



STUDENT HANDBOOK 2021

NOBLE TRAINING GROUP

[\(RTO Code 41488\)](#)

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Welcome to Noble Training

This Student Handbook is designed to help inform you of the policies and procedures that Noble Training Group and its participants agree to follow. This is to ensure that you receive quality products and services as well as an understanding of the content and regulations that govern all parties under the VET Quality Framework. This document is available online via the Noble TrainingGroup RTO website for your viewing.

CAB12 PTY LTD trading as Noble Training Group is a Registered Training Organisation (RTO) NationalCode 41488, committed to providing quality learning in the building construction industry for the following training products as listed on training.gov.

The purpose of this handbook is to outline our responsibilities as an RTO. Please read and retain this handbook for future reference.

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Our commitment

To ensure we provide training and assessment services that meet the current and emerging needs of clients and industry; to employ sufficient, suitably qualified and experienced trainers and assessors; to provide access to suitable facilities and ensure sufficient opportunities for learning. We are committed to provide training and assessment services which meet the national standards under the [VET Quality Framework \(AQF\)](#).

Code of Practice for Training

Noble Training adopts policies and procedures which maintain its professional standards in the delivery of vocational education and training services, and which safeguard the interests and welfare of its students.

Equity and Diversity

Our Equity and Diversity principles allows access for all people to apply for training and assessment services to ensure that everyone has the opportunity to successfully gain skills, knowledge and experience through vocational education and training.

These principles are designed to support the following outcomes:

- Increased opportunities for people to participate in apprenticeships and traineeships.
- The development of quality support services which enhance clients' chances to achieve positive outcomes.
- Increased participation within the vocational education and training system for people from underrepresented groups.

Admission and Entry Requirements

Noble Training Group recommends that participants be employed in a workplace commensurate with the qualification enrolled into. For specific entry requirements please access the Course Brochure for the program of interest located on the Noble Webpage under [Student PDF's](#).

Prior to Enrolment

Before a participant enrolls into a course with Noble Training, it is recommended that they speak with an RTO representative regarding their specific learning requirements to ensure they are enrolling into the correct course. Participants must also read this Participant Handbook, the Course Brochure and be aware of all fees involved for the course they are enquiring about.

Unique Student Identifier

You will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets – available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Code of Conduct

Expectations of Participants

- To avoid any confusion, the following expectations of behaviour are provided. Compliance with these expectations is required by all learners. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
[Copyright Act](#) , [Further information on Copyright](#)
- Comply with workplace health and safety regulations always.
[Access to Australian Safe Work information for all States and Territories](#)
- Comply with anti-discrimination legislation always. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.

[Access to Australian Discrimination Laws](#)

- Comply with workplace harassment, victimisation and bullying regulations always.
[Information on Bullying and Harassment from the Fair Work Ombudsman](#)
- Ensure that behaviour is of a level acceptable to the workplace always.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer/Assessor.
- Inform your Trainer/Assessor immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer/Assessor if you have a medical condition that may affect your participation or affect those with whom you may be training.

Enrolment Fees

Course Fees

Where payments are required up front, student fees may be paid by cash, cheque, credit card or EFTPOS. Invoice payment must be made within seven (7) days from the invoice date.

Please refer to the [Course Brochures](#) under Student PDF's for fees relating to the program of interest.

Invoicing

Student contribution and course fee invoicing and payment arrangements will be dependent on the qualification or course being delivered.

Third party invoicing is permitted when notification is made by employers via an authorised Student Contribution Fee Payment form or upon receipt of a purchase order providing details of service requested for provision by an authorised delegate of third party.

Protection of Fees Paid in Advance

For services to be provided by Noble Training that are relevant to accredited training and/or assessment, no more than \$1000 will be payable by the student *prior* to the commencement of the course. Noble Training may require payment of additional fees in advance from the student. At any given time, the total amount required to be paid which is attributed to the costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student, will not exceed \$1500.

All fees are to be paid in full by the completion of the course.

Refund Policy

Fee for service students

1. All notifications of withdrawal from a course or request for refunds must be made in writing via the Refund Request Form and is available upon request.
2. When a student withdraws from the course, a proportionate refund of the units that have been paid for and not commenced will be calculated and granted.
3. Deferment of training can be negotiated. In case of deferment due to compelling

circumstances beyond the student's control, fees cannot be refunded; however, it can be carried forward on a case by case basis.

4. If the course has been cancelled by Noble Training, the student will be refunded for all pre-paid fees.
5. In the event the student fails to commence any course on agreed start date (Non-commencement), a refund will be granted less an administrative cost of \$500.

