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## 1. Policy Objective

It is the policy of Assured Learning Australia (RTO# 52765) to ensure that training and assessment services are provided safely. Assured Learning Australia is committed to providing a safe, healthy, and supportive environment for all learners, staff, contractors, and visitors engaged in our training and assessment activities, whether conducted on campus, in simulated training environments, or in real workplace settings.

As a Registered Training Organisation (RTO), we recognise our legal and moral obligations under the Work Health and Safety Act 2011 (Cth) and corresponding state and territory legislation. We are committed to meeting these obligations by implementing proactive and practical measures to eliminate or minimise risks to health and safety as far as reasonably practicable.

Our objectives are to:

- Promote and maintain the highest possible standards of WHS across all training and assessment environments.
- Comply with all relevant WHS legislation, codes of practice, and industry-specific safety requirements.
- Ensure safe systems of work, including the provision and use of appropriate personal protective equipment (PPE), emergency procedures, hazard reporting processes, and incident response protocols.
- Provide training staff and learners with access to up-to-date WHS information, guidance, and support tailored to the environments in which training and assessment occur.
- Foster a culture of safety through consultation, cooperation, and continuous improvement, including regular review of WHS practices.
- Ensure learners undertaking training in high-risk industries or workplace-based settings are adequately supervised, supported, and informed of their WHS responsibilities.

This policy applies to all employees, trainers/assessors, learners, contractors, and third-party providers operating under Assured Learning Australia's scope of registration.

We are committed to continuously improving our WHS systems and ensuring all training and assessment is delivered in environments that support the safety, health, and wellbeing of everyone involved.

## 2. Purpose

Assured Learning Australia is committed to providing quality training and assessment products and services in compliance with the 2025 Standards for Registered Training Organisations (RTOs).

## 3. Mapping

This policy and procedure maps to the 2025 RTO Standard 4.3 & Compliance Requirements Part 2; Division 3; Clause 20

This policy should be read in conjunction with:

- the Risk Management Policy and Procedure (outlines how risk level of the courses are managed)
- the Continuous Improvement & Quality Management Policy and Procedure (outlines how continuous improvement and quality management occurs within Assured Learning Australia)
- the Effective Training, Assessment & Validation Policy and Procedure (outlines how training and assessment occurs)
- the Learner Support Policy and Procedure (outlines how critical incidents are managed within Assured Learning Australia)
- the Working from Home Policy and Procedure (outlines how WHS is managed for workers who are working from home)

#### 4. Definitions

**dangerous incident**, means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) an uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) any other event prescribed by the regulations;

but does not include an incident of a prescribed kind.

**engage in conduct** means doing an act or omitting to do an act.

**handling** includes transport.

**health** means physical and psychological health.

**health and safety representative**, in relation to a worker, means the health and safety representative elected under Part 5 for the work group of which the worker is a member.

**local authority** means a local authority under a corresponding WHS law.

**medical treatment** means treatment by a medical practitioner registered or licensed under a State or Territory law that provides for the registration or licensing of medical practitioners.

**notifiable incident**— In this Act, notifiable incident means:

- (a) the death of a person; or
- (b) a serious injury or illness of a person; or
- (c) a dangerous incident.

**person conducting a business or undertaking**—see section 5.

**plant** includes:

- (a) any machinery, equipment, appliance, container, implement and tool; and
- (b) any component of any of those things; and
- (c) anything fitted or connected to any of those things.

**reasonably practicable**, in relation to a duty to ensure health and safety - see section 18.

**serious injury or illness**, means an injury or illness requiring the person to have:

- (a) immediate treatment as an in-patient in a hospital; or
- (b) immediate treatment for:
  - (i) the amputation of any part of his or her body; or
  - (ii) a serious head injury; or
  - (iii) a serious eye injury; or
  - (iv) a serious burn; or
  - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping); or
  - (vi) a spinal injury; or
  - (vii) the loss of a bodily function; or
  - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance;

and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

**structure** means anything that is constructed, whether fixed or moveable, temporary or permanent, and includes:

- (a) buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels); and
- (b) any component of a structure; and
- (c) part of a structure.

