

ACTIVE WORKING SOLUTIONS

1998 - 2008: 10 Years Experience in OHS, Injury Management & Training



Participant Handbook

This document is to be used in accordance with the Active Working Solutions Policies and Procedures as circulated and the Australian Quality Training Framework.

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Introduction

Welcome to Active Working Solutions, a company providing excellence in training and assessment across industry, with particular emphasis on Business, Occupational Health and Safety, Aged Care and Disability Work Skills. Our philosophy encompasses first class customer service and the delivery of premium quality products.

Active Working Solutions has a philosophy which is committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals.

Our Trainers and Assessors are highly qualified and have extensive experience in their industry and are here to support you in your training program.

Participant's Rights and Responsibilities

Participant's Rights

Active Working Solutions recognises that Participants have the right to:

- Expect Active Working Solutions to provide courses of high quality that recognise and appreciate their individual needs and learning styles.
- Have access to all Active Working Solutions' courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation, except where physical agility is a requirement of the course.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for accredited courses.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their course, if they, in turn, devote the necessary time and diligence to it.
- Be provided with knowledge and skills from qualified, competent and diligent Trainers who observe their responsibility to address Participants learning needs, assist them to achieve the course outcomes, and assess their Participant's work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that we will be ethical and open in our dealings, our communications and our advertising.
- Expect that we will observe our duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds, etc.
- Privacy, confidentiality and secure storage of their records in accordance with AQTF recognised policies to the extent permitted by law.

Participant's Responsibilities

Whilst in attendance at Active Working Solutions, as a Participant it is your responsibility to adhere to all policies and procedures.

- Participants are to recognise other people's human worth and dignity.
- The Participant has a right to learn in an appropriate environment and that all people using Active Working Solutions have a right to be free from any form of harassment and/or discrimination.
- Participants should attend the courses sober and drug free and smoke only in outside areas away from other people.
- Participants have a right to have their individual learning needs known and addressed by their Trainer.
- Participants will be made aware of the learning outcomes of each course and the associated assessment program. Competencies are assessed throughout the course and each course will consist of an assessment.
- If a competency is not achieved at the initial assessment, Participants are given the opportunities to be re-assessed at a time that is mutually convenient to both the assessor and Participant and relevant to any regulatory requirements.
- Refunds will only be granted in accordance with our refund policy. (See Fees and Refund Policy)
- Participants are responsible for all personal possessions whilst attending the course.
- All Participants have the right to normal privacy afforded to all people in relation to personal matters. The individual Participant will divulge no personal information to third parties without written consent. All Participant and staff information will be kept confidential except where a legal obligation exists such as a court order.
- All Participants have the right to access to all of their own personal training records when requested.
- There is no provision for child minding and children are not permitted in class.
- Occupational Health and Safety is important to Active Working Solutions and our policy is practicable to ensure the health, safety and welfare of all employees and the Participant. All employees and Participants, however, have a responsibility for their own health and safety and the health and safety of other employees and Participants for whom they may have responsibility. Due care should be exercised

at all times, that the health and safety of all is not effected by anything occurring or not occurring in the course, as part of our duty of care.

- All Participants will be made aware of all safety provisions and location of the First Aid equipment.
- All Participants are required to report all injuries or any incidents of harassment by another Participant or Trainer promptly to the RTO Manager and ensure that a written report is kept. This record is kept in the office and all incidents are to be reported giving time, date, location and description of the incident.
- All Participants are required to turn off mobile phones during classes to avoid disruption to fellow Participants and the class in general.
- All Participants are required to advise Active Working Solutions immediately of any changes to their contact details.

The management of Active Working Solutions reserves the right to ask any Participant to leave a class if, in the opinion of the Trainer, that Participant is disruptive and interrupts the flow of the lesson.

Active Working Solutions retains the right to refuse enrolment as permitted by law and to remove from class the Participant who disrupts the learning experience of other Participants, who do not behave in an acceptable and appropriate manner towards staff or Participants, who fail to respect the property of Active Working Solutions, that staff or other Participant, or the premises in which courses are conducted.

Client Selection

In some of Active Working Solutions' courses there may be more Participants who wish to enrol than there are available places. Active Working Solutions' selection criteria will take into account various factors when deciding upon which Participants will be offered places into the various courses.

Active Working Solutions will use a range of selection criteria in its selection of Participants for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential Participant to discuss this information with Active Working Solutions staff prior to enrolment and to provide relevant evidence to substantiate their claims. This information supplied will be used by Active Working Solutions to help decide which applicants will be offered a place in a course.

