alternatively, they can lodge an appeal to Wormald RTO as detailed in Section 8.
- Each participant will be advised during the course or at the time completion of the course if they have been judged competent or not yet competent in the Training Product Units. At that time, the Participant has an opportunity to write a feedback comment on the assessment form for a Unit of competency and sign off their assessment form to verify that they were advised by their assessor that they have been judged competent or not yet competent in that Training Product Unit.

Wormald at no time guarantees that any or all Participant who attend the Training Product course will be judged competent at the completion of the time period for delivery of the Training Product. Participant judged not yet competent will have an opportunity for re-assessment or to lodge an appeal to Wormald RTO as detailed in Section 8. Wormald is not responsible for any losses or liabilities that may be a result from any Participant judged “not yet competent.”

Section 5: Feedback on Training Product

Wormald RTO appreciates all feedback on our Training Products, positive and negative feedback.

Wormald RTO has a requirement by ASQA to issue the ASQA standard Participant/Learner and Employer engagement questionnaires at the completion of our Training Product course. To meet ASQA requirement at the completion of our Training Product course the following will be requested by the Trainer/assessor of the participants: -

- Each Participant will be requested to complete either the Learner engagement questionnaire and/or the Employer questionnaire.
- The most senior representative of a company that has more than one (1) participant who has completed the Training Product will be selected to also complete the employer questionnaire

Any Participant of our Training Product and/or their employer (the Client) that are not fully satisfied with any aspect of our processes relating to our Training Products can make a complaint at any time as detailed in Section 7 of this document.

Section 6: Fees and Charges

Training Product Fee are available by quotation for individuals, or groups from a company (Client). Wormald will provide this information as part of our “Letter of Offer”.

In our standard “Letter of Offer” Training Product courses are conducted within our normal working hours (7:00am to 5:00pm, Monday to Friday and excluding public holidays) unless advised otherwise on our “Letter of Offer”. Additional visits / hours other than as in the “Letter of Offer” will incur a separate charge which will be confirmed upon request.

The Training Product course will only proceed on receipt of acceptance of our offer.

Prices per Training Product course are available via a request for a quote to Wormald regional Commercial Training Department.

It is Wormald RTO policy that fees are not collected in advance, except for special contractual arrangements. Wormald Australia Pty Limited tax invoices for the training will be sent by standard mail or emailed, following the completion of the Training Product course within the calendar month following the delivery of the course. Cheque or credit card payments are acceptable.

Payment terms

All payment terms for Training Products are subject to the in terms and condition that are detailed in Wormald "Credit Application and Agreement". This document is available from our Commercial training departments.

Cancellation of Training

Except as otherwise stated, the Training Product Fee is non-refundable if cancellation notice by the client is provided less than five (5) working days from the agreed Training Product course date.

Clients may apply for a refund of fees, by detailing their request, in writing, to the regional Commercial training department that offered the Training Product as detailed in terms and condition detailed in Wormald "Credit Application and Agreement".

Once Training Product course commences at the agreed time, no refund will be given if Participant does not attend or leave before finishing the Training Product course, unless Participant can prove that there was a medical reason or other hardship. In those cases, a refund will be given minus an administration fee of \$50.

If Wormald cancels or suspends the Training Product course, a full refund will be given of any monies paid in advance. Wormald will endeavour to deliver the Training Product at the agreed date, however if Wormald is unable to deliver the Training Product course then the course will be conducted at another date agreeable to all parties who have accepted Wormald "Letter of Offer". Wormald is not responsible for any losses or liabilities that may be a result of any Training Product course not being conducted.

Section 7: Complaints

Wormald RTO treats all complaints as an opportunity to improve our services and value any feedback, even complaints. If you have any complaint, please speak to the Wormald representative to see if the matter can be resolved to your satisfaction. If the matter is not satisfactorily resolved, please document the matter, in writing, as a 'formal complaint' as set out below.

Formal Complaints

Clients/Participants and Staff may make a formal complaint by forwarding a signed written complaint to the State/Regional Commercial Training department who provided the Training Product Letter of Offer.

- Written complaints must be signed by the complainant, clearly setting out the complaint and parties involved (if any). Where appropriate, the complainant may suggest a satisfactory resolution process.
- The Commercial Training Manager will acknowledge the receipt of the formal complaint in writing within five (5) working days of receipt.
- The Commercial Training Manager will write to the complainant within 10 working days of receipt of the complaint, outlining the proposed solution. This correspondence will outline the procedures if the complainant is not satisfied with the outcome.
- If the complainant is not satisfied with the outcome, the complainant may seek a meeting with the Wormald RTO National Training Manager seeking final conciliation. The complainant may bring a witness, if required.

If after following the above processes, the complainant does not believe that the complaint has been adequately resolved, then he or she may appeal to the Wormald RTO Chief Executive for resolution of the matter.

