Cairns Centre for Drilling
And
Well Control

RTO Hand Book

Course and Centre Management Systems
Who We Are

Research and Teaching Services T/A
Cairns Centre for Drilling and Well Control
Registered and Certified Professional and Industry Specific Training Organisation

reception@cairnswellcontrol.com.au
www.wellcontrol.com.au
(07) 40 411 508

The Cairns Centre for Drilling and Well Control is an annex of the Southern Automatic Patrol Telescope Services Company. From left Hannah –Accounts & QA Manager, John - Director, Brenda - Manager.

The Southern Automatic Patrol Telescope Service Pty Ltd

Trading as: Research & Teaching Services
Cairns Centre for Drilling & Well Control

Location: 93 - 95 McLeod Street, Cairns Queensland 4870
Australia

Postal: PO Box 497, Tolga Queensland Australia 4882

Phone: +61 7 40411508
Fax: +61 7 40411509
After Hours: 0419 799 975 – 0447 411 508 (24 hrs)
Email: reception@wellcontrol.com.au
Website: www.wellcontrol.com.au

Copyright 2017 Australia
© Cairns Centre for Drilling & Well Control.
No part of this document may be copied, reproduced (including by making any electronic or digital copy), published or communicated to the public in any form or by any means without the prior permission of the author.
Table of Contents

Page 2 – Who We Are
Page 3 – Table of Contents
Page 4 - Mission Statement
Page 5 - Code of Practice
Page 6 - Instructor Qualifications & Experience
Page 7 – Centre Location Map
Page 8 - Course Information
Page 8 - Recognised Prior Learning (RPL)
Page 9 - Recognition of Qualifications Policy
Page 9 – Class Room Delivery
Page 9 – What we supply – what to bring
Page 9 – Start, Finish and Break Times
Page 10 – Smoking Policy, Centre Facilities
Page 10 - Disabilities in Education, Reasonable Adjustment
Page 11 – Examinations and Assessment
Page 11 – Assessment Appeals, Formative Assessment
Page 12 - Assessment Preparation
Page 12 - RII Nationally Recognised units
Page 13 - Assessment Policy
Page 14 - Participant Code of Behaviour
Page 15 - Code of Conduct Policy
Page 16 - Fitness for Work Policy
Page 17 - Drug & Alcohol Policy
Page 18 – Enrolment Procedures
Page 18 - Fees, Payments & Refunds
Page 18 - Course Changes & Cancellations
Page 19 - Quality Assurance
Page 19 - Disabilities, Special Needs & Anti-Discrimination
Page 20 - Appeals Policy
Page 22 – Appeals Procedure
Page 24 - Training Package Transition Management Policy and Procedure
Page 26 – Complaints Management Policy
Page 27 – Complaints Management Procedure
Page 29 – ASQA policy
Page 31 - Privacy Policy & Record Management
Page 31 – Record Storage & Destruction
Page 31 - Access to Records
Page 32 – Certificate/Statement replacement
Page 32 - Course Administration
Page 32- Participant Welfare & Centre OH&S
Page 33- Health & Safety Policy
Page 34- Document Control
Page 34 - Fire Safety & Evacuation Procedure
Page 36 - Data Base and Website Management
Page 36 - Contacting Us
Page 37 – Terms and definitions (ASQA)
Mission Statement

Research and Teaching Services; Cairns Centre for Drilling and Well Control strives to achieve excellence in the field of Further Education and Training with specialised adult education for the oil and gas drilling production industry.

Research and Teaching Services is a research facility and a wholly owned subsidiary of The Southern Automatic Patrol Telescope Service Pty Ltd.
**Code of Practice**

It is the commitment of Research and Teaching Services T/A Cairns Centre for Drilling and Well Control to work consistently with the Australian Drilling Industry, the Australian Skills Quality Authority (ASQA) and its counterparts such as the National Skills Standards Council (NSSC) to provide competency based training for the onshore/offshore oil and gas drilling industry.

The Cairns Centre for Drilling and Well Control delivers training and industry support of the highest standard and is committed to achieving this by:

- Performing in a professional and ethical manner in all aspects of student, client, company, personnel and industry relations at all times;
- Ensuring the educational competency of all trainers and assessors used in the delivery of our training services at the required level;
- Adopting/reviewing all management systems to ensure the highest standard of professional behaviour is maintained;
- Marketing, advertising and charging for our services with integrity, honesty and accuracy;
- Providing an environment that is conducive to learning by providing for the varying needs of our participants;
- Ensuring that participants maximise their opportunity to achieve a successful educational and training outcome;
- That appropriate equity in training and education complies with Australian Federal and State law;
- Ensure that all assessments/examinations are provided in a fair, valid, reliable and flexible manner;
- Provide a follow-up and review procedure that incorporates a complaint and appeal process;
- Continually reviewing and improve all policies, procedures and processes involved in training delivery by seeking feedback from participants, clients and governing bodies;
- Acting on appropriate valid recommendations to the best of our ability in a timely manner;
- Adhere strongly and continually to all guidelines and requirements specified by ASQA and under our scope of registration;
- Continually audit our performance;
- Be mindful and respectful of all participant’s gender, experience and religious/ethnic backgrounds and treat them equally; and
- Be an equal opportunity employer and training provider.

As a professional educational drilling industry training provider we will continue to strive to improve the training, skills and qualifications of its employees.
Instructor Qualifications and Experience

The principal and head of school John J van–Vegchel, started work in the exploration drilling industry in the early 1970’s. As a young trainee with The Geological Survey of Queensland’s Department of Mines’ Drilling Branch John first commenced his drilling career with the Coal Division exploring and mapping the potential coal bed methane gas reserves through-out Queensland. Promotion followed with a transfer to the Petroleum Division as a Driller on the department’s scout oil rig undertaking stratigraphic petroleum exploration and appraisals.

During this time John was undertaking university studies in Geological Engineering through the British Institute of Engineering Technology. He attained the position of Senior Driller and moved offshore to gain further drilling experience. He later joined Richter Drilling and worked throughout the Pacific, South East Asia and China, quickly rising to the position of Rig Manager. In the late 1980’s he moved into an engineering role designing and appraising geothermal and offshore subsea drilling projects through his newly formed research company.

John then joined Century Drilling Australia and was appointed Safety and Training Manager for Australia and Indonesia. During this period John was involved in writing the Australian Drilling Industry DRT Onshore/Offshore Competency Standards along with a team of fellow authors co-ordinated by the Australian Drilling Industry Committee. In 1998 he left Century Drilling and joined the University of New South Wales’ School of Petroleum Engineering as a senior lecturer and set-up and delivered training for the school’s National Drilling and Well Control Programme.

In 2009 John resigned from the University of NSW and began his own training school. He is now the Director and Head of School for Research and Teaching Services’ Cairns Centre for Drilling and Well Control. Here he teaches, consults and researches issues relating to all aspects of the drilling industry.

John is also a published author in astronomy, well control and issues relating to adult education and training. His main qualifications includes a:

- Master of Education (USQ);
- Bachelor of Teaching majoring in Further Education and Training (USQ);
- Advanced Diploma of Drilling Management;
- Certificate of Drilling Queensland Department of Mines; and
- Certificate of Geological Engineering British Institute of Engineering Technology

John is a certified training and development professional, engineer and accredited practitioner with the Australian Institute of Training and Development. John is also a Registered Teacher with Education Queensland.

