



Occupational Health & Safety Manual

Australian College of Professional Careers
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WORK HEALTH & SAFETY POLICY AND PROCEDURES

The Work Health and Safety Act 2011 and Regulations 2012 prescribes the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. ACPC is committed to ensure the health & safety of its employees, students, contractors and visitors by removing, reducing or minimising the risks to health and safety, so far as is reasonably practicable as per the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2012.

ACPC is also committed to injury management aimed at the early, safe and sustained return to work of injured employees.

This includes the provision of:

- workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

WH&S PROCEDURES

The following procedures and standards must be observed to achieve a safe working and learning environment:

- maintain a safe, clean and efficient, working environment;
- implement procedures and practices, in a variety of situation, in accordance with state and local government health regulations;
- store and dispose of waste according to health regulations;
- store, clean and disinfect linen in line with local health regulations;
- clean walls, floor and working surfaces to meet health and safety standards without causing damage;
- check all equipment for maintenance requirements;
- refer equipment for repair as required;
- store equipment safely;
- identify fire hazards and take precautions to prevent fire;
- safe lifting and carrying techniques maintained;
- ensure student safety at all times;
- ensure procedures for operator safety are followed at all times;
- all unsafe situations recognised and reported;
- implement regular fire drills and provide first aid to all staff and students if needed;
- display first aid and safety procedures for all staff and students to see; and
- report any identified occupational health and safety hazard to the appropriate staff member as required.
- All workers, contractors, students & visitors must comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment.

RISK ASSESSMENT AND HAZARD IDENTIFICATION

ACPC will ensure that it will undertake ongoing comprehensive hazard identification and risk assessments of all its operations including its premises. Hazard identification, risk assessment and elimination and control implementation will be undertaken at the beginning of each term by RTO Manager to ensure that:

- Any foreseeable hazards that may arise in the workplace can be identified;
- The risk of harm arising from identified hazards can be assessed;
- Hazards can be eliminated where possible, or if this is not reasonably practicable, safety controls can be implemented to reduce the risk to as low as reasonably practicable;
- ACPC will conduct workplace health and safety inspections on a quarterly basis.

RESPONSIBILITY

- CEO
- RTO Manager
- All staff
- All students
- All Contractors
- All Visitors

RELATED STANDARDS AND ASSOCIATED DOCUMENTS

- ESOS act 2000
- National Code 2018
- WHS Act 2011
- WHS Regulations 2017
- ACPC Student Hand Book

Critical Incident Management Policy

Overview

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of the community.

Definition

Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- a) being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.
- b) ACPC has a responsibility to abide by relevant Acts such as Occupational Health and Safety Act (NSW) 2000, Mental Health Act (NSW) 2007, Disability Services Act (NSW) 1993, Freedom of Information Act (Commonwealth)1982.
- c) ACPC has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.
- d) co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Policy

The policy of ACPC is to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- a) enables ACPC community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post traumatic stress syndrome or harm to the learning environment.
- b) supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- c) encourages the early identification of potentially critical incidents within ACPC.
- d) ensures critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures.
- e) provides clearly accessible and understood directions for all personnel caught up in a critical incident.

- f) Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- g) provides appropriate assistance to people who may require longer term assistance.
- h) ensures ongoing training, support and review for staff

