



Training Services Handbook

www.e-focus.org.au

Telephone 9450 5700

Email training@empfocus.vic.edu.au

73-75 Burgundy Street, Heidelberg Victoria 3084

Welcome

Welcome to E-focus Training! Whether you are a Learner undertaking training, or an employer seeking training for your staff, we congratulate you on committing to personal and professional development through flexible learning. The enrolment process is an important step in further developing and/or formally recognising skills and knowledge to assist in meeting your aspirations.

The purpose of this handbook is to provide you with information that will be useful to you as a Learner/Employer. The handbook will help you achieve your goals.

At E-focus Training we have a commitment to provide you with the best possible training options and unique individualised support to ensure our Learners are able to meet the requirements of their chosen qualification. We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community. We encourage open and honest communication and offer flexible learning choices.

A variety of support services have been established to match the type of learning or recognition service being provided. We acknowledge that all learning is interrelated and learning at work is only part of the many types of learning people do.

We plan to assist your learning in whatever way possible; please do not hesitate to contact the Training Services Manager on 9450 5700 if you have any concerns.

Enjoy your journey!

A handwritten signature in black ink, appearing to read "Dr. George Giuliani".

Dr. George Giuliani
Chief Executive Officer

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Welcome to E-focus Training!

E-focus Training is pleased to have you join our training services. Whether you are a part-time or full-time Learner or an employer, we want you to enjoy and benefit from your training program. A nationally recognised training program ensures your career moves in the right direction.

Individuals are increasingly capitalising on the competitive advantage gained by improving their skills and knowledge. Competent, well trained individuals are equipped with the skills and flexibility needed to adapt quickly to the rapid pace of change in the workplace.

E-focus Training places great emphasis on attracting the most competent Trainers and Assessors available in the market. We are committed to ensuring a safe and productive work environment for all our Learners and others with whom we associate.

E-focus Training Provides:

- Learning that is workplace relevant and improves career opportunities
- Flexible training options that recognise the needs of each individual student/employer
- Trainers and Assessors with recent and relevant industry experience and expertise
- Innovative and responsive training delivery
- Expertise to identify, and clarify training needs and the ability to deliver training that meets those needs
- Learning programs that make sense in the work environment
- Learners with the required skills and knowledge for the future
- Hands on practical skills linked to underpinning knowledge
- Assistance to find work placement with our network of service providers

Skills First Program

E-focus Training is contracted by the Victorian Government (Department of Education and Training) and as such, training delivered to eligible participants may be funded wholly or partially by the Victorian State Government.

Training Program Information

E-focus Training incorporates adult learning principles into the training and assessment strategies of all its training programs.

E-focus Training will, prior to the training program commencement, give Learners and employers all relevant information about the program of study, availability of learning resources and appropriate support services.

E-focus Training will ensure that training and assessment occurs in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising.

Learners are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

E-focus Training prides itself on its 'people development' through training programs. Training programs can assist Learner progression pathways within their workplace.

Course Information

Learners are provided with the following information (or available in this handbook) to assist them to better understand their rights, role and responsibilities whilst undertaking a training program with E-focus Training:

- A detailed course outline which provides information on the course content
- Session dates/times and length of course
- Access and equity information
- Language, literacy and numeracy support
- RPL (recognition of prior learning)
- Credit transfer (Mutual recognition) procedure
- Complaints / Appeals process
- Fees, charges and refunds information
- Pre-requisites for entry into the training program
- Assessment methods to be used
- Qualifications issued
- Entry pathways, further training and career pathways
- Work placement

Pre-Training Assessment

E-focus Training will conduct an interview and a pre-training assessment for each individual Learner. The pre-training assessment provides a detailed outline of the training program, final training plan negotiation, a language, literacy and numeracy (LLN) assessment, a copy of the Learners' handbook and an opportunity to apply for recognition of prior learning or credit transfer (both forms of 'skills recognition'). Pre-training interviews ensure that all Learners are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Learners who require assistance or support with any special need, including LLN, can speak confidentially with their Trainer and Assessor. E-focus Training's experienced staff can discuss options for participation in training programs to assist Learners in achieving competence.