User Choice Funded Students

1. Where an apprentice/ trainee cancels, and training has not commenced the full amount of student contribution fees paid will be refunded.
2. Where an apprentice/trainee cancels from the apprenticeship/traineeship and training has occurred, a prorated refund will be calculated.
3. Where an apprentice/trainee has withdrawn from a unit of competency, a proportionate refund will be calculated.
4. Where an employer/industry has paid an Employer Contribution and the apprentice/trainee cancels from the apprenticeship/traineeship and training has occurred, a pro-rated refund will be calculated.
5. Where an employer/industry has paid the tuition fees and the apprentice/trainee cancels from the apprenticeship/traineeship and training has occurred, a pro-rated refund will be calculated.

Terms and Conditions

Enrolment in any training program is subject to positions being available. By signing the terms and conditions enrolment form, you (including parent/guardian of underage student) agree that on acceptance of the Application, the Application will become the Contract of Enrolment ("the Contract") and further, you agree to abide by the following terms and conditions of enrolment.

Language, Literacy and Numeracy (LLN)

As part of your enrolment process, you will be requested to undertake assessment of your language, literacy and numeracy skills. To maximise the chance of learners successfully completing their training, we need to:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest)
- provide access to that support throughout their training. Should this process identify any areas of concern, Noble Training will work with you to get the assistance you require. Your Trainer will discuss options with you based on outcomes of the language, literacy and numeracy assessment.

At minimum, this should include:

- identifying requirements such as literacy, numeracy, English language or physical capabilities learners would need to complete each course
- developing strategies to make support available where gaps are identified.

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Noble Training will:

- Assess a learner’s language, literacy and numeracy skills prior to their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Noble Training generally recommend the LLN training courses provided by a local TAFE or for students needing additional Language, Literacy and Numeracy support, we recommend [Fruition Tuition](#) – These organisations have specialist teachers to support the learner’s development. Alternately the National Reading Writing hotline 1300 655 506 can provide advice on access to support in your local area.

Noble recommends and supports negotiating an extension of time to complete training programs if necessary.

As a general guide:

- If the participant does not currently possess the basic skills to perform training and development tasks in the workplace, they should be referred for assistance which should occur prior to enrolment with Noble Training.
- If the learner’s skills are adequate for the workplace but will hinder their participation in training, they should not be referred. Instead, Noble Training is to design and implement suitable support services to enable their training and assessment.

Structured workplace delivery

Structured workplace learning is on-the-job training during which a student is expected to master a set of skills or competencies, related to a course in which they are enrolled.

Structured workplace learning complements the training undertaken with the training provider and should be spread across the duration of the training program. It provides the context for:

- enhanced skill development
- practical application of industry knowledge
- assessment of units of competency/modules as determined by the RTO
- increased employment opportunities.

It involves workplace learning that is structured and monitored by a Workplace Supervisor.

What responsibilities does an employer have? Employers should ensure that:

- students are inducted into the workplace on their first day of placement
- students receive the agreed opportunities to learn and be formally assessed against skills and competencies
- students understand the tasks and activities they will complete during placement, and how to complete them in a safe manner
- if required, students are provided with personal protective equipment and instructed in its use
- students are given adequate support and directly supervised always during placement

An employer should ensure that:

- students are introduced to their supervisor and know what to do if their supervisor is not present at any time
- students familiarise themselves with where they will be working
- students understand if any areas of the workplace are deemed 'no-go' and why
- students understand the tasks they will be completing during placement
- students are aware of and understand the workplace rules and procedures that apply to the workplace and the work they will be doing
- students know who the workplace first aider is, and what to do if they need first aid
- emergency arrangements are explained, and evacuation plan and assembly points identified, ensuring students understand what they should do in an emergency
- students know to raise any health or safety issues, incidents or concerns with their supervisor

Assessment

Assessment Procedures

To achieve competency, you must satisfactorily complete all the requirements of the program in which you enrolled. This means you are assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given as either competent or not yet competent. Your Trainer will provide further information on how to achieve competency.

Assessments will meet the national assessment principles (including RPL). Assessments will be conducted professionally to ensure their validity, reliability, flexibility and fairness.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the student prior to the commencement of a unit of competency.

Assessments require a variety of assessment methods, additional to the training record book provided to apprentices and trainees.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Workplace Log book:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face.

Feedback from a supervisor is recorded into the assessment record as supplementary evidence. Feedback from the supervisor is not an assessment tool, but can assist the assessor in determining a unit outcome.

- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to decide to undertake these activities when the assessor attends the workplace.

- **Re-assessment**

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Noble Training to provide **three opportunities** for re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fees.

