
STUDENT HANDBOOK



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This document has been prepared to assist you in making a fully informed decision to enrol in Nationally Recognised Training with Firearm Safety and Training Council

Firearm Safety and Training Council
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ABOUT US

Until now there has been very little formal training available for professional shooters who specialise in the control of pest and feral animals.

Generally as an employer you have been relying on the reputation of the individual passed by word of mouth by previous users in the hope that you are getting what you need. This works sometimes but in the absence of a good reference how do you select a pest controller who can do the job?

We, the Firearm Safety and Training Council Ltd. is a Nationally Registered Training Organisation (RTO Code 91258) approved by the Australian Quality Skills Authority (ASQA) and has eliminated a lot of the guesswork in this process by offering formal training and accreditation for professional shooters.

Completion of the courses awards credits towards the Nationally Recognised Training, ACH 10 Agriculture, Horticulture and Conservation and Land Management.

If you are a professional shooter and you feel the need to upgrade to formal qualifications then our training is highly recommended for you. If you are entering the feral animal control industry our training is essential for your professional development.

Our training is proving to be very popular and we are delighted to have the opportunity to increase the professional standing of the feral animal control industry to such a significant extent. We are delivering in regional centres to

OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to gain employment; and
3. Support Services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the Maritime Industry.

We offer Full Time and Part Time Nationally Recognised Training in:

Accredited Course

30989QLD - Course in Firearms Safety (approved for firearms licensing in Queensland).

Successful completion of 30989QLD - Course in Firearms Safety and the awarding of a certificate does not mean you will be granted a licence by the registering body (in QLD this is Weapons Licencing) as you are required to meet the specific licencing requirements as set out in the application form

Units of competency

AHCPMG304 - Use firearms to humanely destroy animals.

AHCPMG311 – Use firearms for pest control activities from aircraft.

AMPG306 – Use firearms to harvest wild game/Kangaroo Harvester.

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The training incorporates both theoretical and practical elements of training which are designed to produce a well - rounded, balanced and safe operator.

These elements include:

- Firearm Safety;
- Risk Management and Task Planning;
- Humane Destruction Protocols;
- Legislation relating to the Use of Firearms and related WHS issues; and
- Shooting Accreditation Test for both Rimfire and Centrefire Rifles.

ENTRY REQUIREMENTS

For the qualifications on our scope of registration, you do not need to have the pre-requisite, however legislation surrounding the use of firearms in Australia requires all persons seeking to undertake AHCPMG304 - Use firearms to humanely destroy animals must be a holder of a Category A or B Firearm Licence.

There are no formal academic prerequisites, however for 10618NAT - Course in Firearms Safety (approved for firearms licensing in Queensland), you are required to be a Fit and Proper Person.

Our Fee for Service training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

ENROLMENT REQUIREMENTS

When considering enrolling in any training, it is important that you understand your status within each of the available enrolment types.

As a Fee for Service learner you must be either:

- An Australian citizen,
- Have permanent residency status, or
- Hold a humanitarian Visa, and
- Undertake an initial skills assessment.

NOTE: Successful completion of 10618NAT - Course in Firearms Safety and the awarding of a certificate does not mean you will be granted a licence by the registering body (in QLD this is Weapons Licencing) as you are required to meet the specific licencing requirements as set out in the application form.

VENUE

Our training venues are located in regional centres throughout NSW and Qld to help minimise the cost and time in travelling.

Our venues are centrally located to public transport and have on street parking.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

- Trainers are accessible at all times during classroom sessions;
- General Manager and Administration personnel are only accessible during normal business hours;
- Trainers are not accessible during lunchbreaks;
- No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment; and
- Learners have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance at workshops.

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ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency are met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each Student undertakes the particular unit of study.

The competency standards, as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the Student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 / TAE40116 Certificate IV in Training and Assessment or higher qualification.
2. All of our assessments within our RTO will lead to the issuing of a statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess
 - Reliable - Assessment procedures must be reliable; i.e. they must result in consistent interpretation of evidence from the Student and from context to context
 - Fair - Assessment procedures will be fair, so as not disadvantage any Students, and will:
 - Be equitable, culturally and linguistically appropriate
 - Involve procedures in which criteria for judging performance are made clear to all Participants
 - Employ a participatory approach
 - Provide for Students to undertake assessments at appropriate times and where required in appropriate locations
 - Flexible - Assessment procedures will be flexible; i.e. they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials conducted in our annual review
- An understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

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This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

1. Our assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job role environments skills (managing your job and its interaction with others around you)
2. We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency
3. Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options
4. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment
5. Re-assessment is available on appeal; see further details in the Appeal Process section.