Learner Support Services

E-focus Training follows sound management practices to ensure effective Learner services. In particular, E-focus Training has established standards to ensure timely issuing of assessment results and qualifications.

E-focus Training will ensure the vocational needs of Learners are taken into account in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill or personal need factors.

E-focus Training provides the following in support of training:

- Continuous access to Trainers and Assessors
- Detailed course information

Academic Support

E-focus Training will provide Learners with advice, support and assistance if they are experiencing any difficulty with the program. Learner's course progress will be monitored through participation, completion of tasks and responses to questions. Where relevant, employers will be notified of Learner progress and any issues of support that may need to be addressed in the workplace.

If a Learner fails to demonstrate competency at an assessment the Trainer supports them with measures such as:

- Reasonable adjustments
- Further training / study support
- Additional learning resources
- Alternate methods of training or assessment.
- Opportunity to re-submit

Specialist Support

E-focus Training provides access to specialist support for Learners who may have special needs, including assistance for:

- Language, literacy and numeracy
- People from disadvantaged backgrounds
- People from non-English speaking backgrounds
- People with disabilities

E-focus Training can provide access to specialist assistance for Learners who require support with language, literacy or numeracy. Prior to commencement of training, Learners identified as having language, literacy and numeracy difficulties that could affect their ability to complete their studies will be provided with access to external specialist services to assist them. E-focus Training will work in cooperation with the external specialist services to ensure successful outcomes.

Processes will be implemented to identify, counsel and provide access to appropriate assistance for Learners with special needs. Assistance will be administered to Learners identified with special needs in the form of information and/or referrals as required.

Further information can be obtained from:

Australian Apprenticeship Support Network
Domestic Violence
Gambling
Drugs and Alcohol
Depression
Centrelink

<http://www.australianapprenticeships.gov.au/>
<http://dvrcv.org.au/>
<http://www.relationships.org.au/>
<http://www.adin.com.au/content>
<https://www.beyondblue.org.au/>
<http://www.humanservices.gov.au/>

Trainers and Assessors

E-focus Training will ensure that all Trainers and Assessors:

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors,
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training program being trained/assessed and will continue to develop their industry currency and Trainer/ Assessor competence.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources or assessment activities.

Learner Rights and Responsibilities

Learners will be expected to treat E-focus Training team members and fellow Learners with respect and observe any particular conditions which may appear in this Training Services Handbook or that are raised during the course by an E-focus Training team member.

Inappropriate language or actions will not be tolerated.

Learners are expected to participate in all training activities and carry out any tasks within reason that may be requested by the Trainer and Assessor. Learners should complete these tasks to the best of their ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of the training program. Trainers and Assessors will then discuss an action plan with the Learner to address the performance issue.

Consumption of, or being under the influence of, alcohol or illicit substances during training is unacceptable and will result in training being terminated or the Learner being asked to leave the premises (subject to site regulations). Continued abuse of this nature may result in the Learner's removal from the training program.

A Learner's behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program and any further training at E-focus Training. All Learners should behave in a way that reflects workplace/professional standards at all times.

Learners should be punctual to all training and coaching sessions.

Courtesy, manners, punctuality, attendance and an appropriate standard of dress are all mandatory.

Learners whose attendance or behaviour is considered detrimental to their progress, or the progress of their fellow Learners, may be asked to show cause why their enrolment should not be suspended or terminated and may face disciplinary action under E-focus Training's disciplinary policy. Casual clothing is generally considered appropriate for attending training sessions. Your standard of dress should reflect professional standards for the industry you are intending to work in. Learners

will be advised of any specific dress code requirements relating to work placement. Clothing with potentially offensive wording or illustrations will not be tolerated.

Whilst participating in training on E-focus Training premises, Learners should not leave handbags or other valuables unattended. Although the building is reasonably secure, Learners are ultimately responsible for their own belongings. E-focus Training accepts no responsibility for any belongings which may be stolen or misplaced during the training program.

In line with guidelines in the Tobacco Act 1987, smoking is prohibited in all E-focus Training buildings and the building entrance.

If a Learner has a personal health condition which may become critical while attending the course, please advise the Trainer or other staff member prior to commencing training. Any information will be treated in strict confidence and is only necessary to ensure that E-focus Training can provide support or assistance should an emergency arise. Should a Learner be involved in an accident which results in personal injury and/or damage to equipment or facilities, the Training Manager/ E-Focus Training staff member must be notified immediately.

