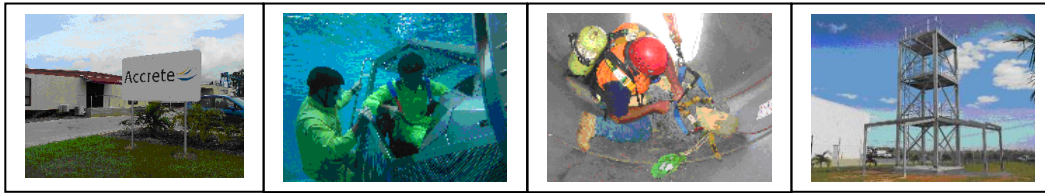


Accrete

Your training provider



Course Information for Participants

AQTF & OPITO Approved Courses



Version 7 – August 2011

Accrete

Your training provider

Contact us to book an additional course or to speak with staff who can give you more information on the full range of courses we offer.

Accrete Pty Ltd:

Address:	24 Mendis Road, East Arm, NT, 0828
PO Address:	PO Box 999, Palmerston, NT, 0831
Tel:	61 8 8947 4737
Fax:	61 8 8947 3738
Email:	info@accrete.net.au
Web:	www.accrete.net.au

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Welcome

This Information Booklet for Participants has been compiled to provide you with an overview of information regarding your involvement in the Accrete course that you are attending. Accrete wish to make you aware of the various policies and procedures that have been implemented in order to ensure your safety whilst on Accrete premises.

It is strongly recommended that you read and understand the content of this booklet. As a necessity, this booklet is only an overview and full copies of policies and procedures can be provided upon request.

If you have any questions or concerns in regard to any aspect of your training please do not hesitate to speak with the facilitator of your course. I would like to stress that your safety and well-being is of paramount importance to us so if at any time you have concerns or questions please raise them immediately.

I would also like to take this opportunity to wish you an enjoyable and successful course and look forward to your return in the future.



Jon Baker
General Manager
Accrete Pty Ltd

August 2011



OPITO Partnership

OPITO is a not for profit industry owned organisation, which works with employers and employee groups to set and monitor training and competence standards for the global offshore oil & gas industry.

- OPITO works in partnership with approved training providers to ensure that the delivery of key safety and emergency training meets the required industry standards.
- OPITO maintains a database of personnel training details which can be accessed worldwide by employers
- OPITO training and certification is recognised in the majority of regions where the oil & gas industry operates, helping avoid duplicate training.
- OPITO works in partnership with employers to develop & approve systems designed to prove the competence of their employees.

If you wish to find out more about the services which OPITO provides to the offshore oil and gas industry visit www.opito.com

You can e-mail OPITO with any comments on the training you receive at international.enquiries@opito.com or write to us at:

OPITO Asia Pacific Sdn Bhd
10th Floor, UBN Tower
10 Jalan P. Ramlee
50250 Kuala Lumpur
Malaysia

Opito International FZ LLC
PO Box 500726
Block 6 Room 111
Knowledge Village
Dubai
United Arab Emirates



Accrete 
Your training provider



CUSTOMER SERVICE STATEMENT

OPITO
In partnership with

ACCRETE PTY LTD
(an OPITO Approved Training Organisation)

Accrete 
Your training provider

**will ensure all persons attending an OPITO approved course
will receive the following :**

- **To be treated in a courteous manner at all times**
- **To receive all training in a safe and controlled environment by qualified instructors.**
- **To have their competence assessed by trained and qualified Assessors**
- **To understand their rights as a delegate**
- **Training events limited to a maximum of 16 participants**

Jon Baker
General Manager

5th July 2011

One role of OPITO is to ensure all persons receive training to the OPITO standards, as specified by the Oil & Gas Extraction Industry. If you have any questions, queries or comments with regard to OPITO training standards or courses, please contact **OPITO Asia Pacific, Kuala Lumpur, Malaysia office at +603-20727350**. Alternatively contact OPITO via email at international.enquiries@opito.com or visit the OPITO web site www.opito.com

Accrete Background

Accrete is a Registered Training Organisation (Nat. Provider no: 2382) whose principals have in excess of 30 years experience in the design, development and delivery of tailored and nationally and internationally accredited Training and Assessment solutions in Safety and People, Teams & Business Development.

