



Course Name	
Day one date	
Day two date	
Day three date	
Day four date	
Day five date	

Name of Participant/s and USI	
Participant Name	Unique Student Identifier (USI)
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Please contact 0400 294 070 or email davebirch217@gmail.com with any questions.

Fees and Refunds

- Fees are required to be paid 7 days before training is conducted. If course fees are not paid in full within the 7 days, HRW Solutions reserves the right to cancel or postpone courses.
- For fees outstanding, after the agreed accounts payable terms, a 10% fee will be applied.
- Cancellations within 7 days of the training are non-refundable (exceptional circumstances considered).
- Cancellations within 7 day period can be, where possible, moved to the next available date or you may substitute another person who meets the course eligibility criteria in place of the original participant.
- If we are unable to provide the training or cancel any scheduled training, a full refund of fees paid relating to the cancellation will be made or an alternative service date provided.

Confidentiality

High Risk Work Solutions and the issuing Registered Training Organisations (RTOs) maintains records of participant achievements in an electronic format for a minimum period of 30 years. Hard copies of assessment records and associated documentation may be kept for up to 7 years and then destroyed.

Information about individual participant achievements is maintained in a confidential manner, however clients must be aware that this information is accessible by the following personnel:

- The participant themselves, with proof of identification;
- NSW Qualifications Authority, Australian Skills Quality Authority and WorkSafe TAS
- High Risk Work Solutions staff members and associates, all of whom have signed a confidentiality statement binding them to respect the privileged nature of client information and agreeing to not disclose any material without the permission of the client;
- Where clients participate in a program for the purpose of licensing (e.g. High Risk Work), the minimum records required will be made available to the licensing authority.
- High Risk Work Solutions provide reports on progress and outcomes to employers where the program is an employment based service or where an employer is nominated to receive reports on the enrolment / registration form
- High Risk Work Solutions provide reports on progress and outcomes to employment agencies, rehabilitation service providers and other third party interests where these are nominated to receive reports on the enrolment/registration form;
- High Risk Work Solutions may ask employers and other employees to contribute to the assessment of clients.

Complaints, Appeals and Opportunities for Improvement

High Risk Work Solutions clients and participants are encouraged to make comment on any areas of concern that they have or opportunities for improvement that they identify through their participation in training or assessment through High Risk Work Solutions. This may include appealing assessment decisions or processes involved in services. The emphasis will always be on resolving any concerns to the satisfaction of the client/participant.

The High Risk Work Solutions Complaints, Appeals and Opportunity for Improvement procedure is summarized below:

1. The client is encouraged to discuss the complaint, appeal or opportunity with the High Risk Work Solutions staff member involved in the matter

If the matter is not resolved, then

2. The client is requested to document the nature of the complaint, appeal or opportunity. The client will be encouraged to discuss the matter with a High Risk Work Solutions staff member who has not previously been involved in the matter

If the matter is not resolved, then

3. An appropriate legal or independently impartial conciliation organisation will be invited to provide advice and to support a resolution. Examples of such organisations may include the RTO who offered the qualification or another RTO and Industry Skills Council.

Note: The cost of responding to complaints, appeals or opportunities, after Stage 2 in the process above, shall be borne by High Risk Work Solutions and the client as determined by the independent organisation.