Emergency procedures and exit plans must be followed. If a Learner hears an alarm or a staff member advising of an emergency, they must follow the instructions given.

Skills Recognition

What is skills recognition?

Skills recognition is the overarching term given to the recognition of skills and knowledge gained through formal and informal learning by the applicant. The Skills Recognition (Mutual Recognition) process can include Credit Transfer (CT) or Recognition of Prior Learning (RPL). Skills recognition is where credits or exemptions can be applied to a Learner's qualification, either an entire qualification, or individual subjects known as 'units of competency'. Definitions of the two main types of skills recognition are:

Credit Transfer is available to all Learners and is initially offered at the pre-training interview. A Credit Transfer application needs to be completed and submitted with a certified copy of a Certificate or a Statement of Attainment within one month from the course commencement date.

The Training Services Manager will verify the Certificate or Statement of Attainment and grant credit transfers for a unit(s) of competency that has been completed at a TAFE or any other Registered Training Organisation.

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.

RPL is available to all Learners and is initially offered at the pre-training interview.

The RPL application needs to be completed by the Learner within one month from the course commencement date. The applicant will be informed of the outcome of the application for Recognition of Prior Learning or Credit Transfer, which will be either granted or refused.

Structured Training Withdrawal (Traineeships and Apprenticeships only)

Structured Training Withdrawal (time spent on developing your skills and knowledge in the workplace) is an essential component of your development and is a mandatory requirement for all traineeship and apprenticeship Learners.

Whilst it can vary week to week, your time on structured training activities must average out, per month, as follows:

- 12 hours for full-time employees
- Pro rata to the full time equivalent for part-time employees

Structured Training Withdrawal occurs in many ways and the E-focus Training Structured Workplace Withdrawal Training Log provided to all Learners has been pre-populated with some of the most common types. However you may record any other activities that you and your mentor/supervisor consider appropriate. If you are unsure, please consult your E-focus Trainer.

Note: Students are required to maintain the logbook throughout the duration of the training program, in other words, a log must be completed a log for each and every week worked, and your Trainer will ask to collect it at each training visit.

Training and Assessment Methods

Training is delivered using a variety of flexible approaches to learning, including methods such as: classroom based learning, on the job instructions, group based learning, coaching and workplace training. Flexible delivery means providing training in a way that best suits Employers and Learners and to enable each to fulfil the requirements of the nationally recognised competencies.

Training Delivery

The flexibility in training delivery incorporates options that best suit the individual's learning needs:

- Classroom based –Trainer led training session in the classroom – attendance requirements apply
- Workplace delivery – Trainer and Assessor led training sessions on-site
- Workplace mentoring – Workplace Mentors provide additional training and support to Learners on-the job
- Self-paced learning – working through training resources outside of scheduled training delivery
- School based apprenticeship / traineeship (SBAT)

Assessment

To be awarded a Nationally Recognised qualification, a Learner must be deemed as 'competent' in all units of competency prescribed for that course. In order to achieve competence in each unit, the Learner must satisfactorily complete each prescribed assessment task. The assessments are

based on performance criteria, skills, knowledge and foundation skills.

All training programs delivered by E-focus Training are developed by referencing competency standards as set and endorsed by industry skills councils. Learner competency for each cycle in their training program will be assessed by qualified staff using strict assessment criteria.

When a Learner can demonstrate competency for the required number of units of competency specified for their training program, the full qualification will be awarded. Learners who fail to demonstrate the required level of competency at the close of the program will be provided with information, advice and/or counselling on options or opportunities to achieve competence and be re-assessed.

Aside from these basic obligations, E-focus Training relates both training programs and the associated assessments to industry applications. Therefore industry standards of competence and skill level are the basis of assessment.

Wherever possible, a practical assignment or project will be used to assess a Learner's competence. In many cases, however, the practical application is underpinned by structured, theoretical knowledge. The application of such knowledge may vary considerably, depending upon industry, organisation and business environment or situation. It is therefore necessary, in many cases, to measure a Learner's theoretical knowledge using a variety of assessment methods over and above the assignment or project.