ASSESSMENT TASKS

The assessment tasks shall include any combination of the following:

1. Written questions
2. Oral questions
3. Practical demonstration.

APPEALS

Students not achieving competency for the units will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants.

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

ATTENDANCE

You are expected to be punctual when attending training courses; late arrival or non-attendance will affect your progress in achieving the compulsory standards.

Students, who due to circumstances beyond their control, cannot complete all units may attend future courses to complete their competencies.

As the course is designed for you, we require you to notify us as soon as possible if you are unable to attend any scheduled lesson.

Attendance requirements

You are expected to attend all of the structured training and successful completion all assessments tasks is the minimum attendance requirement.

ATTENDANCE RECORDS

Records will systematically be maintained for Students on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave, must also be recorded, monitored and reported weekly.

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LATENESS TO CLASS

- Lateness to class on any day is not acceptable;
- When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
- We expect that all Learners will be in the room on time after breaks throughout the day.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
- Inappropriate language means: no swearing or abusive language;
- Mobile phones: no mobile phone use during class times or recording of content;
- Eating: no eating in the classroom;
- Playing games on mobile devices during class times;
- Lateness returning to class from breaks is unacceptable;
- Disrespectful behaviour to all other Learners, trainers and other individuals; and
- Jumping, standing on or putting shoes on furniture is not permitted.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered area's and Learners are expected to use the ashtrays provided.

Drugs and Alcohol: Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

We shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

CHANGE TO COURSE:

Should you wish to change your course, the request must be made in writing to the General Manager.

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate our property, as this may lead to injury to yourself or others if used incorrectly.

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COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

- A. A complaint relates to any matter not related to your training outcomes, and
- B. An appeal only relates to your training outcomes

You may complain or appeal:

- 1. Informally – a brief discussion with your trainer, where the trainers explanation is sufficient to resolve the matter,
- 2. Formally – in writing, where an investigation is required to resolve the matter, and
- 3. Mediation service.

Our full complaints and appeals procedure is available for inspection at our training venue.

EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by company members.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourages feedback and dialogue with all learners to assist with meeting learner needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback can be supplied directly to your trainer, other employees, or as written suggestions, which may include the use of SMART feedback questionnaires.

FEE PAYMENT

AHCPMG304 – Use Firearms and Humanely Destroy Animals attracts the fee of \$539.00 and must be paid in full prior to the course commencing.

AHCPMG311 – Use firearms for pest control activities from aircraft fee will be determined according to location and course complement but will be advised and paid prior to the course commencing.

AMPG306 – Use firearms to harvest wild game/Kangaroo Harvester fee is \$440 and must be paid in full prior to the course commencing.

10618NAT – Course in firearm safety (approved for licensing in Qld). Fee available for each particular complement of the course prior to the course commencing.

PAYMENT

Bookings will be held for a maximum of 7 days without securing registration. The booking will not be confirmed until a completed reservation form has been received together with payment for each course.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods:

- 1. Bank deposit;
- 2. Bank cheque;
- 3. Electronic bank transfer;
- 4. EFTPOS;
- 5. Credit card; or
- 6. Cash.

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COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two-day cooling-off period immediately after your enrolment. This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling-off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Course cancellations are accepted at all times. Should you be unable to attend, please advise us so that a replacement can be panelled on the course. Any fees paid are refundable if you provide a minimum of 24 hours notice.

The cost of course materials, accommodation, provisioning, etc. that cannot be recouped by the council will be deducted from your fees and you will be refunded the balance.

TRANSFER

We reserve the right at our discretion to transfer the course to another date and time and this action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then the client shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

In the circumstance of us being unable to provide services for which the learner has prepaid, the learner will:

1. Be placed into an equivalent course such that the new location is suitable to the learner; and
2. The learner receives the full services for which they have prepaid at no additional cost to the learner; or
3. Be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

REFUND

All applications for a refund of monies paid to us are to be made to the Director on the refund application form.