Accrete takes pride in the fact that we select qualified and experienced staff who can deliver the needs of our clients in a very practical way to enhance desired outcomes.

We are committed to providing services to meet client and industry needs and relevant standards and therefore value any feedback that you may have to ensure our services remain current and relevant to industry requirements. Accrete will work with you to develop training and assessment solutions.

Quality at Accrete

- √ Competitive pricing and flexibility of bookings
- √ Friendly and knowledgeable service
- √ Comprehensive training courses
- √ High level of vocational competence amongst facilitators
- √ Facilitated learning environment
- √ Industry relevant scenarios
- √ Innovative training solutions to meet customer needs
- √ Management systems that ensure continuity and continuous improvement of service to customers
- √ Leading edge training facilities

How Accrete Demonstrates Quality - AQTF

Accrete is a Registered Training Organisation (RTO). All RTOs are audited for compliance against the Australian Quality Training Framework (AQTF). Since becoming an RTO, Accrete has utilised the AQTF, not simply to demonstrate compliance, but also to demonstrate a strong commitment to the continuous improvement of delivery and assessment strategies.

Hazard, Near Miss and Incident Reporting

As required by legislation, you are required to report any accidents, incidents, hazards or near misses to your course facilitator or any Accrete employee, prior to leaving the training facility, or as soon as possible thereafter. As part of the reporting process you will be required to make a written statement.

Accrete will investigate all incident reports and implement changes where necessary

Governing Legislation and Standards

Accrete operates in accordance with:

- NT Workplace Health and Safety Act 2011
- NT Workplace Health and Safety Regulations 2010
- Australian Quality Training Framework
- NT Information Act 2011
- AQTF Standards
- OPITO Standards

All courses comply with applicable legislation and standards.

Induction Requirements

Safety induction training relevant to the course you are attending will be provided at the commencement of your course. This induction shall include a site-specific safety induction.

When training is conducted at external venues, Accrete will deliver a safety induction briefing relevant to the venue.

In addition, participants will receive a safety brief from their facilitator prior to practical exercises being undertaken.

Participating in Training Activities and Practical Exercises

Some training activities and practical exercises conducted by Accrete are potentially hazardous. You should ensure that you understand each and every risk relating to, associated with, or arising from, your participation in such activities or practical exercises.

You may choose, for any reason, not to participate in a given activity. However, it must be understood that in making such a decision, you may not satisfy mandatory course competency requirements for certification. In these instances other arrangements for assessment of the missed competency requirements may be made upon consultation with Accrete Management.

Injury

In the event that you are injured during a practical exercise (no matter how minor), you must inform your facilitator immediately after the injury occurred. Depending on the severity of the injury, Accrete staff will provide first aid treatment or seek external medical assistance on your behalf. In the case of any injury, Accrete is legally obliged to record a written statement from yourself, witnesses and the facilitator. Failure to do so will mean that Accrete has no record that an injury occurred. As a result, you may be removed from further training until appropriate medical clearance is obtained.

Please note that all facilitators hold current First Aid certification.

Safety

Accrete places the highest possible emphasis on your safety. The facilitator of your course has the responsibility to withdraw any person from practical training if they have any concerns regarding the person's health or safety, including recent injury or illness, or the effects of alcohol or drugs.

You will be asked to complete a Statement of Participation prior to commencing training. This is a questionnaire asking for any medical details which may affect your ability to complete the training. We ask you to be honest in your response and draw to the attention of your facilitator any ailment, injury or condition which will affect your participation on the course.

Alcohol and Drugs

Alcohol cannot be consumed on Accrete premises without written permission from Accrete Management. In the opinion of management, if a participant is under the influence of drugs and/or alcohol, then management shall remove that person from Accrete premises.

Notification to the person's employer may be made if the employer paid for the course.

When the participant is taking prescribed drugs or other medication that may affect their safety or other participant's safety, then that person has a duty of care to notify management prior to the commencement of the course. Management shall ensure that the person affected is not involved in exercises that will increase the risk to themselves or others.

The disclosure of medical or confidential information regarding the participant's condition or reasons for taking the medication is not required. Accrete reserves the right to test course participants for drug, alcohol or chemical substance use if necessary. Only an authorised body in a controlled environment will conduct the drug test. Alcohol breath-testing may occur at random for all persons on Accrete premises.

