

Student Manual

IOH INJURY & OCCUPATIONAL HEALTH

Beneficial Workplace Training Solutions



IOH is a leader in the provision of workplace health and safety training sessions with specialist trainers including WorkCover approved trainers and assessors, occupational therapists, psychologists, occupational hygienists and frontline emergency management personnel.

We deliver almost 40 different courses covering WHS legislation, a range of first aid courses, height safety, confined spaces, fire and emergency procedures, Return to Work and workers compensation, hazardous chemicals, manual handling, forklift, EWP, ergonomics and much more.

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Welcome

About Us

IOH Injury & Occupational Health Pty Ltd (IOH) is a specialised training organisation and compliance consultation service to local, state and Australia wide industry.

Established in 1984, IOH has the experience and expertise that makes us one of the leading health service providers in Australia with a proven track record in successfully assisting businesses with the prevention, treatment and rehabilitation of injuries.

IOH has been delivering compliance and consultation services for many years to all areas of industry. Training programs include WorkCover Approved Training, Nationally Accredited Units of Competency and a wide range of specialist programs. IOH specialises in the design and delivery of a variety of customised training programs enabling us to meet the specific requirements and needs of our dynamic client base.

IOH takes great pride in being able to offer our clients a diverse range of training programs aimed at minimising the incidence and impact of injuries and maximising safety and productivity at work.

Training Courses We Offer

- Advanced Return to Work Coordination
- Asbestos Awareness
- Asthma and Anaphylaxis - combined course (220VIC & 22099VIC)
- Certificate IV WHS (BSB41412)
- Confined Space Awareness
- Confined Space Rescue
- Conflict Resolution
- Effective Workplace Committees
- EWP – Licence to Operate a Boom Type Elevated Work Platform (boom length 11 metres or more)
- EWP – Licence to Operate a Machine (under 11 metres)
- Enter and Work in Confined Spaces (RIIOHS202A, MSAPMER205C & others)
- Ergonomic Essentials: Workstation Setup/Posture and Stretching
- Fire and Emergency Response
- Forklift – Licence to Operate a Forklift Truck
- Forklift Refresher
- Hazardous Chemicals Awareness
- Health and Safety Committee Chairperson
- Health and Safety Representative (HSR) Initial 5 Days
- Health and Safety Representative (HSR) Refresher Course 1 Day
- Incident Investigation
- Introduction to Return to Work Coordination
- Manual Handling Awareness – customised to the hazardous manual tasks undertaken at your workplace
- Manual Handling - Follow Safe Practices (HLTHSE204B)
- Peak Performance Management
- Provide First Aid (HLTAID003)
- Provide CPR (HLTAID001)
- Provide Basic Emergency Life Support (HLTAID002)
- Perform Rescue from a Live LV Panel (UETTDRRF06B) and Provide CPR (HLTAID001)
- Positive Leadership: Creating a Positively Deviant Workplace
- Preventing Psychological Injury at Work
- Resilience in the Face of Stress
- Successful Management of Psychological Injuries
- WHS Awareness & Risk Management
- WHS Legislation for Officers
- Work Safety at Heights (RIIOHS204A)
- Work Safely in the Construction Industry (CPCCOHS1001A)
- Workplace Bullying and Harassment, Discrimination & EEO

Training Delivery Modes

Courses are delivered face to face and incorporate a range of adult learning principles which consider a diverse range of participants. Presentations are led by experienced and specialist facilitators who hold relevant qualifications and current industry experience. All courses have participant workbooks and where beneficial additional handouts. Teaching techniques are designed to best meet the learning outcomes of each course and may include some or all of the following:

- PowerPoint presentation slides
- Small group work tasks and activities
- Practical demonstrations and presentations
- Brainstorming sessions led by facilitator and drawing on participant's experiences and knowledge
- Case studies to reinforce learning which may be provided as handouts, activities or the sharing of facilitator's own experiences
- Whiteboard use as required e.g. during brainstorming sessions to record participant responses
- Opportunity for questioning throughout sessions to engage learners
- Facilitator's encouragement and acknowledgement of contributions
- Excursions for practical application of learning (certain courses only)
- Post course opportunity to seek further information/clarification from facilitators
- Assessments which vary from course to course but may include interactive quizzes, practical demonstrations of competency, theory questions, completing tasks, etc.