Some of the aforementioned delivery methods may also be used as methods of assessment and are complimented by other assessment methods that may include (but are not limited to):

- Written questions
- Demonstration (observations by the Trainer and Assessor)
- Targeted oral questioning
- Supervisor reports

Assessment Tasks

To achieve competency in assessment, a Learner must complete all components of the assessment to the standards described by the Trainer.

Assessment work must be of a professional standard, well presented and submitted on the due date.

It is the Learner's responsibility to take a copy of their work prior to submitting it for assessment. Learners may request a copy from reception but a fee will be applicable.

E-focus Training accepts no responsibility for lost project work.

All assessments are to be submitted via reception and a receipt will be issued to the Learner for their records.

Note: Workplace trainees may submit their assessments to the Trainer who will provide a receipt.

Extension

In valid cases, a Learner can apply for an extension to the deadline for submission of assessment work. Extensions must be arranged with the relevant Trainer and Assessor prior to the initial due date. The maximum time extension possible under this agreement is 14 days from the original due date.

In cases of hardship or extenuating circumstances, a Learner may apply for special consideration in order to defer assessment further. Special consideration must be applied for through the Trainer and Assessor at least two (2) weeks (14 days) prior to the due date of the project or assessment activity etc.

Competency Based Assessment

Competency based assessment is flexible, and can be tailored to meet the needs of each individual Learner. It is evidence based, which means that Learners provide evidence of competency to the assessor. Some examples of evidence collection methods include:

- Observation (made by the Trainer and Assessor) of skills demonstrated by the Learner
- Responses to case studies
- Written assignments
- Responses to questioning (verbal or written)
- Completion of projects
- Reflections (keeping a journal for example)
- Oral presentations

Training Completion

Successful completion will be determined when the Learner is deemed competent in all units of competency within the training program. E-focus Training will issue full certificates and statements of attainments that show the following:

- Name of the Provider as shown on the certificate of registration
- Name of the person receiving the qualification
- Name of the training qualification as shown on the scope of registration
- Date of issue
- Authorised signatory of CEO
- Nationally Recognised training logo where courses are nationally recognised
- Units of competency achieved on any certification issued in relation to courses based on national competency standards
- AQF recognition, either logo or appropriate wording

Partial Completion

A Statement of Attainment will be issued to Learners who satisfactorily complete units of competency from a Nationally Recognised qualification, or a module from an accredited course that is on the scope of registration.

Training Withdrawal

If a Learner wishes to terminate their enrolment in a training program they must notify the Training Delivery Coordinator immediately. This must then be confirmed in writing by completing a 'Training Withdrawal' form. If the Learner is entitled to a Statement of Attainment for units completed, this will be issued within 30 days.

Qualification Reprints

Learners may request reprints of the following documents issued by E-focus Training:

- **Reprint of Original Certificate/Testamur/Transcript** **\$50**

If the reprint requires the retrieval of information from archives older than 12 months, then an additional \$25 fee will apply.

Participation/Attendance

All vocational courses are underpinned by 'foundation skills' which include (but are not limited to) self-management, teamwork, communication, planning and organising and learning. The need to assess these skills, on top of the relevant technical skills, means attendance at all sessions and participation in all associated activities is critical. Much of the assessment is made by observation and demonstration which is impossible if a Learner's attendance and participation is irregular.

All attendance and participation of the Learner is recorded for each and every session in official attendance registers.

In order to undertake assessment for a unit of competency, the Learner must have attended all of the training sessions for that unit. If a Learner misses part, or all of a training session they will be required to re-attend training for that unit at a future date. E-focus Training administration will advise Learners of the availability of catch-up classes. Whilst every effort will be made to enable the Learners to complete their qualification within the same time frame, E-focus Training cannot guarantee the immediate availability of catch-up classes.

If a Trainer and Assessor has not been able to make adequate observations and has not had the opportunity to orally question a Learner throughout the duration of training to assess underpinning knowledge and comprehension, the Learner may be assessed as 'not yet competent' on the basis of a lack of evidence, which will inevitably delay the attainment of the qualification.