Reasonable adjustment

To assist a learner with a disability, our Trainers and Assessors will make reasonable adjustment to the training delivered to assist the learner. We make reasonable adjustments to ensure that learners with a disability have the same learning opportunities and to perform and complete assessments as learners without a disability.

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It's not to give learners with a disability an advantage over others, to change course standards or outcomes, or to guarantee success.

Assignment/Evidence Requirements

Assignments and any written evidence must:

- be legible and free from errors (or have any mistakes neatly corrected. (It is preferable that written assessments are word processed. Written assessments are to be submitted single sided; do not use both sides of the paper.)
- have a margin down the left-hand side of each page
- have each page numbered, name clearly stated, subject titled and dated
- be securely submitted with all attachments
- cases of plagiarism will be returned.

If you are unsure about the presentation and preparation of your assignments including being able to word process your assessments, discuss this with your trainer.

Qualification/Statement of Attainment

On the successful completion of a training program, participants will be issued with a Qualification. In the event of cancellation of a training contract, or withdrawal from a training program the participant will be issued a Statement of Attainment listing all units of competency which have been completed successfully once all fees have been finalised.

A Statement of Attainment is also issued for training programs which do not lead to a Qualification but includes completion of accredited unit(s) of competency.

Credit Transfer

Credit transfer (also referred to as national recognition or universal recognition) is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a participant to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

Evidence requirements for Credit Transfer

An applicant will be required to present his or her statement of attainment or qualification for examination by Noble Training. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

To find out if you are eligible for Recognition of Prior Learning or Credit Transfer, contact us for discussion.

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. To do this the Student will need to complete a "Release of Information form". This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved.

By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this handbook.

You may be eligible for RPL, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.

- Learners may not apply for national recognition for units of competence or qualification which are not offered or registered as available from Noble Training Group.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and Noble Training does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Appeals and Complaints Procedures

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a. the RTO, its trainers, assessors or other staff
- b. a third party providing services on the RTO's behalf, its trainers, assessors or other staff or
- c. a learner of the RTO.

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. Noble Training considers the organisation will benefit from the increased satisfaction of our learners.

If at any time during your study you are dissatisfied with any decisions, procedures or any issues that directly relate to the successful completion of your program, you can make an appeal or complaint.

There is no charge to lodge a complaint or appeal.

COMPLAINTS:

Complaints and Appeals Policies and Procedures

Noble Training is committed to providing a fair and transparent complaint handling process.

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Noble Training as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of the RTO, its trainers, assessors or other staff; or
- a learner of Noble Training.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about Noble Training or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a complaint

A complaint may be received by Noble Training in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete Complaint Form. This form can be obtained from the Noble Training office.

The completed complaint form is to be submitted to the Office Manager either in hard copy or electronically.

If a complainant has any difficulty accessing the required form or submitting the complaint to Noble Training, they are advised to contact Noble Training immediately at the following phone number: **0400 846 412**

Complaint handling procedure

Noble Training will apply the following procedure to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that we have received the complaint and will review the relevant issues and provide a response. The acknowledgement must inform the complainant that they will receive a written response within 14 days.
- A written record of all complaints is to be kept by us including all details of lodgment, response and resolution. The complaints register within RTO Data is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.

- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

Where a complaint is made about or involves allegations about another person, we are obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means.

Noble Training must maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- Where a complaint is received, which involves allegations about alleged criminal conduct, we are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.
- The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the website (or in hard copy if the website is down).
- The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to an outcome within **sixty (60) calendar days** of the complaint being initially received. Where we consider that more than 60 calendar days are required to process and finalise the complaint, we must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, we should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of everyone. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**.
- Noble Training shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the learner shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No representative is to disclose information to any person without the permission of the Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant

considerations, must act for a proper purpose and must not consider irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

- Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Noble Training to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Noble Training because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Noble Training also has an obligation to fully consider the substance of allegations and the response provided by parties before deciding. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Noble Training.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Noble Training to investigate the matter, then in these circumstances Noble Training reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Third Party Review

Where the person making a complaint is not satisfied with the handling of the matter by Noble Training, they have the opportunity for a body or person that is independent of Noble Training to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent person, they are requested to first allow Noble Training to full consider the nature of the complaint to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant should inform the Office Manager of their request who will initiate the process with the Director.

In these circumstances, the Noble Training Director will advise of an appropriate party independent of Noble Training to review the complaint outcome (and its subsequent handling) and provide advice to Noble Training regarding the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being

requested. This advice is to be accepted by Noble Training as final, advised to the person making a complaint in writing and implemented without prejudice.