IOH facilitators are more than happy to incorporate specific company documentation where suitable to ensure learning outcomes are more relevant to participant's workplace needs. Furthermore IOH delivers training either in our classrooms or at your company. This enables opportunities for practical workplace activities and more relevant learning outcomes.

IOH takes prides in the services we offer and has received excellent feedback and testimonials from many participants and companies. All courses allow opportunities for participants and companies to provide feedback.

IOH Training Venues

IOH training venues are well accommodated to provide for your training needs.

Refreshments include a coffee machine and a selection of teas along with water, juice, biscuits and lollies.

Lunch catering is provided for most courses. Our catering accommodates all dietary needs including gluten free, vegetarian and vegan requests.

Some classes are delivered in our partner training facilities or in a hired rooms to ensure your needs are adequately met. IOH facilitators can also come to you. We are happy to provide one-on-one, small or large group training sessions and assessments at your workplace.

Certain courses such as Enter and Work in Confined Spaces and Work Safely at Heights offer participants the benefit of practical learning in a custom designed simulation rig located in Wollongong or utilising a custom designed mobile simulation rig. All necessary equipment such as harnesses and tripods is provided. The mobile simulation rig is available for training at your own workplace.



Course Participation

Behaviour Standards

Participants are expected to act in an appropriate manner and to demonstrate ethical behaviour standards. This means demonstrating respect for other people, not using inappropriate language towards or in the presence of others, and being courteous. Adherence to this practice will ultimately assist you and others to get the most benefit from the learning environment. The welfare of participants is of utmost importance; therefore anyone who cannot abide by this standard of behaviour will have their training terminated.

Serious breaches would include any of the following: harassment of other persons; being under the influence of alcohol or drugs; causing an imminent risk of injury or illness; behaving in a way that is inconsistent with the continuation of a training contract.

Appropriate dress is required for all courses. Specific courses and training locations have clothing and personal protective equipment requirements which must be adhered to at all times.

Participants are encouraged to contribute to classroom discussions and activities, to ask relevant questions and seek further information/clarification from facilitators to gain the best from their training.

Work Health and Safety

We aim to provide a safe learning environment for all which requires that certain responsibilities be met.

Participants are required to:

- Behave in a safe manner that will not endanger themselves or others whilst on our premises or on off-site premises
- Follow safety instructions, wear PPE as required and use equipment as instructed by the trainer
- Be responsible for their own actions
- Observe hygiene standards, particularly in eating and bathroom areas
- Follow the directions of the trainer or IOH employees in the event of an emergency
- Sign in and out on attendance sheets per day
- Comply with no-smoking policies
- Comply with security procedures
- Report all potential hazards, accidents and near misses to the trainer
- Ensure that their actions do not create or increase risks whilst on our premises or on off-site premises.

We will:

- Ensure that all facilitators hold appropriate qualifications and work in a professional and safe manner
- Assess compliance with the workplace health and safety practices
- Ensure that safety equipment and safe practices are used where required

Access and Equity

IOH aims to provide a training environment for staff and participants that embraces equity, fairness and respect for social and cultural diversity. Furthermore, IOH fosters a culture that is free from unlawful discrimination, harassment and vilification as determined by legislation. Participants can expect fair and friendly behaviour from IOH staff.

IOH enhances the quality of learning satisfaction for all participants through the provision of culturally, socially and gender inclusive training in areas such as training methods, assessment and review processes, training materials and support services.

IOH liaises with clients to establish their needs and seeks to understand the diversity of our participants which assists us in meeting their needs. We continuously improve the services we offer by collecting, analysing and acting on relevant feedback and data.

IOH is able to provide additional assistance where required to support individual candidate performance where required such as providing one-on-one tuition and assessment, a scribe, sign language interpreter or translator when necessary. Requests for assistance should be notified when booking or brought to the attention of your trainer or assessor as early as possible. Where additional assistance is required and this is realised during the training, IOH endeavours to do all that is reasonably practical to ensure participants achieve competency. At times, we have organised post training one-on-one sessions undertaken at the participant's workplace to clarify, demonstrate and practically apply the learning to the participant's workplace needs.