Absence/Missing Sessions

Where a Learner anticipates absence from a session, a courtesy call, email / message to E-focus Training is required. Where a longer absence is anticipated, the Training Delivery Coordinator needs to be notified to discuss future attendance.

In the event of absence from a session, Learners will be advised by a member of the E-Focus Training administration when the unit is next timetabled for delivery. Learners are encouraged to attend classes as per timetable as it is not always possible to reschedule unit delivery.

Please note E-Focus Training require 100% attendance at all classroom sessions.

Plagiarism and Cheating

Learners are expected to submit their own original and current work for assessment. If Learners are required to undertake research for their class work or assessments, they must properly and fully acknowledge their sources. Plagiarism and cheating of any kind will not be tolerated by E-focus Training and such action constitutes Learner misbehaviour which may result in the cancellation of a Learner's enrolment.

a) Cheating means any dishonest or deceitful conduct in relation to the submission of class-work, assessments, assignments or other course related conduct (Example: copying work from another Learner is considered cheating).

b) Plagiarism means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

In order to determine if cheating has occurred, it may be necessary for E-focus Training staff members to interview all parties suspected of conspiring to cheat. This can be unnecessarily frustrating, and insulting if somebody has copied your work without you being aware of it, so protect yourself by keeping your work secure at all times and report any suspicions you have of your work being copied to your Trainer and Assessor immediately. From time to time, Learners may be suspected of cheating where they have worked together on an assignment with one or more other Learners. It is important to ensure that your work is sufficiently unique to demonstrate competence and to avoid these situations, as each Learner needs to demonstrate his or her own competence as an individual.

Misconduct

Misconduct includes, but is not limited to:

- Theft and/or fraud
- Violence, assault, physical intimidation, abuse
- Discrimination, harassment, intimidation or victimisation of others
- Serious negligence including OH&S non compliance
- Serious breach of confidentiality
- Plagiarism/cheating
- Refusing to carry out lawful and reasonable instructions
- Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities

Disciplinary Procedures

Where a Learner's behaviour is affecting the learning process, they will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the Training Services Manager.

Any misconduct will result in an intervention meeting followed by a written warning.

Any further incidents will result in termination from the training program without refund. Serious misconduct will result in immediate termination from the training program. No refund will be available in this instance.

Feedback

E-focus Training welcomes feedback and opportunities for improvement. Feedback/enquiries/requests may be submitted via the E-focus Training website's (www.e-focus.org.au/contact). These may be made anonymously or with your contact details. Providing contact details allows for E-focus Training to respond and keep you informed of outcomes

E-focus Training will collect and review feedback from all stakeholders on a regular basis. All Learners will be asked to complete engagement surveys or evaluations during and at the completion of their training program. Feedback will be utilised to review and improve E-focus Training processes.

Many Learners fear retribution if they provide any feedback that is not positive. It is important to remember that your frustrations (if encountered) may have been avoided if the Learners before you had the confidence to raise the issue.

E-focus Training is 100% committed to continuous improvement, but we can only act on the things of which we are aware. If you are concerned about confidentiality, these evaluations can be forwarded directly to the Training Services Manager to ensure anonymity.

As part of the VET Learner Statistical Collection Guidelines, some Learners may also be requested to participate in a National Council for Vocational Education and Research (NCVER) survey during their training program.

Access and Equity

E-focus Training's commitment to the principles of access and equity in vocational education and training gives practical expression to the Federal Government's goal of improving the knowledge, skills and quality of life for all Australians, having regard to the particular needs of target groups. The management of E-focus Training is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all Learners are entitled to the best possible training delivery. E-focus Training achieves this by employing qualified and experienced staff, offering Learners flexible training options and ensuring that the needs of each individual Learner are recognised, customising each training experience to best suit their needs.

Access and equity is the responsibility of all staff members at E-focus. Learners who feel they are struggling should contact the Training Services Manager on 9450 5700. Where E-focus Training cannot meet individual Learner's needs and believes it cannot offer Learners the best service possible, it will refer them to another training provider.

Change of Details

Learners must inform E-focus Training of any changes to their address or contact details as originally advised in the enrolment form. They must also inform E-focus Training of any other change that

may be relevant to their training status as a Learner. This prevents Learners from missing any relevant correspondence sent to their personal address and ensures they can be contacted at all times.

