



COURSE PARTICIPANT INFORMATION

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Introduction

We value and appreciate your participation in our training courses. Participants who undertake our training courses can look forward to a valuable and lasting learning experience.

AFEI is one of the largest and most influential employer associations in Australia, with a long history of representing and defending employers' interests and providing members with advice and representation on a wide range of employment and workplace matters.

AFEI is a Registered Training Organisation accredited by VETAB NSW and a provider of quality training courses and learning experiences. Many of the courses we present are nationally accredited and are all presented by highly qualified and experienced trainers who have established their ability to perform in their specialist field in industry.

Our philosophy is to have a practical approach to learning through applied projects, work related case studies and active learning techniques. We combine this with the trainer's awareness of industry requirements, which means you derive the benefits of practical and relevant learning.

Our class sizes allow you to experience a more personalised and individualised standard of training.

Assessment for accredited courses

During your course you will be required to undertake assessments to check your progression of learning and achievement of competencies. Assessments are designed to the requirements of individual modules or courses and will therefore be different for each course. As an example your assessments may include written assignments, group activities and oral presentations. You will receive assignment requirements and the submission date at the commencement of each course and the Trainers will assess your progress and understanding through a variety of means.

Assessments will be graded as either 'Competent' or 'Not Yet Competent'.

Participants are able to re-sit or re-submit assessments through prior arrangement with the principal trainer/assessor if they are 'Not Yet Competent'. Assessments for each course/unit of competency are kept on your file as evidence of achievement and validation for your 'Statement of Attainment' or qualification.

Set assessment due dates are expected to be adhered to, if you are having trouble meeting the deadlines you should submit a request for an extension of time in writing, stating your reasons and send it to the Training Coordinator prior to the due completion date.

General information

Mobile phones

Please ensure your mobile phone is switched off while in a training course. In emergency situations please consult the course Trainer.

Emergency contact

Messages may be left for you to be contacted and please see the Training Coordinator for access to a telephone. Please do not make telephone calls in the general reception area.

First aid

If you require first aid whilst attending a training session please notify your Trainer or the Training Coordinator of any injury or illness so that appropriate assistance can be given.

Smoking

Smoking is not allowed in the building.

Records and privacy

We agree to collect, manage, use and disclose personal information strictly in accordance with Australia's Information Privacy Principles (IPP's) and the National Privacy Principles (NPP's) contained in the Privacy Act 1988.

We only keep information on file regarding your training, such as your registration form, details of your assessment and information regarding your attendance.

Behaviour standards

Participants are expected to dress and act in an appropriate manner and to demonstrate ethical behaviour standards.

This means demonstrating respect for other people, not using inappropriate language towards or in the presence of others, and being courteous. Adherence to this practice will ultimately assist you and others to get the most benefit from the learning environment. The welfare of participants is of utmost importance therefore anyone who cannot abide by this standard of behaviour will have their training terminated.

Serious breaches would include any of the following: harassment of other persons; being under the influence of alcohol or a drug; causing an imminent risk of injury or illness; behaving in a way that is inconsistent with the continuation of a registered training contract.

Occupational health & safety

We aim to provide a safe learning environment for all and this requires that the following responsibilities to be met.

Participants are required to:

- Behave in a safe manner that will not endanger themselves or others whilst on our premises or on off-site premises,
- Follow safety instructions and use equipment as instructed by the trainer.
- Ensure that their actions do not create or increase risks whilst on our premises or on off-site premises, and

We will:

- Ensure that all training staff are educated and work in a safe manner
- Assess compliance with the workplace health and safety practices
- Ensure that safety equipment and practices are used where required.

Policy statements

Refund policy

Course fee payment is required with registration prior to the commencement date of the course.

Cancellations or transfers must be in writing at least seven business days prior to the commencement date of the course.

Cancellations or transfers within seven business days of the commencement date of the course will not be refunded.

If a participant misses any day of a course the day may be made up at a later course at a pro-rata course fee.

A substitute delegate may be nominated at any time.

A refund of course fees will be made when:

- A course is cancelled by us
- A booking is cancelled in writing at least (seven) business days prior to the commencement date of the course.

A refund will not be issued for:

- A change in work hours or work commitments
- Inconvenience of travel to the course
- Non attendance at the course
- Leaving the course early or not finishing the course

Mutual recognition policy

Mutual Recognition is acknowledged and supported as one of the most important features of the Australian Quality Training Framework.

We accept the credentials issued by other Registered Training Organisations based in any State/Territory of Australia.

- Course participants seeking recognition must apply in writing and provide evidence of the qualifications/units of competency achieved.
- Recognition will be granted for qualifications/units of competency achieved in attaining a qualification where these outcomes also form part of the requirement for another qualification. It is necessary for an applicant to demonstrate that the knowledge/skills learned have remained relevant or current.
- Applicants will be provided with the results of their application in writing.

Recognition of prior learning

Intending training course participants may apply for recognition of competencies (skills and knowledge) that they already possess. Participants who receive recognition of prior learning (RPL) need not undertake the respective course. Where RPL is granted, the participant is given full equivalent status to participants who successfully complete the course.