He is also a member of:

- The Society of Petroleum Engineers;
- The Australian Institute of Training and Development; and
- Queensland College of Teachers.

He is currently researching his Doctorate in Education that focuses on predicting instability within complex engineering systems.
Centre Location

The Cairns Centre for Drilling and Well Control is located two blocks up from Cairns Central Shopping Centre at 93 – 95 McLeod Street, Cairns.

We are located at the base of the “Accent on McLeod” Apartment building directly next door to Future Dental and across the road from Kennedy’s.

We are only a 10 min drive from the Cairns Airport and within 15 minutes walking distance of the Cairns City CBD.
Course Information


The Cairns Centre for Drilling and Well Control provides Nationally Recognised Short courses for the underpinning knowledge of the following units of competency:

- RIIODG205D – Support Blow Out Preventions;
- RIIODG206D – Assist with Coal Seam Gas Control;
- RIIODG304D – Apply Effective Coal Seam Gas Control Practises;
- RIIODG305D – Apply Blow Out Prevention Operational Procedures;
- RIIODG405D – Carry Out Well Control and Blow Out Prevention; and
- RIIBEF401D – Manage Non-Routine, Complex Technical Situations.

In some circumstances with prior arrangement and approval the Cairns Centre for Drilling and Well Control can run courses at an appropriate alternative location. In these circumstances the training is delivered in exactly the same manner as it would be at the Cairns Centre location and all participants will be provided with the same resources and assessments by the same qualified training professional.

**NB:** Finalising some assessments will be required and achieved by a site visit or through a qualified 3rd party assessment at the work site. When the remaining evidence needed to establish competence is validated by us then a Statement of Attainment for that unit of competency will be issued.

**RIIOGD405D – Carry Out Well Control and Blow Out Prevention**

This unit of competency will be assessed in a realistic and sufficiently rigorous simulated environment. Personal safety and environmental damage are limiting factors that require this approach.

**Recognition of Prior Learning (RPL)**

Recognition of Prior Learning or RPL is a nationally recognised process through which a specialist assessor evaluates your skills and knowledge in relation to a unit/s of competency or qualifications. Evaluation of skills is undertaken through an interview and a supported evidence gathering process.

RPL is not a qualification – it is an assessment process and will require that evidence is provided to prove competency.

Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through work, volunteering or other education that could provide you with a full or partial qualification. By undertaking RPL you can also avoid duplication of training.

RPL can also be used to identify what training you may need to complete a qualification or provide a pathway to higher qualifications.
Cairns Centre for Drilling and Well Control can provide individual or group RPL assessments in the workplace or at our Centre as long as the units of competency being assessed are within our Centre’s scope of registration. For more information or a copy of an RPL application for please contact us.

**Recognition of Qualification Policy**

As part of our registration conditions with the Australian Skills Quality Authority (ASQA), Cairns Centre for Drilling and Well Control will at all times recognise qualifications or Statements of Attainment that comply with the Australian Qualifications Framework (AQF) which are issued by another Registered Training Organisation (RTO). For more information you can request a copy the Recognition of Qualifications Policy and Procedure.

**Class Room Delivery**

Classroom delivered courses run for 3 or 5 days from Monday to Friday.

**What we supply and what you need to bring**

Each class room participant will be supplied with the following:

- Book bag;
- Hard or electronic copy of manual;
- Appropriate workbooks related to course undertaken;
- Assessment log books;
- Stationary; and
- RTO handbook

Students are encouraged to bring their own scientific calculator but one can be purchased upon request.

There is a laptop computer at each desk that the students will use throughout the course that contains relevant course materials.

**Start and Finish Times**

Each course starts at 8 am every morning and will conclude at around 5pm every day with regular meal and rest breaks. There will always be someone in the centre from approximately 7:30am daily.

**Lunch and Rest Breaks**

During the day participants will be given 3 breaks.

Morning tea – 15 minutes
Lunch – 1 hour (12pm)
Afternoon tea -15 minutes

Tea, coffee and biscuits are provided daily for all participants during break times but may be accessed at any time during any free time in the course.
If you wish to purchase your lunch we are very close to many café’s and food venues. Just ask the director or at reception for their locations. You are welcome to place any pre-packaged lunches in the centre fridge.

**Smoking**

If you are a smoker, you may take a cigarette break in the designated break times or if permitted by the instructor at an appropriate time during the class. The smoking area is located outside at the front of the centre to the left as you exit the front door (next to the fence) and can be accessed with minimal disturbance to the class and an ash bin is provided. Smoking is not allowed in the building or around the entrance to the building at any time.

**Centre Facilities**

The Cairns Centre for Drilling and Well Control has the following amenities at the disposal of all participants:

- Combined Male, female and disabled toilet;
- Kitchen facilities including fridge and microwave & tea/coffee facilities;
- Participant lounge with computer with printer and internet access;
- Class room laptops (not connected to internet);
- Smoking area – outside the building;
- First Aid kit;
- 2 Simulation Rooms for formative training; and
- 2 Local filtered chilled spring water dispensers.

As the Centre is located in Tropical North Queensland it is not uncommon to experience wet and hot weather conditions all year round so to make each course participant as comfortable as possible we have air conditioning and umbrellas that can be loaned to anyone who needs them.

**Disabilities in Education Policy - Disability Discrimination Act 1995.**

**Reasonable Adjustment**

Reasonable adjustment is required by law by modifying the learning environment or making changes to the training delivered to assist a learner with a disability to participate in training and meet assessment requirements. Disabilities include reading, writing and other learning disabilities.

Reasonable adjustments are made to make sure that learners with a disability have:

- The same learning opportunities as learners without a disability; and
- The same opportunity to perform and complete assessments as those without a disability.

Our registration form asks if applicants have any “Special Learning Requirements” so that reasonable adjustments can be applied to participation in teaching, learning and assessment. If you have not completed this section on the application form and require training or assessment support, please advise your trainer. All applications and requests for support will be treated confidentially. There is a section in the enrolment process to advise if extra support is requested.
NB: A qualified educator with a Bachelor of Further Education & Training and a Bachelor Science (Psychology) with specialist qualifications in literacy, numeracy and assessing for learning disabilities, is available for candidates who require assistance. Our teacher John van-Vegchel has relevant tertiary qualifications and experience to assist candidates who have learning disabilities.

Examinations and Assessments

Each course includes written assessments to test underpinning knowledge in the form of an examination. Assessment log books are provided to summarize the evidence gathered for each section of the competency. Log books also provide a platform for student feedback. For Cairns Centre nationally recognised training (RII Units), the possible assessment results are based on competency based assessment (CBT) are graded with the following:

- **‘Competent’** – this means that you have earned a statement of attainment for the unit of competency assessed, or
- **‘Not Yet Competent” (NTC)** – This means that either:
  - The evidence you submitted was of a satisfactory standard but not all the required evidence was submitter (in this case, all you need to do is submit the remaining required evidence), or
  - The evidence you submitted was not of a satisfactory standard
- If you withdraw your training or an application for RPL before assessment is completed, you will receive either an ‘Incomplete’ (IC)
- Assessment results being gathered to validate competency will graded **Satisfactory or Not Yet Satisfactory**.