Where Noble Training appoints or engages an appropriate independent person to review a complaint, Noble Training will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Noble Training may seek the person making a complaint to contribute to the cost of engaging this person to undertake the review. This is advised to the person making a complaint within the Learner Handbook.

Where a complaint is received by Noble Training and the Director feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints

At full conclusion of the complaint handling process where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person making a complaint is to be directed to the following external agencies:

- In relation to consumer related issue, the person may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **Australian Skills Quality Authority (ASQA)** [Complaints](#)

This guidance is communicated to learners within the Learner Handbook. It is expected that the above agencies will investigate the persons concerns and contact Noble Training for information.

Noble Training is to cooperate fully with the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Noble Training considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Noble Training internal arrangements.

Record Management of Complaint Records

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Noble Training. There is also a record of the complaint maintained within the Noble Training student management system RTO Data. This includes the details about the complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format (excluding RTO Data) will be saved in a digital format into a secure folder located on the Noble Training file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Director. Records stored on RTO Data are to be accessible only to RTO data administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorized personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept avoiding damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

Period of retention of Complaints Records

Noble Training is to retain records relating to complaints handling for a minimum of five (5) years.

Destruction of Complaints Records

Noble Training Director is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Appeals Handling

Noble Training is committed to providing a fair and transparent appeals handling process.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with Noble Training. An appeal must be made in writing and specify the decision or finding in dispute. Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding is informed to the learner.

It is important to note that a learner may appeal any decision made by Noble Training or a third party providing services on Noble Training behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Noble Training may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early resolution of appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a learner's decision to make an appeal can be avoided by proper communication and consultation with learners at the time a decision is made.

Relationship to continuous improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an appeal

An appeal must be received by Noble Training in writing using the specified form within **twenty eight (28) working days** of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the Noble Training - Request for Appeal of a Decision. This form is available via our website. The completed Request for Appeal form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

- Email: ptraining2015@gmail.com
- Phone: 0400 846 412

If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Noble Training, they are advised to contact Noble Training immediately.

Appeal handling procedure

Noble Training will apply the following procedure to its appeals handling:

- Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Noble Training - Request for Appeal of a Decision.
- A person who submits an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Noble Training had received the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days.
- A written record of all appeals is to be kept by Noble Training including all details of lodgement, response and resolution. The appeals register within RTO Data is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.
- An appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting.
- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Noble Training website.
- The handling of an appeal is to commence within **seven (7) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal.
- Appeals must be resolved to an outcome within **sixty (60) calendar days** of the appeal being initially received. Where Noble Training Director considers that more than 60 calendar days are required to process and finalise the appeal, the DIRECTOR must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Noble Training should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of Noble Training and the appellant. An appellant should also be provided with regular updates to inform them of the

progress of the appeal handling. Updates should be provided to the appellant at a minimum of **two (2) weekly intervals**.

- Noble Training shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No Noble Training representative is to disclose information to any person without the permission of Noble Training Director. A decision to release information to third parties can only be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Third Party Review

Where the appellant is not satisfied with the handling of the matter by Noble Training, they have the opportunity for a body or person that is independent of Noble Training to review his or her appeal following the internal completion of appeals handling process. Before a person seeks a review by an independent person, they are requested to first allow Noble Training to fully consider the nature of the appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an appeal should inform the Office Manager of their request who will initiate the process with the Director.

In these circumstances, the Noble Training Director will advise of an appropriate party independent of Noble Training to review the appeal outcome (and its subsequent handling) and provide advice to Noble Training regarding the recommended outcomes. The independent third-party is required to respond with their recommendations **within fourteen (14) working days** of their review being requested. This advice is to be accepted by Noble Training as final, advised to the appellant in writing and implemented without prejudice.

Where Noble Training appoints or engages an appropriate independent person to review an appeal,

Noble Training will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Noble Training may seek the person seeking an appeal to contribute to the cost of engaging this person to undertake the review. This is advised to the person seeking an appeal within the Learner Handbook.

Where an appeal is received by Noble Training and the Director feels that they may be bias or there is a perception of bias, then the appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

Where the appellant remains not satisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **Australian Skills Quality Authority (ASQA)** [Complaints](#)
-

This guidance is communicated to learners within the Learner Handbook. It is expected that the above agencies will investigate the persons concerns and contact Noble Training for information.

Noble Training is to cooperate fully with agencies such as the Office of Fair Trading or ASQA that may investigate the handling of an appeal. Noble Training considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Noble Training internal arrangements.