Sign In

Although a booking may be confirmed, your attendance on each day of training cannot be assumed, even if you have attended previous training days. herefore, for your safety, it is imperative that you sign in each day you attend an Accrete course.

Emergency Evacuation Procedure

You will be advised by your facilitator at all times during an emergency. Courses facilitators act as the Muster Warden for their specific course. You must listen to your facilitator at all times during an emergency evacuation and follow all instructions or directions.

Accrete's muster-point is located just outside the main entrance gate.

Smoking on Accrete Premises

Accrete has provided one area that can be used by smokers. This area is located in the garden gazebo located between the man administration block and the classrooms. All cigarette butts in this area must be disposed of properly. Smoking, and the disposal of cigarette butts anywhere but in the designated smoking area is not permitted.

Bullying, Harassment and Discrimination

Accrete considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying is behaviour that harms, intimidates, offends, degrades or humiliates an employee, client, contractor or participant, either privately or in front of other people.

Accrete has a complaints and disputes resolution procedure to deal with workplace bullying. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially. Concerns should be raised with the General Manager of Accrete

Enrolments

Payment for self-sponsored participants must be made prior to, or on the day of the course. Certification will not be issued until payment has been received. Payment can be made by Visa, MasterCard, Bankcard, direct debit, cheque or cash. Please call reception on +61 8 8947 4737 to arrange payment

Payment for company sponsored participants may be made on terms subject to written confirmation of order details.

Accrete reserves the right to accept or refuse any enrolments.

Replacement Certificates etc

Where a participant has lost their original signed certificate, Accrete cannot provide another certificate. However, Accrete will issue a copy of the original course certificate where applicable. This can be obtained by contacting Accrete on +61 8 8947 4737.

Recognition of Non Accrete RTO Course

As a RTO under the AQTF, Accrete shall accept and recognise all Certificates and Statement of Attainments issued for nationally recognised courses by RTOs other than Accrete. There are no exceptions to this policy. Failure by Accrete to comply with this policy may lead to de-registration.

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

Course participants may seek to have Accrete recognise prior learning or current competency. RPL/RCC allows for recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the AQTF, competencies may be attained in a number of ways. This includes through any combination of experience and/or general life experience.

Accrete will consider any request for RPL/RCC as long as the appropriate evidence can be presented and that any legislated certification period has not been exceeded. A fee is chargeable for RPL/RCC applications.

Cancellations and Refunds

Clients who have paid in advance for training will be entitled to a full refund in the event of withdrawing five working days prior to training. Those customers who withdraw from training less than five working days prior to the training may be given the opportunity to enrol on alternative dates.

Clients who hold a credit account with Accrete may be charged the full amount for training if cancelled within five working days.

In accordance with AQTF Condition 5, Accrete will safeguard fees paid by customers. In particular, Accrete will operate option 3 and at no time should an individual pay more than \$1,500 for tuition or other services yet to be delivered.

Competency Assessment

Competency Assessment is the collection of evidence by the Training Organisation, demonstrating that the participant can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry competency standard. As a participant on a competency based training course, you will be required to complete some or all of the following methods of evidence collection:

QUIZ/TEST/WORKBOOK: one or more of these methods may be used to assess the understanding of the participant of the theoretical aspects of course material.

PRACTICAL DEMONSTRATION: often used to record the correct demonstration of skills and/or behaviour described in the learning outcomes within units of competency. The assessment takes place either during formative or holistic skill demonstrations based on likely workplace scenarios.

Complaints and Appeals

Participants who find themselves deemed to be 'Not Yet Competent' by their facilitator at the end of the course have the right to appeal that decision. All appeals should be directed in writing to the General Manager. The appeal must satisfy at least one of the criteria listed:

- The judgement as to whether competence has been achieved and demonstrated was made incorrectly.
- The judgement was not made in accordance with the Assessment Plan

Where no satisfactory solution can be found, provision will be made for reassessment with another facilitator.

Where participants believe that they have been treated unfairly, unruly or unjust by any member of staff or contractor whilst attending an Accrete run course, or whilst having contact with Accrete, they should indicate their concerns in writing after initial consultation with the General Manager.