Management

In case of any critical situation call 000 for Fire, Police & Ambulance

1. Ensure that all staff are aware of critical incident management through the Staff Handbook.
2. Ensure students are aware of critical incident management through the Student Handbook.
3. All critical incidents must be recorded using the Accident/Incident Report Form (completed for each incident) and sent to the CEO.
4. When a Critical Incident has been identified, the staff member receiving the news immediately verbally contacts the CEO, the RTO Manager and the Student Support and Welfare Coordinator.
5. The CEO will assess the incident and make a decision as to how to manage the incident – who to involve. Incident management is organised by the CEO.
6. The CEO calls an immediate meeting with a quorum (50% +1 members) of the Critical Response Management Team:
 - a. CEO;
 - b. RTO Manager;
 - c. Compliance Manager;
 - d. Financial Manager;
 - e. Admin Staff;
 - f. Marketing Manager; and
 - g. Student Support and Welfare Coordinator;
7. This group becomes the Coordinating team which will then meet:
 - a. to discuss factual details of the incident
 - b. to plan an immediate response.
 - c. to plan ongoing strategies.
 - d. to allocate individual roles/responsibilities for ongoing tasks.
 - e. to delegate one member of the team should scribe for all meetings to keep records of content and decisions
8. Issues to be considered to determine the immediate response:
 - a. Contact with next of kin/significant others - what is the most appropriate manner of contact?
 - b. Arrangements for informing staff and students.
 - c. Guidelines to staff about what information to give students.

- d. A written bulletin to staff if the matter is complex.
 - e. Briefing Administration and Office staff and delegating a staff member to deal with telephone/counter inquiries.
 - f. Managing media/publicity
 - g. Identification of those students and staff members most closely involved and therefore most at risk.
 - i. Those directly involved
 - ii. Personal friends/family of those involved
 - iii. Others who have experienced a similar past trauma
 - iv. Other students, staff, supervisors etc.
9. Arrange a time and place for an initial group/individual debriefing session with an external Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalization of reactions.
- a. Organise a tasks timetable for the next hour/s, day/s etc.
 - b. Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together.
 - c. (In the case of death) the Registrar's Office to put a stop on the student's record and enrolment.
 - d. Confirm access to Emergency College funds if necessary.
10. Ongoing and Follow up response and issues that need to be discussed at subsequent meetings.
- a. WHO is the DECISIONMAKER?
 - b. WHO will FOLLOW UP?
 - c. Availability of mobile phone/s
 - d. Notification of and liaison with Sponsor/Agent if applicable
 - e. Arrangements for visits to/from Family
 - f. Liaison with Police, Doctors, Hospital Staff
 - g. Hiring Independent Interpreters
 - h. Death Notices
 - i. Funeral/Memorial Service Arrangements
 - j. Refund of student's fees to pay repatriation or associated expenses
 - k. Copy of Death Certificate
 - l. Consideration of personal items and affairs (household and academic)
 - m. Insurance Matters, OSHC Coverage, Ambulance Cover
 - n. Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)
 - o. Liaison with Academic Staff or Supervisors
 - p. Arrangements for further debriefing sessions for groups/individuals as required
 - q. Liaison with Department of Home Affairs if studies will be interrupted
 - r. Fees issue to be resolved if student cannot continue with their studies

- s. Legal Issues: helping students get access to legal assistance, right to sue etc.
- t. Arrangements for further debriefing sessions for groups/individuals as required
- u. Follow up condolence letters to Family
- v. Roster of students for hospital visits

11. It is the responsibility of the Student Support and Welfare Coordinator (or an external nominated Counsellor)

- a. Debriefing as soon as possible after the event on an individual or group basis
- b. Further debriefing - one or more days after the incident group basis
- c. Follow up 2 - 6 weeks later - individual or group basis
- d. Ongoing counselling as required
- e. Recovery time for the Coordinating Team members

12. Results of management are recorded on the Hazard/Incident Report Form.

1.0 Miscellaneous Safety Topics

1.1 Food and Drink

Do not use kitchen or classroom facilities for the preparation or consumption of food and drinks. Only prepare and consume food and drink in areas provided for this purpose.

1.2 Practical Jokes

NEVER play practical jokes in kitchen or classroom areas. Too often they can misfire and a serious accident can result to the participant or even to the innocent onlooker.

1.3 Walk-Don't run

Running in buildings or close to buildings can be dangerous for yourself and others. Serious accidents could result from collisions or from trying to avoid collisions.

2.0 On the Campus

Useful suggestions to prevent injury are given below.

2.1 Filing Cabinets

always load filing cabinets so that they will not fall forward

- fill the bottom drawers with material that is infrequently used and with the heavier material.
- arrange the cabinets so that the drawers do not open into doorways or frequently used passageways.