IOH provides effective support for all learners, taking into consideration scheduling times to best suit our clients and accommodating participant needs as these arise due to family responsibilities, medical issues, etc. If any learner feels that the trainer is discriminating against them for any reason, including on the basis of age, ethnicity, medical status, disability, gender or sexuality, they should contact the IOH Training, Risk and HR Manager on 4210 7222 who will initiate the Grievance Procedure.

Unfortunately not all our training facilities have purpose built disabled access. If disabled access is required please notify us in advance so we can cater for your needs. This may include modifications such as installing ramps, adjusting work bench heights and accommodating specific computer software. Adjustments to assessment procedures can be made for example by allowing for alternate assessment methods such as oral exams or additional time for a scribe.

Participants are entitled to timely access to current and accurate records of their participation and progress and our friendly staff can assist with any enquiries you have.

Welfare and Guidance Services

IOH has policies and procedures to ensure all students receive appropriate welfare and guidance throughout their training. This includes review of payment schedules when requested, learning pathways, possible RCC opportunities, provision for special needs and provision for special cultural and religious needs (where applicable). All efforts are made to offer a flexible method of assessment to enable students to complete courses satisfactorily. Each case is reviewed on an individual basis to determine the best solution.

Language Literacy and Numeracy

IOH provides provisions for language, literacy and numeracy (LL&N) assessment on request.

IOH will monitor the needs of client's language, literacy and numeracy skills through the enrolment form and assessment. In addition, the first assignments that are received from any IOH course will be assessed for language, literacy and numeracy needs.

Privacy

Privacy of students is taken very seriously and IOH complies with legislative requirements. Information we gather about course participants is shared only with external agencies such as registering authorities to meet compliance requirements.

Participants can, however, gain access to their own records by making a formal request and providing evidence of identity.

Fees and Refunds

The fees and charges schedule is available from the IOH office and the IOH website (www.ioh.net/training). Payment of course fee is required with registration prior to the commencement date of the course.

Cancellations or transfers must be in writing at least five (5) days prior to the commencement date of the course. Cancellations within five (5) days of the commencement date of the course will not be refunded, however transfer to the next scheduled course (within two months) is permitted at no additional charge. Alternatively a substitute delegate may attend in place of the person originally booked.

If a participant misses any day of a course, the missed day may be made up at a later course where a daily pro-rata course fee will be incurred.

A full refund of course fees will be made when:

- a course is cancelled by us
- a booking is cancelled in writing at least five (5) days prior to the commencement date of the course.

A refund will not be issued for:

- a change in work hours or work commitments
- inconvenience of travel to the course
- non-attendance at the course for any reason including illness
- leaving the course early or not finishing the course.

Should a student become seriously ill or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) and can no longer continue their studies, IOH may refund the balance of unused fees. This fee refund is wholly at the discretion of IOH. Appropriate evidence, such as a medical certificate, will be required. Application for refund must be made in writing.

Termination

IOH reserves the right to expel a student for serious breach of discipline. Fees will not be refunded.

Fast-tracking your Qualification

You may be eligible for exemption from some sections/subjects in your chosen course if:

- You have studied with another Registered Training Organisation (Credit Transfer)
- You have worked in the occupational health and safety field for a minimum of one year, and/or have life/work experiences which would serve as evidence of competency in a particular unit (Recognition of Current Competency)
- You have worked in the occupational health and safety field for a minimum of five years (RCC Workplace Assessment)

Credit Transfer

IOH acknowledges and supports mutual recognition as one of the most important features of the Australian Quality Training Framework.

To apply for Credit Transfer:

- Notify the Training Coordinator of your intention to apply for Credit Transfer prior to the commencement of the course or unit of competency for which you wish to apply
- Provide IOH with a certified copy of your Certificate or Statement of Attainment, as issued by a Registered Training Organisation, OR bring your original Certificate or Statement of Attainment into IOH for validation

Recognition of Current Competency

Recognition of Current Competency (RCC) is a process which recognises people can learn informally through work and life experiences as well as formal education and training.

Evidence can be based on:

- Formal training programmes (e.g. professional development training)
- Paid or unpaid work experience
- Community or voluntary work
- Life experiences

To be granted RCC you will need to provide documented evidence that demonstrates you are able to meet all the elements/performance criteria for a particular course/unit of competency. This includes demonstration of the underpinning knowledge, values and attitudes as well as the practical skills required to perform to the standard stated for that course/unit.