Alternatively, participants can register their complaints to the Australian Skills Quality Authority on 1300 701 801.

Language, Literacy and Numeracy

Should you have any difficulty understanding any assessment method you should approach your facilitator as soon as possible. If you have literacy or numeracy difficulties, then alternative assessment processes can be implemented.

Some units of competency require the course participant to speak clearly and unambiguously in English. Where English is the second language and participants cannot demonstrate this requirement effectively, Accrete will seek the assistance of a second Assessor to help with any assessment. Where this requirement is still not met, Accrete will contact the employer for further discussion.

Course Flyers

Current courses delivered by Accrete are listed on pages 18-19 of this booklet. Course flyers outline all of our courses and are available from reception or call for a copy to be emailed, faxed or posted.

Course flyers are also available through our website www.accrete.net.au

Website

Accrete has a promotional website. Our website provides detailed information on Accrete, policies and the courses we offer: www.accrete.net.au

Confidentiality

All information collected is confidential and information will not be disclosed to a third party unless written permission from you is obtained.

Your course results and the reporting of incidents/injuries may be divulged to your employer if your employer has sponsored your course and/or the relevant Training or Work Health Authority.

Access and Equity

Accrete's Access and Equity Policy has been developed and implemented to ensure that no participant, visitor or employee is disadvantaged whilst attending an Accrete course or Accrete's premises.

To demonstrate that Accrete provides a fair and equitable workplace and learning environment Accrete management will:

- Ensure that learning and assessment procedures are free from cultural, ethnic, religious and age based bias.
- Ensure that learning and assessment materials are free from gender bias and that each gender is dealt with equally whilst attending training.
- To the best of our ability, provide access to facilities for persons with disabilities. We will provide flexible learning and assessment methods in order to maximise the experience of individuals with intellectual or physical disabilities.
- Provide where requested assistance to participants who have difficulties in language, literacy and numeracy. Accrete will provide alternative processes for delivery and assessment, to ensure that no participant is disadvantaged.
- Fairly deal with any appeal, complaint or grievance. Accrete has written procedures to process these situations internally and/or external through a neutral agency if a mutually acceptable resolution cannot be achieved.

Should any participant experience situations where any of the policies mentioned above are not fulfilled, they should raise the issue with their facilitator or Accrete management immediately.

Privacy and Freedom of Information

Accrete is committed to ensuring that employees and participants are aware of their right to apply for access to records that affect them in accordance with the relevant Acts and legislation that may apply, and the NT Information Act 2011. Under this policy Accrete accepts the responsibility to provide employees and participants with access to the steps involved in obtaining information kept on record.

Accrete only collects personal information directly from employers and participants. The information is used to uniquely identify training records, provide proof of attendance and training and demonstrate medical fitness to undertake training. Accrete will not distribute any information on any individual to a third party without written consent. All electronic records are password protected and hard copies are kept in a secure location.

ACCRETE EMERGENCY EVACUATION



XXX EMERGENCY MUSTER POINT

Code of Practice

Accrete adopts policies and management practices that maintain high professional standards when marketing and delivering our training and assessment services. These policies safeguard the interests and welfare of all participants. Accrete also maintain a learning environment that is conducive to the success of facilitators.

Enrolments

Accrete reserves the right to accept or refuse any enrolments.

Participants

Accrete will enrol and deliver training to participants in an ethical and responsible manner, consistent with the requirements of the specific course curriculum. Accrete will also ensure that participant access complies with the equal opportunity legislation. Appropriately qualified employees will assess the extent to which a participant is likely to achieve competency standards and outcomes of the specific course, based on the participant's qualifications, in order for competency to be achieved.

Cancellations and Refunds

Accrete will safeguard fees paid by customers.

Customers who have paid in advance for training will be entitled to a full refund in the event of withdrawing five working days prior to training. Those customers who withdraw from training less than five working days prior to the training may be given the opportunity to enrol on alternative dates.

Participant Grievances

Participants who have a grievance against Accrete will be assisted to ensure a fair and equitable outcome. Where this outcome is deemed impossible, Accrete will advise the customer of the appropriate legal body to contact, where they can seek further assistance.