If you obtain a NYC or IC result, your assessor will work with you to devise a suitable action plan to achieve competence.

Every examination or assessment grade is set according to the appropriate governing bodies’ standard for competency and is strictly adhered to. Each course participant will be given the appropriate information and preparation time during the course of the training for each assessment, examination. Extra time or assistance can be given. (See Reasonable Adjustment)

**Assessment Appeals – refer to Appeals Policy & Procedure on page (22)**

Cairns Centre has a fair and impartial appeal process in place for assessment matters. If a student wishes to make a formal complaint and appeal assessment results, they have 28 calendar days after they are issued with their original assessment results to lodge an appeal. An appeal may be lodged by hand delivered letter, posted letter or email to Cairns Centre staff. Students are to first approach the trainer/assessor to make an informal complaint regarding the training/assessment problem. If the matter is not resolved informally then a formal written appeal may be proceeded with.

**Address for delivery of appeal letters:**
Hand delivered or posted:

The Director:
Cairns Centre for Drilling and Well Control
Unit 45/93-95 McLeod Street
Cairns Qld 4870
Simulations – Formative assessment and training exercises and used in summative assessment for RIIOGD405D

**Assessment Preparation**

Assessment can be very daunting for many and unless you know what to expect they can create a lot of anxiety among students. It is not uncommon to have very experienced and competent participants worry themselves at the thought or presence of assessment conditions, so therefore it is very important that you relax as much as possible, believe in your abilities and treat the assessment with confidence.

Remember do not be afraid to ask any questions before the assessment, no matter how trivial.

It is also an important tip to get a good night’s sleep before your assessment and eat a good breakfast/lunch, as there is nothing worse than being tired or hungry when you need to be concentrating.

**During the Assessment**

During the written assessment you are permitted to have a non-programmable, non-graphic scientific calculator and scrap paper for notes but your bag and other materials are not permitted and must be left outside.

Mobile phones must be switched off and not brought into the assessment area. Feel free to bring with you a water bottle or tissues etc. anything that you think you may need that won’t compromise the integrity of the assessment is permitted.

**Assessment Time Frame**

Assessment time frame may vary depending on the assessment being undertaken.

**Nationally Recognised Units of Competencies within our scope of registration:**

RIIOGD205D – Support Blow Out Prevention Operations;
RIIOGD206D – Assist with Coal Seam Gas Control;
RIIOGD304D – Apply Effective Coal Seam Gas Control Practises;
RIIOGD305D – Apply Blow Out Prevention Operational Procedures;
RIIOGD405D – Carry out Well Control and Blow out Preventions; and
RIIBEF401D – Manage Non Routine, Complex Technical Situation.
Assessment Policy

Assessment is the process of determining whether a student has acquired the competency offered by a particular nationally recognised course, by establishing whether or not they have achieved the standards of performance set down as outcomes of that course.

Assessment guidelines are an endorsed component of a Training Package and Cairns Centre for Drilling and Well Control under its scope of registration that it is recognised for will;

- Comply with all assessment guidelines in the nationally endorsed training package or the assessment requirements approved by ASQA and its training package owners
- Ensure all assessment and evaluation processes are valid, reliable, fair and flexible.
- Ensure all assessment and evaluation processes are strictly adhere to the criteria in the curriculum and/or training package
- Ensure that fair assessment and evaluation processes recognise possible equity issues including and not limited to learning disabilities without compromising the integrity of the assessment
- Ensure assessment are conducted by experienced and qualified personnel
- Advise students at commencement of training and assessment of the purpose of assessment and the criteria and requirement they will need to meet to obtain a statement of attainment
- Provide training and assessment by experienced and qualified personnel who have the minimum competencies;
  - Certificate IV in Training and Assessment TAE40110
  - Relevant vocational competency relating to the industry in which training is provided
- Recognise prior learning achieved through past formal education of life experiences (see RPL for further details)
- Evaluate sufficient evidence to enable reasonable judgments to be made as to whether or not competency has been attained
- Establish a training and assessment plan to match the well control curriculum and lesson plans that lists and cross references to the units and its elements and performance criteria
- Consider the needs of individual learners in training and assessment
- Provide feedback to the applicant about the outcomes of the training and assessment process and guidance on future options
- Recognise the need for accuracy, efficiency, privacy and record-keeping in accordance to our policy guidelines when processing AQF statements of attainment
- Maintain an assessment record for each student required to undertake assessment
- Validate the assessment provided prior to commencement of student examination

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Participant Code of Behaviour

The Cairns Centre for Drilling and Well Control expects a standard of behaviour not just from its personnel but also from its participants. At all times participants are expected to:

- Treat all the staff and trainers in a respectful manner;
- Arrive to class on time unless exceptional circumstances arise;
- Switch off or put to silent all mobile phones and/or electronic devices;
- Dress appropriately and tidily (Clean casual);
- Notify the personnel and trainers of any and all special requirements that you may need;
- Treat all other course participants with respect and give every participant a “fair go”;
- Be mindful of others experience and ethnic/religious back grounds and respect them accordingly; and
- Read and be aware that the Cairns Centre have implemented a strict policy regarding plagiarism/cheating in regards to assessments and disciplinary action will be taken in these events.
Code of Conduct Policy

This policy statement, together with the code of practice outlines standards and principals that apply at Cairns Centre for Drilling & Well Control. These standards and principals are designed to govern behaviour at the workplace or when an individual may be seen representing the company. All employees, contractors, students, clients and other stakeholders, must meet this policy.

**Environmental:** All employees, contractors, students, clients and other stakeholders shall operate with due regard for applicable environmental legislation, regulations and guidelines and maintain an awareness of their environmental responsibilities. Deliberate breaches of environmental regulations will result in disciplinary action if not termination of employment.

**Equal Opportunities:** Cairns Centre for Drilling and Well Control is an equal opportunity employer and training provider. All recruitment, selection, training and development will be based on merit opposed to gender, sexual orientation, and age, religious or personal beliefs.

**Sexual Harassment:** No company employees, contractors, students, clients and other stakeholders shall, in the workplace or when acting as a representative of Cairns Centre for Drilling and Well Control subject any person to sexual harassment. Employees, contractors, students, clients and other stakeholders found to be guilty of sexual harassment after an investigation will be disciplined if not terminated or banned from training at the centre. Our company has a zero tolerance policy of sexual harassment in the workplace.

**Smoking:** Cairns Centre for Drilling & Well Control operate in accordance with state non-smoking legislation in mind. Smoking is under no circumstances permitted in confined spaces including air-conditioned or closed rooms, training rooms, offices, storage, toilets, kitchen and designated non-smoking areas. Smoking within company vehicles is strictly prohibited and any breaches of this policy may result in instant dismissal.

**Fighting and Horseplay:** Fighting, horseplay and unprofessional behaviour is deemed non acceptable and will not be tolerated in our company. Breaches of this code of behaviour may result in disciplinary action, however Cairns Centre for Drilling and Well Control reserve the right to terminate a workers employment immediately if the breach is deemed serious enough to warrant this action.