Various courses at Active Working Solutions may require a different type of selection criteria, however, the common selection criteria utilised by Active Working Solutions is as listed below:

- principal customer's requirements;
- the ability and commitment of the potential Participant to complete the course;
- why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans; and
- any other defined relevant National Training Package pre-requisites or funding eligibility criteria.

Enrolment

All Active Working Solutions Participants are required to complete an Enrolment Form prior to the commencement of all training offered by Active Working Solutions. This Enrolment Form contains all necessary information required under the current AVETMIS standard and can also allow for accurate data to be collected by the State Government registered body.

All Enrolment Forms are to be entered onto the Active Working Solutions electronic Participant database within 48 hours of completion and the original Enrolment Form will be filed in course/individual Participant files and a copy will be provided back to the Participant upon request.

Induction

Active Working Solutions conducts a Participant Induction prior to the commencement of training and assessment for all courses and qualifications. This induction process is for all Participants and will include detailed explanations of the following:

- Details of all Active Working Solutions Staff
- Smoking Policy
- Mobile Phones
- Toilets
- Lunch areas
- Emergency/Evacuations
- Training and Assessment Procedures
- Information about the course content and vocational outcomes
- Copy of the course timetable
- Required Participant behaviour
- Explanation of the Participant's right and responsibilities
- Recognition of Prior Learning
- Record keeping and access to files
- Grievance Procedure
- Learning, Literacy and Numeracy
- Appeals Procedure
- Contact details for absenteeism or other issues
- Explain the Disclosure of Information Consent Form

Confirmation that all the above information was given and handouts distributed must be acknowledged by the Participant on the Participant Induction Form. This Participant Induction Form will be kept on file within your course file.

Access and Equity

Active Working Solutions is committed to providing opportunities to all people for advancement, regardless of their cultural background.

Active Working Solutions ensures that our selection criterion is non-discriminatory, providing fair access to training for disadvantaged people.

Every Participant who meets the entry requirements (if applicable) as prescribed by the appropriate National Training Package or funding criteria will be accepted into any program (subject to vacancies).

- Active Working Solutions endorses the national equity strategy by incorporating the principles of equity into all programs and further adheres to the NSW Government Charter for Equity in Education and Training.

- All Active Working Solutions staff are instructed in their responsibilities regarding Access and Equity Principles.
- All Participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- Enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action

New South Wales Government Charter for Equity in Education and Training

Preamble

The NSW Government believes that education is the foundation of an informed and just society, the key to overcoming social inequality and to achieving its social justice objectives.

The NSW Government is building a high quality and fair education and Training system. Our vision is of people from all backgrounds and circumstances sharing access to the knowledge, skills and understandings they need to participate fully and successfully in the community. We aim to improve overall education and training outcomes by focusing on those learners and groups of learners who are not benefiting fully from education and training.

Principles for Equity in Education and Training

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning.
2. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
3. In the allocation of public resources, priority is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequalities.
4. All young people are entitled, as a minimum, to be able to complete their school education to Year 12 or a vocational education equivalent.
5. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.

6. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

To ensure a coherent linkage between resources, access, delivery, participation and outcomes to achieve equity, these principles will be applied in three main ways:

- equity principles will be built into all services provided by education and training agencies;
- available resources will be clearly linked to the achievement of better and more equitable participation and outcomes; and
- specific measures will continue to be provided to assist all learners and groups to maximise their outcomes from education and Training.

Course Withdrawals

If a Participant desires to withdraw from a course conducted by Active Working Solutions prior to completion of the expected training period they need to notify the Trainer immediately and their reason for the withdrawal.

Change of Enrolment Details

It is the Participant's responsibility to notify Active Working Solutions of any change of name, address or employment details as soon as possible.

Issuing of Qualifications

Active Working Solutions will issue all AQF qualifications and Statements of Attainment within 14 days of the training programs completion. All qualifications and Statements of Attainment issued by Active Working Solutions will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook.

Active Working Solutions will only issue AQF qualifications and Statements of Attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited vocational courses.

Re-Issuing of Qualifications

Where a participant requires the re-issue of a Certificate or Statement of Attainment due to loss, damage or other reasons, AWS will only so do upon verification of satisfactory completion and evidence of competency of the qualification or unit of competency. Outcomes of qualification or unit of competency will be verified via both electronic and paper-based means before the Certificate or Statement of Attainment is prepared.

A fee of \$50.00 will be charged for the re-issue of any Certificate or Statement of Attainment. This information will be conveyed to the Participant prior to process of re-issue of any Certificate or Statement of Attainment.

