



THE PEACH INSTITUTE

National Provider No. 31822



CPCCOHS1001A: Work Safely in the construction industry (National White Card)

The CPCCOHS1001A: Work Safely in the construction in Course is a mandatory requirement under the law for persons wishing to carry out construction type work *anywhere in Australia*. It allows persons doing the course to develop basic skills and knowledge in relation to risk management and relevant workplace health and safety obligations and requirements.

It will provide you with an awareness and understanding of:

- Your rights and responsibilities under OHS law
- Common hazards and risks in the construction industry
- The standard of health and safety that employers must provide
- The standard of behaviour expected of workers on construction sites
- Follow basic risk management procedures in your work environment and
- Follow emergency procedures.

Participants successfully demonstrating competency in all elements of the training program will receive a letter of competency as well as a Workplace Health & Safety induction card (White Card) which must be carried at all times on a construction site.

COURSE COST: \$70

APPROXIMATE DURATION: 6 hrs

See following page for Refund Policy, Support Services and Information for Trainees.

The provider is at all times willing to facilitate a satisfactory outcome for all course participants.

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APPLICATION FOR ENROLMENT – Online COURSE

CPCCOHS1001A: Work Safely in the construction industry (National White Card)

How would you rate your knowledge of Workplace Health & Safety issues on a construction site.

Place a tick (✓) No knowledge A little knowledge Good general knowledge
Are you? new to the industry less than 2 yrs service over 2 yrs service
Do you regularly read newspapers magazines books internet sites

Applicant's Full Name: _____

Postal Address: _____
_____ **Postcode** _____

Phone: _____

Date of Birth: _____

Email Address:.....

Method of Payment: Cheque, Money Order, Cash, Direct Deposit or Credit Card **Amount:** \$70.00

Money orders and cheques marked 'not negotiable' to be made out to The Peach Institute and posted to:

PO Box 890 Edge Hill, Qld 4870

Phone: (07) 4053 2933 Mobile: 0408 772 653 Fax 07 4053 2633

Email: info@peachinstitute.com website: www.peachinstitute.com



THE PEACH INSTITUTE

TRAINEE INFORMATION / Code of Practice

RECRUITMENT

1. Recruitment of participants will be conducted at all times in an ethical, fair & reasonable manner & shall comply with our Access & Equity Policy to ensure compliance with equal opportunity legislation.
2. There are no pre-requisites for entry to this course.

SUPPORT SERVICES/ Language, Literacy & Numeracy needs

1. Initial enrolment provides a means of identifying learner issues & support requirements.
2. Trainees with specific needs with regards to language, literacy & numeracy (LLN) or who have a physical disability, will be offered a personal/confidential interview with the provider so that suitable assistance can be offered for successful completion of the course.
3. Trainees will be offered the opportunity to access their support personnel without charge to complete the course with the trainee (e.g. interpreter, carer, friend). All claims of disability must be substantiated before enrolment.
4. Both on-line & telephone support is available to persons undertaking the correspondence, online & Face-to-Face course during office & after hours where necessary.

PRIVACY POLICY

All information collected by this organisation about clients, students or trainees is confidential & used only for the purpose of maintaining accurate & complete training records as required by Registered Training Organisations (RTO's). This organisation shall not release information about any client, student or trainee to any other person or organization without that person's approval, except as required under the Training organisation's registration requirements (eg for auditing purposes) or to other RTO's who demonstrate the right to verify with Trainers that individuals have satisfied the required competencies (eg. Recognition of Prior Learning purposes).

REFUND POLICY Face to face Course: 1. A full refund of fees paid in advance will apply if the course is cancelled or this organization is informed of cancellation 48 hrs prior to commencement of the course.

2. A partial refund of 80% of fees paid will be refunded if this organization is information within 48 hrs of commencement of the course.

Alternatively, enrollees may re-enrol in a following course without any reduction in fees.

Correspondence Course: 1. A full refund of fees paid in advance will apply if the course is cancelled by the provider.

2. A refund of 75% of fees paid will be refunded should the trainee contact the Peach Institute within 7 days of receiving the course. The Course material needs to be returned unopened & in its original condition within 7 days of agreement being reached with The Peach Institute before the refund can be issued.

3. Should the trainee contact The Peach Institute after 7 days of receiving the course it is solely at the discretion of the provider whether or not to issue a partial refund. To attract a refund the course material must be returned unopened & in original condition

Online Course: 1. A full refund of fees paid in advance will apply if the course is cancelled by the provider.

2. A refund of 85% of fees paid will be refunded should the trainee contact the Peach Institute within 7 days of receiving the course.

3. Should the trainee contact The Peach Institute after 7 days of receiving the course it is solely at the discretion of the provider whether or not to issue a partial refund.