**Disciplinary Process:** Cairns Centre for Drilling and Well Control operates with a three strikes policy. A deliberate breach of guidelines or regulations will systematically receive a minimum of a verbal warning, depending on the severity of the breach. Cairns Centre reserves the right to instantly dismiss an employee or student if the breach is deemed significant enough to warrant this action. This will be at the discretion of the Managing Director. In other cases the warning system will consist of the following steps:

- First warning- Verbal followed by counselling, noted on the workers employment record
- Second/final warning- Written, followed by counselling, noted on the workers employment record
- Third breach- Instant removal from Cairns Centre for Drilling and Well Control followed by termination of employment or banning from attending training at our company.

John Joseph van-Vegchel  
Director  
Cairns Centre for Drilling and Well Control
FITNESS FOR WORK POLICY

Cairns Centre for Drilling & Well Control recognises that an individual’s fitness for work may be affected for a variety of reasons including the adverse effects of fatigue, stress, alcohol, or other drugs and through its’ Fitness For Work Policy, shall provide a framework to deal with these issues. The management of fatigue is an integral part of the Centre’s “Fit for Work” Policy and is a shared responsibility between the company and all its personnel. Cairns Centre for Drilling & Well Control is responsible for providing safe systems of work and all personnel share in the responsibility to minimise, manage or cease the adverse effects of drugs and alcohol and work related fatigue.

This Policy in conjunction with the Drug and Alcohol Policy is a responsibility to everyone working at, or attending the Cairns Centre workplace. All persons shall comply with this Policy to ensure they maintain the capacity to safely perform work.

Employees must;
• ensure a safe and healthy working environment free of work-related injury or illness;
• minimise the risks of persons presenting for work or conducting work while impaired;
• establish appropriate steps to manage persons who are effected by drugs, alcohol and fatigue; and
• encourage persons affected by fatigue to seek assistance.

No person shall be permitted to commence or continue work if their safety and that of other employees is jeopardised or put at risk by lack of fitness.

A person’s fitness for duty may be compromised by:
• Inadequate or insufficient quality of sleep over an extended period;
• The type of work performed and work environment;
• Workload, length of the shift and previous shifts worked;
• The time of day or night worked;
• The time taken to travel to and from work;
• Circadian rhythms;
• Consumption of alcohol;
• The use of drugs (prescription, non-prescription, illicit or other);
• Their general level of fitness and/or medical condition; and stress.

In implementing this Policy Cairns Centre for Drilling & Well Control will:
• require everyone to be fit for duty and perform their duties without imposing risks to the health and safety of themselves, others or to the safety of plant; any breach of this policy will result in appropriate disciplinary action.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling & Well Control
DRUG AND ALCOHOL POLICY

Cairns Centre for Drilling & Well Control operates under a zero tolerance policy for drugs and alcohol in the workplace.

Any Employee suspected and determined to be under the influence of drugs after testing will be removed from duty immediately and will be liable to appropriate disciplinary action under Queensland Workplace Health and Safety Act 2012 & Legislation 2011.

Persons returning a positive blood alcohol reading will not be permitted to resume work activities until a reading of zero has been provided, a reading of 0.05 or more during testing will require a Cairns Centre for Drilling & Well Control representative to arrange transport for the person to their place of residence. As a result of this breach a first and final warning will be issued to the employee, another breach of a same or similar nature will result in termination of employment and subsequent removal from the workplace.

Breaches of this drug and alcohol policy will result in counselling of the employee to determine the cause of this incident and circumstances involved. After this consultation, it is at the discretion of the Company Director to determine whether the employee will have their employment terminated as a result of the breach.

Any employee who is prescribed medicine has the responsibility to inform the director prior to commencing work activities. An employee who is taking the prescribed medication that may affect/inhibit their ability to safely perform their duties must not engage in said activities until a doctor’s certificate is provided and or until the completion of medication or until the worker is free of any ill side effects. Pending such time a substitution of duties may be required.

No illicit substances or alcohol are permitted at Cairns Centre for Drilling & Well Control. Any illicit substances discovered on persons or vehicles may result in immediate removal from the workplace and termination of employment.

Cairns Centre is committed to providing a safe and healthy workplace for all persons who may come in contact with the company and company activities.

John J van-Vegchel
Director
Cairns Centre for Drilling & Well Control
Enrolment Procedures

Available course details are available from the Cairns Centre for Drilling and Well Control’s website at www.wellcontrol.com.au. Should you have trouble locating the course information we ask that you contact the Centre and available dates can be given to you immediately.

Email: reception@wellcontrol.com.au, Phone: 07 40411508. This phone number has been forwarded to a mobile phone which will be answered 24/7 or as soon as possible after a message has been left.

Upon Course inquiry your details will be taken and a temporary booking made for your chosen course date.

Unless a class is at full capacity most course dates are flexible and your position in the course of your choice will be secured upon the receipt of your registration form. Registration forms are filled out online under the “Enrol” Tab at the top of the website or you can download and print the form online, scan and email it back to us. (It had fax here – we no longer have a fax)

On your enrolment form there is also payment information and online payment options and until final payment is made your course position may still remain temporary.

Your booking will be confirmed either by phone or email and you can consider a course confirmed when you receive your invoice and a course confirmation letter.

Fees, Payments and Refunds

For current course costs please click on this link: https://www.wellcontrol.com.au/index.php/course-payments

We accept payment via cash, direct deposit, cheque and credit card. The cost of the course is on our website at:

At Cairns Centre for Drilling and Well Control we offer fee protection for our courses and as such, refunds will be given minus an administration fee of $100.00 for any cancellations. If you have paid for a course in full but fail to show up to the course you will forfeit your course fee unless prior arrangement has been made to reschedule your course.

Please note that certificates/statements will not be released until payment has been received in full.

Course Changes and Cancellations

The Cairns Centre for Drilling and Well Control understands that the industry is sometimes unpredictable and we will do everything we possibly can to accommodate participants in another course should they be required to remain on site or another family/emergency situation arises. We have no problem transferring participants or
payments to other course dates **WITHOUT PENALTY** should you contact us as soon as you know of any changes to your circumstances.

**Quality Assurance**

The Cairns Centre for Drilling and Well Control takes every possible measure to ensure that our training and work environment is to the highest of standards and all personnel conduct themselves in a professional manner strictly adhering to any and all guidelines regarding the workplace and behaviour at all times. The Cairns Centre regularly audits and evaluates it performance taking on board any and all suggestions from staff, students and governing bodies and handles all grievances seriously. We achieve this quality assurance with the use of evaluation and feedback forms as well as our own reviewing systems to continuously improve efficiency, professionalism and the quality of our training.

**Disabilities Special Needs & Anti-Discrimination**

The Cairns Centre for Drilling and Well Control accepts participants of all ages, races, sex’s, employment positions, social status, experience and abilities both intellectual and physical.

We set a high standard of intolerance towards any form of discrimination based on any of the above specifications of our students and we strive to make our learning environment accepting and accommodating to anyone who wishes to learn.

We do however need to know if you have any special needs or learning requirements so that we can accommodate you and give you the best possible assistance to achieve the best results you can. We understand that many participants with special needs are afraid to disclose their requirements for fear of being treated differently or their problem being made public however it is important to know that all personal information regarding an individual’s learning and working abilities or special requirements will be handled with absolute discretion and the information will only be given to those that directly need to know. Your privacy will be upheld at all times and never will your needs be made public. You will never be treated in a disrespectful manner or be given any obvious or degrading methods of assistance in the presence of other course participants.
Appeals Policy

Cairns Centre for Drilling and Well Control aims to promote and maintain a supportive learning environment within which students can optimise their personal, academic and professional development. The aim of this policy is to provide a timely, fair and equitable appeal processes which enables a student’s examination and assessment concerns to be addressed as quickly and fairly as possible. Cairns Centre will ensure that it follows the principles of fairness and natural justice in dealing with all appeals.

