

STUDENT/PARTICIPANTS' INFORMATION

Access refers to a person's ability to participate fully in our training and assessment services, regardless of racial, religious, cultural or language backgrounds, as long as they can meet the entry requirements of the Training Package.

Equity refers to how QualTrain applies the guidelines and practices that make access possible and that we apply these equally to all persons.

How do we support Access & Equity? QualTrain is fully committed to the entire process for every participant. From the design of our courses through to ensuring **Natural Justice** when things go wrong, we recognise the barriers that may exist and will take steps to ensure these barriers are identified and removed or reduced.

QualTrain has **Policies** which guide the behaviour of our students and trainers and the culture of our business is to ensure that Access and Equity are not just words.

QualTrain **Courses** have flexible pathways and delivery options including course structure, locations and timetabling.

QualTrain's **Selection** criteria for entry into our courses are based on the requirements of the training product. Our administrative processes are designed to be simple and flexible, for example, completion and processing of enrolment documentation may be via electronic or hard copy, and will not be unnecessarily complex.

QualTrain's **Training Environment** is inclusive and supportive, setting standards for all participants, determining any special needs that may exist and ensuring that physical access is available to participants that may have difficulties.

QualTrain's **Assessment Processes** recognise existing skills of our participants and provide them with adequate information about the assessment process and requirements to ensure they are ready for assessment.

QualTrain **Support** – from time to time a person may require additional support to enable them to complete the course. We encourage all participants to discuss with us any special needs that they may have and where possible we will make adjustments to the training or assessment to accommodate these needs.

Participant welfare is important to us and we will not allow bias, discrimination or harassment to interfere with any person's ability to fully participate in the training course.

Natural Justice - if things still go wrong, we have a fair and equitable complaints process that will not put any person at a disadvantage or interfere with their course whilst the issue is being resolved.

Your Rights

Right to Complain

QualTrain is committed to maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible. The following principles apply to our Complaints handling:

- All our clients and participants have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties.
- Complaints handling and resolution processes are participant focused and help to prevent complaints from recurring.
- The views of each complainant and respondent are respected and all parties to a complaint are free from discrimination and victimisation.
- Written records are kept of all complaints and maintained in our Complaints Register.
- We respect the right of the complainant to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

Definition of a Complaint

A complaint can be defined as your expression of dissatisfaction with any aspect of our services and activities including:

- The enrolment, induction/orientation process
- The quality of training or assessment provided
- Our trainers, assessors or other staff
- A third party providing services on our behalf
- Access to personal records
- The way someone has been treated

Before an issue becomes a formal complaint you are encouraged, wherever possible, to resolve your concerns or difficulties directly with the person(s) concerned. Our staff are available to assist you to resolve the issues at this level.

Lodging a complaint

If you wish to lodge a formal complaint, your enrolment will be maintained throughout the process. There is no cost to you to lodge a complaint

All complaints must be submitted by completing our Complaints Form. You can request a copy of the form by contacting the QualTrain office.

Right to Appeal an Assessment Outcome

QualTrain will ensure that all assessment appeals will be handled in a fair, equitable and consistent manner and ensure that your rights are preserved at all times. Our goal is to provide excellent service to our participants, and we seek to prevent the occurrence of appeals by ensuring that you are fully prepared for assessment.

We will ensure that you are aware of the requirements of the assessment and will negotiate assessment arrangements, including timeframes and readiness for assessment, with you.

Grounds for Appeal

An application for appeal will be considered where you

- claim disadvantage because the trainer did not provide, in either written or verbal form, a subject outline
- claim disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied
- are of the view that a clerical error has occurred in the documenting of the assessment outcome
- claim there is a discrepancy between the practical observation and the formal assessment

Process for Appeals

If you wish to appeal an assessment outcome, you are encouraged to first discuss the issue with your Trainer/Assessor. If you are still not satisfied with the outcome you can proceed with the Assessment Appeals process by completing the Assessment Appeals Form. You can request a copy of this form by contacting the QualTrain office.

There is no cost for an appeal and your course will continue without interruption while the appeal is being assessed. All Appeals must be submitted by completing our Assessment Appeals Form.

Right to Be Supported

If you have met the entry requirements for a course you will also have access to a range of academic support options to provide you with the best opportunity to successfully complete your course.

Who is Eligible for Support?

Our support options are available to any currently enrolled participant. We will provide a supportive learning environment to the best of our ability and resources. However, there may be support and welfare needs which are beyond our scope of expertise and you may be referred to an external provider.

Right to Have Your Existing Skills/Qualifications Recognised

General Principles Under the Standards for RTOs 2015, QualTrain must recognise AQF Qualifications and Statements of Attainment issued by any other RTO. We will also recognise and assess the skills and knowledge you have gained over your years of work and life experiences. The underlying principle of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that no participant should be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package. We will offer recognition to all participants for any nationally recognised course we offer, prior to enrolment. We will only recognise credit for qualifications/units of competency completed within the Australian Qualifications Framework.

