



MINE SAFETY AND TRAINING

MINE SAFETY AND TRAINING STUDENT HANDBOOK

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Introduction

Welcome to Mine Safety and Training. Our primary commitment is to support you in attaining your new competency. We provide comprehensive training and guidance tailored to help you achieve your training goals efficiently. Our dedicated, experienced trainers are passionate about your success in your chosen vocational areas, ensuring the training you receive is current, relevant, and easy to grasp.

To foster a positive learning experience, we use high-quality, innovative course materials. Our student support services team is dedicated to ensuring you have an exceptional journey with us. We wish you success in your studies and eagerly anticipate assisting you in earning your new qualification to advance your career.

This Student Handbook outlines the policies and procedures at Mine Safety and Training. Please familiarise yourself with its contents before completing any of our courses.

Mine Safety and Training is a Registered Training Organisation (RTO No. 46277) accredited by the Australian Skills Quality Authority (ASQA) and is recognised for delivering nationally accredited training.

Mission Statement

At Mine Safety and Training, our mission is to empower, encourage, and inspire both current and future students within a safe and nurturing learning environment. We strive to deliver fair and high-quality training and assessment services through qualified and knowledgeable trainers, catering to the unique needs of every individual across industries.

Vision Statement

Mine Safety and Training (MST) aims to excel in our field, dedicated to delivering exceptional training outcomes. We envision creating positive, enjoyable, and successful learning experiences for every student, trainer, and client. We are committed to transparency and accountability to ourselves, our students, and our clients, while also valuing both people and our planet.

Our Training Programs

As a Registered Training Organisation (RTO#46277) within the vocational education and training (VET) sector, Mine Safety and Training provides a range of nationally recognised units of competency:

- MSMWHS217 - Gas test atmospheres
- RIIHAN309F - Conduct telescopic materials handler operations
- RIIHAN311F - Conduct operations with integrated tool carrier
- RIIMPO334E - Conduct skid steer loader operations using attachments
- RIIMPO304E Conduct wheel loader operations
- RIIRIS201E - Conduct local risk control
- RIISAM202E - Isolate and access plant
- RIIVEH201E - Operate a light vehicle
- RIIWHS202E - Enter and work in confined spaces
- RIIWHS204E - Work safely at heights
- TLILIC0003 - Licence to operate a forklift truck

For more detailed information about the courses available at Mine Safety and Training, please visit our website: www.minesat.com.au

Student Guarantee

Mine Safety and Training commits to promptly informing students of any changes to the services outlined in their agreement, including changes in ownership.

Additionally, Mine Safety and Training guarantees that in the event it is unable to deliver the agreed training to a student, for any reason, arrangements will be made for the training to be conducted by another Registered Training Organisation (RTO).

The MST Team

Student Support

At Mine Safety and Training, our dedicated Student Support Team is committed to assisting you throughout your training journey. They offer a range of services including:

- helping you with logging into the Student Management System (SMS) and accessing resources.
- supporting flexible learning options and processing extensions where appropriate.
- facilitating communication between trainers/assessors and students as needed.

- assisting you in understanding and applying trainer feedback effectively.

Trainers

Our trainers are experienced industry professionals who are passionate about preparing you for your career. They provide expert guidance and feedback to ensure you are equipped with the skills required in your chosen field.

All Mine Safety and Training trainers adhere to the 2025 Standards for Registered Training Organisations (RTO), specifically:

- they possess vocational competencies relevant to the level of training they deliver.
- they maintain current industry skills directly related to their training and assessment responsibilities.
- they stay updated with current vocational training and learning practices that enhance their training and assessment techniques.

they hold:

- TAE 40122 certificate IV in Training and Assessment or its successor
- TAE40116 Certificate IV in Training and Assessment, or
- TAE40110 Certificate IV in Training and Assessment

For assessment-only roles, our assessors possess one of the above qualifications or TAESS00011 Assessor Skill Set.

These qualifications ensure that our trainers and assessors maintain the highest standards of competency and professionalism in delivering your training.

Enrolment

Mine Safety and Training strives to complete the enrolment process promptly, usually within three days upon receipt of payment confirmation. Upon enrolment, students will receive course information via email.

Training and Assessment Resources

All necessary training and assessment resources for the selected course will be provided on the day of training, either digitally or in hard copy format.

