



Participant Handbook

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Australian Federation of Employers and Industries

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Welcome

Congratulations on enrolling with AFEI; learning is a life long process and to that end we will support you in your current training and aim to make your time with us enjoyable and rewarding.

Our team of educators and support staff look forward to providing any necessary support and advice throughout your course.

The following information is provided to assist you with your participation in our courses. Your course trainer will discuss this information with you and if you have any further questions regarding any of this information please do not hesitate to ask any of our training staff.

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 units 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

Fees

Details of the course fees and inclusions are contained in our current Workplace Services & Training Course Directory and on our website

Payment is usually required at the time of enrolment. AFEI accepts cheque, on line payment, American Express, Mastercard and VISA.

Our public course fees usually include training delivery, assessment, training materials, morning and afternoon teas, and lunch.

The course cancellation and refund policy and conditions are also stated on the course Registration Form.

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 (7) days prior to the commencement date of the course. Cancellations or Transfers within (7) days of the commencement date of the course will not be refunded. Only one course transfer date permitted if notified at least seven (7) days prior to the commencement date of the course.

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 (7) 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.

Certificates

Each participant will receive a "Certificate of Attendance" for any training that is undertaken, that is not a "Nationally Accredited" course. Please note that these certificates are not an official document and not an indication of having gained the required competencies to a nationally recognised level. All participants undertaking "Nationally Accredited" training will receive on completion of the course, once deemed competent, a "Statement of Attainment". This is a "Nationally Accredited" certificate.

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.

Training Records

AFEI maintains both secure paper-based and electronic records of all course participants.

CODE OF PRACTICE

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

The following standards underpin our services:

- To act at all times with integrity in providing professional delivery of training and learning opportunities.

- Training courses offered are first and foremost to meet the needs of members and industry in general and to satisfy identified and established training needs in industry.
- The training and the learning experience should meet the expectations of course participants and their employers
- Training and assessment services are learner centred and delivered in accordance with the principles of adult learning in a safe and encouraging environment.
- Encouragement of course participants to express any dissatisfaction with any service.

Access and Equity principles are integrated within all our services. All staff recognise the rights of course participant and provide information, advice and support that is consistent with our Code of Practice.

Regardless sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age of or any other unlawful grounds of discrimination we will provide a learning environment that is free from discrimination and harassment and ensure that course participants will be treated with respect and in a fair and considerate manner whilst receiving our services.

Information, Advice and Support Services

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

Client Selection, Registration and Induction Procedures

The admission of course participants will be conducted at all times in an ethical and responsible manner. Training courses are available to participants who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful ground of discrimination.

Course enrolments are limited and the priority for enrolment is in the order of receipt of the course registration and payment of course fees.

Course Information

Our Course Directory and brochures have been developed for all the courses within our scope of registration. This information can be viewed on our website. www.afei.org.au/training

Participant Support

Support we offer includes:

RPL assessment; pre-course advice; tutoring and feedback on assignments; and provision of learning materials.

Advice and guidance on training courses is available. Employers and course participants who have queries on the appropriateness or suitability of any training courses to meet their needs should enquire with us in the first instance.

Flexible Learning and Assessment

Flexible learning and assessment procedures are identified when we develop the course learning and assessment strategies.

Course participants will be formally assessed by a qualified Assessor using assessment methods in accordance with the National Assessment Principles. Each course details the specific assessment requirements.

Course participants dissatisfied with the outcome of an assessment can request a review of their assessment by another assessor or may lodge an appeal in accordance with our Appeals procedure.

Welfare and Guidance Services

We endeavour to provide welfare and guidance to participants. This includes learning and possible RPL and RCC opportunities; provision for special cultural and religious needs; and provision for special dietary needs.

Appeals, Complaints and Grievance Procedures

Appeals, complaints and grievances are dealt with in accordance with documented procedures.

A formal grievance procedure is in place for handling course participants who have a grievance or complaint. In the first instance participants should raise the complaint with their course trainer. If the grievance cannot be resolved at this level, participants will be advised of the Grievance Procedure to be followed