2.2 Shelves

- NEVER stand on a soft chair or revolving stool to reach the top shelf.
- Use a firm support such as stepladders.

2.3 Do not overload shelves

2.3.1 Electrical Safety

Electrical safety, as well as safety in other fields, is dependent on the common sense observation of adequate precautions.

Under all circumstances, safety of staff, students and visitors should be the prime consideration.

Bad workmanship and/or faulty equipment or the wrong choice of equipment usually causes electrical hazards. No hazard need arise if regulations are observed.

In the event that any person receives an electrical shock, call 000 first then local Supply Authority be notified as soon as possible law requires that.

If you feel a tingling sensation when operating an item of electrical equipment, switch the machine off immediately and remove the plug from the outlet. Tell the Principal as soon as possible to have the equipment checked.

The local Supply Authority administers regulations covering electrical wiring and electrical apparatus. Only licensed electrical mechanics are permitted to work on electrical installations and/or equipment.

Have all equipment regularly tested and inspected, paying particular attention to the condition of leads and plugs. Leads must be tested and tagged annually in accordance with the portable and semi-portable electrical equipment regulations.

Electrical leads must be kept away from heat sources.

The use of multiple adapters or power boards is not recommended, except for groups of low-power devices such as computers

Switch electrical machines off at night, unless specifically required to operate.

2.4 Manual Handling

One of the most common forms of injury is that caused by lifting or handling objects. Injured backs, slipped discs, hernias, foot and hand injuries are the result of lifting beyond one's physical capacity or applying improper methods.

2.4.1 How to Lift

Do NOT attempt to lift an object which is obviously too heavy to handle comfortably. Get help or use a mechanical aid.

The same thing applies to objects that are not particularly heavy but are bulky or have few handgrip positions.

The basic factors in lifting are:

1. Correct foot position.
2. Maintain a straight back.
3. Take a secure and comfortable hold on the object. Keep the arms close into the body and inside the legs.
4. Keep the head erect and the chin in. (This will assist in stabilising the straight back.)
5. The lift should now be accomplished by a steady thrust of the legs. (The factors already mentioned must be remembered.)
6. Avoid twisting and sideways bending of the back.
7. Distances over which loads are handled should be as short as possible.
8. Storing items between knee and floor height should be avoided. Items are best stored between shoulder height and mid-thigh height.

2.5 Good Housekeeping

People can trip over loose objects on floors and stairs, be struck on the head by articles falling from overhead, slip on wet, greasy or dirty floors or bump into poorly placed, improperly stacked or projecting materials.

Good housekeeping is therefore an essential requirement of a safe working environment.

Everything should have an assigned place and be properly labelled. This promotes efficiency as well as safety.

It is the responsibility of staff and students to keep their own work areas clean.

Aisles and corridors should be kept clear of unwanted materials and benches free from unused equipment.

A clean and tidy office, workshop or laboratory is an important fire and accident prevention measure. Always ensure that fire exits, extinguishers, hose reels etc. are never blocked by any objects.

2.6 Infectious Disease

Although infection from contact with blood following accidents or injury is rare, all cases of external bleeding should be handled carefully. It should also be remembered that infections such as Hepatitis B or AIDS can be transmitted through contact with infected blood.

The following precautions should be taken in any contact with human blood:

- Avoid contact with blood if your own hands or lower arms have open cuts or unhealed wounds.
- Use disposable gloves, if available. Wash hands, lower arms and any other bodily parts in contact with, or splashed with blood. Thorough washing with soap and water is adequate.
- Place bloodstained waste materials in a plastic bag and seal for disposal.
- Thoroughly wash scissors or other instruments in water to remove any blood: instruments can be effectively sterilised by soaking them for 30 minutes in household bleach.
- Wipe down desks, equipment, or other bloodied areas with cold tap water and then with household bleach (sodium hypo chlorite) freshly diluted 1 to 5 with water.