Payment

MST will accept payments made through

- Cash
- Credit card

- Electronic Funds Transfer
- Invoice
- Direct Debit

Mine Safety and Training will not accept upfront payments of more than \$1,500.00 from students prior to the delivery of training.

Enrolment and Fees

Students are considered enrolled once the full upfront fee is paid. For specific training costs, please refer to individual course brochures or the Mine Safety and Training website.

Unique Student Identifier (USI)

As mandated by the Australian Government, all Vocational Education and Training students must provide a Unique Student Identifier (USI) to their VET provider. Mine Safety and Training assists students in applying for and supplying their USI if authorised. We verify each USI before issuing any certification. Note that no VET provider can issue a certificate for a VET qualification without the student's USI. Exemptions to the USI requirement may apply, particularly for international students studying onshore but outside Australia. Students exempt from providing a USI will not have their completion results and records available through the Commonwealth Registrar.

Studying at MST

Mine Safety and Training conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Academic Support

Our student support team is available from **Monday to Friday 8am - 5pm** to assist you with any questions you may have.

Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: admin@minesat.com.au

Contact number: (08) 6270 2620

Mine Safety and Training conducts needs assessments as part of the pre-enrolment process and continues to assess needs throughout the course duration. In such

instances, Mine Safety and Training ensures that assessments are conducted at the earliest opportunity and addresses any identified support needs promptly.

Support for students may encompass various aspects such as disabilities or impairments affecting access and equity, as well as assessments of computer literacy or English language proficiency obtained before enrolment and prior to starting the first competency unit.

Educational and support services provided may include, but are not limited to:

- Language, literacy, and numeracy (LLN) programs or referrals to these programs
- provision of equipment, resources, or programs to enhance accessibility for students with disabilities and others in line with access and equity principles
- flexible scheduling and delivery of training and assessment
- provision of learning materials in alternative formats, such as large print.

Assessment Requirements

Please ensure all assessments are finalised on the day of training. If you encounter challenges in completing an assessment, discuss it with your trainer/assessor for support or to request additional time.

Note that extensions may have specific conditions.

Mine Safety and Training cannot be held responsible for lost assessment tasks.

Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Mine Safety and Training regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Mine Safety and Training has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- submitting someone else's work as your own whether you have that person's consent or not
- submitting another author's work as your own, without proper acknowledgement of the author

- to allow someone else to submit your own work as theirs
- to use any part of someone else's work without the proper acknowledgement

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, but is not limited to, copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to Mine Safety and Training's Administration Coordinator. From there the following process will be followed:

1. The assessor will contact you in writing outlining their concerns with your submitted work.
2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.
3. If the Administration Coordinator's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
 - a. if it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by Mine Safety and Training's Administration Coordinator OR
 - b. if it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by Mine Safety and Training's Administration Coordinator.

4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Administration Coordinator), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating.

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All participants at Mine Safety and Training are expected to take responsibility for their learning and conduct during both training and assessment.

Respectful and Inclusive Environment.

This statement establishes clear behavioural expectations to ensure a safe, respectful, and inclusive environment free from vilification, racism, hate speech, and antisemitism.

This Code of Conduct applies to all Mine Safety and Training Pty Ltd (MST) staff, students, contractors, partners, and visitors across all learning environments, including online platforms.

Definitions:

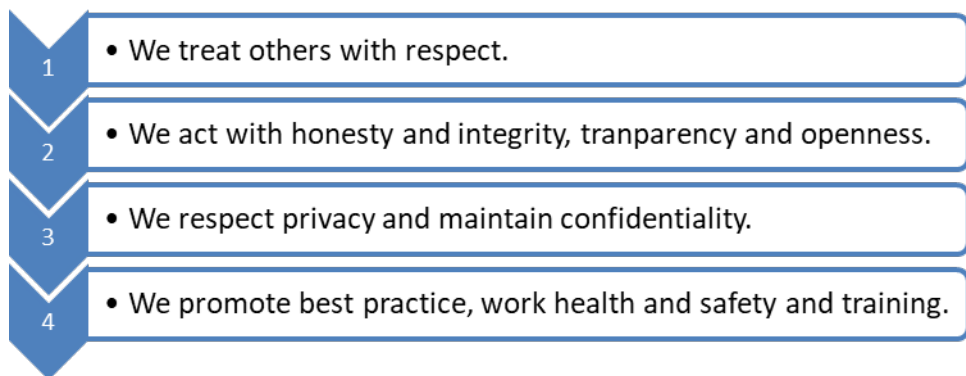
- Vilification refers to public acts inciting hatred or contempt based on protected attributes.
- Antisemitism refers to discrimination, harassment, or hate directed toward Jewish individuals or communities.