This document is relevant to people who access nationally recognised units within Cairns Centre for Drilling and Well Control scope of registration and all Centre staff have a responsibility for implementing this policy by following its corresponding procedure. Any areas for improvement, which become apparent whilst handling an appeal, are raised with the Continuous Improvement Committee (CIC) and actioned accordingly.

Students will be advised of the complaints and appeals processes as part of their Orientation on the first day of the course and will be advised on how to access all information concerning the complaints and appeals procedure.

Cairns Centre for Drilling & Well Control will:

- Ensure participants who are enrolled in nationally recognised units of competency have been advised that they have the right to make a complaint against an examination/assessment decision with which they disagree and are provided with written advice on how to proceed with an appeal should they not be happy with the outcome of the complaint. Such appeals against examination and assessment decisions must be made within 28 days of the original decision being made.
- Any complaint that is not pertaining to training/assessment is to be made in writing using our Complaints Procedure.

Process

- Initial discussion regarding a training/assessment complaint is to be made with the trainer/assessor involved with the training/assessment decision.
- Should the complaint not be resolved informally, the student will be advised that they can make a formal written Appeal either by letter or email. Addresses are provided in the Student Handbook and will be provided directly to the student.
- The Appeal application must include a summary of the grounds the Appeal and the reason the student feels the decision is unfair.
- Once the Appeal letter and supporting documents are received by Cairns Centre the Appeal will be recorded and the CEO or Training Manager will make contact with the student within 7-10 working days to arrange a meeting to discuss the Appeal. Copies of all documentation, outcomes and further action required will be placed into the ‘Complaints and Appeals register’ by the Training Manager and on the students file.
- The Appellant will be kept informed of any decisions made or outcomes concluded.
- The Training Manager shall determine the validity of the appeal and make a decision whether the appeal has been substantiated or not or organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- If the Appeal has been substantiated, the CEO or training manager will act immediately to address the issue raised.
- If an administrative error has occurred, the Student’s Grade must be adjusted accordingly and the student advised.
Should a formal meeting be required, the student will be given at least 5 working days’ written notice of the date, time and place of any meeting or hearing regarding the Appeal and be permitted to have any support person who the student appoints to be present at any meeting regarding the Appeal.

Once a decision has been reached the Training Manager will inform all parties in writing of any decisions made or outcomes concluded.

**Possible Grounds for Appeal include but not limited by the following:**

- Disadvantage because the trainer did not provide a subject outline
- Disadvantage because the trainer varied or altered the assessment requirements without notification.
- Disadvantage because assessment requirements specified by the trainer were unreasonable or contained prejudice or discrimination.
- An error has been made in the assessment outcome and/or the way it has been documented.
- A discrepancy between the practical observation and the formal assessment.

All Complaints and Appeals are handled in confidence and are reviewed by the CEO or Training Manager.

Feedback to this policy can be submitted to office management

John Joseph van-Vegchel  
Director  
Cairns Centre for Drilling and Well Control
Appeals Procedure

Expectation
To ensure that all assessment appeals are reported appropriately and immediately entered into the Corrective Action Register (CAR)

Reason
To ensure that an impartial appeals process is available to all participants. By creating this system it allows for thorough monitoring and recording of the process/action to be taken and ensures it is done in a timely, fair and reasonable fashion.

Responsibility
Cairns Centre for Drilling and Well Control holds the responsibility to provide fair and consistent policies and procedures for resolution assessment appeals and will at all times ensure that any sensitive matters are dealt with in a more holistic approach.

Management is responsible for the entering of all submitted formal and informal reports in the Corrective Action Register (CAR) and delegating the person’s responsible to review the assessment appeal. Management will maintain and monitor CAR for completion.

It is the responsibility of all Cairns Centre employees to ensure reports are forwarded onto management for follow up and rectification unless otherwise delegated by the director to do so in their place.

Grounds for appeal
An application for appeal will be consider where;

- A participant claims disadvantage because the trainer did not provide a subject outline
- A participant claims disadvantage because the trainer varied, without the consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- A participant claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A participant is of the view that a clerical error has occurred in the documenting of the assessment outcome or
- A participant claims that there is a discrepancy between the performance and knowledge assessment
- If the appeal for re-assessment is proven, we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned. If required, the appeal will be heard by an independent person or panel.
- All appeals are recorded and reviewed at management meetings.

Procedure

Note: All formal appeals are to be reported using the complaint and appeal assessment form and must be received no later than 21 business days after completion of the assessment.

Raising concerns or problems informally

1. Informal appeals may be raised, either face to face, by telephone, by email or in writing.
2. It is important that assessment appeals are given in full detail when first raised with advice on preferred way of resolving it.
3. The form is recorded onto the Corrective Action Register and delegated to a staff member to follow through
4. All informal appeals have a timeframe of 10 business days.
Formal Appeals

1. Formal appeals should be made in writing using the complaint/appeal form and sent to management.
2. Formal appeals can be made at any time.
3. Written appeals can be done using the complaint and assessment appeal form and should include:
   a. A description of the issue/appeal and when or where it happened. This should be brief and to the point
   b. Whether the student has already spoken to someone (such as a staff member) about their appeal or taken any other action to try and resolve it
   c. Copies of any relevant documents or correspondence
   d. How the student would like the appeal to be resolved.
4. The complaint and assessment appeal form is then used to investigate and establish a corrective action that will allow for the best outcome for all.
5. The form is recorded onto the Corrective Action Register and delegated to a staff member to follow through
6. All formal appeals have a timeframe of 10 business days.

What Can Be Expected

1. A copy of the Appeal Policy is available on request or in the Student Handbook
2. Their appeal will be used as part of the process of ongoing improvement
3. The appeal will be taken seriously and every reasonable effort will be made to try and resolve it the satisfaction of all involved
4. Their appeal will be treated in a fair, impartial and professional manner
5. Formal appeal will receive a written acknowledgment, usually within 3 business day of its receipt
6. The student, will be kept informed as to the progress of their appeal and the steps taken to resolve it
7. Appeals will be resolved as soon as reasonably possible and usually within 10 business days. However in some case, it may take time to fully investigate and negotiate an appeal to ensure that a fair and equitable outcome is achieved. If this is the case then Cairns Centre will request and negotiate an extension of time with the participant to resolve the matter and so that they are full aware as to the reasons why
8. The participant will receive a written response to their appeal which provides the them with not only the outcome of the appeal process but also the rationale (reasons) underpinning the decision
9. Where the Centre’s internal appeals process should uphold a decision to restrict, suspend, cancel or terminate the enrolment of a student or employment of a staff member, the Centre will maintain enrolment or personal information while the appeal process is ongoing;
10. Steps will be taken to safeguard the confidentiality of any information provided as part of the appeals procedure
11. The student, client or staff member will be given notice about any meetings of hearings. When informed of the outcome of the appeal, they will be told of further avenues or sources of external review if they are dissatisfied with the outcome
12. If any appeal handling or appeal process results in a decision that supports the participant, Cairns Centre will as soon as reasonable practical implement the decision and or corrective and any preventive action required and advise the persons involved in writing of the outcome.