Recognition of Prior Learning

The purpose of this policy is to confirm that all Participants, potential or actual, of Active Working Solutions' courses are provided with full recognition of their current skills and knowledge. Active Working Solutions promotes acknowledgment of "non-traditional" forms of learning as valid pathways for recognition of competency achievement during the Recognition of Prior Learning (RPL) assessment process.

The RPL process conducted by Active Working Solutions is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

Active Working Solutions' RPL process examines the evidence within the following key principles:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential Participants of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Participants.

All Active Working Solutions Participants are offered RPL at time of enrolment and can elect to be considered for RPL by selecting the option available on the enrolment form. The special needs of RPL applicants are recognised by Active Working Solutions and we will make all the necessary and reasonable adjustments (taking into account such areas

as Learning, Literacy and Numeracy) during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of Active Working Solutions' RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses for Active Working Solutions is registered to assess;
- ensure that only fully qualified consultants are involved in the RPL process;
- document the RPL process;
- recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
- ensure that the RPL processes are monitored, evaluated and updated where appropriate;
- advise all RPL applicants of their right of appeal through the formal process; and
- ensure fees and charges are fair and competitive with the industry standard.

Credit Transfer Policy

Credit Transfer is available to all Participants enrolling with Active Working Solutions in any of its nationally accredited courses.

Credit Transfer – means credit towards a qualification granted to Participants on the basis of outcomes gained by a Participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Mutual Recognition

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Active Working Solutions upon verification.

Fees and Refund Policy

Fees

All course fees are to be paid before the course commencement date. If the Participant or their employer has an account, then an order number must be supplied.

All fees paid will be issued with receipts. Active Working Solutions management will be responsible for ensuring that those fees are accounted for.

Refunds

The purpose of this policy is to ensure that a full refund of enrolment fees will be made if a course is cancelled by Active Working Solutions for any reason.

An application for refund of course fees under any other circumstance must be made in writing to Active Working Solutions which can be communicated via fax or email.

An eighty percent (80%) refund is available up to twenty-four (24) hours prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) administration fee.

No refund is available where cancellation is made on the day of the course, or to Participants who leave before finishing the course.

Refunds will be considered on a pro-rata basis for Participants who fall ill or are injured to the extent that they can no longer undertake the course provided a supporting Medical Certificate is supplied to Active Working Solutions.

However, should Participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six (6) months of initial payment.

In all other cases, refunds are at the discretion of Active Working Solutions and may be negotiated on an individual case-by-case basis.

Harassment and Discrimination

At all times Active Working Solutions provides a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

At Active Working Solutions everyone, regardless of whether they are a Participant, Trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically.
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. (Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated).
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, co-operation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Participant's have the responsibility to:

- Allow others to learn.
- Make Active Working Solutions safe by not threatening, bullying or hurting others in any way.
- Make the classroom safe by obeying instructions.
- Make Active Working Solutions safe by not bringing illegal substances or weapons into the work place.
- Not steal, damage or destroy the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

Definitions

- Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.
- Confidentiality - refers to information kept in trust and divulged only to those who need to know.
- Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.
- Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.
- Personnel - refers to all employees of Active Working Solutions.
- Racial Harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, telephone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- Victimisation - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment, denial of access to resources or work.

Occupational Health and Safety Policy

The Occupational Health and Safety Act prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment
- such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment.
- Implement procedures and practices, in a variety of situation, in accordance with State and Local
- Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure Participant safety at all times.
- Ensure procedures for operator safety are followed at all times.

- All unsafe situations recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and Participants.
- Display first aid and safety procedures for all staff and Participants to see.
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the Participant will be able to do at the end of training. There is not so much concern with what the inputs are or how the Participant got there, so long as the Participant achieves the listed competencies. It does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by Active Working Solutions will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Assessment and Workplace Training (BSZ98) ANTA, 1998 and Standards 7 and 8 of the AQTF:

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Assessment and Workplace Training (BSZ98) ANTA 1999;
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- Fairness - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate;
 - involve procedures in which criteria for judging performance are made clear to all Participants;
 - employ a participatory approach; and
 - provide for Participants to undertake assessments at appropriate times and where required in appropriate locations;

- Flexibility - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in the supporting Recognition of Prior Learning Procedures.
- Cost Effectiveness - Assessment conducted by or on behalf of Active Working Solutions will be completed in a cost effective manner. Trainers are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all Participants before they commence their training programs; and
- Comparability - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality management system. Active Working Solutions will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level.

