

Gas Safety Solutions Pty Limited

PARTICIPANT HANDBOOK

Gas Safety Solutions Pty Limited

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1 Enrolment Form

Course in Design, Installation, Use and Maintenance of Beverage Gas Installations, is for organisations involved with beverage dispensing including hospitality, construction and maintenance.

UOC	Course Description	Start Date	Fee
BGS 1	Beverage gas systems safety		
BGS 2	Design beverage gas systems		
BGS 3	Install, test and certify beverage gas systems		
BGS 4	Operate beverage gas manifolds and piping systems		
BGS 5	Inspect and maintain beverage gas systems		

Trainee Details

Name _____

Address _____ Postcode _____

Phone _____ Mobile _____

Email _____

Please complete this section if payment is by your employer or authorising body.

Company Name _____

Address _____

Contact Name _____ Phone _____

Payment details

Cash Cheque Visa MasterCard

Card Number _____ Expiry _____

Complete the above details and forward to GSS

By Phone (02) 9695 7025

By Fax 1300 663 495

By Email support@gassafety.com.au

By Mail PO Box 650 Botany NSW 1455

2 Induction/orientation

Courses are usually run in the training room and on-site and equipment used during training must be audited and tested prior to scheduling of training.

Participants must supply:

- Paper

Trainer will supply:

- Course booklets
- Pens
- Handouts
- Demo Boards
- White board, markers and eraser
- TV & video

3 Course Information

Course in Design, Installation, Use and Maintenance of Beverage Gas Installations.

This course has been specially developed as a comprehensive course that adopts both a technical and practical approach to the Design, Installation, Use and Maintenance of Beverage Gas.

The duration of this course is approximately (130) one hundred thirty hours. The course will be broken into sections:

Classroom

Beverage Gas system safety	20
Design beverage gas systems	35
Install, test and certify beverage gas systems	35
Operate beverage gas manifolds and piping systems	10
Inspect and maintain beverage gas systems	30
Total	130

4 Course Outcomes

The purpose of this course is to identify unsafe work practices in the work place.

The knowledge and skills you will learn during this course are described as learning outcomes. These will be stated at the start of the course.

At the end of the course, a review will check your knowledge and skills against these learning outcomes.

Learning Outcomes

To ensure that competent people (as defined by the standard) assess, install, maintain and operate beverage gas systems.

If you have any questions about the learning outcomes please speak to your trainer.

5 Fees and Charges

Course in Design, Installation, Use and Maintenance of Beverage Gas Installations.

Payment for Course in Design, Installation, Use and Maintenance of Beverage Gas Installations training may be paid on receipt of invoice for current GSS customers.

Payment and refund policy is documented in Gas Safety Solutions [company policy](#) manual, which is available on request.

6 Provisions

Gas Safety Solutions [company policy](#) manual, which is available on request, details information on Provisions for language, literacy and numeracy assessment.

7 Client support

Each learner is allocated a Mentor. It is that person who is responsible for discussing your progress with you and ensuring that your learning is directed and paced appropriately according to the course requirements, your needs and your learning styles. Often that person will also be the person responsible for a large portion of your training, sometimes not.

Other trainers are also sensitive to the needs of learners and you should feel free to raise any issues that you have with them directly.

The Managing Director is also available to discuss any issues that might be affecting your learning.

Support Officer

We recognise that often, a personal situation can be an impediment to effective learning. We also recognise that your trainer is not always the best person to talk to about these things.

We want you to achieve your learning goals and want to provide you with whatever assistance we can to achieve them.

If required, a student support officer can be made available to discuss any non-training issues that might be affecting your learning. They are independent of our training and management staff and any discussions that you have with them are confidential. They do advise management on student policy, course delivery and trainer selection but do not discuss specific cases unless asked to raise issues on the learner's behalf.

Special Needs Support

The student support officer is also the person to speak to if you feel you have any special needs that you are not comfortable discussing with the trainers or you feel are not being addressed adequately.

The student welfare office also has a range of information available on disability issues.

Career Support Services

We have formed relationships with several recruitment agencies that would be happy to provide you with career guidance, please discuss this with your trainer or case manager.

8 Learning and assessment

Gas Safety Solutions Pty Ltd will ensure at all times that: -

- All assessment of units of competence in the Training Packages will be conducted in accordance with the assessment guidelines and competency standards of the endorsed Training Package.
- All assessment processes are valid, reliable, fair and flexible.
- All assessment of learners is undertaken by qualified assessors and involves the use of industry endorsed assessment guidelines.
- Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency and integrates knowledge and skills with their practical application on and off the job.
- Assessment processes provide for the recognition of existing competencies regardless of how, where or when they were acquired.
- Assessment procedures and the criteria for judging performance are made clear to all learners undergoing assessment.
- Individuals are able to challenge assessment decisions in accordance with the Grievance and Appeals process.
- Gas Safety Solutions Pty Ltd maintains and operates a secure, permanent and reliable database system for recording and storing assessment outcomes.
- Qualifications and Statements of Attainment issued by Gas Safety Solutions Pty Ltd all indicate the units of competency that the individual has attained.
- Gas Safety Solutions Pty Ltd has a system for the ongoing monitoring, review and moderation of assessment processes.

9 Welfare and guidance

Gas Safety Solutions [company policy](#) manual, which is available on request details information on Welfare and guidance.

10 Appeals, complaints and grievances

Customer complaint, grievance & appeals policy is documented in Gas Safety Solutions [company policy](#) manual, which is available on request.