Section 8: Appeals (Academic Decision Complaints)

Appeals must be in writing and submitted to the RTO National Training Administrator within three (3) months of the date of notification of the outcome of the academic decision, citing the grounds on which the appeal is based.

The following procedure must be implemented: -

- Each Participant's individual appeal must be in writing as set out above.
- The RTO National Training Administrator will acknowledge receipt of the Appeal Submission within five (5) working days of its lodgement.
- The appeal will be heard by an independent person or panel within 15 working days of being nominated to hear the case, ensuring they investigate the case fully and that it acts fairly taking account of the rules of natural justice and equity principles.
- The Participant/appellant will be given an opportunity to formally present his/her case, as will the person against whom the complaint is made (if applicable).
- The independent person or panel may decide to endorse the formal academic assessment findings in relation to the appeal or determine an alternative resolution.
- The RTO National Training Administrator will confirm the decision of the individual or panel in writing to the appellant within five (5) working days of the decision being made.
- The decision of the individual/panel is final and is not subject to further review.

Section 9: Disciplinary Procedures

To ensure that all Participants receive equal opportunities and gain the maximum from their time with Wormald, rules apply to everyone who attends any training product course. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or course.

Dysfunctional or disruptive behaviour may include: continuous interruptions to the Trainer/Assessor during delivery of the course content, being disrespectful to other Participants, harassment by using offensive language, sexual harassment, acting in an unsafe manner that places themselves and others at risk, refusing to participate in group activities when required, and/or continued absence at required times. Any Participant who is asked to leave a session and/or course has the right of complaint through Wormald RTO's *Complaint Process*, as outlined in Section 7.

Section 10: Staff Responsibilities for Access and Equity

Wormald RTO is committed to integrating Access and Equity principles within all services that are provided to Clients/Participants. All Wormald RTO employees recognise the rights of Clients/Participants and will provide information, advice and support. Regardless of cultural background, gender, sexuality, disability or age, all Clients/Participants have the right to study in an environment that is free from discrimination and harassment.

Section 11: Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process whereby a Participant may demonstrate their competence against the unit of competency, or a number of units, in Training Product course. These skills may have been developed through work, other formal study, or informal methods.

The RPL assessment allows Participant's to have your skills recognised, no matter how or when they were obtained. The important aspect is that the participant can demonstrate the required skills in an appropriate manner to meet the benchmark. Currently there is no explicit fee for RPL, and the assessment service is provided as part of the course fee.

If you would like to be considered for RPL, you will need to apply on the "*Request for Recognition Application*" available from the RTO National Training Administrator. Supporting evidence must also accompany the Application. This Application will allow you to document general information about your RPL request.

RPL Assessment may involve questioning, perhaps a written exam, and for most units requires a practical assessment observing your skills in the workplace (or simulated workplace environment).

There are two status levels if you are successful in your RPL assessment: -

- **Full Status:** This means the Participant has been given full recognition for their Application against the respective unit(s) of competency. There will be no requirement for the Participant to study this particular part (unit of competency or subject) of the course or undertake further assessment.
- **Partial Status:** This means the Participant has been awarded part recognition in their Application. The Participant will have to study and undertake the learning and assessment requirement of the Unit's element(s) where they have not received recognition, but not the Unit elements where they have been awarded recognition.

Section 12: Mutual Recognition of Qualifications issued by Another RTO and Credit Transfer

Wormald RTO will recognise all Qualifications and Statements of Attainment achieved by a Participant and issued by another RTO. Wormald RTO will grant the Participant credit for these Qualifications and Statements of Attainment, and provided they match the Units and requirements of the Training Product course. Wormald RTO will offer the Participant exemption for the related Units in their proposed course.

Participants seeking credit transfer shall be required to substantiate all claims of attainment by submitting a certified copy of a Qualification or Statement of Attainment that is relevant to the requirements of the Training Product course. A certified copy of a Qualification or Statement of Attainment is to be sent to the RTO National Training Administrator with a covering letter detailing what recognition the Participant is requesting.

Copies of submitted Qualification or Statement of Attainment MUST be certified by one of the following third parties after sighting the original document: -

- Police Officer
- Qualified Accountant
- Wormald RTO Staff member
- Justice of the Peace(JP) authorised in the State or Territory

The certified copy of a Qualification or Statement of Attainment will be verified by the RTO National Training Administrator, who will advise on the outcome of the Application. The cost for credit recognition of a unit(s) within a Qualification is included in the standard Training Product course fee.

Section 13: Certification and Issuing of Statement of Attainment

Statement of Attainment will be issued to the Participant judged competent in a specific unit of competency and where all Training Product course fees have been paid relating to that Participant following the Training Product course conduction. The Statement of Attainment will be issued in a timely manner thereafter the course conduction and will be in accordance with Australian Qualification Framework and National VET Regulator requirements.

Clients/Participants who request a replacement Statement of Attainment will incur a \$50 fee to cover administration and postage costs.