• All appeals process will allow the participant to formally present their case. The appeal may be heard by an independent person or panel if requested. A copy of this communication is also kept on file, both on the Corrective Action Register (CAR) and in the participant’s individual file.

Note: The student will be given at least five working days written notice of the date, time and place of any meeting or hearing regarding the appeal

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Training Package Transition Management Policy and Procedure

Under the Australian Skills Quality Authority (ASQA) it is a requirement that training packages and curriculum are reviewed to ensure that they meet current industry needs and Standards. It is also a requirement that students receive the current unit of competency unless they can demonstrate that a genuine disadvantage will occur by transferring to the new unit of competency.

It is a requirement under the NVR Standards that Registered Training Organisations ensure that steps are taken to manage the transition to a new or reviewed Training Package within 12 months of their publication.

To ensure the process is met, Cairns Centre for Drilling and Well Control is registered to receive regular updates and newsletters from Skills DMC including invitations for conferences and meetings and are registered to submit review/feedback submissions regarding performance criteria and assessment requirements. Cairns Centre is also registered with www.training.gov.au which is an official national register of information on training packages, qualifications, courses, units of competency and registered training organisations. Cairns Centre independently dedicates time to regularly visit the Skills DMC’s website and to www.training.gov.au at a minimum frequency of once per month.

By being registered with SkillsDMC, Cairns Centre is in a position to quickly identify when a new or reviewed training package affects our training and Scope of Registration.

Transition Arrangements – superseded unit/s of competency
To demonstrate compliance with the new Standards, should the unit/s of competency on our scope of registration have been superseded by a new unit/s of competency and they are not equivalent, we will apply to have the replacement unit/s added to our scope of registration as soon as we are in a position to comply with the new Standards but no later than 12 months from the release date.

To enable compliance, Cairns Centre will review and adapt the units against the unit/s of competency to enable development of any changes to relevant curriculum documents, lesson plans and assessment logs. Assessment materials and assessment logs will be reviewed and updated to enable compliance with the new Standards.

Transition Arrangements – newly endorsed equivalent unit/s of competency
Newly endorsed equivalent unit/s of competency will automatically be added to our scope of registration. To enable compliance with newly endorsed equivalent unit/s of competency, Cairns Centre will review and map these units against the old units of competency to enable development of any changes to relevant curriculum documents, lesson plans and assessment logs. Assessment materials will be reviewed and updated to enable compliance with the new units.

Continuing Students - superseded unit/s of competency
Once registration of the new unit/s of competency is granted and no later than 12 months from the date of publication of the superseded unit of competency, continuing students will be transferred to the new units.

Continuing students will be allowed to receive training and assessment for up to 6 months after the expiry of the transition period and have qualifications issued under the superseded unit of competency if they have been genuinely disadvantaged by transferring to the new unit of competency. Cairns Centre must receive evidence from a student who believes that they will be genuinely disadvantaged and that such disadvantage to him/her outweighs the advantage to them being enrolled in new unit/s of competency. The training manager will discuss this option with students who will be affected.
Continuing Students – Transition provisions
Students, who have not completed a superseded unit of competency within 12 months of the unit being superseded on the national register, will be issued immediately with their relevant Statement of Attainment (eligible AQF testamur). They will then be transferred to new units of competency or given accurate and timely advice regarding other RTO’s where they can enrol in their required unit/s of competency.

New Students
New students will be advised of the changes to units and that they may commence training or assessment with the old package, however; this will only be allowed to continue until the superseded unit of competency is removed from Cairns Centre’s Scope of Registration on the National Register. Once it has been published on the national register that a unit of competency has been deleted or expired, a new student cannot commence training or assessment of the deleted or expired unit of competency. If students are to be affected by this, Cairns centre will arrange to discuss the matter with the student in a timely manner.

Deleted Qualifications – Expired Nationally Recognised Course
Should a unit of competency on our scope of registration be deleted, removed or expired, there is no capacity for students to transition to another equivalent unit of competency. If this occurs, Cairns Centre will provide timely and adequate advice and guidance to students to enable them to transfer to an alternative “current” training package – unit of competency.

Cairns Centre for Drilling and Well Control will ensure that the transition process to new training packages – units of competency is made according to the requirements and will provide a smooth transition from units of competency so that it minimises the effect to staff, participants or the general operation of our business.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Complaints Management Policy

Cairns Centre for Drilling & Well Control aims to provide all people associated with the company, including employees, students, clients, contractors, visitors and members of the public with a high quality teaching, learning and working environment. However problems or concerns do arise from time to time that need to be dealt with.

This policy applies to all students, clients and staff of Cairns Centre for Drilling and Well Control and it is the objective of the company to provide a consistent framework that promotes the timely and fair resolution of concerns or complaints raised about the Centre or any services offered.

All Centre staff have a responsibility for implementing this policy by following its corresponding procedure.

In order to meet the above requirements, Cairns Centre for Drilling & Well Control will:

- Demonstrate leadership and commitment through its complaints management procedure.
- Ensure all managers and employees are aware of and accept their responsibility to provide customer satisfaction
- Involve all employees in complaints management through consultation and contributing to identifying, assessing rectifying the situations made known.
- Ensure all complaints are reported, recorded and route causes identified, investigated and rectified in a fair, impartial and timely fashion.
- Allocate resources to ensure the policy commitments are met.
- Understand that students, clients and staff have the right to raise any legitimate concerns or problems and have them dealt with in a fair a professional manner. Issues provide the Centre with valuable feedback about how to improve its processes. In particular it can help to identify and address any unfair systemic obstacles to a students learning environment or a staff member’s work place.
- Take all legitimate formal and informal complaints seriously and will ensure that complainants do no suffer any disadvantage or recrimination because they made a complaint.
- Not tolerate unreasonable or unreasonably persistent behaviour. Any unreasonable complainant behaviour will be dealt with in accordance with the Queensland Ombudsman’s Management Unreasonable Complainant Practise Manual.

This policy confirms Cairns Centre for Drilling & Well Control commitment to ensuring the workplace and learning environment is fair and welcoming for all.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Complaints Management Procedure

Expectation
To ensure that all complaints and concerns are reported appropriately and immediately entered into the Corrective Action Register (CAR)

Reason
To ensure that all complaints and concerns are reduced or eliminated and the likelihood of occurrence kept to a minimum. By creating this system it allows for thorough monitoring and recording of the process/action to be taken and ensures it is done in a timely, fair and reasonable fashion.

Responsibility
Cairns Centre for Drilling and Well Control holds the responsibility to provide fair and consistent policies and procedures for resolution of complaints or concerns and will at all times ensure that any sensitive matters are dealt with in a more holistic approach.

Management is responsible for the entering of all submitted formal and informal reports in the Corrective Action Register (CAR) and delegating the person’s responsible to correct the complaint or concern. Management will maintain and monitor CAR for completion.

It is the responsibility of all Cairns Centre employees to ensure reports are forwarded onto management for follow up and rectification unless otherwise delegated by the director to do so in their place.

Procedure
Note: All formal complaints and concerns are to be reported using the complaint and assessment appeals form.