3.0 Ergonomic Workstations for Keyboard Operations

Chairs are one of the most important pieces of office equipment.

3.1 The Right Position

- Adjust the seat height so your feet rest firmly on the floor and you take weight through your feet; and
- Thighs should be fully supported except for a two-finger width space behind the knee. Adjust the backrest depth (on chairs where depth is adjustable) to achieve this.

Maintain a relaxed posture where:

- your shoulders are relaxed;
- your elbows are by your side;
- your forearms and hands are parallel;
- to the ground (approximately 90° angle at the elbow); and
- your wrists are not bent or cocked when using the keyboard, you are seated at a comfortable distance from the keys (the length of your forearm away).

3.2 The Best Screen Position

- Ideally, the top of the screen should be at approximately eye level and about 60 - 70cm from your eyes. Your neck should be at rest or relaxed.

3.3 The Best Keyboard Position

- You should be able to maintain the recommended seating position when using the keyboard.
- An adjustable keyboard surface can be lowered to obtain the recommended posture with feet flat on the floor and a 90° angle at the elbow.
- A fixed keyboard surface that is too high will require you to rise the seat height to attain the correct position. A suitable footrest should be used to support your feet.
- The keyboard should be placed 6-7cm from the edge of the keyboard surface to allow the forearm/wrist to rest when you are not keying.

3.4 The Best Document Position

- The document and the screen should be the same distance from your eyes. Use a document holder that allows you to place the documents in the most convenient position. The documents should be placed:
 - in a level position beside the screen when the keyboards in a central position; or
 - Directly below the screen, just above the keyboard.
- Where most of your time is spent looking at the screen or document, place either one directly in front of your keyboard.

3.5 Avoiding Glare and Reflection

Altering the angle of your screen may overcome problems with glare and reflection.

Generally, the best position for the screen is at right angles (side on) to the windows. Where this is not possible, blinds, curtains or screens can control reflection and glare.

Screens should ideally be placed parallel to overhead fluorescent lights to avoid rebound reflection.

The contrast of text and background on the screen should be adjusted to a moderate level. It is also desirable to have an outlook on which to rest your eyes occasionally. Your workplace could have for example, windows, wall posters or pictures.

3.6 Breaks While Keying

- When keying, take short breaks of 30-60 seconds to proof read etc.
- Relax your hands in your lap or on the desk.
- After extended periods of keying, a change of activity will relieve fatigue.
- It is important to stand or walk during breaks away from keying.
- Perform other work, as varying tasks will give you the break from keying which is required to rest tired muscles.
- Avoid activities such as writing during breaks. Don't remain seated at your workstation for prolonged periods. Vary your posture as much as possible.

- Health Problems
- Discomfort and strain in arms, neck, hands or back may be the result of unsatisfactory work practices or conditions.
- Complete recovery is usually dependent upon reporting symptoms early and correcting the cause of the problem. You should:
 - report the problem to the Principal;
 - assess work methods and the workplace in co-operation with your Principal;
 - seek medical attention as soon as health problems appear.
- Noise
- Your work area should be relatively quiet. (Standards Association of Australia recommends a maximum level of 45-SSDBA).
- Distracting noises should be removed or controlled.
- Noise from air conditioning, power supply and keyboards should be minimal.
- If equipment develops a noise problem, contact maintenance staff immediately.
- Radiation
- Research has shown radiation does not pose a significant health risk to operators as measurable levels of x-rays are not emitted from computer equipment. Electromagnetic radiation is emitted from all electrical equipment at extremely low levels. However, it is not considered to be a risk to health.
- Eye Problems
- Any eye problems that you may experience will be temporary. There will be no long-term damage to your sight.
- Temperature
- Computers and associated equipment emit heat. Adequate ventilation and air conditioning systems will avoid excessive localised heating of the environment and operator.