An RPL kit for unit(s) of competency will be provided on request. The kit explains the process and outlines the evidence required to assess RPL

Right to Access Your Records

QualTrain policies and procedures ensure that you have timely access to records related to your participation, progress and final outcomes upon written request. We will manage current and past records of your participation in training to ensure their accuracy, integrity and privacy at all times.

There is no charge for you to access personal information; however we may charge a fee to make paper copies of this information. Re-issue of Certificates In line with our Privacy Policy, Certificates and Statements of Attainment are considered personal information. Replacement certificates can only be re-issued where the details provided on the form match the details we have on record.

Right to Request an Extension of Time for Assessment

QualTrain understands that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed. Requests for an extension must be made no later than 3 business days prior to the assessment due date.

Resubmission

If you submit an assessment task that has incorrect answers, or answers that are incomplete or do not address the requirements of the unit(s) of competency you will be given the opportunity to re-submit the assessment. A maximum of two re-submits are allowed. Should the assessment still not meet the requirements of the unit(s), further training may be recommended. You may be charged for any additional training required.

Right to Receive Feedback Receiving feedback on progress is a fundamental concept of adult learning. You will be provided with feedback on the assessment work you submit. This feedback is designed to provide acknowledgement of achievement of competency and guidance on areas which may need improvement.

Right to Give Feedback all feedback from our stakeholders provides us an opportunity to improve our training and assessment services. At the end of your course you will be asked to complete a survey either in the classroom or online. These surveys can be submitted anonymously or if you wish to be contacted, just include your name and contact details.

PARTICIPANT OBLIGATIONS

Participant Code of Conduct

You are responsible for ensuring that:

- You attend training sessions regularly and maintain satisfactory progress
- You discuss any personal/medical circumstances with the Training Manager as soon as they become known, medical conditions or personal circumstances which have not been declared, cannot normally be taken into account in assessing performance on the course
 - You are aware of the correct time, date and location of all training sessions and assessments tasks that you are required to attend
- All course work, assessments and portfolios of evidence are in concise and accurate English and your own work
- You behave in a way that is respectful of fellow participants and Trainers
- You take care of the training venue by keeping it clean and tidy and take care of the amenities that are provided for participants

It is expected that you will:

- Treat all staff, participants and the general public with respect, fairness and courtesy
- Be punctual and regular in attendance
- Submit assessment events by the due date or seek approval for an extension of time
- Observe safe practice standards by wearing appropriate clothing and footwear, using protective equipment and following instructions.

You must not:

- Smoke in any designated non-smoking areas
- Litter
- Harass fellow participants, staff or the general public
- Use mobile phones, pagers or similar devices in the training room or during assessments – or use cameras or recording devices in mobile phones without the consent of the person being photographed or recorded
- Damage, steal, modify or misuse QualTrain property
- Be under the influence of alcohol or illegal drugs
- Engage in behaviour which may offend, embarrass, threaten or harm other participants

Appropriate Behaviour

QualTrain provides a learning/training environment which aims to ensure the health, safety and respect of all participants. We seek to create an inclusive and productive learning environment at all courses for everyone. To do so, we request that all participants ensure their behaviour is appropriate for an adult learning environment.

Sexual harassment

QualTrain is committed to ensuring that its training environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any participant who breaches this policy. Sexual harassment in education is illegal under the Sex Discrimination Act 1984.

No Cheating and/or Plagiarism

QualTrain has a zero tolerance towards cheating and will not issue an assessment outcome of Competent for any unit(s) where cheating has been proven. We will ensure that every participant is aware of the implications of cheating and we will seek to minimise the opportunities for deliberate or accidental occurrences of cheating.

All staff involved in training and assessing will assist in providing a learning and teaching environment that upholds academic integrity.

Definitions Cheating is an attempt to obtain or give credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. The most common form of cheating is plagiarism. Plagiarism means knowingly presenting the work or property of another person as if it were one's own without appropriate acknowledgement or referencing.

It includes:

- Word for word copying of text from one or more sources which are the work or data of other persons
- Closely paraphrasing sentences, paragraphs or themes
- Using another person's ideas, work or research data without due acknowledgment
- Submitting work which has been produced by someone else as if it were the work of the participant
- Copying or submitting computer files in whole or in part without indicating their origin
- In the case of collaborative projects, falsely representing the individual contributions of the collaborating participants where individual contributions are to be identified

You have a responsibility to:

- Produce original work with appropriate and correct citations where work, information or ideas are taken from any source
- Take careful notes of ideas or information are sourced