

PARTICIPANT DISCLOSURE

Privacy

KMR Safety First complies with the Privacy Act and National Privacy Principles 2001, which provides guidance on the collection, storage, use and disclosure of personal information. No other parties will share your personal information, unless they have a legal right to the information or a right to the material as required under the standards of the Australian Quality Training Framework. Student records are strictly confidential and will only be made available to the student upon written request (which can include email).

Fees and Cancellations

Group bookings will be invoiced directly to the company or group organiser; fees will only be invoiced for after the commencement of the course and accounts are payable 14 days from the Invoice date. Please note that KMR reserves the right to charge interest on any outstanding accounts. Group booking cancellations can be made up to one week prior to the course commencement at no charge. Where a group booking is cancelled less than one week prior to commencement of the course a cancellation fee of \$10.00 per person will be charged. A minimum of 8 participants are required for any group booking, if a group has less than the minimum, the client will be charged for 8 participants regardless.

Course fees will be collected from individual participants on the day that training is provided. Individual participant booking cancellations can be made up to twenty four hours prior to the course commencement at no charge. Where an individual booking is cancelled less than 24 hours prior to commencement of the course or where an individual does not attend a course, a cancellation fee of 50% of the course fee will be charged.

KMR Safety First may cancel or reschedule a course in the event that minimum participant numbers are not met. KMR will contact all scheduled participants at least 24 hours prior to the course commencing to notify of any change to scheduling.

Refunds

No refund is available where participants leave prior to completing the course without an adequate reason. However, special consideration can be made for exceptional circumstances, and can be discussed with KMR Safety First directly. KMR Safety First will not hold course fees prior to any commencement of training.

Assessment and Qualifications

The assessment process for all training courses will include all or some of the following: trainer observation, written responses, case study, verbal response and general participation. Statement of attainment will be issued for all completed compliant courses. Participation awards will be issued for all attendance of non compliant courses and also for all non completion of compliant courses. (Reprints will incur a fee of \$10.00, unless the result of a KMR error.)

Recognition of Prior Learning

Recognition of Prior Learning and Current Competencies (RPL/RCC) acknowledges the full range of an individual's skills and knowledge, including competencies gained through formal study, work experience, employment and other life experiences. All participants can apply for RPL/RCC prior to enrolment by means of written documentation.

Nationally Recognised Training

KMR Safety First will acknowledge nationally recognised training qualifications granted to participants through competencies gained in courses or training packages with other Registered Training Organisation. Participants must provide a certified copy of their certificate prior to course commencement for verification by the Training Manager. A \$10.00 administration fee may be applied and all provided documentation will be retained in the Course File.

All KMR Safety First accredited courses are national recognised by all registered training organisations.

Credit Transfer

Participants wishing to apply for credit transfers must be referred to the KMR Safety First Director. Participants must provide a certified copy of their certificate prior to course commencement for verification. All associated training requirements and fees will be discussed and agreed upon by the participant and the Director. All documentation will be retained in the course folder.

Access and Equity

Participants can expect our staff to treat all people in a fair, respectful and non-discriminatory manner and at all times be professional in performing their duties. At KMR Safety First we believe that the learning environment should be comfortable for all staff and participants and free from any form of harassment or discrimination. We value diversity, respect, cooperation and safety, and are committed to equality.

Participant Code of Conduct and Welfare

Participants are to advise KMR Safety First of any potential barriers to their learning prior to the commencement of training (e.g. any language, literacy or numeracy barriers, disabilities or physical conditions). KMR Safety First will make every effort possible (within reason) to accommodate the special needs of potential participants.

Our participants are expected to behave in a socially responsible manner and to treat other participants and trainers in a considerate and courteous way. Participants must not act in a way that interferes directly or indirectly with the learning of others, or that hinders trainers from carrying out their duties. It is expected that all participants will treat our equipment and resources with care and respect at all times. It is also expected that participants will adhere to instructions given by our staff in order to maintain equipment and safety in accordance with regulations.

Plagiarism or cheating of any kind will not be tolerated. If, at any time, KMR Safety First suspects any such activity has occurred, we may investigate and act accordingly with any alleged parties involved. If it is found that plagiarism or cheating has occurred reasonable action may be taken, such as revoking certification, disqualifying competence and/or withdrawal from training. Where a participant is assessed as not yet competent at that completion of a course, re-assessment must be completed within 30 days of the first training attendance and participants are encouraged to attend as frequently as required.

Safety and Security

KMR hold the wellbeing of its participants in high regards and will make every possible effort to ensure safety and security at all times, participants are encouraged to approach trainers at any time throughout a course if they feel their safety or security is in question. Emergency services such as Police and Ambulance will be first point of contact in any situation that is deemed to be an emergency by KMR Safety First trainers, all associated costs will be the responsibility of the client. Please advise your trainer if you have a Latex allergy.

Complaints and Appeals

Complaints and appeals may occasionally arise, despite KMR's efforts to provide satisfactory services to all associated parties and stakeholders. Participants, clients and stakeholders are permitted the opportunity to have any substantiated complaint or appeal resolved in accordance with the complainant's wishes with an outcome that satisfies all parties involved. KMR will attempt to resolve all complaint and appeals within 10 days.

If you would like to make a complaint or appeal please see your trainer or contact the KMR Safety First Office on 9718 1733 or www.safetyfirst.com.au.

Unsatisfied complainants can be referred to the National Training Complaints Hotline, telephone 1800 000 674.

Additional Support

KMR Safety First Trainers and staff are available outside of course contact hours for additional support. If you would like to discuss any of the above information please see your trainer or contact the KMR Safety First office via phone, fax or email. All policies are available in full detail upon request.

Please sign and date your enrolment form to acknowledge that you have read and understood the above information and if required, questions were answered to your satisfaction.