Change of details can be lodged via E-focus Training website (www.e-focus.org.au/) or in an email to training@e-focus.org.au

Complaints and Appeals

Despite all efforts of E-focus Training to provide satisfactory services to its' Learners, complaints may occasionally arise that require formal resolution. The following procedures provide Learners with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the Learner (unless referred to a third party; see procedure for more details).

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the Learner's issue. Any staff member can be involved in this informal process to resolve issues but once a Learner has placed a formal complaint / appeal the Complaints and Appeals Policy and Procedure shall be followed.

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised in writing by the CEO of E-focus.

Submitting a Complaint

Any Learner, potential Learner, or third party may submit a formal complaint to E-focus Training with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Training Services Manager or through the E-focus Training website – www.e-focus.org.au.

All formally submitted complaints or appeals are submitted directly to the Training Services Manager. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint
- Date of the event which leads to the complaint
- Attachments (if applicable)

A Learner may be assisted or accompanied by a support person (of their choice) regardless of the nature of the issue or complaint throughout the process at all times.

Learners shall be informed (in writing) of the outcome of their complaint within 10 working days.

Appealing a Decision

All Learners have the right to appeal decisions made by E-focus Training where reasonable grounds can be established. The areas in which a Learner may appeal a decision made by E-focus Training may include but not limited to:

- Assessments conducted
- Suspension or cancellation decisions made in relation to the Learner's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by E-focus Training in the first instance

To activate the appeals process the Learner is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the Learner feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Training Services Manager.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General Appeals

Where a Learner has appealed a decision or outcome of a formal complaint they are required to notify E-focus Training in writing of the grounds of their appeal within 10 working days. Any supporting documentation should also be attached to the appeal.

The Learner shall be notified in writing of the outcome with reasons for the decisions. The Learner shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Learner is required to notify E-focus Training if they wish to proceed with the external appeals process.

Assessment Appeals

Where a Learner wishes to appeal an assessment outcome they are required to notify their Trainer and Assessor in the first instance. Where appropriate the Trainer and Assessor may decide to re-assess the Learner to ensure a fair and equitable decision is gained. The Trainer and Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not deemed competent.

If this is still not to the Learner's satisfaction, the Learner shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal and shall lodge this with the Training Services Manager, who will notify the Training and Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer and Assessor appointed by E-focus Training

The Learner shall be notified in writing of the outcome with reasons for the decision. The Learner shall also be provided the option of activating the external appeals process if they are not satisfied

with the outcome. The Learner is required to notify E-focus Training if they wish to proceed with the external appeals process.

Further information and External Mediator External Appeal

In addition to the internal processes if Learners enrolled with E-Focus Training are still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with The Dispute Settlement Centre of Victoria (DSCV).

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process.

Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>.

VRQA Complaints

If a client (Learner or other client) is still dissatisfied with the decision of the RTO, they may also wish to place a complaint about the RTO to the Victorian Registration and Qualifications Authority (VRQA) directly. (Please be aware that VRQA does not act in a mediation capacity).

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to VRQA by doing one of the following:

- completing an online complaint form
- filling out the printable complaint form and posting or faxing it to the VRQA
- writing a letter and posting or faxing it to the VRQA

Fees, Charges and Refunds

For up to date information relating to qualifications and/or course dates and fee schedules please refer to our Fees and Charges and Course Outline.

Under the Fees and Charges Policy, fees for Learners are set on the conditions specified by the Higher Education and Skills Group.

The tuition fee is calculated by charging the Learner a tuition contribution for each nominal enrolment hour of government funded training or further education undertaken in the calendar year.

An amenities fee of \$50 is charged for an application to enroll in a course. A fee of \$70 is payable for the use of resources during a course (subject to change). Learners can purchase their own set of resources if preferred. learner will be invoiced for any damage/lost resources.

A full Fees and Charges Policy is also available on the Government website address:
<http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx>

If the qualification undertaken is part of an Australian Apprenticeship or traineeship the annual Learner enrolment fee can be charged to the Employer.

All course fees are to be paid in full prior to course commencement. Any debt collection costs incurred will be borne by the responsible party for paying the invoice (Learner/Employer). Certificates will not be issued until all outstanding fees and charges are paid in full.