Any verbal/informal reports must be written down immediately also using the complaint form. If person/s are unable or refuse to fill out the required form, it is the responsibility of management to do so to ensure that things are followed through correctly.

Raising concerns or problems informally

1. Informal concerns or problems may be raised at any time, either face to face, by telephone, by email or in writing.
2. It is important that concerns or problems are given in full detail when first raised with advice on preferred way of resolving it.
3. When receiving an informal complaint it must be recorded immediately onto the complaint form by either the complainant or a relevant staff member.
4. The complaint form is then used to investigate and establish a corrective action that will allow for the best outcome for all.
5. The form is recorded onto the Corrective Action Register and delegated to a staff member to follow through.
6. All informal complaints have a timeframe of 10 business days.

Formal complaints

7. Formal complaints should be made in writing and sent to management.
8. Formal complaints can be made at any time.
9. Written complaints can be done using the complaint form and should include;
   a. A description of the complaint and when or where it happened. This should be brief and to the point.
   b. Whether the student has already spoken to someone (such as a staff member) about their complaint or taken any other action to try and resolve it.
   c. Copies of any relevant documents or correspondence.
   d. How the student would like the complaint to be resolved.
10. The complaint form is then used to investigate and establish a corrective action that will allow for the best outcome for all.
11. The form is recorded onto the Corrective Action Register and delegated to a staff member to follow through.
12. All formal complaints have a timeframe of 10 business days.
What Can Be Expected

1. A copy of the Complaint Management Policy is available on request or in the Student Handbook
2. Their complaint will be used as part of the process of ongoing improvement
3. The complaint will be taken seriously and every reasonable effort will be made to try and resolve it the satisfaction of all involved
4. Their complaint will be treated in a fair, impartial and professional manner
5. Formal complaints will receive a written acknowledgment, usually within 3 business day of its receipt
6. The student, client or staff member will be kept informed as to the progress of their complain and the steps taken to resolve it
7. Complaints will be resolved as soon as reasonably possible and usually within 10 business days. However in some case, it may take time to fully investigate a complaint and ensure that a fair and equitable outcome is achieved. If this is the case then Cairns Centre will request and negotiate an extension of time with the complainant to resolve the matter and so that they are full aware as to the reasons why
8. The complainant will receive a written response to their complaint which provides the them with not only the outcome of the complaint process but also the rationale (reasons) underpinning the decision
9. Where the Centre’s internal complaint or appeals process should uphold a decision to restrict, suspend, cancel or terminate the enrolment of a student or employment of a staff member, the Centre will maintain enrolment or personal information while the appeal process is ongoing;
10. Steps will be taken to safeguard the confidentiality of any information provided as part of the complaints procedure
11. The student, client or staff member will be given notice about any meetings of hearings. When informed of the outcome of the complaint, they will be told of further avenues or sources of external review if they are dissatisfied with the outcome
12. If any complaint handling or appeal process results in a decision that supports the complainant, Cairns Centre will as soon as reasonable practical implement the decision and or corrective and any preventive action required and advise the persons involved in writing of the outcome.

External Review
If a person is dissatisfied with the outcome of his or her complaint or of the handling of it, external sources of advice or review may be available, including:

The Human Rights and Equal Opportunity Commission
The Anti-Discrimination Commission Queensland
The State and Commonwealth Ombudsman’s Office

- The latest copy of CAR will be placed on the health and safety notice board.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
AUSTRALIAN SKILLS QUALITY AUTHORITY POLICY

Under the Australian Skills Quality Authority (ASQA) and as part of the VET Quality Framework Cairns Centre for Drilling and Well Control at all times will comply with the Australian Qualifications Framework (AQF) to meet the requirements of ASQA by ensuring the needs of clients, staff and stakeholders.

In order to meet the above requirement, Cairns Centre for Drilling & Well Control will work in accordance to the National Skill Standards Council (NSSC) and ASQA by

- Guaranteeing that the issuing of certifications, competencies, statements of attainment and the recognitions of qualifications including recognised prior learning (RPL) are in accordance to NSSC and is issued to students or clients within a reasonable time.
- Adhering to the sector’s regulatory and quality assurance arrangements in the delivery, assessment and issuance of Vet qualifications.
- Retaining registers of Vet qualifications that the company is authorised to issue and of all Vet qualifications that are issued
- Conduct and monitor the retaining records of qualifications, certificates, statement of attainment, competencies, recognised prior learning (RPL) issued for a period of 30 years
- Using the Competency Completion Online System (CCOS) to report competency completion data (As per General direction: Quality indicators provided by ASQA)
- Providing reports of records of such documents issued to its Vet regulator on a regular basis as determined by the Vet regulator.
- Using qualification titles for Vet qualifications as described within the AQF Qualification type specification.
- Maintaining registers of all qualifications, certificates, statement of attainment, competencies, recognised prior learning (RPL) issued to students and clients
- Securely retaining all completed student assessment items for each student, for a period of six months from the date on which the judgment of competence for the student was made (As per the General direction: Retention requirements for completed student assessment item provided by ASQA)
- Ensuring the needs of clients, students, staff and stakeholders are of utmost importance when operating as a business and conducting training
- Providing any additional reports to NSSC or ASQA when required to do so and that all reports are true and correct in accordance with the governing body, laws and legislation
- Conducting transitions to new training packages as they become available and are necessary and will endeavour to ensure a smooth transaction (As per the General direction: Transition & teach-out provided by ASQA)
- Providing to ASQA any significant changes or updates to our company regarding its operations and ownership, including and not limited to change of address, contact details, trainer and assessors
- When required ensuring that responsibilities of the CEO are delegated to other staff so as to continuously comply with our company requirement under the ASQA framework and to avoid any non-compliance
- Continuing to operate in compliance to the Registered Training Organisation (RTO) scope of registration
- Continuously conduct and take part in audits and the monitoring of its operations
  - Self-assessment conducted quarterly to monitor compliance against the conditions of registration requirements to be able to continue as a registered training organisation. Form to be used is the ASQA self-assessment form.
- Provide accurate and timely data relevant to measures of its performance
- Appropriate use the NRT logo (As required on Cairns Centre’s Marketing Checklist)
This policy confirms that as a Registered Training Organisation Cairns Centre for Drilling & Well Control is committed to providing a high standard of service to its clients and students and work in accordance to national and state law and legislation.

Note: This policy works in conjunction to our Australian Skills Quality Authority Procedure.

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Privacy Policy/ Record Management

Course participants’ are treated as confidential and are held in secure files on the Centre’s premises. Access to these files is usually available only to designated Centre personnel and to the course participant if requested.

You can ask us for any information about your own past training and assessment within the company or employment information.

The Cairns Centre for Drilling and Well Control complies with the federal government’s privacy policy. This means that we keep any information we hold about you securely, we only use it for training purposes and to contact you, we don’t give out information about you to others unless you have authorized us to, and we do not give or sell our mail lists to anyone else. You can refer to the following website for guidelines www.privacy.gov.au.

Record Storage and Destruction

For our clients and students the Cairns Centre for Drilling and Well Control keep all academic records and these records are securely archived. All courses relating to competency standards are kept indefinitely and stored in a secure location on the premises.

Staff records are kept for a period of 2 years and then archived for 7 years.

All records both electronic and paper based and all are considered confidential and treated with care by all staff and associated governing bodies of the Cairns Centre.