The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the Administration team.

Full refunds are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you. Should your skills assessment not be favourable, you will be entitled to a full refund.

When a course is commenced but due to unforeseen circumstances we are unable to complete the course we will re-schedule the course without any cost to you.

NO REFUND

There is no refund of fees for:

1. Any poor and/or non-attendance
2. Poor behaviour
3. You simply changed your mind
4. You in any way contributed to the problem
5. You asked for a service to be done in a certain way against the advice of the business
6. You asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015
7. You were unclear about what you wanted.

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Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

INDUSTRY ENGAGEMENT

We have engaged with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

We will conduct an initial skills assessment with you at the time of enrolment or immediately prior to commencing the training.

Language, Literacy and Numeracy Assessment

The Language, Literacy and Numeracy assessment shall be conducted by directing the Student to the Student Resources Group's website to undertake the assessment using the LLN Robot.

ISSUANCE OF AWARDS

Statements of Attainment will be issued to a Student within 30 calendar days of the Student being assessed as meeting the requirements of the training product if the training program in which the Student is enrolled is complete, and providing all agreed fees the Student owes to us have been paid.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or General Manager, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Queensland Training Ombudsman 2016;
- National VET Regulator Act 2011
- Standards of the National VET Regulator Act 2015
- Workplace Health and Safety Act 2012
- Workers Compensation and Rehabilitation Act 1986

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LEARNER SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy, which includes an interpreter present during the course and assessment.

We have established a number of non-vocational barriers to training support including:

- | | |
|----------------------------------|--------------|
| 1. Australian Tax Office | 13 28 61 |
| 2. Creditline | 9951 5544 |
| 3. Moneycare Counselling Service | 9299 6744 |
| 4. Welfare Rights Centre | 9211 5300 |
| 5. Ethnic Communities Council | 9319 0288 |
| 6. Legal Aid Help Line | 1800 806 913 |
| 7. Women's Legal Resource | 9749 5533 |
| 8. Interpreting Services | 13 14 50 |

LEARNER RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures,
- Treat others with respect, fairness and courtesy,
- Not plagiarise, collude or cheat in any assessment activity,
- Attend class and arrive on time,
- Notify your trainer if you will be absent or late,
- Not behave in a manner that may offend, embarrass or threaten others;
- Ensure Personal details are current and correct; and
- Participate in the course.

You have a right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property protected from damage and other misuse;
- Learn in an environment that is conducive to success;
- Work and learn in a support environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

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PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers. If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by Trainers/Assessors
5. Attendance - recorded on training session rolls by Trainers/Assessors
6. Completed assessments – retained for 12 months.

Participant records must be maintained for 30 years, at which time they are transferred to the regulatory body.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the Director either by phoning the office or arranging an appointment through your Trainer.

THIRD PARTY ARRANGEMENTS

We do not engage with any third party to conduct or deliver on our behalf any:

1. Marketing/student recruitment activities; or
2. Training and Assessment delivery

TRAINING DELIVERY

All training and assessment services are delivered and assessed in English.

DELIVERY METHOD

The delivery methods we use involve an holistic approach to training. To meet a Student's needs, we offer:

FACE TO FACE (One on One or Group Session)

This strategy requires Trainers and Students to engage in a mixture of face to face practical demonstration and application of learned knowledge, as well as some institutionalised learning completed by the participant or group of participants.

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In this delivery model, simulated work environments shall be provided in circumstances whereby real-time situations are not available due to circumstances beyond our and the student's control.

A range of teaching and learning activities, as identified in the Trainer and Learner Guides will be used to deliver the competencies. These include but are not limited to:

1. Practical tasks;
2. Group work; and
3. Activities in simulated work environments (as per Training Package requirements)

PRACTICAL TASKS

Were directed in the Training Package, practical training is to be completed in a simulated environment, which closely resembles an actual workplace.

VOLUME OF LEARNING

We are required to meet the requirements of the Volume of Learning for all Students, as described in the Australian Qualifications Framework (AQF) for each qualification on scope.

The Qualifications are to be delivered as prescribed including the practical assessment specific to each category of firearm including assessing the trainee's performance in both live and dry fire situations.

WHS

You will be expected to comply with our Workplace Health and Safety Policies as presented during the course introduction session.