Re-Assessment

All assessments conducted by Active Working Solutions will observe the directives as required by the Competency Standards for Assessment from the National Training Package for Assessment and Workplace Training (BSZ98) ANTA, 1998 and Standards 7 and 8 of the AQTF (see directives listed above)

However, where a participant requests re-assessment for any unit of competency, they will be required to use the listed procedure to address their requirement. A fee of \$50.00 will be charged for every re-assessment. This information will be conveyed to the Participant upon their request for re-assessment.

Procedure

1. Course participant to discuss matter with the Training Manager and complete an Appeal Form if appropriate.
2. Assessment item/s and Appeal Form are reviewed by the Training Manager and Course Trainer.
3. If appropriate an independent audit of the participant's training records, assessment tasks are reviewed by the Training Manager.
4. If appropriate a mediation meeting with the Participant, Training Manager, Course Trainer and Managing Director (or a qualified mediator) is arranged.
5. Action plan developed to address outstanding assessment issues and/or amendment to Assessment Outcome, then endorsed by all parties.
6. Appeal Form including action plan/outcome, is lodged in Confidential Appeals file located in Confidential section of locked Active Working Solutions filing system.

Complaint and Grievance

Active Working Solutions will deal with any complaint and/or grievance in an effective and timely manner. Active Working Solutions has processes in place for all course Participants to lodge complaints and/or grievances in relation to any matter other than academic decisions in relation to a Active Working Solutions course or service.

The grievance procedure allows for:

- An informal approach to the person with whom the Participant has the complaint/grievance.
- An opportunity for the person to formally present his or her case.
- A staff member or the Trainer who has not been involved in the grievance to review the complaint/grievance.
- An independent review by an external grievance consultant or appropriate body.
- All complaints and/or grievances are recorded and reviewed at Management Review Meetings. Results of all grievances are communicated in writing to the Participant and a copy of this communication is also kept on file, both on the complaints register and in the Participant's individual file.

Complaint/Grievance Procedure

1. Speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem

IF UNRESOLVED

2. Speak to your Trainer

IF UNRESOLVED

3. Speak to the Team Leader

IF UNRESOLVED

4. Make an appointment with the RTO Manager.

If required at any stage during the grievance procedure, another member of Active Working Solutions staff will also be available for confidential appointments or review the

compliant/grievance. This person may act as a mediator if necessary between Participant and the staff.

If the participant is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below:

Anti-Discrimination Board
Level 17, 201 Elizabeth Street
SYDNEY NSW 2000
Ph: (02) 9268 5544

Department of Fair Trading
Level 21, 227 Elizabeth Street
SYDNEY NSW 2000
Ph: 13 32 20

VETAB
Level 14, 1 Oxford Street
DARLINGHURST NSW 2010
Ph: (02) 9244 5335

Discipline

Active Working Solutions makes all attempts to provide its training and assessment in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all Participants and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a participant:

- fails to attend the required minimum number of classes for any course without reasonable explanation
- brings onto, or consumes on Active Working Solutions premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on Active Working Solutions premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damage or removes any property or resource of Active Working Solutions or any training venue hired by Active Working Solutions

- assault (physically or verbally) any person or persons on the premises of Active Working Solutions or any training venue hired by Active Working Solutions fail to comply with any instructions given by a member of Active Working Solutions staff relating to the safety of any person or persons on the Active Working Solutions premises exhibits any form of conduct within the Active Working Solutions premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present enters any part of the Active Working Solutions premises or any other place to which Participants have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Training Manager will notify the participant of the reason for the action.

A verbal warning will be given to the Participant and documented on the Participants documents/course file.

Where the behaviour continues after the verbal warning, the Training Manager will counsel the Participant and a written warning will be provided to the Participant. A copy of this warning will be noted and kept on the Participant's individual file.

In the event that the behaviour continues beyond the written warning, the Participant will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the Participant's course file.

If a Participant wishes to express a grievance in relation to the disciplinary action taken, they have the opportunity to follow the Active Working Solutions grievance procedure.

Active Working Solutions expects that its staff will maintain a professional and ethical working relationship with all other staff, management and Participants. Any breach of this standard will be discussed with the Trainer and the Training Manager and the appropriate action will be taken.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeal process is available to all Participants of Active Working Solutions. If a Participant wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/Assessor.

If the Participant would like to proceed further with the request after discussions with the Trainer/Assessor a formal request is made in writing outlining the reason(s) for the appeal.

Grounds for Appeal

An application for appeal will be considered where:

- A Participant claims a disadvantage because the Trainer did not provide a subject outline.
- A Participant claims disadvantage because the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- A Participant claims disadvantage because assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.
- A Participant is of the view that a clerical error has occurred in the documenting of the assessment outcome.
- A Participant claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven Active Working Solutions will make all necessary arrangements to conduct the re-assessment of the Participant at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the Participant and a copy of this communication is also kept on file, both on the complaints register and in the Participant's individual file.