If you feel you are eligible to apply for RCC contact IOH for a copy of the Recognition of Current Competency—Guide for Applicants handbook.

RCC Workplace Assessment

This pathway is designed for candidates with some industry experience (suggested five years), who do not hold the required formal qualifications, and wish to seek Recognition of Current Competence (RCC) for a course/qualification.

The RCC workplace assessment process involves supplying evidence (documentation, pictures, video, portfolio, etc.) to establish that you have current skills that match the competencies for each course/unit of competency. Once all evidence has been collected an IOH assessor will visit the workplace to validate the evidence and assess the applicant on-the-job.

If you feel you are eligible to apply for RCC contact IOH for a copy of the Recognition of Current Competency — Guide for Applicants handbook.



Continuous Improvement

Feedback

IOH is committed to the continuous improvement of our training and assessment services, student services and management systems.

From time to time you will be requested to provide written feedback on the quality of training and services you have received. Your employer will also be requested to provide feedback on his perceptions of our services and will have opportunities to impact on the specific training requirements of your job role.

This is an opportunity to improve any aspects of our services and we encourage you to participate. You can also provide feedback at any time via telephone or email.

Complaints and Appeals

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received in any form and does not need to be formally documented in order to be acted upon.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision made during training or assessment. An appeal must be made in writing specifying the particulars of the decision in dispute.

Complaints and appeals handling

IOH undertakes to:

- Keep a written record of all complaints and appeals, including details of lodgement, response and resolution
- Provide the appellant with an opportunity to formally present his or her case
- Allow appellants to be accompanied and/or assisted by a support person at any meeting
- Commence complaint or appeal handling within 10 working days of lodgement and undertake to finalise the process as soon as practicable
- Provide access to an independent person or body for review of the complaint or appeal process should the appellant not be satisfied with the outcome.

Complaints and appeals are handled in the strictest confidence and are only disclosed to a third party with the written consent of the appellant.

Ethics

Code of Ethics

In performing their roles and responsibilities, IOH students and employees will:

- model and provide the highest standards of professional action and service
- perform their duties efficiently and effectively with integrity and objectivity
- strive to improve personal competence
- conduct themselves in a manner which will promote cooperation and team work
- avoid real or apparent conflicts of interests
- maintain the confidentiality of information received in the course of their duties
- employ efficient, economical and effective ways of accomplishing tasks
- act in a manner that will enhance the stature, reputation and integrity of IOH.

All employees, students and visitors need to respect the following conditions of entry to on- and off-the-job training with IOH:

- all workplaces are non-smoking workplaces
- alcohol and drug use during on- and off-the-job training is unacceptable
- attendance under the influence of alcohol or drugs is unacceptable
- littering is not permitted
- compliance with safety regulations is compulsory.

Students, in particular, have the right to:

- a program of study which meets current industry standards and accreditation requirements
- be given information about assessment requirements at the commencement of each course
- have his/her work assessed as promptly as possible to receive feedback about his/her progress
- access to his/her academic records held by IOH
- be treated fairly and with respect
- learn in an environment free of discrimination and harassment
- have personal records kept private and made available to authorised persons only
- learn in a supportive environment.

Students have a responsibility to:

- pay fees in advance prior to issue of learning materials
- manage his/her own learning
- complete all required assessment tasks honestly, without cheating or plagiarism
- behave in a non-discriminatory/non harassing manner
- follow workplace health & safety procedures.

Academic Misconduct

Plagiarism

A student plagiarises if he or she gives the impression that the ideas, words or work of another person are the ideas, words or work of the student. Plagiarism will include:

- i) copying any material from books, journals, study notes or tapes, the Web, the work of other students, or any other source without indicating this by quotation marks or by indentation, italics or spacing and without acknowledging that source, or
- ii) re-phrasing ideas from books, journals, study notes or tapes, the Web, the work of other students, or any other source without acknowledging the source of those ideas.

Plagiarism is to be distinguished from inadequate and/or inappropriate attempts to acknowledge the words, works or ideas of someone else.