**substance** means any natural or artificial substance, whether in the form of a solid, liquid, gas or vapour.

**WHS undertaking** means an undertaking given under section 216(1).

- 1) *person conducting a business or undertaking* for the purposes of this Act, a person conducts a business or undertaking:
  - a. whether the person conducts the business or undertaking alone or with others; and
  - b. whether or not the business or undertaking is conducted for profit or gain.
- 2) A business or undertaking conducted by a person includes a business or undertaking conducted by a partnership or an unincorporated association.
- 3) If a business or undertaking is conducted by a partnership (other than an incorporated partnership), a reference in this Act to a person conducting the business or undertaking is to be read as a reference to each partner in the partnership.
- 4) A person does not conduct a business or undertaking to the extent that the person is engaged solely as a worker in, or as an officer of, that business or undertaking.
- 5) An elected member of a local authority does not in that capacity conduct a business or undertaking.
- 6) The regulations may specify the circumstances in which a person may be taken not to be a person who conducts a business or undertaking for the purposes of this Act or any provision of this Act.
- 7) A volunteer association does not conduct a business or undertaking for the purposes of this Act.
- 8) In this section, volunteer association means a group of volunteers working together for 1 or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association.

**a worker** if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:

- (a) an employee; or
- (b) a contractor or subcontractor; or
- (c) an employee of a contractor or subcontractor; or

(d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or

(e) an outworker; or

(f) an apprentice or trainee; or

(g) a learner gaining work experience; or

(h) a volunteer; or

(i) a person of a prescribed class.

### Meaning of **workplace**

(1) A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

(2) In this section, place includes:

(a) a vehicle, vessel, aircraft or other mobile structure; and

(b) any waters and any installation on land, on the bed of any waters or floating on any waters.

## 5. Roles and Responsibilities

Effective implementation of Work Health and Safety (WHS) across Assured Learning Australia requires a shared responsibility between management, staff, learners, and third-party stakeholders. All parties must understand and carry out their duties in accordance with the Work Health and Safety Act 2011 (Cth), associated regulations, and any applicable state or territory laws. Assured Learning Australia promotes a proactive and collaborative approach to WHS to ensure a safe and compliant training environment.

### Chief Executive Officer (CEO) / RTO Manager

The CEO holds ultimate responsibility for ensuring that Assured Learning Australia meets all WHS legislative obligations. This includes:

- Establishing and reviewing WHS policies and procedures.
- Allocating appropriate resources for WHS implementation and staff training.
- Responding to notifiable incidents and ensuring timely reporting to regulators.
- Overseeing the resolution of serious safety concerns and incident investigations.

### Trainers and Assessors

Trainers and assessors play a critical role in maintaining WHS standards during training delivery. They are responsible for:

- Conducting pre-delivery risk assessments for all training environments.
- Delivering safety briefings and ensuring learners use PPE correctly.

- Supervising learners during practical activities and enforcing safety protocols.
- Reporting hazards, near misses, or incidents to management immediately.
- Participating in WHS consultations and continuous improvement processes.

### Learners

All learners must take reasonable care for their own health and safety, and that of others. They are expected to:

- Follow all WHS instructions and procedures provided by Assured Learning Australia.
- Use equipment and PPE as instructed during training activities.
- Report any hazards, unsafe conditions, or incidents to their trainer without delay.
- Participate in safety briefings, inductions, and emergency procedures.

### Administrative and Support Staff

Admin staff contribute to WHS by supporting documentation, communication, and reporting processes. Their responsibilities include:

- Ensuring incident forms and safety documentation are completed and filed correctly.
- Communicating WHS updates and procedures to staff and learners as needed.
- Supporting emergency preparedness and first aid logistics.

### Third-party Providers and Host Employers

Where training is delivered by third parties or conducted in workplace settings, Assured Learning Australia works in collaboration with site managers to:

- Ensure WHS roles and responsibilities are clearly defined and documented.
- Confirm that the site is safe and suitable for training delivery.
- Participate in shared risk management, incident reporting, and compliance monitoring.

All staff and learners are regularly reminded of their WHS responsibilities through inductions, team meetings, and ongoing communication. Assured Learning Australia is committed to a culture of safety and accountability, where everyone is empowered to raise concerns and contribute to continuous WHS improvement.

## 6. General Work Health and Safety

### Risk Management

Assured Learning Australia implements a structured risk management process that identifies, assesses, controls, and reviews health and safety risks across all areas of operation. This includes pre-delivery risk assessments for training environments, activities, and equipment, as well as ongoing reviews when introducing new units, locations, or modes of delivery. Trainers and staff are required to report any

hazards or risks through the designated reporting process, with corrective actions logged and monitored by management.

