



WORKSAFE VICTORIA

PROVIDER APPLICATION FOR APPROVAL TO CONDUCT ROLE OF A RETURN TO WORK COORDINATOR TRAINING PROGRAM

August 2013

1. Introduction

Victorian workers compensation legislation defines the minimum return to work obligations for employers and injured workers. Employers with a rateable remuneration of **\$2 million or more** (this figure is indexed annually) must have a Return to Work (RTW) Coordinator appointed at all times.

Employers with a rateable remuneration of **less than \$2 million** (this figure is indexed annually) must appoint a RTW Coordinator for the duration of the employer's return to work obligations to an injured worker who has an incapacity to work. All RTW Coordinators must have an appropriate level of seniority and be competent to assist the employer to meet the obligations of the employer.

RTW Coordinator training provides practical tools and advice to RTW Coordinators about how they can help employers meet the requirements of the legislation to implement effective return to work outcomes.

2. Approval Process

To obtain approval by WorkSafe Victoria (WorkSafe) as a provider of training in the *Role of a Return to Work Coordinator*, the provider must:

- read the Conditions of Approval
- complete the application and attach all requested documentation
- sign the application, and
- forward the completed application to:

Return to Work Division
WorkSafe Victoria
GPO Box 4306
Melbourne VIC 3001

All applications will be reviewed by WorkSafe and applicants notified of the review outcome by email or in writing.

3. Conditions of Approval

The provider must meet the following criteria for approval as a provider of training in the *Role of a Return to Work Coordinator*:

Training sessions

1. The provider must conduct a minimum of one *Role of a Return to Work Coordinator* training program within each six month period, with each program attended by a minimum of five trainees.

Trainers

2. The provider is responsible for confirming their trainers are registered with WorkSafe as suitable to conduct training in the *Role of a Return to Work Coordinator*.
3. To be registered as suitable to provide training in the *Role of a Return to Work Coordinator*, trainers must:
 - (a) possess a Certificate of Attainment, or equivalent, in the following Certificate IV Workplace Training modules:
 - providing training through demonstration and instruction of work skills
 - planning and organising group-based delivery
 - fostering and promoting an inclusive learning environment, and
 - facilitation of group-based learning

OR

have commenced a Certificate IV qualification in Workplace Training. In this case, the provider agrees to have the trainer supervised by a WorkSafe registered trainer when conducting training programs until such time as the trainer has obtained a Certificate of Attainment, or equivalent, in the above Certificate IV Workplace Training modules

- (b) to WorkSafe's satisfaction demonstrate vocational experience and/or a working understanding of return to work processes in accordance with WorkSafe's *Vocational Experience Guide*, and
- (c) attend a trainer familiarisation session conducted by WorkSafe.

3. Conditions of Approval (cont.)

Training Facilities

4. The provider must ensure the training room has tables and chairs suitable for up to 20 trainees.
5. The provider must ensure that kitchen and toilet facilities are accessible to trainees.
6. The provider must ensure that training equipment (e.g. TV, DVD, whiteboard, data projector and/or overhead projector) is appropriate to training needs and is in working order.

Training Administration

7. The provider must provide trainees with pre-course attendance information, advising the trainees of the program and its objectives.
8. The provider must have in place administration procedures for program registration.
9. The provider must have in place formal procedures for data collection and storage.
10. The provider must be able to capture and analyse performance data related to program content and delivery (the provider will be required to provide this data to WorkSafe in a standardised form for analysis upon request).