3.7 Cyber Security

- Do not download from unknown websites
- Do not click on unknown popups
- Keep up to date your antivirus software

4.0 Smoking, Alcohol and Prescribed Drugs

Smoking is prohibited on ACPC site. Smoking is injurious to the health of both the smoker and also the passive smoker. Smoking is also considered a fire hazard.

No alcoholic beverage may be brought onto or consumed on ACPC premises.

No prescribed drug shall be brought onto ACPC premises by any person other than the person for whom the drug is prescribed for by a Register Medical Practitioner or other authorised person.

5.0 Disciplinary Action

Any staff member or client not adhering to this policy and procedure will be subject to ACPC Grievance Policy and Procedure. Repeated or serious offences may be subject to instant dismissal.

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EMERGENCY EVACUATION AND FIRE

STAFF

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of ACPC if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- Do not use the lifts unless you are directed to by Emergency Personnel.
- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.
- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation, each staff member shall post volunteers near building entrances to prevent re- entry by unauthorised persons. Staff Members shall then report to the CEO/Director of Studies or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member-** Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.

EMERGENCY EVACUATION AND FIRE

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and ACPC staff

DO NOT PANIC

DO NOT USE ELEVATORS

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow ACPC staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

RISK MANAGEMENT

Policy	The purpose of this policy is to confirm that ACPC identifies and controls all possible risks associated with its operation of a Registered Training Organisation and the maintaining of compliance with the Australian Quality Training Framework Standards for Registered Training Organisations (2007) and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
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Procedure	Risk Identification and Management (correction and prevention Matrix)	
Compliance Risk	Risk Management and Correction	
Non compliance with RTO Standards as identified as a lack of:	Strategies used by ACPC to ensure compliance with RTO Standards and correct the non compliance	
Client satisfaction	<ul style="list-style-type: none"> Student & Agent feedback surveys Staff & Trainers feedback surveys Actioned responses Staff meetings Student notification on notice boards 	
Continual Improvement	<ul style="list-style-type: none"> Internal audit Staff Professional Development Staff Meetings Industry Committee meetings Continuous Improvement committee meetings Quality Control and Risk Management Policy and Procedure 	

<p style="text-align: center;">Adherence to Commonwealth /State Legislation</p>	<p>Legislation Information</p> <p>Legislation information in classrooms</p> <p>Inclusion of OH&S competencies in all subjects</p> <p>Purchase of ergonomic equipment</p> <p>Legislation – policies and procedures</p> <p>Grievance Procedures</p> <p>Inclusion of 3rd Party involvement</p> <p>Current insurances and coverage</p> <p>Anti-Discrimination undertaking</p> <p>Operations Compliance Register</p>
<p style="text-align: center;">Effective financial management</p>	<p>Membership of professional body eg ITECA</p> <p>Chartered Accountant Services</p>

Procedure	Risk Identification and Management (correction and prevention Matrix)
<p>Compliance Risk</p> <p>Non compliance with RTO Standards as identified as a lack of:</p>	<p>Risk Management and Correction</p> <p>Strategies used by ACPC to ensure compliance with RTO Standards and correct the non compliance</p>
<p>Effective administrative and records management</p>	<p>Records Management Policy and Procedure</p> <p>Cloud based Records Storage</p> <p>Data Backup and offsite storage Delivery</p> <p>Unit Documentation Inventory Delivery</p> <p>Unit Kits</p> <p>Electronic Student records</p> <p>Use of Personal Information</p>
<p>Recognition of qualifications issued by other RTOs</p>	<p>Recognition of prior Learning Exemption Form</p> <p>Organisation chart – Duty Statement – Academic Head responsibility only.</p>
<p>Assessment compliance with training package requirements</p>	<p>Assessment Moderation Partnership</p> <p>Internal Assessment Validation</p> <p>Standard Assessment Policy and Procedure</p> <p>Subject Outlines</p> <p>Competency units</p> <p>Availability of Training Packages</p>
<p>Meeting client learning and assessment needs</p>	<p>Flexible Delivery (face to face & online)</p> <p>Flexible Assessment (online Submission)</p> <p>Subject Outlines</p> <p>Subject Outline Acknowledgement Forms</p> <p>Industry meetings</p> <p>Client Feedback Forms</p>