Risk assessments are conducted using a consistent methodology and documented using approved templates. These assessments are aligned with Assured Learning Australia's Risk Management & Continuous Improvement and Quality Management Policy, ensuring that WHS risks are factored into broader organisational planning and compliance reviews. All identified risks are reviewed periodically, with high-risk activities prioritised in validation, audit, and incident prevention processes.

### Workplace Inspections

Routine workplace inspections are carried out in all RTO-controlled environments including classrooms, simulated workspaces, and facilities used under third-party agreements. These inspections check for environmental hazards, compliance with WHS requirements, proper signage, and functionality of safety equipment. Any issues identified are addressed promptly with escalation procedures in place for urgent repairs or health hazards.

Assured Learning Australia's inspection schedule is informed by the Risk Management Policy and Planning Tool and is reviewed regularly through internal audits in line with the Quality Management Schedule. Where delivery is taking place at a third-party site or employer premises, Assured Learning Australia consults with the site owner to ensure inspection findings are communicated and appropriate controls are implemented collaboratively.

Workplace inspections are detailed in the Workplace Based Training Policy and Procedure.

### Emergency Procedures and First Aid

Assured Learning Australia maintains comprehensive emergency procedures, which are communicated to learners and staff during orientation and course induction. These procedures include clear directions for fire evacuation, lockdowns, medical emergencies, and other critical incidents. Emergency diagrams are displayed at all training venues, and trainers ensure that all participants understand how to respond in the event of an incident.

First aid kits are available and routinely checked annually at each delivery location in line with the Quality Management Schedule. A sufficient number of staff hold current first aid qualifications, and additional measures are in place for high-risk training activities. Where applicable, Assured Learning Australia refers to its Learner Support Policy for managing critical incidents that involve learner welfare or mental health emergencies, ensuring coordination between WHS and support services.

### Consultation with Staff and Learners

Assured Learning Australia actively engages staff and learners in discussions about WHS. Trainers and assessors are encouraged to report concerns or suggestions during regular team meetings, while learners can provide WHS feedback during course evaluations or directly to the trainer. Where significant changes to delivery or safety protocols occur, these are communicated through email updates, briefings, and in-session announcements.

This consultative approach is supported by Assured Learning Australia's Continuous Improvement and Quality Management Policy, which ensures learner and staff feedback informs WHS planning and review processes. Learners are made aware of their right to raise safety concerns without fear of reprisal and are encouraged to contribute to a culture of safety across all learning settings.



### WHS Recordkeeping

Assured Learning Australia ensures that all WHS-related documentation is securely maintained in accordance with legislative and regulatory requirements. This includes risk assessments, incident reports, inspection checklists, emergency drills, and consultation records. Records are stored electronically via Assured Learning Australia's records management system and are accessible to auditors, management, and regulators when required.

Recordkeeping processes are aligned with the Privacy Policy and Procedure and the Records Management Procedure, ensuring that personal and sensitive information related to health or injury is protected. The Quality Advisor is responsible for overseeing the currency, accuracy, and retention of WHS records and for coordinating WHS reporting as part of Assured Learning Australia's annual compliance cycle.

## 7. Work Health and Safety during Training & Assessment

Assured Learning Australia conducts pre-delivery risk assessments for all training environments to ensure that potential health and safety hazards are identified, assessed, and controlled before training or assessment begins. This process supports our compliance with the *Work Health and Safety Act 2011 (Cth)* and ensures the wellbeing of learners, staff, and visitors across all delivery modes. Risk assessments are conducted prior to the commencement of any new course, at new or off-site locations, or when new equipment, activities, or materials are introduced. Additional assessments may also be required following an incident or where there is a change in the training cohort, such as the enrolment of minors or learners with specific support needs.

The assessment process is led by the trainer or assessor responsible for delivery, with oversight and review by the Quality Advisor or a delegated WHS representative. For delivery in third-party venues or workplaces, a joint risk assessment may be conducted in consultation with the host organisation. The assessment includes inspection of physical conditions such as flooring, lighting, and ventilation; availability and location of emergency exits and first aid facilities; condition and tagging of equipment; manual handling risks; and any hazardous substances, tools, or activities involved in the training. Learner-specific factors such as age, LLN levels, and disability access requirements are also considered.