- Participants must make a formal application in writing to apply for RPL and complete the application form. There is a fee for processing and assessing the application for RPL and this is to be sent with the application.
- Participants are required to provide evidence to prove competency in the subject for which they are requesting RPL and this may require attendance at an interview.
- Participants who cannot provide sufficient documentary evidence may have to undergo an assessment and/or additional training. Costs for any additional training are not included in the application fee.

- RPL applications are assessed by appropriately qualified assessors and recommendations made to the Manager, Human Resource and Training Services for approval.
- Applicants seeking RPL will be provided with the results of their application in writing.
- Any disputes to the outcome of an application for RPL will be dealt with through the Grievance Procedure.

Assessment policy

Training course participants are assessed throughout each course using appropriate assessment strategies and methods in accordance with the National Assessment Principles. Each course and module details specific assessment requirements based on the principles of validity, reliability, fairness and flexibility. Assessments must be undertaken by appropriately qualified Assessors.

- The assessment must be related to the specific learning outcomes and assessment criteria as specified in each module and course.
- The assessment must be relevant to the participants and transferable to their work place.
- The assessment results must be in writing and clearly indicate whether the competence has or has not been demonstrated.
- The assessment should use a variety of approaches which would be work-based or directly relevant to the work environment.
- The assessment should be flexible and ensure that all participants have the opportunity to be assessed.
- Participant assessment results are recorded and successful participants are issued an appropriate certificate.
- Course participants dissatisfied with the outcome of an assessment can request another assessment by another appropriately qualified assessor. The request for a reassessment must be in writing. In the event the course participant is still not satisfied with the outcome, the matter is to be referred to the Manager Human Resources and Training Services for determination.
- In the event the participant is still not satisfied, an appeal can be referred to a mutually agreed accredited assessor for determination. The cost of this assessment will be shared by both parties equally.

Privacy policy

Information that we gather about clients and course participants will not be disclosed to any third party. The information collected is only used for the services we provide and no client or course participant information is shared with another organisation.

No client or course participant information will be released to a third party without their written consent.

Clients and course participants seeking access to their own information must complete an Authorisation Form. This form is available from our Training Administration Office and must be submitted to the Training Coordinator.

Code of practice

AFEI is committed to providing learning and development programs for employers and their employees to improve their competence in the workplace and improve the safety, quality and productivity of the enterprise.

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The following standards underpin our services:

- To act at all times with integrity in providing professional delivery of learning and development opportunities.
- Training courses are offered primarily to meet the needs of members and industry or to satisfy the identified and established training needs of industry.
- The learning and development experience should meet the expectations of course participants and their employers.
- Our learning and development programs are learner centred and delivered in accordance with the principles of adult learning in a safe and encouraging environment.
- Course participants are encouraged to express their dissatisfaction with any aspect of our learning and development program.

We will provide a learning environment that is free from discrimination and harassment. This means participants will not be treated differently because of their: race, disability, sex, age, marital status, pregnancy or potential pregnancy, breast feeding, family responsibilities, family status, parenthood, responsibilities as a carer, sexual preference, transsexuality, trade union activity, political opinion or religious belief or activity.

Information, advice and support services

The following services are provided and supported within this Code of Practice.

1. Registering participants

Course numbers are limited, therefore we give priority to people according to the date that we receive your registration.

2. Course information

You can view the complete outline of each course in this directory as well as booking information and the dates and times of courses on our website at: www.afei.org.au/training. If you want to complete a nationally recognised qualification, such as a certificate, diploma or advanced diploma, and aren't sure which courses to select, please contact us on 02 9264 2000.

3. Fees and charges

Information on the fees and charges that apply to each course are clearly documented in the course descriptions in this directory and on our website. Our policy on cancellation and refunds is also stated on the registration form.

4. Participant support

We support participants by assessing their entitlement to receive recognition of prior learning (RPL) or recognition of current competency (RCC), providing advice before the start of a course and feedback on assignments. We also provide all of the learning materials that you will need to complete a course.

Sometimes it can be difficult to judge which course will meet you needs, so if you have any questions about a course and whether it's relevant to you, please call us on: 02 9264 2000.

5. Assessment

We use the principles of assessment endorsed by the National Quality Council (NQC) and audited under the Australian Quality Training Framework (AQTF) to formally assess people completing a course towards a certificate, diploma or advanced diploma. Each course details the specific assessment requirements.

If a participant isn't satisfied with the outcome of an assessment they can ask for the assessment to be reviewed by another assessor or they can lodge an appeal in accordance with our appeals procedure.

6. Appeals, complaints and grievance procedures

A formal grievance procedure is in place for assisting course participants who have a grievance or complaint. In the first instance participants should raise the complaint with their course trainer. If the grievance can't be resolved at this level, we will offer participants more information on our formal appeals, complaints and grievance procedures.

7. Welfare and guidance services

We endeavour to consider the welfare of participants, which could include meeting special cultural or religious needs or special dietary needs.

