

This Booklet complies with RTO Standards 2.2 (i), 5.2 and 6.3

1. RTO Contact Details

Telephone: 03 9412 4777
Fax: 03 9412 4610
RTO address: Fire & Emergency Management
4/8 Nicholson Street East Melbourne
Postal Address : PO Box 500 East Melbourne 3002
Email (RTO Manager): Kevin.Monk@dse.vic.gov.au (Manager Fire Training)
Internet website: www.dse.vic.gov.au

Melbourne RTO staff

Kevin Monk 9412 4765
Kate Elzinga 9412 4821
Greg Harry 9412 4913
Daniel Catrice 9412 4882

Regional RTO staff

Gippsland (Traralgon)

John McDonald 5152 0414

North East(Benalla)

Ken Firns 5723 8675

North West (Bendigo)

Sharon Thomas 5430 4708

Port Phillip (Box Hill)

Matthew Potter 9296 4502

South West (Ballarat)

Jasmine Filmer 5336 6676

2. Welcome to DSE Fire Training

Our objectives are:

- to deliver the very best in wildfire training for DSE and Networked Emergency Organisation (NEO) staff who wish to take up various roles at a fire incident or in regional or State coordination (such as in the Emergency Coordination Centre); and

- to achieve National accreditation and/or recognition of our training programs.

We conduct our training and assessment programs using various learning techniques which enable our students to develop the required knowledge and skills in a supportive learning environment that optimises their learning capabilities. In most instances our programs consist of 'hands-on' training, workshops, mentoring/coaching and of course the usual reading and private study.

We anticipate strengthening our flexible learning by introducing a number of components that can be learnt 'on-line' –the first of these being Basic Wildfire Awareness.

We look forward to seeing you at our courses or meeting you 'on-line'.

Our Programs

DSE is a Recognised Training Organisation (No. 3765) and offers a range of training programs for persons wishing either to enter into fire and emergency management (eg courses in AIIMS and BWA), to expand their current professional skills-set for application in their current workplace, or to take on other more specialist roles within fire and emergency management.

It is therefore important to understand that while all our programs are developed and delivered to the highest standards, only some are Nationally recognised awards under the Australian Qualifications Framework.

Non-accredited training is offered essentially to meet DSE's internal resources needs for fire and emergency management (as determined by the Model of Fire Cover).

Nationally Recognised / Accredited Training Programs

The Department provides training and assessment services to staff from DSE, Parks Victoria, Department of Primary Industries, VicForests, other contract staff, members of the media, other related incident personnel and, occasionally, members of other fire agencies. It does not provide training and assessment services to members of the public.

The Department's Scope of Registration is as follows:

Public Safety Training Package Qualifications

Code	Title
PUA 20601	Certificate II in Public Safety (Firefighting and Emergency Operations)
PUA 20701	Certificate II in Public Safety (Firefighting Operations)
PUA 30701	Certificate III in Public Safety (Firefighting Operations)
PUA 40301	Certificate IV in Public Safety (Firefighting Supervision)
PUA 50501	Diploma of Public Safety (Firefighting Management)

Units of Competency

Code	Title
FPIFGM153A	Spot Fires from a Fire Tower

Short courses

Code	Title
21587VIC	Course in Basic Wildfire Awareness (BWA)
21588VIC	Course in Australasian Inter-service Incident Management System (AIIMS)

The Department can also deliver individual competency units or modules as specified in the courses and qualifications in its Scope of Registration.

Non-accredited Programs

Our focus is on training staff to perform fire and other emergency management roles. Obtaining Nationally recognised qualifications is a secondary issue.

Where a course for a role aligns with a National unit or units of competency, and an assessment is successfully completed, the National units will be awarded.

How we conduct our training programs

Our programs are conducted using a wide variety of flexible delivery methodologies and learning resources including:

- central and regional training workshops combining 'class-room' learning with practical demonstrations, scenarios, exercises and small group activities;
- published learning materials, including hard-copy and web-based publications;
- video tapes, DVDs, CDs;
- mentoring/coaching; and
- on-line courses.

Website/E-mail support

Log-on to the DSE intranet site <http://Inform>, launch Fireweb, then click on the Training pages. These pages contain plenty of very useful information and links to support your learning.

Also, through FireWeb you will be able to:

- access and download various pieces of information including training manuals, assessment and accreditation information, and nomination forms;
- learn about DSE's obligations as a Registered Training Organisation (or RTO) and the legislation and regulations that affect your studies; and
- receive information regarding a broad range of fire and other emergency management issues.

3. Assessment in our programs

DSE conducts assessment in accordance with the requirements stipulated in the specific program's documentation which, in most instances, includes both assessment at the course and later, on-the-job assessment.

Assessment results are reported in accordance with each program requirements, usually as **Competent** or **Not Yet Competent**.