MST has zero tolerance for vilification, racism, antisemitism, hate speech, or extremist symbols. Behaviour must align with respect, dignity, and inclusion. This commitment includes preventing and responding to antisemitism and any other forms of religious intolerance.

MST does not tolerate antisemitic behaviour, hate, harassment or discrimination toward individuals or groups based on Jewish identity, culture or religion.

MST expects all individuals treat others respectfully, avoid hate speech, and refrain from displaying extremist or hateful symbols.

MST is committed to the following principles.

- 
- 1 • We treat others with respect.
 - 2 • We act with honesty and integrity, transparency and openness.
 - 3 • We respect privacy and maintain confidentiality.
 - 4 • We promote best practice, work health and safety and training.

Support is provided for affected persons includes wellbeing services and referral pathways.

MST provides staff training on antisemitism, vilification, and inclusive behaviour, and staff must promote respectful engagement across all cultural and religious groups.

Any incidents involving racism, antisemitism, Islamophobia, or other forms of religious discrimination must be reported and managed in accordance with the Complaints and Appeals Policy.

Breaches may lead to warnings, suspension, termination, or external reporting depending on severity.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Mine Safety and Training relies heavily on the feedback from students. Mine Safety and Training requires all students to complete various feedback and evaluation forms.

At the end of the training students will be asked to provide feedback by completing a Student Questionnaire and Course Feedback Form. Student Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. Mine

Safety and Training will fully protect student's anonymity and the confidentiality of student's response within the limits of the law.

Course Information

All nationally recognised training programs provided by Mine Safety and Training meet the specifications of nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Competency Based Training

Mine Safety and Training will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working on a building site and were required to climb on a roof, a unit of competency might include "work safely at heights." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in Mine Safety and Training's Student Management System. Certification documents are issued from the results recorded in Mine Safety and Training's Student Management System.

Assessment

Assessment involves gathering evidence and making judgments on whether competency has been achieved according to set standards. To be assessed as competent (C), you must demonstrate the necessary knowledge and skills to meet industry standards as outlined in the training package or accredited course.

Receiving a 'Not Yet Competent' (NYC) outcome does not mean failure - it indicates a need for additional information or confirmation of skills. Trainers will provide feedback to guide resubmission requirements, allowing up to three attempts per unit and completion of outline tasks.

Assessment Results

Results of assessment are provided to students as soon as practicable. Assessment results are always confidential and will not be given to any other party unless a written request signed by the student is received in advance.

Additional Submission and Support

Further submission attempts may be provided only at the discretion of Mine Safety and Training. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the submission attempts be insufficient to gain competency or if a discretionary attempt is not granted due to insufficient evidence, students will have the opportunity to purchase re-submit. The student is advised to speak to their trainer to assess the need for course extension and/or support services provided by Mine Safety and Training.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

For students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees have the right to receive Statement of Attainment from Mine Safety and Training for the units of competency they have been deemed competent in.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Statement of Attainment will be emailed to the current email address noted in Mine Safety and Training's Student Management System. The student should allow up to 30 calendar days from the date of completion of the course for the issuance of your award.

Certification documents can be re-issued to a student, upon written request, and will incur a fee of \$50 per request.

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a unit(s) of competency, and have it assessed by a qualified assessor without completing the training.

Mine Safety and Training believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Mine Safety and Training aims to maximise the recognition of a student's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined

learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Mine Safety and Training may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of competency at the required standard, you need to contact your trainer or any Mine Safety and Training admissions staff who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training
- work experience
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a unit of competency. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- full requirements of the unit(s) of competency
- any regulatory requirements
- authenticity - That it is your own evidence and can be authenticated
- that you can perform the competency consistently and reliably

- is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- sufficiency - there is sufficient evidence to make a judgment.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or at Mine Safety and Training's training facilities.