If you have any concerns please let us know immediately. Your email or letter will go directly to the Managing Director for action. If your concern is of a private nature - feel free to contact the Company and ask to speak to the Managing Director personally.

You will get an immediate acknowledgement advising what action will be taken and an approximate timeframe for resolution.

Complaints that are not resolved to your satisfaction are called grievances. The Managing Director will appoint an independent person to review the decision or action with which you disagree. The matter must be resolved within 2 weeks of the grievance being raised.

A person independent to the issue at hand will be authorized to hear and resolve the matter. The customer /client will be afforded the opportunity to formally present their case. In all cases the rules of natural justice will apply.

Once a decision is made the results of the matter will be conveyed to you in writing giving full and open disclosure of the reasons.

To lodge a complaint:

Email: support@gsssafety.com.au

Letter: PO Box 650 BOTANY NSW 1455

Mark your complaint to the attention of the Managing Director

11 Disciplinary procedure

Student Agreement

All students will be aware of the code of conduct that is expected by Gas Safety Solutions. This is that students will conduct themselves in an appropriate manner at all times when attending scheduled training or when attending any training or excursions away from the designated training venue.

Dress code: All students must attend training dressed appropriately. That is smart casual, and closed toe shoes only are to be worn.

Punctuality: Classes start at _____ and finish at _____ .

Attendance: All scheduled sessions are to be attended. If you are unable to attend or are running late you must notify Gas Safety Solutions Office 1300 663 195 (leave message) prior commencement of the training session. If you are sick, a medical certificate must be supplied to your trainer.

Smoking: Smoking is not permitted in or at the training venues.

Alcohol: Alcohol or Drugs are not to be consumed at anytime prior to or during training sessions.

I agree to these conditions.

Full Name Printed: _____

Signature: _____ Date: / /

Disciplinary policy is documented in Gas Safety Solutions [company policy](#) manual, which is available on request.

Where we have concerns about a client's behaviour our policy will be to apply the rules of natural justice, and fully investigate the concern.

Prior to any decision about disciplinary action the client/s involved will be given full details of our concerns and the opportunity to address and explain them. This opportunity will be available through written, verbal or personal representation.

We will then communicate to the client/s the outcome and consequences of investigations.

Where disciplinary action is warranted we may take action up to and including withdrawal from their program, without refund or a result being issued. The disciplinary action will reflect the seriousness of the misconduct taken by the client.

12 Staff responsibility

Staff responsibility for access and equity policy is documented in Gas Safety Solutions [company policy](#) manual, which is available on request.

13 RPL

What do you need to know?

Recognition of prior learning, or RPL as it is commonly called, is a system designed to enable you to match your knowledge and skills against the learning outcomes of a unit in a course of study. If your prior learning shows you can achieve the performance criteria of a unit you can be given credit for that unit in the course.

Unlike the usual requirements for entry to courses of study, RPL takes into account not only the formal study you have completed, but also any relevant learning you have done through work and life experience.

Who can apply for RPL?

Anyone wishing to undertake the whole course or individual units can apply for RPL. In deciding whether you will be given credit for a unit, the following will be considered:

Is your prior learning relevant to the course?

Is your knowledge and skill current? Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable.

Is it transferable? A skill should be applicable to a number of settings and situations.

Is it authentic? You will have to provide evidence that you have knowledge and skill.

Is your knowledge and skill appropriate to the level of the module or course?

How do you claim for RPL?

There are three stages in the RPL process - providing evidence, assessment of your claim and gaining credit for the unit or the opportunity to appeal if you do not gain credit.

Stage 1 *Providing evidence*

It is essential that you provide information about your previous learning, with adequate supporting evidence. During this stage you will need to complete a form for the relevant unit. If you are new to your current job you may need to provide supporting evidence from your previous position.

Stage 2 *Assessment of your claim*

During this stage your claim is assessed. This may be done by an individual or by a panel. If there are any queries, you may be asked to an interview to clarify your evidence or to submit more information.

Stage 3 *Gaining credit or appealing against a decision*

You will be notified of a decision about your application for RPL within two weeks of submitting your application. If your application was unsuccessful you may appeal to Gas Safety Solutions Administration Manager for reconsideration.

What evidence should you provide?

In most cases you will be assessed for RPL on the basis of three types of evidence:

Your self assessment,

The statement from your workplace supervisor or trainer,

Documentary evidence you supply to support your application,

Evidence of relevant knowledge and skill will sometimes include all three types. In addition you may be asked to attend and interview.

Examples of each type are as follows:

Self-assessment - this is a written statement in your own words about how you believe your work or life experience has enabled you to meet the learning outcomes of the module. If you need more space than that allowed on the form, attach your answers on a separate sheet of paper.

Statement from your workplace supervisor or trainer - this provides evidence from someone who can vouch for your expertise and capabilities.

Documentary evidence - this may consist of copies of previous qualifications, or examples of what you have produced, performance appraisals, training records, minutes of meetings, annual reports and so on. The supporting documents should demonstrate how you have achieved the modules learning outcomes.

How much does RPL cost?

Costs will vary according to format chosen. The fee structure will be covered at an information session prior to RPL

14 Health and Safety

Before you start this course, ensure that you are aware of the following:

- Emergency procedures for this building
- Facilities such as toilets, telephone and the kitchen
- Health and safety issues such as adjusting your chair, PC, monitor and lighting

- Safety equipment has been issued

Gas Safety Solutions [company policy](#) manual, which is available on request details information on Health and safety.

15 Information on legislation in Vocational education and training

Vocational Education and Training [QLD](#) [NSW](#) [VIC](#)

Or Refer to [web directory](#)