All identified hazards are rated using a risk matrix to determine their level of risk based on likelihood and potential consequence. Control measures are selected and applied in line with the hierarchy of control (elimination, substitution, isolation, engineering controls, administrative controls, and use of PPE). For high-risk activities, a Safe Work Method Statement (SWMS) may also be developed. The outcomes of the assessment, including identified hazards, control measures, and residual risks, are documented in Assured Learning Australia's Risk Assessment Form and stored securely in the learner management system (LMS). This documentation is linked to the relevant Training and Assessment Strategy (TAS) as evidence of compliance and planning.

Trainers and assessors are briefed on all risks and controls prior to delivery, and learners are provided with relevant safety information during their course induction. Safety signage, PPE guidance, and emergency instructions are displayed as needed within the training environment. Risk assessments are reviewed and updated regularly, including in response to learner feedback, incidents, or changes in delivery. This process is integrated into Assured Learning Australia's broader Continuous Improvement and Quality Management Policy, with outcomes feeding into the internal audit schedule and annual WHS review.

## **8. High-risk Activities and Industry-specific Training**

Assured Learning Australia delivers training across a range of vocational education and training programs, including those that involve high-risk activities or exposure to hazardous environments. In accordance with the Work Health and Safety Act 2011 (Cth) and relevant industry legislation, Assured Learning Australia is committed to identifying, assessing, and managing risks associated with these high-risk activities prior to the commencement of training. Examples may include training that involves confined spaces, manual handling, machinery operation, or working around live electrical components.

Before any high-risk training activity takes place, Assured Learning Australia ensures that a detailed risk assessment and safety plan is completed. Where applicable, a Safe Work Method Statement (SWMS) is developed and communicated to all staff and learners involved. Trainers and assessors delivering this training must hold current qualifications, industry currency, and any additional licences required under national or state legislation. Learners must be provided with task-specific safety briefings, inducted into the training environment, and fitted with the appropriate Personal Protective Equipment (PPE). Learner compliance with safety instructions is closely monitored, and any breach of safety procedures may result in suspension from training.

In addition, Assured Learning Australia ensures that its training and assessment strategies for high-risk industries meet the requirements of industry regulators and licensing authorities (e.g. Safe Work Australia, State Training Authorities, Rail Safety National Law). Practical assessments are designed to reflect real-world hazards, and additional controls—such as simulated scenarios, safety signage, restricted access zones, and emergency response procedures—are implemented to maintain a safe and compliant environment. High-risk training activities are reviewed regularly to incorporate updated industry standards, legislative changes, and findings from incident investigations or learner feedback.

## **9. Incident Reporting and Investigation**

Assured Learning Australia maintains a clear and accessible incident reporting process to ensure that all injuries, near misses, and WHS breaches are documented and investigated. Trainers and assessors are responsible for completing Assured Learning Australia's incident report form and submitting it to management within 24 hours of the incident occurring. All reports are reviewed by the Quality Advisor or WHS representative to determine root causes and corrective actions.

When an incident occurs, Assured Learning Australia follows a structured investigation process to identify causes and implement corrective actions. The first step is to establish the facts of the incident, including what happened, when and where it occurred, what task was being carried out, who was involved, and whether there were any witnesses. Investigators then gather relevant background information such as maintenance logs, training records, safe work procedures, and instruction manuals to help build a complete picture of the situation. These records support a deeper understanding of the conditions leading up to the event.

The next phase involves analysing all potential contributing factors across four main areas: environment (e.g. lighting, noise, floor surfaces), equipment or materials (e.g. faults, missing guards), work systems (e.g. unaddressed hazards or gaps in procedures), and people (e.g. fatigue, miscommunication, rushing). Investigators determine the primary cause of the incident—those factors without which the incident would not have occurred—by asking “Would the incident have happened if...?” They then use root cause analysis methods such as the ‘Five Whys’ technique to identify deeper system failures. Finally, the most critical step is implementing corrective actions to address each cause, starting with the primary issue and working through all contributing and underlying factors to prevent recurrence.

**Notifiable incidents** are escalated to the relevant WHS authority (ie. Comcare) in accordance with the Work Health and Safety Act 2011. Where learner wellbeing is affected, the incident is also recorded under the Learner Support Policy, and follow-up actions may involve debriefing, support referrals, or risk re-assessment before training continues.