Marketing

Accrete will market its vocational education and training services with integrity, accuracy and professionalism. We will always strive to avoid vague and ambiguous statements. In providing customers with information, no false or misleading comparisons will be drawn with any other training provider.

Guarantee

Accrete will honour all guarantees in the Code of Practice

Standards of Practice

1. Facilitators and other employees should maintain the highest standards of honesty and integrity towards all those with whom they come in contact. All work undertaken should be of high quality and be fitting of the public's expectations.
2. Facilitators and other employees must take all necessary precautions to safeguard the interests of customers and participants in so far that such actions do not breach this code or the wider community laws.
3. Employees shall respond to professional correspondence and enquiries expeditiously and accurately to the best of their ability and knowledge.
4. Facilitators and other employee shall not receive, directly or indirectly, any royalty, gratuity or commission in respect to any aspect of work unless the fact is fully disclosed.

5. Facilitators and other employees shall co-operate with any committee of inquiry that may be established to investigate a complaint brought against Accrete. Facilitators and other employees shall provide all relevant documentation and not withhold information or act in any manner that is dishonest or not consistent with allowing the committee to reach a fully informed determination.
6. Accrete shall ensure that training is allocated to personnel with the appropriate level of competence.
7. All relevant laws and regulations pertaining to or affecting Accrete's business operations will be observed in all respects, by those who are engaged in any way whatsoever in representing Accrete.
8. Facilitators and other employees must not breach this Code, any wider community laws or regulations.
9. Facilitators and other employees shall provide equal opportunity in all circumstance and show no preference on the basis of gender, colour, race, nationality or religion and be aware of statutory legislation relating to equal opportunity and to adhere to such legislation, regulations and principles.

Accrete Course List

Safety Training

Nationally Recognised Training:

- Confined Space Entry
- Confined Space Reaccreditation
- Work safely at Heights
- Helicopter Underwater Escape and Sea Survival
- Emergency Warden and Extinguisher
- Use Portable Fire Fighting Equipment
- Monitor a Safe Workplace
- Breathing Apparatus Training
- Gas Test Atmospheres
- Work Safely
- Control Minor Incidents
- Follow Emergency Procedures - Emergency Warden
- Work Safely in the Construction Industry (NT White Card)
- Undertake Local Risk Control
- Forklift Operations
- Elevating Work Platform

OPITO Accredited Training

- TBOSIET
- TFOET
- BOSIET
- FOET
- Travel Safely by Boat

Non-accredited Training

- Manual Handling Awareness
- Dangerous Goods Awareness

People, Teams & Business Development

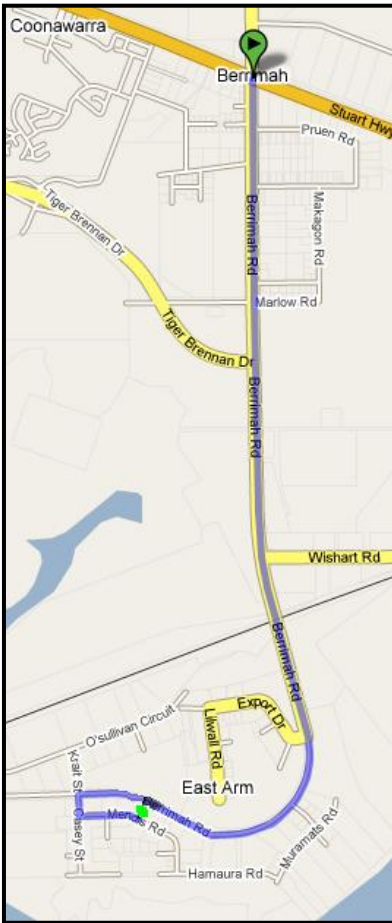
Nationally Recognised Qualifications

- Cert IV Frontline Management
- Diploma of Business

Non-accredited Training

- Effective Communication in the Workplace
- Leadership
- Effective Supervision Skills
- Supervision of Apprentices
- Customer Service
- Project Management
- Time Management
- Recruitment and Selection
- Safety Awareness Induction
- Frontline Management
- Risk Assessment
- Responding to Tenders
- Written Communications
- Strategic / Business Planning
- Procurement
- Financial Management
- Change Management

Contact Us



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