Ongoing Obligation

11. Approved providers must at all times comply with WorkSafe Injury Insurance requirements.
12. Approved providers must at all times ensure that only WorkSafe registered trainers are used by the provider to conduct training in the *Role of a Return to Work Coordinator*.
13. The provider must use the WorkSafe's logo/branding only as it relates to conducting or promotion of its approval as a provider of training in the *Role of a Return to Work Coordinator*.
14. The provider must not customise the content of the *Role of a Return to Work Coordinator - Facilitator Guide* document without the prior express approval of WorkSafe.
15. The provider must not customise the content of the *Role of a Return to Work Coordinator - Participant Workbook* document under any circumstances.
16. The provider must ensure that all contact information provided to WorkSafe by the provider is accurate at all times.
17. The provider must record and maintain records of all trainees completing training in the *Role of a Return to Work Coordinator*.
18. The provider must not issue *Role of a Return to Work Coordinator* completion certificates to persons who have not completed training in the *Role of a Return to Work Coordinator*.
19. The provider must cooperate with WorkSafe in the investigation of any complaint received about the provider, its trainers, or its program.
20. The provider must permit and assist WorkSafe to monitor the provider's training in the *Role of a Return to Work Coordinator*. Such monitoring may be by data collection as agreed and by audit as required.
21. The provider must take corrective action required by WorkSafe within the time period specified by WorkSafe in relation to:
 - (a) any deficiencies identified by WorkSafe during the course of an audit, and
 - (b) any other deficiencies identified by WorkSafe.
22. Failure to take corrective action as required by WorkSafe may put at risk the provider's ongoing WorkSafe approval to provide training in the *Role of a Return to Work Coordinator*.
23. At its sole discretion, WorkSafe reserves the right to immediately withdraw its approval of an organisation to provide training in the *Role of a Return to Work Coordinator*.
24. The provider must use trainee feedback forms to capture trainee feedback at the completion of each *Role of a Return to Work Coordinator* training program.
25. The provider must maintain trainee feedback forms for 7 years and make these records available for inspection at the request of WorkSafe.
26. These Conditions of Approval may be amended by WorkSafe from time to time. If there are changes to the ongoing obligations required of providers, WorkSafe will inform providers of these changes as soon as is reasonably possible.
27. The provider must comply with the Conditions of Approval at all times whilst approved by WorkSafe to conduct training in the *Role of a Return to Work Coordinator*.
28. The provider must comply with all applicable privacy legislation and any applicable code in the performance of any functions relating to the RTW Coordinator training.
29. The provider will be bound by the *Information Privacy Act 2000* and the *Health Records Act 2001* with respect to any act done, or practice engaged in, by the provider for the purposes of the approval in the same way and to the same extent as WorkSafe would have been bound by them in respect of that act or practice had it been directly done or engaged in by WorkSafe.
30. The provider must cooperate with any reasonable request of WorkSafe relating to the protection of Personal Information and Health Information (as defined by the *Information Privacy Act 2000* and the *Health Records Act 2001* respectively) or the investigation of a complaint about the handling of Personal Information or Health Information.
31. The Provider must comply with the confidentiality and secrecy provisions of Victoria's workers compensation legislation.

Compliance with Conditions of Approval

Providers are approved initially for a 12 month period and thereafter for 3 years subject to ongoing compliance with the Conditions of Approval and any amendments to the Conditions of Approval made by WorkSafe whilst the provider is approved by WorkSafe to conduct training in the *Role of a Return to Work Coordinator*.

WorkSafe reserves the right to audit applicants to ensure compliance with the Conditions of Approval.

4. Application Details

Please complete this form and read the attached Conditions of Approval

Organisation Name

Do you have a current WorkSafe Injury Insurance Policy?

Yes No

If 'No', please clarify:

If yes, please provide WorkSafe Employer Number (WEN) (as indicated on current WorkSafe Injury Insurance policy)

Organisation Address

 Postcode

Names of all WorkSafe registered trainers proposed to conduct training OR names of trainers seeking WorkSafe registration and providing evidence of their qualifications and experience (refer to 3. Conditions of Approval, bullet point three)

Estimated Number of Trainees in Initial 12 Months

Name of Signatory

Title of Signatory

Signed

Date

 / /

Organisation Contact Details

Please specify the Primary Contact Person at your Organisation

Telephone

Email Address

5. Compliance with Conditions of Approval

Have you read and do you agree to meet and comply with the Conditions of Approval as defined in this application?

Yes

No

6. Consent and Declaration

Collection of Personal Information

Personal information provided on this form and/or in connection with your application is collected by WorkSafe for the purpose of processing and administering your application for registration of training providers and managing or evaluating our programs and services outlined under the Conditions of Approval.

Personal information collected may be used or disclosed to third persons that can verify the qualifications or accreditation of persons who will provide services, verify that you or any other persons meet applicable industry and/or WorkSafe business standards. Personal and other information you provide to WorkSafe may be published by WorkSafe on its public website and may be used for promotional and networking opportunities and to provide you with information about WorkSafe programs. WorkSafe may also use and/or disclose personal information about you in specific circumstances, with your consent, if required or authorised by law.

WorkSafe collects and manages personal information in accordance with the *Information Privacy Act 2000* and WorkSafe's Privacy Policy which is available at worksafe.vic.gov.au. You may also access personal information WorkSafe holds about you by writing to the Freedom of Information team at GPO Box 4306 Melbourne VIC 3001.

Declaration

I declare that any personal information provided to WorkSafe on this form and in connection with this application about other individuals has been provided with the consent or authorisation of the individuals to whom the information relates.

Signature of Applicant

Date

Print Name