Please note that E-focus Training may update fees and charges from time to time and it is recommended potential Learners check the E-Focus Training website or contact E-focus Training to ensure the most up to date information is obtained.

Course Fee Refunds

All applications for refunds must be made in writing to the Training Services Manager. Approved applications will be processed within 14 days from the date of the application. The assessment of refund application shall be granted as indicated below:

Outline of Refunds

- | | |
|---|--|
| • Withdrawal prior to agreed start date | Full refund of all fees (Enrolment, Resource Loan Fee and Amenities) |
| • Withdrawal after the agreed start date | Refund of unused Enrolment fees only |
| • The RTO is unable to provide the course | Full refund of all fees |

Extenuating Circumstances

Learners may have extenuating circumstances that prevent them from attending scheduled course dates.

Where evidence can be successfully provided to support the Learner's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Services Manager and shall be assessed on a case by case situation.

Cancellation of Training (Traineeship/Workplace Training)

If workplace training sessions are not attended or are cancelled by the client without at least seven (7) days written notice to E-focus Training, E-focus Training reserves the right to charge a session cancellation fee of \$250 per visit.

If a training session is cancelled with less than one (1) weeks' notice, E-focus Training reserves the right to charge for any and all travel expenses that have been booked if they cannot be varied and can be justified by E-focus Training.

Finance Enquiries

1. All financial queries or concerns are directed to the Training Services Manager;
2. The enquiry is documented in the Student Management System (VETtrak);
3. Training Services Manager investigates the enquiry and will consult relevant E-focus training staff;
4. Training Services Manager contacts the client to within 5 working days of receiving enquiry;
5. If the matter is resolved, written acknowledgement is sought from all parties;
6. If the matter is unresolved a further investigation of the issue will be initiated by the Training

- Services Manager and escalated to the Employment and Training Division Manager;
7. The outcome of the investigation will be either a resolution or will initiate a formal complaint;
 8. A client can initiate the formal complaint process independent of this investigation.

Records Management/Confidentiality

Storage of records

All records retained by E-focus Training will be kept secure. E-focus Training will endeavor to make every effort to safeguard confidential information. Records will be available for perusal by auditors upon request and at a scheduled audit.

Records will be stored in hard copy and/or electronic formats (VETtrak) with any electronic records being backed up regularly.

Information about a Learner will not be disclosed to a third party without the written consent of the learner. However, the "Learner Access to Own Records Policy" will ensure that Learners have access to their personal records when requested.

Learner Statistical Collection

E-focus Training is required to provide the government with Learner and training activity data which may include information found on the training plan, industry engagement and the training enrolment form. Information is required to be provided in accordance with the Student Statistical Collection Guidelines, which are available at: www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx

The Government may use the information provided to it for planning, administration, policy development, programme evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Government may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations. For more information in relation to how information may be used or disclosed please contact E-focus Training on 03 9450 5700

Compliance with Legislation

E-focus Training is subject to a variety of legislative requirements as they relate to training and assessment. It is the responsibility of all E-focus Training staff to ensure the requirements of relevant legislation are met by E-focus Training at all times. Please use the feedback functionality on the E-focus Training website or contact the Training Services Manager if further information is required. Current legislation that effects E-focus Training's operations includes, but is not limited to, the legislation listed below.

Privacy Act

E-focus Training will undertake annual reviews of its information handling activities and processes to ensure continued compliance under the relevant State and Federal Privacy Acts that include:

- Privacy Act 1988 (Commonwealth)
- Information Privacy Act 2000 (Victoria)

E-focus Training understands individuals' concerns regarding confidentiality and is totally committed to respecting and upholding an individual's right to privacy protection under the National Privacy Principles (NPP) contained in the Privacy Act 1988 (Cth). E-focus Training respects the privacy rights of all individuals in training programs, past and present, and the workplace, and as such, E-focus Training has chosen to apply the same privacy standards in relation to employee records.