Plagiarism includes, but is not limited to:

- copying unacknowledged passages from textbooks;
- reusing in whole or in part the work of another student;
- obtaining materials from the Web and submitting them, modified or otherwise, as one's own work;
- submitting work which is derived in whole or in part from the work of another person but which has been changed in superficial respects possibly by mechanical means.

Cheating

A student cheats if he or she does not abide by the conditions set for a particular learning experience, item of assessment or examination. Cheating includes, but is not limited to:

- falsifying data obtained from experiments, surveys, or similar activities;
- making changes to an assignment that has been marked then returning it for re-marking claiming that it was not correctly marked.

Collusion

A student colludes when he or she works without permission with another person or persons to produce work which is then presented as work completed independently by the student.

Collusion includes, but is not limited to:

- writing the whole or part of an assignment with another person;
- using the notes of another person to prepare an assignment;
- using for an assignment the resource materials of another person that have been annotated or parts of the text highlighted or underlined by that person;
- allowing another student, who has to submit an assignment on the same topic, access to one's own assignment under conditions which would give that other student an advantage in submitting his or her assignment

IOH reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct (e.g. plagiarism, cheating, collusion).

IOH also reserves the right to ask a student to leave a face-to-face training session if a dysfunctional or disruptive behaviour is displayed.

Acronyms and Buzz Words

As with any industry, training is full of buzz words and acronyms that can be very hard to understand. The following is an abbreviated list of some of the terms you may come across:

Acceleration - Progression through a training programme at a faster rate than usual.

Access and Equity - A policy or set of strategies that ensure that training is responsive to the needs of all members of the community.

Accredited Course - A course that is developed to meet training needs that are not addressed by existing training packages.

Adult Literacy and Numeracy - Ability to read, write and use numbers and numerical information, specifically in adults.

ASQA – National VET regulator.

AQF - Australian Qualifications Framework is a system of national qualifications in schools, vocational education and the higher education sector. The qualifications are: Senior Secondary Certificate of Education, Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Associate Degree, Bachelor Degree, Vocational Graduate Certificate, Vocational Graduate Diploma, Graduate Certificate, Graduate Diploma, Masters Degree, Doctoral Degree.

Standards for NVR Registered Training Organisations – National Standards for the regulation of vocational education and training (VET) against which RTOs are assessed. Prior to the establishment of the national VET regulator, ASQA, the standards that applied to an RTO's or applicant's registration were found within the Australian Quality Training Framework (AQTF). The standards protect the interests of students undertaking vocational education and training in Australia and guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

Assessment - activities undertaken to test competence against Units of Competency and Qualifications.

Certificate or Statement of Attainment - an official document, issued by a training organisation, which records the training achievements of an individual following an assessment.

Competency - an individual's demonstrated capacity to perform a task or skill.

Contract of Training - a legal agreement between an employer and an apprentice or trainee which defines the rights and responsibilities of each party.

Credit Transfer - the granting of status or credit by a training organisation to students for units of competency completed at the same or another institution or training organisation.

Current Competency - a competency which continues to have currency in an industry or occupation.

DET - Department of Education and Training.

ISC - Industry Skills Council. A set of ten national bodies that provide advice to government on the training that is required by industry.

LLN — Language, Literacy and Numeracy.

NAC — New Apprenticeships Centre, now called Australian Apprenticeships Centre.

Nationally Recognised Training — an accredited programme of study that leads to vocational qualifications that are recognised across Australia. Only registered training organisations that meet government quality standards can provide nationally recognised training.

Off-the-Job Training — training which takes place away from a person's job, usually off the premises, but may also be on the premises in a special training area.

On-the-Job Training — training undertaken in the workplace as part of the productive work of the learner.

Performance Criteria — the part of a competency standard which specifies the required level of performance to be demonstrated by students to be deemed competent.

Pre-requisite — a requirement for admission to a particular course or module, e.g. satisfactory completion of a specific subject or course.

RCC — recognition of current competency applies if an individual has previously successfully completed the requirements for a unit of competency and is now required to be reassessed to ensure that the competence is being maintained.

RPL — recognition of prior learning is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant credit in a subject or unit.

RTO — Registered Training Organisation is registered with the state or territory registering body to deliver training and assessment and issue nationally recognised qualifications.

Unit of Competency — a component of a competency standard that describes a key function or role in a particular job or occupation.

VET — Vocational Education and Training.

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