Access to Records

At any time should records of training and/or assessment be requested from past and/or present participants, Cairns Centre is required to ensure timely access is given to such documentation and information. If you wish to access these records please contact the office for an Access to Records Application Form and we can organise dispatch either by email, pickup, fax or mail once the application has been returned and 100 point identification check has been completed and confirmed. After this the process should take no more than 5 working days and if for whatever reason your records and documentation is delayed we will notify you immediately via phone or email with a renewed date and reason for the delay.

Cairns Centre for Drilling and Well Control is committed to protecting information collected through this process and the handling of data in accordance with the Privacy Act 1988. All information we collect from you will be kept secure and confidential. All requests for student records must be signed by the student. Cairns Centre for Drilling and Well Control is unable to process requests for student records made by person(s) other than the student, unless written permission from the student has been granted, and evidence of this permission is provided to us.

Please note: There is an administration and postage fee for processing and returning copies of Student Record: $30.00 incl. GST
Certificate and Statement Replacement

It is understandable that at times certificates can be lost, damaged or destroyed and due to this we offer Certificate replacement on Statements of Attainment issued by us. If you require a replacement Statement of Attainment please contact the office for an application for Certificate Replacement.

Please note: There is an administration and postage fee for replacement of certificates: $30.00 incl. GST

Course Administration

All course administration is handled solely by the director. The director holds all academic and personal information on one computer system with full back up facilities to maintain maximum privacy and efficiency. All personal information that is obtained and updated is handled and imputed solely by the director.

Participant Welfare/ Centre OH&S

The Cairns Centre for Drilling and Well Control follows the Australian policies regarding occupational health and safety; appropriate behaviour; workplace harassment, bullying and victimisation; and anti-discrimination.

We refer you to these policies, as they form part of your company’s management of your daily work environment. It’s your responsibility to yourself, your company and other drillers to follow the policies. Further information regarding these policies can be found at www.whs.qld.gov.au.

Senior managers in your company have a responsibility to ensure that your work environment is as safe and appropriate as possible, but they can’t help if they don’t know there’s a problem. It’s also your responsibility to help them help you.

If you feel you have been discriminated against, see your manager or Contact the Centre ASAP. If your complaint is still not resolved you can seek outside advice from the Anti-Discrimination Board www.antidiscrimination.gov.au.

There is a first Aid kit located in the reception area and if for any reason you require emergency medical care, 000 will be called immediately. If the situation is not life threatening the staff at the Centre will be able to assist you with local doctors/dentists or other medical personnel that suit your needs.

Should an incident occur at the Centre during the duration of your course participation, you can request an incident report form from reception. You will then be required to fill out the form with as much detail as you possibly can. Make 3 copies of this document, one will go to reception for filing, one will go to the director for investigation and action and the other copy is for the reporter to keep for their records. You can then follow up with reception at a later date regarding the incident and information will be given to you regarding the implementation, investigation and correction of the incident. The Cairns Centre will then notify the relevant safety council regarding the incident and immediate action to correct the fault that caused the incident will be taken.
HEALTH & SAFETY POLICY

Cairns Centre for Drilling & Well Control is committed to promoting a culture where harm to people through work activities is unacceptable.

To meet this commitment, Cairns Centre will strive to provide healthy and safe working conditions for all people associated with the business, including employees, students, contractors, visitors and members of the public.

All Centre staff have a responsibility for implementing this policy by striving to achieve zero tolerance towards hazards and incidents.

In order to meet the above requirements, Cairns Centre for Drilling & Well Control will:

- Demonstrate leadership and commitment through it’s management staff
- Provide and maintain a safe work environments and practices and procedures for all employees, students and persons who may come in contact with the company.
- Develop safety awareness throughout the company by initial and ongoing education of all staff.
- Take all predictable steps to eliminate hazards within the workplace through risk identification assessment, control and ongoing monitoring to ensure continuing effectiveness.
- Utilize the company’s OHS&E system and procedures to set business specific standards of health and safety for all staff to follow at all times.
- Ensure all managers and employees are aware of and accept their responsibility to provide a safe work environment and comply with all applicable occupational health and safety legislation, business and statutory requirements as a minimum.
- Strive to continuously improve OHS&E management by setting clear objectives, plans and performance measures and regularly reviewing progress against the targets set.
- Involve all employees in OHS&E management through consultation and contributing to identifying, assessing and controlling hazards and reviewing health and safety performance.
- Ensure all incidents are reported, recorded and route causes identified, and where injury or illness occurs, help employees to achieve full recovery through prompt treatment and active rehabilitation.
- Follow procedures for recognizing and managing work situations that may lead to employee fatigue.
- Allocate resources to ensure the policy commitments are met.

This policy confirms Cairns Centre for Drilling & Well Control commitment to ensuring our workplaces are safe and healthy for all concerned

John Joseph van-Vegchel
Director
Cairns Centre for Drilling and Well Control
Document Control

Master files for all course or work materials i.e. manuals, workbooks, policies etc., are kept on a secure hard drive handled solely by the director and given out only to governing bodies from the relevant training organisations. Work books, manuals course content and policies is reviewed, updated and changed where applicable every 2 years to maintain quality assurance and allowing for new industry developments and implemented as required.

Fire Evacuation Procedure

In the event of a fire the evacuation assembly point is out the front of the vacant block between Accent on McLeod building and Trinity TV Services. For all emergency exits please refer to the fire safety evacuation plan located on the wall in every room of the Cairns Centre. Extinguishers appropriate for the building and its contents are located at key points in the premises, there is one in every room and there location is also listed on the evacuation plan.

As per Australia standards the Centre is fitted with working and regularly tested smoke alarms.
Data Base and Website Management

All training and work databases are updated weekly and the website was constructed by Melody Moore Designs Cairns. All website management and administration is conducted by the training coordinator as required and all information it holds is the property of the Cairns Centre for Drilling and Well Control with the exception of public links and information made available through the links. All links on the site that require personal information to be entered are protected by a secure site designed to handle and transfer personal information and upon receipt of such information is made available solely to the relevant staff that require it.

Should you find a link on the website that is broken or feel you should report a fault, or are unsure of how your information is being handled you can email the training coordinator on reception@wellcontrol.com.au.

Contacting Us

Staff at the Cairns Centre for Drilling and Well Control are contactable nearly 24hrs a day. Should you not be able to reach anyone we ask you to please leave a detailed message on our answering service and we will get back to you at the next working day. All staff must notify management if they are unable to work due to injury, illness or any other situation out of their control.

We are available via:
Office Phone: (07) 40 411 508
Director Mobile: 0419 799 975
Reception Mobile: 0447 411 508
Accounts & Quality Assurance Mobile: 0428186870

Or via email at: reception@wellcontrol.com.au (Reception)
accounts@wellcontrol.com.au (Accounts)
hr@wellcontrol.com.au (Quality Assurance)

We also have a Facebook and LinkedIn page for all news updates regarding the centre and you can also make contact with us through those pages, as it is checked daily for messages and wall posts.

Our full website is www.wellcontrol.com.au for all information relating to courses and the Centre.

We are located on 93-95 McLeod Street, Cairns at the base of the Accent Apartment building directly next door to Future Dental and across the road from appliance retailer, Beta Electrical.

This document has been authorised and approved by:

John J van-Vegchel
Director
February 2015