4. Our Learning Support Services

DSE recognises that difficulties may arise for many of us as we undertake new learning adventures. To help maximise the learning and minimise potential problems, we offer a range of learning support services to assist you through your studies with us.

Special support during assessment

DSE believes that the assessment is part of the learning process, not just an end point. Course Coordinators, Trainers and Assessors invite all students to discuss their assessment queries, questions and concerns.

Disability services and special Needs

If you have a disability or a special need, it is important that you make your needs known to us so that we can plan for your learning support. So whether they are physical, emotional or dietary needs, please let us know on the enrolment form or contact us directly, as we will strive to address any special needs you have. Be assured that any information you provide us regarding your special need will be treated in the strictest confidence in accordance with our Privacy Policy.

It should be noted that many fire roles require staff to undergo medical and Task Based Assessments.

Language, literacy and numeracy

If you believe you have difficulties in this area we can arrange for assessment and specific follow-up action. Again, let us know if you feel you have any problems in this area.

Guidance and welfare services

DSE is able to provide personal guidance. However, if it becomes obvious that your needs could be more appropriately addressed elsewhere then we would, with your permission, seek to refer you to the appropriate service.

5. Enrolling in DSE programs

Before enrolling in one of our programs, we expect that you will have fully informed yourself of our training programs and services by:

- reviewing the materials and information available on our website, FireWeb/Training; and
- talking with a Regional Fire Training Coordinator, Fire Management Officer or central Fire Training staff.

Who can enrol in our programs?

The criteria we use to select students for our programs are that they can demonstrate to us that they have:

- included the fire training course in their Fire Role Development Plan;
- language, literacy and numeracy skills required for the role;
- met any pre-requisites;
- met any medical or task based assessment requirements; and
- a keen desire to develop their professional skills and knowledge, and the ability or commitment to successfully complete their training program, including on-the-job mentoring .

It should be noted that fire role opportunities are limited for persons with profound hearing or physical disabilities.

Please note: we do not provide training for the general public!

Enrolment Checklist

Before forwarding your enrolment form to us, please make sure you have:

- read the Course Overview and this Student Information Booklet (both are available on Fireweb);
- met the pre-requisites;
- indicated if you have any disability and/or special learning needs;
- completed all required sections of the Student Enrolment Form;
- spoken with your supervisor regarding permission to attend the course; and
- checked that this training is consistent with your Fire Role Development Plan (if completed).

6. Fees policy

At present DSE does not charge its Networked Emergency Organisation (NEO) partners fees for providing training and assessment services or related accommodation costs. Occasionally persons from non-NEO agencies attend courses.

Non-NEO agencies are expected to pay for:

- all travel costs to and from the venue; and
- all accommodation and meals associated with the training course.

There is usually no fee charged for tuition. However, the cost of conducting certain courses may necessitate that a fee is charged to cover expenses incurred in delivering the training and/or assessment.

7. Deferrals and/or withdrawals

Where accommodation and meals have been booked and cancellation has been made at short notice your home region or agency may be charged for these expenses.

8. Advanced standing with DSE programs

You may believe that you already have the skills to be covered in the training program and would like these recognised. For example:

- you may have completed the training but have never been formally assessed;
- you may have attended another course that you believe to be the equivalent of a course conducted by DSE, and you would like your existing training to be recognised; or
- you believe that, through life or work experience, you already have the skills covered by the course, and do not need to attend training.

If you believe that you fit into any of these categories then you may be eligible to apply for 'Advanced Standing'. Advanced standing is the amount of credit given to you towards one of our training programs as a result of Recognition of Prior Learning (RPL) or Credit Transfer.

There are many benefits to Advanced Standing. These include:

- recognition of previous training, formal studies or previous skills and knowledge obtained through life experience;
- saving time by not studying material for which you are already skilled;
- obtaining your qualifications faster; and
- obtaining recognition of your competencies obtained outside formal education.

The following advanced standing pathways are available to you.

Recognition of Prior Learning (RPL) is the acknowledgment of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

To obtain further information or apply for RPL you will need to contact your Regional Fire Training Coordinator or Manager Fire Training and ask for the required form and information sheets. There may be a charge imposed on persons from non-NEO agencies.

Credit Transfer is the process that recognises previous formal study or training. If you want to obtain credit for previous study on the basis on having completed equivalent competency based on modules or units of competency then you will need to provide certified copies of your results, together with the RPL application form. There may be a charge imposed on persons from non-NEO agencies

Please talk to your Regional Fire Training Coordinator or the Manager Fire Training if you are unsure if you are eligible for Credit Transfer.

Mutual Recognition is a nationally agreed arrangement that supports Credit Transfer. Under this arrangement all RTOs recognise the qualifications and statements of attainment issued by other RTOs in accordance with the Australian Qualifications Framework.

The DSE fully supports and implements this national mutual recognition principle and recognises all national recognised training qualifications and statements of attainment issued by other RTOs. There is no fee applicable for this service.

