



Training System Operating Parameters

1.Code of practice

Principles and Policy:

Roberts & Associates Pty Ltd aim to provide a high quality training and assessment of competency service to the mining and construction industry. Some of the programs are registered and are completed under the Australian Quality Training Framework others are designed for the specific client still meeting a high standard but not submitted to the AQTF standard for accreditation purposes.

Roberts & Associates Pty Ltd is committed to the principle of access and equity in all its training activities. Having regard to the particular needs of the target groups all programs are to be In keeping with this commitment all programs must be relevant, accessible, fair and equitable.

All policies and procedures are non-discriminatory all staff are provided with information about access and equity issues and the complaint resolution processes.

All course participants are provided with information about access and equity issues and the organisation's complaint resolution processes. Action plans will be developed to meet any particular need as it is identified through normal operating processes.

Roberts and Associates will meet the following Key Performance indicators

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2.Key performance indicators

Roberts & Associates Pty Ltd will endeavour to:

1. Provide a training and assessment service that meets our client's needs.
2. Deal fairly and develop and maintain good relationships with staff, consultant's, program participants and clients.
3. Deliver all programs that require RTO certification to the accredited standard and meet the specific industry standard at all times.
4. Ensure training personnel meet all relevant competency standards for trainers
5. Keep accurate and permanent records of participants' achievements and make them available on request.
6. Make constant improvements and maintain its products/services so that they are relevant, practical and that competency is achievable, all programs will be updated in an appropriate time frame.
7. Provide current information at www.robertsohs.com.au and or on the contact numbers listed with regard to program information including: content, prerequisites, credential or statement of attainment and opportunities for RPL or RCC for the program.
8. Information on fees is set with the client for group training in accordance with the scale of professional charges. All charges are paid after the event on an approved invoice. It is not envisaged at this stage to conduct public programs so refund procedures are not applicable.
9. Keep training equipment in a good serviceable condition and all equipment will be updated as the required new technology is made available.
10. Recognise AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation.
11. Follow the complaint resolution process and develop action plans to achieve agreed outcomes.
12. Provide a healthy and safe work environment in accordance with occupational health and safety legislation and good practice (eg non-smoking).
13. Employees will be developed to meet the needs of our clients a balance of skills is required both academic and practical training and experience will be provided when available and where appropriate.
14. No discrimination on any grounds will be tolerated (eg gender, marital status, pregnancy, race, religious conviction, political conviction, family status, family responsibility or age).
15. Provide access and equity options fairly to all participants by either assisting participant or providing contacts who will be able to assist the participant

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16. Provide a process for continuous improvement by the implementation of the training model
17. Complaints will be handled fairly and at no cost to the complainant and will be in accordance with the Complaints Resolution procedure.
18. Complaints process will be reviewed annually

3.Complaints procedure

1. In the first instance lodge complaint directly with the party involved dispute can be raised and a resolution sought. If the complaint can be solved immediately between the two directly affected parties, no formal documentation is required.
2. If the complaint cannot be solved immediately, the candidate should contact a director of Roberts & Associates Pty Ltd see web page
3. The director will investigate the circumstances and information surrounding the complaint.
4. The director will provide the complainants with a copy of this procedure
5. The director will, within seven (7) days, if required, hold meetings/interviews with individuals or groups involved in or connected with the dispute or complaint in order to establish the facts.
6. The director will thoroughly investigate the issues and implement the appropriate course of action to remedy the complaint.
7. Where complainant is not satisfied with the actions the complaint will be referred to the Training Accreditation Council of Western Australia or other relevant authorities for a resolution.

4.Document control procedure

1. Document approval by the directors is indicated when document is posted to the www.robertsohs.com.au web site.
2. All persons who use Roberts & Associates documentation are responsible to ensure the document used is current by checking the web site.
3. All controlled documents have a red or if photocopied black notice in the footer of each page to remind users to check currency of the document.
4. Documents that are required to be maintained for the RTO certification process are to be listed in the document control register
5. All obsolete documents are to be transferred to the archive file for future reference

TRAINING MODEL:

1.0 IDENTIFY TRAINING NEEDS

- 1.1 Enquiry received from client
- 1.2 Determine training needs with client and other stake holders
- 1.3 Establish if RTO status is required and or other standard is to be applied IE Australian Standard
- 1.4 Produce training development plan and confirm with emails

2.0 DESIGN AND DEVELOP TRAINING & ASSESSMENT

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- .1 Source training module information if RTO status required or develop training module to meet the need
- .2 Check training module information meets requirements stated in the training development plan
- .3 Develop theory and practical assessment instruments
- .4 Source any training aids that will assist learning process IE video, case studies etc

3.0 CONDUCT TRAINING AND OR ASSESSMENT

- 3.1. Confirm adequately qualified and experienced facilitator is booked
- 3.2. Confirm appropriate participant list including number to attend and any prerequisites are met
3. Confirm appropriate venue is booked including adequate size for group, air conditioning, seating, tables, lighting, communication equipment, car parking, refreshments, ablutions and location
4. Confirm availability, condition and suitability of training equipment including laptop, presenter, data projector, speakers, power leads, white boards and markers, flip charts and markers
5. Confirm availability and quantity of name tags, pens and paper, lesson training delivery plan, registration forms, training module handouts, assessment instruments and course evaluation sheets for the training session
6. Deliver training as per module and notes cover all content and stick to the allocated time frame
7. Conduct assessments and provide feedback
8. Complete training delivery plan check registration and assessment from each participant, check correct number of course evaluations are submitted, if any missing note on training delivery plan
9. Clean and pack up area and equipment

4.0 EVALUATE TRAINING & ASSESSMENT

- .1 Note any difficulties encountered or improvements required on the training delivery plan
- .2 Check the scores and comments on the course evaluation form transfer any extreme positive or negative comments to the training delivery plan

5.0 CONTINUOUSLY IMPROVE

- .1 Director reviews each training delivery plan noting any areas for improvement
- .2 Director develops action plan to implement the required improvements
- .3 Discuss training performance with client and improve wherever possible

6.0 RECOGNISE TRAINING

- .1 Issue appropriate certificates, statements or record of attendance to the client for each participant
- .2 Enter information on a secure data base
- .3 Provide copies of records to participants where appropriate

7.0 MANAGE TRAINING

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ROBERTS & ASSOCIATES
OCCUPATIONAL HEALTH AND SAFETY SOLUTIONS

- .1 Director to check performance against Code of Practice and the Key performance Indicators

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