Under the National Privacy Principles, a Learner can access personal information held on them by E-focus Training and may request corrections to information that is not accurate or out of date via written correspondence and signed to E-focus Training. This legislation is detailed on the website www.oaic.gov.au

Anti-Discrimination

E-focus Training ensures that neither staff nor learners in training are discriminated against on the basis of gender, gender preference, race, skin colour, disabilities or religious beliefs. E-focus Training ensures continued compliance under the relevant State and Federal Privacy Acts (see www.humanrights.gov.au) that include:

- Sex Discrimination Act 1984 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Equal Opportunity Act 2010 (Victoria)

Freedom of Information Act

The Freedom of Information Act 1982 gives the public the right to request access to documents held by E-focus Training and most Government departments and agencies. The public are also able to ensure that records held by E-focus Training and by the Government are complete, correct, current and not misleading.

National Vocational Education and Training Regulator Act

E-focus Training operates as a Registered Training Organisation and as such complies with the registration requirements of the Victorian Registration and Qualifications Authority (VRQA) and in the accreditation of courses.

Workplace Health & Safety Legislation

E-focus Training will meet all legislative requirements of State and Federal Governments for workplace health and safety at all times. This includes:

- Workplace Health & Safety Act 2011 (Commonwealth)
- Occupational Health & Safety Act 2004 (Victoria)

E-focus Training Contact Details

73 – 75 Burgundy Street
Heidelberg VIC 3084
Phone: 03 9450 5700
Fax: 03 9450 5757

Key contacts

| | |
|-----------------|--|
| Janine Cresp | Training Services Manager email: janinec@empfocus.vic.edu.au |
| Carol Longey | Trainer and Delivery Coordinator email: caroll@empfocus.vic.edu.au |
| Susan Gorup | Employment and Training Division Manager email: susang@e-focus.org.au |
| George Giuliani | CEO email: george@e-focus.org.au |

Please contact your Trainer/Assessor, if you:

- need any clarification regarding your training or participation in assessments
- have any special requirement that needs to be met or any adjustment that needs to be made before you can participate in the training/assessment

Your Trainer and Assessor:

Name:

Email:

Statement of Understanding (Learner)

In signing this Statement of Understanding, I agree that:

I have been provided with the E-focus Training Services Handbook, including:

- Learner Rights and Responsibilities relevant to the Training Program
- My Employer's Rights and Responsibilities relevant to the Training Program (if applicable)
- E-focus Training's Rights and Responsibilities relevant to the Training Program
- Information on E-focus Training's Complaints and Appeals process

I am aware of the National Code and Title of the qualification I am undertaking

I have been made aware of the further training progression pathways that successful completion of this qualification may offer

I understand the 100% attendance requirement

I understand that I must complete all assessment tasks to the required standard in order to complete the qualification and will make every reasonable effort to do so

I am aware of workplace requirements (if applicable)

I have seen the E-focus Training Fees and Charges and understand the value of the course I am undertaking

I am aware that I can give feedback at any time via the E-focus Training website

I agree to abide by these guidelines for the duration of my enrolment and I understand that any failure to do so may lead to cancellation of my enrolment

Sign

Date

.....



Statement of Understanding (Employer)

In signing this Statement of Understanding, I agree that:

I have been provided with the E-focus Training Services Handbook, including:

- Learner Rights and Responsibilities relevant to the Training Program
- Employer's Rights and Responsibilities relevant to the Training Program (if applicable)
- E-focus Training's Rights and Responsibilities relevant to the Training Program
- Information on E-focus Training's Complaints and Appeals process

I am aware of the National Code and Title of the qualification my staff will be undertaking

I understand the Cancellation of Training policies and associated fees as detailed in this handbook

I understand the requirements for Structured Training Withdrawal for staff undertaking a Traineeship

I understand that I may be required to provide feedback on staff competency in the workplace

I am aware that I am required to provide a WHS induction to any E-focus Training staff delivering training in my workplace

I have seen the E-focus Training Fees and Charges and am aware of the requirement of full payment of any invoice prior to the commencement of training

I am aware that I can give feedback at any time via the E-focus Training website

I agree to abide by these guidelines for the duration of training and I understand that any failure to do so may lead to cancellation of training

Sign

Date

.....





www.e-focus.org.au

Telephone 9450 5700

Email training@empfocus.vic.edu.au

73-75 Burgundy Street, Heidelberg Victoria 3084

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