### Managing Notifiable Incidents

In accordance with the *Work Health and Safety Act 2011 (Cth)*, Assured Learning Australia has a legal obligation to notify the relevant Work Health and Safety Regulator (ie. Comcare) **immediately** after becoming aware of a **notifiable incident**. Notifiable incidents include the death of a person, a serious injury or illness, or a dangerous incident that exposes a person to a serious health or safety risk from immediate or imminent exposure to hazards such as uncontrolled explosions, electric shocks, or equipment failure.

Upon becoming aware of a notifiable incident, the trainer or staff member must:

1. Ensure immediate medical attention or emergency services are contacted if needed.
2. Secure the incident site to prevent further harm and preserve the scene for investigation (unless action is required to assist an injured person or to make the site safe).
3. Notify Assured Learning Australia's WHS Representative or CEO immediately.
4. Record the incident using Assured Learning Australia's Incident Report Form.

The WHS Representative or CEO is responsible for contacting the relevant WHS Regulator as soon as practicable, ideally by phone, and submitting a written notification within the required timeframe using the regulator's online or downloadable form. A copy of the notification and any correspondence must be stored securely and retained in Assured Learning Australia's WHS records.

Assured Learning Australia will then undertake an internal investigation as per its incident investigation procedures to identify root causes and implement corrective actions. This process also links into Assured Learning Australia's Continuous Improvement and Quality Management Policy, ensuring that lessons learned are applied across training programs, facilities, and procedures.

## 10. Quality Assurance

Quality Advisor will conduct reviews periodically throughout the year in relation to work health and safety to ensure that evidence is saved in appropriate locations to provide as evidence where required as per the Quality Management Schedule.

The Directors and owners are ultimately responsible for ensuring that staff within Assured Learning Australia act safely.

## 11. WHS Legislation

### Commonwealth (for federal workplaces and workers)

- **Act:** Work Health and Safety Act 2011 (Cth)
- **Regulation:** Work Health and Safety Regulations 2011 (Cth)
- **Regulator:** Comcare

### 12. Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 – Initial creation
- June 2023 – Updated to better articulate current RTO processes
- March 2025 - Update to align with the release of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 & National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- June 2025- Finalised
- Oct 2025 – reference to previous RTO Standards removed

#### Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

**Lyle Barrett – (CEO)**

## INCIDENT REPORT FORM

Incident details			
Name of person involved in the incident:		Date of incident:	
Location of incident:			
Incident investigation team:			
What task was being performed at the time of the incident?			
What happened? (e.g. 'employee tripped over box' or 'forklift hit wall')			
What factors contributed to the incident?			
Environment:		Equipment/materials:	
<input type="checkbox"/> Noise	<input type="checkbox"/> Layout / design	<input type="checkbox"/> Wrong equipment for the job	<input type="checkbox"/> Equipment failure
<input type="checkbox"/> Lighting	<input type="checkbox"/> Dust / fume	<input type="checkbox"/> Inadequate maintenance	<input type="checkbox"/> Material / equipment too heavy / awkward
<input type="checkbox"/> Vibration	<input type="checkbox"/> Slip / trip hazard	<input type="checkbox"/> Inadequate guarding	<input type="checkbox"/> Inadequate training provided
<input type="checkbox"/> Damaged / unstable floor	<input type="checkbox"/> Other	<input type="checkbox"/> Other	
Work systems:		People:	
<input type="checkbox"/> Hazard not identified	<input type="checkbox"/> No / inadequate risk assessment conducted	<input type="checkbox"/> Procedure not followed / no procedure exists	<input type="checkbox"/> Drugs / alcohol
<input type="checkbox"/> No / inadequate safe work procedure	<input type="checkbox"/> No / inadequate controls implemented	<input type="checkbox"/> Fatigue	<input type="checkbox"/> Time / production pressures
<input type="checkbox"/> Hazard not reported	<input type="checkbox"/> Inadequate training / supervision	<input type="checkbox"/> Change of routine	<input type="checkbox"/> Distraction / personal issues / stress

<input type="checkbox"/> Other		<input type="checkbox"/> Lack of communication	<input type="checkbox"/> Other	
<b>Corrective actions:</b>				
Contributing factor (from above list)	What are we going to do to fix the problem?	Who	When	Completion date

<b>Issue fixed?</b>		
Name	Signature	Date
Person involved in incident:		
Manager:		