COMPLAINTS/GRIEVANCES & APPEALS

1. Every effort is made by this organization to resolve trainees' grievances promptly & with minimum distress & maximum protection to all parties. Trainees have access to a fair & equitable process for dealing with grievances & provide an avenue for trainees to appeal to a third party if a dispute cannot be resolved with the trainer.
2. This organisation will ensure that all complaints are recorded in writing. The trainee will be provided with a written statement of the appeal outcome which includes reasons for the decision & this organisation shall act on the subject of any substantiated complaint.
3. This organisation views its complaint procedure as providing an opportunity to review & improve its policies & practices & also to gain insight into levels of satisfaction.

PROVISION OF TRAINING & ASSESSMENT SERVICES

1. This organisation has policies & management practices which maintain high professional standards in the delivery of training & assessment services, & which safeguard the interests & welfare of trainees. The provider is at all times willing to facilitate a satisfactory outcome for all course participants.
2. This organisation seeks feedback from trainees & provides a questionnaire survey at the conclusion of each course to identify trainee's additional requirements &/or expectations to improve training delivery & quality service.
3. This organisation maintains a learning environment which is conducive to the success of trainees by providing suitable classroom space/training environment, participant work manuals & training notes, access to support materials & library resources which shall be updated as required, additional assistance to meet access & equity requirements & instruction sheets & online/telephone support for person's undertaking the correspondence course.
4. This organisation ensures that teaching staff are suitably qualified in accordance with AQTF 2007 standards 1.4 & are given appropriate induction on this organisation's Code of Practice including access & equity requirements.
5. Assessments are conducted in accordance with Standards 1 of the AQTF 2007 Standards for Registered Training Organisations. Assessment is the gathering of evidence using various methods to verify possession of underpinning knowledge in the unit of competency & may include written or oral short answer questions, case studies, role plays or simulated on-the-job exercises, as well as the trainer/assessor's judgement on the student's competency. Person's undertaking the correspondence course shall be provided with a stamped addressed envelope to return their assessments to the RTO & are required to complete a Statutory Declaration to validate that the person completing the training & assessment matches to the enrolment information.
6. The Peach Institute conducts a validation process whereby we determine whether or not a person who has received the "White Card" is the person that completed the course. Should it be identified that a false declaration has been made The Peach Institute will notify the Department of Justice and Attorney General, cancel the issued "White Card" and reasonable steps will be taken to recover the card. A letter explaining the process and outcome is posted to the trainee in question. The enrolment fee is not refunded.
7. Trainees will be accredited any former learning or qualification towards the present course undertaken upon substantiation of that claim & in accordance the Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) assessment process.
8. This organisation recognises qualifications & Statements of Attainment issued by other Registered Training Organisations.
9. Assessment tasks will be validated by forwarding for comment to an appropriate industry representative who has experience in determining appropriate course outcomes. This validation will be endorsed by a letter from the validating authority.

COURSE OUTCOME

The Peach Institute have sound management practices to ensure timely issue of assessment results & qualifications, which are appropriate to competencies achieved & are issued in accordance with national guidelines. This Organisation will issue the following qualifications to trainees who successfully complete all elements of the competency:

1. A fully completed & laminated Division of Workplace Health & Safety induction card (white card) which is required to be carried when working on a construction work site & produced when requested as evidence of successful completion of this course, &
2. A Statement of Attainment is issued by this organisation.
3. Should Trainee be deemed as not yet competent, the assessor will contact the trainee via telephone, email or post with regards to the specific unit of competency not yet achieved. The trainee will be given the opportunity to submit further information to be re-assessed. On the trainee's achieving a competent level a "Statement of Attainment" & "White Card" will be issued immediately.

PROVISION OF INFORMATION & RECORD KEEPING

1. This organisation supplies accurate, relevant & up-to-date information to prospective trainees covering, but not limited to, the matters listed herein & supplies this information to trainees before it enters into written agreements with them & regularly reviews all information provided to ensure its accuracy & relevance.
2. This organisation keeps complete & accurate records of the attendance, progress & Statements of Attainment of trainees in order to satisfy audit requirements & sufficient to enable a Qualification or Statement of Attainment to be reissued if required.
3. This organisation maintains financial records that reflect all payments & charges & the balance due, & provides copies of these records to trainees on request.

OCCUPATIONAL HEALTH & SAFETY

Smoking (tobacco or any other substance) & attending a Face-to-Face course under the influence of alcohol or of non-prescriptive drugs is prohibited where activities take place which are under the direct control of this organization & where the organization has responsibility for the occupational health & safety of those who use the facility. Designated smoking areas outside the premises of the organization with receptacle for the cigarette butts will be provided.

SEXUAL HARASSMENT, INTIMIDATION & DISCRIMINATION

All forms of harassment, direct or indirect discrimination or sexual innuendo (such as subtle or implied sexual pressure) or any other form of unwelcome behaviour or conduct of sexual nature or having asexual connotation will not be tolerated in this organisation. This includes persons who have dealings with this Organisation. This Organisation is committed to ensure all staff & trainees are provided with a workplace & learning facility based on integrity & mutual respect & encourage staff & trainees to bring forward any complaints of sexual harassment, intimidation &/or discrimination.