9. Complaints and appeals

DSE recognises that despite its best efforts, occasionally students may feel their rights have been infringed as a result of some action or decision taken by DSE or its RTO staff. Where such situations arise, students may have their grievances dealt with via a variety of processes, in accordance with the ***RTO Policy Complaints and Appeal***. Essentially this policy enables a student to:

- lodge a complaint;
- have their complaint dealt with by an independent person;
- present their case personally to such an independent person; and
- receive written advice of the outcome of such an independent review.

This policy relates to all complaints relating to DSE's RTO services, including assessment.

For further information you can contact your Regional Fire Training Coordinator or the Manager Fire Training or simply review the policy document itself, which is obtainable on FireWeb.

10. Student rights and responsibilities

Like students at other institutions, DSE's RTO students have certain rights and responsibilities.

Student rights

DSE students have the right to:

- be treated fairly and with respect;
- learn in a supportive and safe environment, free of discrimination and harassment;
- have their personal details and records kept private and secure subject to statutory requirements;
- be given information about their program, assessment and progress;
- appeal in relation to academic decisions or procedural matters;
- make a complaint to or about staff members or other students without fear of victimisation; and
- have a complaint dealt with fairly, promptly, confidently and without retribution.

Your responsibilities as a Student

In respect of communication with RTO staff and other students, you have the responsibility to:

- treat people with fairness and respect and not do anything that could offend, embarrass or threaten others; and
- not harass or disrupt others in the performance of their tasks.

In respect of your studies you are expected to:

- approach the training program with due personal commitment and integrity;
- complete all assignments, assessment tasks and examinations honestly; and
- not submit and claim as your own, work derived from another source or work done by another person without due and accurate acknowledgment.

In respect of safety, when on RTO premises or those at which RTO activities are being undertaken, students have a responsibility to:

- follow all safety practices/procedures required by RTO staff or in case of rented premises, then the premises staff;
- report any perceived safety risks identified; and
- not bring into any premises being utilised for RTO activities, any articles or items that may threaten the safety of self or others.

11. Disciplinary procedures

DSE expects that every student and member of staff will treat fellow students and staff with complete integrity, dignity and fairness. However, it is acknowledged that on rare occasions, where all other resolution processes have failed, there may be a need for disciplinary action to be taken.

Accordingly, the Course Manager or the Manager Fire Training may, after hearing all sides of the argument, impose disciplinary penalties ranging from a simple warning through to expulsion (for students). In all instances a disciplinary decision can be appealed through the Complaints and Appeals process.

12. Government legislation and regulations that impact on your studies

There is a range of Commonwealth and State government legislation and regulations that affect your learning experience with DSE. Though some legislation or regulations have little impact on your activity, others may affect significantly the manner in which you interact with fellow students and RTO staff.

In this context, the following legislation and regulations affect training delivery and student management services:

- Occupational Health and Safety Act 2004
- Information Privacy Act 2000
- a range of legislation related to Equal Opportunity/Social Justice/ Anti-Discrimination matters.
- Australian Quality Training Framework, *Standards for Registered Training Providers*
- Australian Qualifications Framework Implementation Handbook, 3rd Edition, 2002

Pretty formidable stuff! But in reality only a few bits of this really affect you as a student and these bits are briefly summarised below. Should you require further information about legislation and regulations, please contact the RTO Manager (Manager Fire Training).

The **Occupational Health and Safety Act 2004** basically states that:

- workplaces must be maintained and used in a safe manner;
- work practices should be safe and not endanger self and others; and
- both the owner, operator and those present (including you) at any workplace have a duty of care to ensure the occupational health and safety of all.

So for all practical purposes, it simply means that we all need to be aware of workplace health and safety issues and where something doesn't seem right, or there is a potential risk, then the appropriate person is informed.

Any person who has an occupational health or safety issue or concern should raise it with the Course Manager, Regional Fire Training Coordinator or RTO Manager (Manager Fire Training).

The **Australian Quality Training Framework** describes a set of *Standards for Registered Training Providers*. These Standards specify what DSE, as a Registered Training Organisation, must do in respect of training delivery, assessment and student administration. The *Standards for Registered Training Providers* can be found at FireWeb/Training/Information.

Information Privacy Act 2000 essentially means that any information (particularly about a "personal matter") relating to you that is provided to DSE cannot be disclosed to any third party without your express written permission.

The various **Equal Opportunity / Social Justice / Anti-Discrimination legislation** mean that DSE must treat all clients, suppliers, staff and the public in general in a fair, equitable and non-discriminatory manner. This means that DSE RTO staff are responsible for ensuring that they always operate in a fair and equitable manner. You are expected to behave and operate in a similar manner.

Further information is available on the DSE website intranet, Inform/People Centre.

13. So where to now?

Check out the information on FireWeb
Talk to:

- your supervisor;
- your local Fire Management Officer; or your
- Regional Fire Training Coordinator

and benefit from our experience.