Language, Literacy and Numeracy (LL&N)

Active Working Solutions aims at all times to provide a positive and rewarding learning experience for all of its Participants. Active Working Solutions' Enrolment Form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the Participant to discuss their requirements.

You must ensure that you have discussed with the Administration Staff or Trainer any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where LL&N competency is essential for course the Active Working Solutions Trainer will make every effort to ensure that you are adequately supported to enable you to complete the training within the boundaries of the course performance criteria. Some examples of the type of support that Active Working Solutions can offer include:

Literacy

- Providing Participants only essential writing tasks.
- Provide handouts in an audio format via either cassette tape or on compact disc.
- Consider the use of group exercises so that the responsibility for writing rests with more than one person.
- Provide examples and models of completed tasks.
- Ensure that documents and forms are written and formatted in plain English.
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks.
- Speak clearly, concisely and not too quickly.
- Give clear instructions in a logical sequence.
- Give lots of practical examples.
- Encourage Participants to ask questions.
- Ask all questions to ensure Participants understand.

Numeracy

- Ask Participants to identify in words, what the exact problem is and how they might solve it.
- Show Participants how to do the calculations through step by step instructions and through examples of completed calculations.
- Help Participants to work out what maths/calculations/measurements are required to complete the task.

- Encourage the use of calculators and demonstrate how to use them.

Participant's Training Records

Active Working Solutions has in place a policy and procedure for the collection, storage and protection all the training records of individual Participants to meet training and assessment activity requirements.

Definitions:

Training Records - covers all types of documentation and information relating to training and assessment activities. It includes but is not limited to:

- Participant enrolment form;
- commencement and completion dates for individuals of all competency units;
- individual Participant assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual Participant participation data (assignments/ assessments where practicable, attendance);
- documentation/records of grievances, complaints, appeals; and
- recognition (RPL/RCC) process documents (application and results).

Active Working Solutions is committed to maintaining and safeguarding the confidentiality and privacy of all of its individual Participant's information. Active Working Solutions will document and implement procedures to assure the integrity, accuracy and currency of all Participant records.

Individual Participant records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Participant results will be archived for a period of not less than thirty (30) years. Training records will be collected and stored to meet the requirements of external reporting requirements.

Participant Training Records Procedure

Each individual Participant will have his records placed on a course file for storage of training records. Participant's training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password).

All Trainers/Assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information the decision of Active Working Solutions Training Manager. Records of Participant results for each unit of competency will be as per VETAB requirements so as to limit the amount of rework.

Access to Participant Training Records

Access to individual Participant training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records.
- Individuals authorising releases of specific information to third parties in writing.
- Active Working Solutions staff that require the information as part of their job role.
- Officers from the Department of Education and Training, the Vocational Education and Training
- Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations.
- Legal requirements (eg. subpoena/search warrants/social service benefits/evidence act).

Participant Welfare and Guidance

Active Working Solutions will make every effort to provide as much support as possible within its policies and resources for Participant to achieve the required level of competency in all accredited courses.

A Participant may make an appointment at any time to see a support officer for free advice relating to study on:

- managing your time;
- setting and achieving your goals;

- motivation;
- ways of learning;
- coping with assessments; and
- looking after yourself.

Active Working Solutions staff will assist Participants in how to seek help with local welfare and guidance services if required. An organisation that can assist is “Workplace English Language & Literacy Programme” (WELL) – www.dest.gov.au.

Privacy

Active Working Solutions operates in compliance with current privacy legislation (2001). All training staff have current knowledge of privacy policies as they relate to a RTO. Active Working Solutions will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF.

Training Staff

Active Working Solutions will abide by the AQTF standards regarding Trainer and Assessor qualifications in relation to all training and assessment activities. Active Working Solutions will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

1. Certificate IV in Assessment and Workplace Training (BSZ40198) or Certificate in Training & Assessment (TAA40104) – to ensure competency in educational delivery.
2. Vocational Qualifications - to ensure knowledge of the occupation or vocation in which the training is being conducted
3. Industry Experience – to ensure the currency and relevance of the training to industry and to the Participant.

Acknowledgement and Declaration

I acknowledge that I, _____
have read and fully understand the contents of this Participant Handbook, which outlines
my rights and responsibilities as a Participant of Active Working Solutions and that I
have also received induction into my training program.

Name Signature

Date

Name of Witness Signature of Witness