<p>Compliant AQF issuance of qualifications and Statement of Attainment</p>	<p>Issuance Of Qualifications Policy Qualifications Issued Register Standard certification format</p>
<p>Ethical marketing and advertising</p>	<p>Use of Logos Use of Provider and Course codes Pre-Enrolment Information Website / marketing material updates</p>

Procedure	Risk Identification and Management (correction and prevention Matrix)
<p>Compliance Risk</p> <p>Non compliance with RTO Standards as identified as a lack of:</p>	<p>Risk Management and Correction</p> <p>Strategies used by ACPC to ensure compliance with RTO Standards and correct the non compliance</p>
Access and Equity and Client Services	<p>Access and Equity Policy</p> <p>Anti Discrimination Undertaking</p> <p>Grievance Procedure</p>
Competence of RTO training staff	<p>Staff Recruitment Policy and Procedure</p> <p>Certificate IV in TAE</p> <p>Staff Professional Development Schedule</p> <p>Staff meetings</p> <p>Lecturer Classroom Evaluation</p> <p>Assessment Moderation Partnership</p> <p>Knowledge of ESOS Act 2000</p>
Staff Backup - Administration	Cross training of administration and academic staff
Staff Backup - trainers	<p>Trainers matrix of alternative staff per delivery unit</p> <p>Casual staff</p> <p>Administrative staff – multiskilled for lecturing</p>
Financial Management	<p>Quarterly accounts checking by Accountants</p> <p>CPA yearly audit</p>

<p>Operations/ Compliance Management</p>	<p>ACPC Policies and Procedures Manual</p> <p>Staff Manual</p> <p>Student-Hand Book</p> <p>Legislation Information Folder</p> <p>Marketing Information</p> <p>ACPC Documentation Internal Audit</p> <p>Operations Compliance Register</p>
<p>IT Maintenance</p>	

ACPC will distribute information to staff and students through:

- Related Policies;
- Student Handbook and Orientation;
- LMS & Emails;
- Staff Handbook and Induction;
- Student and Staff meetings and memos;
- Staff Professional Development Schedule;
- Internal Audit;
- Subject Documentation Inventory; and
- Student Warning and Reporting Inventory.

Accident Reporting Form

Student Name			
Student Number		Date	
Current Address		Current Telephone Number	Home:
			Mobile:
		Date of Accident	

1. Describe what happened

2. Draw a map of where the accident happened and provide the address.

3. Were there any injuries to any person.

4. Provide the names and addresses of any witnesses

5. What were you doing when the accident happened?

6. If you are a staff member – is workers compensation/ sick leave/ Hospitalisation to be involved.

OFFICE USE ONLY

7. This form was received by:

8. Action taken after receiving the form:

9. Action taken to prevent a re occurrence of the accident (including addressing issues such as changes to induction processes, training, teaching work processes, work environment, equipment maintenance, modification to equipment)

RTO Representative Signature		Date	
Staff Member Signature		Date	
Student Signature		Date	

Please submit this report to Staff personally as soon as possible after the accident including all supporting documentations

Hazard/Incident Report Form

Student Name			
Student Number		Date	
Current Address		Current Telephone Number	Home:
			Mobile:
		Date of Accident	

1. Describe what happened.

2. Draw a map of where the accident happened and provide the address.

3. What were you doing when the hazard/incident happened?

Please submit this report to Administration personally as soon as possible after you have noticed the hazard-incident including any supporting documentation

Student Signature		Date	
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OFFICE USE ONLY

10. This form was received by:

11. Action taken after receiving the form:

12. Action taken to prevent a re occurrence of the accident (including addressing issues such as changes to induction processes, training, teaching work processes, work environment, equipment maintenance, modification to equipment)

RTO Representative Signature		Date	
Staff Member Signature		Date	
Student Signature		Date	