Record Management of Appeals Records

Records relating to appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the appellant or generated by Noble Training. There is also a record of the appeal maintained within the Noble Training student management system RTO Data. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. This record also records identified opportunities for improvement that result from appeals handling.

All records regardless of their format (excluding RTO Data) will be saved in a digital format into a secure folder located on the Noble Training file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Director. Records stored on RTO Data are to be accessible only to RTO data administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the appellant.

- Records must be kept avoiding damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

Period of retention of Appeals Records

Noble Training is to retain records relating to appeals handling for a minimum of five (5) years.

Destruction of Appeals Records

Noble Training Director is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Data and information is only provided to governing authorities for training purposes only. No other third party is provided with information unless permission is granted by the participant. All participants are entitled access to their own personal records at any time upon written request by the participant (fees may apply). If a participant wishes to gain access to their records, they should contact our administration team.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request, Noble Training Group is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Privacy Policy

Noble Training Group will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

- Noble Training Group will: Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Student Rules

Students are to be considerate of the rights of others always and respect our commitment to provide a learning environment conducive to comfort, respect and requirements of all students for successful outcomes in training.

Mobile phones and audio devices must be switched off always whilst in training rooms and only be used in allotted breaks.

Food and drinks must not be consumed in the training room.

Smoking is only permitted in assigned areas for which information will be provided during the orientation process.

Disciplinary Procedures

Any actions which place persons at risk or impact negatively on your own or other students' ability to achieve successful outcomes will be dealt with via processes to manage and deal with disciplinary matters. At your orientation, you will be given information regarding discipline and misconduct.

Consequences for inappropriate behaviour may result in refusal to allow students to continue in the program.

We are responsible for ensuring that students continue to follow time lines established in the Training Plan.

Zero Tolerance to Alcohol and Drugs

Noble Training has a 'zero tolerance' to alcohol and drugs for all staff, students and visitors on all premises including car park areas and within the grounds.

Dress Code

Students are requested to wear their work uniform and enclosed footwear always. In addition, you may be required to wear specific items to comply with requirements for Workplace Health and Safety legislation.

Orientation/Induction

Through the induction process, you will be provided with information which will assist you achieve successful outcomes and assist you and your employer and/or workplace supervisor to create your training plan. Orientation sessions will be conducted upon first day of attendance and/or prior to commencement of course. It is compulsory that you attend this session, as it will provide you with an outline of training requirements, a comprehensive overview of the health and safety requirements as well as facilities and services available to you.

Service and Support

During the enrolment process Noble Training staff will engage with a prospective participant to understand their individual needs and how we can best provide services to each participant to maximise their chances of successfully completing the selected training program. One method to determine your suitability for the course, is to complete a Language, Literacy and Numeracy assessment. The quiz (assessment) will occur prior to enrolment.

This approach ensures that all participants will have any individual needs identified, which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider.

If support services are identified, the following is a guide to support services that can be provided upon request:

- Pre-enrolment support to ensure you understand your rights and responsibilities, fees and payment arrangements and services to be provided by Noble Training.
- Any specific learning requirements can be discussed prior to course commencement to ensure you are provided with any additional support or reasonable adjustments.
- Referral for any Language, Literacy and Numeracy courses which may be required to assist with the learning and assessment process.
- Studying and learning support
- Flexible training sessions
- Financial assistance (payment arrangements)
- Assistance with appropriate
- Referral to counselling services
- Referral to interpreter services
- Access to any or all electronic equipment as required to complete the training activities or assessment tasks.

Other individual needs can be considered on a case-by-case basis in consultation with the RTO Manager.

For further information on these support services please speak to our Administration Officer or your Trainer. Contact details are listed in the front of this handbook.

Useful Internet Sites

You can access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

The Department of Education, Training and Employment contains a great deal of information for students, trainers and employers. This information ranges from jobs and careers, training courses, apprenticeships, traineeships, funding and incentives. <http://training.qld.gov.au/>.

Legislative and Regulatory Responsibilities

Noble Training Group is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Noble Training Group has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Noble Training Group.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State [QLD](#) and [Federal legislation](#)

The following is a summary of the legislation that will generally apply to your day-to-day work and training. Use the links above to search for the latest versions of legislation.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and

- changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people because of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This [legislation](#) provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Noble Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training offered.

Indemnity

Noble Training and its staff shall not be held responsible for any personal items that are lost or damaged at the RTO. We may need to obtain medical treatment for you if it is deemed necessary or a staff member acting on behalf of the RTO. Neither Noble Training nor its staff will be held responsible for any expense, loss, damage or liability of whatever nature or howsoever occasioned because of authorising and arranging such emergency medical treatment.