Mine Safety and Training is committed to ensuring that all judgments made by trainers against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Mine Safety and Training accepts AQF qualifications and Statements of Attainment from other RTOs. If you have already completed units of competency that are part of your desired course with us, you can apply for recognition. This may exempt you from having to repeat those units. To request credit transfer, please reach out to the Mine Safety and Training Admissions Staff for a Credit Transfer Form.

Policies And Procedures

Access and Equity

Mine Safety and Training is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy, numeracy and digital difficulties.

Complaints Policy

Complaints

Mine Safety and Training encourages students to voice grievances or complaints if they feel unfairly treated. We handle all complaints impartially and professionally, seeing them as opportunities to identify and resolve issues, thus enhancing our training programs and services.

1. Mine Safety and Training recommends for students to first try and resolve the complaint/appeal informally by contacting their trainer or Mine Safety and Training student support team at (08) 6270 2620 or via training@minesat.com.au.
2. All complaints should be committed to in writing at the earliest possible opportunity and lodged through Mine Safety and Training's Complaints Online Form. You can access the Complaints Lodgement Form through Mine Safety and Training's Website. This will constitute a formal complaint from the student. This should only happen once step one has been completed and where the student is unhappy with the outcome of this step.
3. The Administration Coordinator of Mine Safety and Training is automatically notified via email each time a Complaints and Appeals form has been submitted.
4. The Administration Coordinator of Mine Safety and Training will initiate a transparent, participative process to deal with the issues at hand.
5. Complaints are to be resolved within 10 working days of the initial application. In all cases the final conclusion will be endorsed by the Mine Safety and Training Managing Director.
6. The student will be advised in writing of the outcome of their complaint via email.
7. If the outcome is not to the satisfaction of the student, he/she may contact the Managing Director to discuss their concerns.
8. All complaints will be handled as Staff-In-Confidence.

Student Records

All student records are subject to Mine Safety and Training's Privacy Policy. However, students may reasonably access their files by notifying Mine Safety and Training. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

Mine Safety and Training will provide students with timely access to their participation and progress throughout the training course.

Record Keeping Policy for Assignments and Student Information

Mine Safety and Training has effective administrative and records management procedures in place that maintains student data in a secure and confidential manner.

Records of results and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All student records are stored for retention archiving and retrieval for a period of five years.

Mine Safety and Training retains all rights to the evidence and assessments. All assessments will be kept for a period of six months from the date on which the judgement of competence for the student was made.

Fee Payment and Refund Policy

Mine Safety and Training has developed a fair and equitable process for determining course fees, refunds and payment options.

Please see below table extract from our Refund and Cancellation Policy.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, less than 14 standard business days prior to the course commencement	50% of the course cost
Client withdraws	In writing, less than 7 standard business days prior to the course commencement	Nil Refund
Client withdrawn from the course by MST	After course commencement, due to inappropriate behavior	Nil Refund
Course cancelled by MST		100% of the course fee (paid by the client)

Reschedule Reason	Notification requirements	Fees Applicable
Reschedule due to illness	Before 7am on the day of your course	If you are rescheduling due to illness, notification and a medical certificate must be received on the day of the course and there will be a \$50 payable to reschedule.
Due to any other reason	3 business days (72 hours' notice) before the commencement of your course.	You will not be eligible for a refund. To reschedule your course, you must provide MST with 72 hours' notice (3 business days) If you provide less than 3 business days' notice, you will need to pay half of your course fees.

This refund and cancellation policy is designed to protect both the interests of our participants and the operational integrity of Mine Safety and Training, ensuring a fair and transparent process for all stakeholders involved.

Privacy Policy

Mine Safety and Training will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Mine Safety and Training's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose
- outline our personal information handling systems and practices
- enhance the transparency of our management of personal information
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected
- notify whether we are likely to disclose personal information and, if so, to whom
- provide information on how personal information can be accessed, correct it if necessary and complaint if you believe it has been wrongly collected or inappropriately handled.

Workplace Health and Safety (WHS)

Mine Safety and Training is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Mine Safety and Training encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Mine Safety and Training recognises its responsibility under the Workplace Health and Safety and related regulations. The Managing Director has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- provide and maintain safe plant, equipment and systems of work
- provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances
- maintain the workplace in a safe and healthy condition
- provide adequate facilities to protect the welfare of all employees
- provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles

- provide information, where relevant, to students, allowing them to learn in a safe manner
- check WHS system compliance via ongoing auditing
- integrate continuous improvement into WHS performance.