

STUDENT HANDBOOK



1300 705 821

www.emeraldtraining.com.au

Introduction

Thank you for choosing Emerald Training Services as your preferred supplier. Emerald Training Services is a registered training organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to provide a range of nationally recognised units of competency (refer to the rear of this handbook).

Emerald Training Services is committed to compliance and responsible for providing the highest quality training and assessment in accordance with the VET Quality Framework including the Standards for RTOs 2015. To ensure that we meet this ongoing commitment, we engage with industry on a regular basis to ensure that our training is relevant to the needs of industry and addressing current industry practices.

This Student Information Booklet has been developed to provide information on our policies, procedures and obligations under the VET Quality Framework. The handbook is underpinned by our internal operational processes and associated forms. Should you have any questions on the content of this handbook, please do not hesitate to ask your trainer or contact our Office Administrator.

About Emerald Training Services Pty Ltd

About Us

Emerald Training Services Pty Ltd was founded in 2016 as a provider for high risk work licences and high risk machinery training and assessment.

The foundation of Emerald Training Services Pty Ltd comprises of the following but not limited to:

- Provide tailored educational solutions to meet employers and students' needs.
- Having the highest quality trainers with current industry experience.
- Ensuring the transfer of knowledge through empowering students with the ability to self-manage their learning.
- Benefiting employers by having a sustainable workforce with the potential for greater productivity.

Emerald Training Services Company Vision

Provide flexible education with emphasis on valued outcomes for both students and employers.

Contacting Emerald Training Services Pty Ltd

If you should need further support or assistance, please do not hesitate to contact us.

General Phone and Booking Enquires: 1300 705 821

Email: info@emeraldtraining.com.au

Company Code of Ethics and Conduct

The Employee and Contractor Code of Ethics and Conduct Details Emerald Training Services policies for employees and contractors. Emerald Training Services Pty Ltd is committed to a quality business and reputation that values integrity, respect and truthfulness and a strong commitment to the highest ethical standards. These principles apply to employee interactions with students, the employers that hire them, co-workers, vendors, government and regulatory agencies and the general public. Emerald Training Services Pty Ltd employees and contractors must be familiar with this Code and adhere to its guidelines.

Compliance with applicable laws and regulations

Emerald Training Services Pty Ltd has a policy to observe all laws, rules and regulations of government and authorities. This specifically includes the requirements under the following acts. If federal, state or local law exists that is either contradictory or stricter than this policy, then the employee/contractor must apply the law.

- The Copyright Act 1968
- Anti-Discrimination Act 1991
- Sex Discrimination Act 1984
- Privacy Act 1988
- Equal Opportunity Act 2010
- Standards for Registered Training Organisations 2011
- Child Protection Legislation Amendment Act 2003
- Child and Young Persons (Care and Protection) Act 1998
- Education Legislation Amendment (Staff) Act 2006
- Government and Related Appeals Tribunal Act 1980
- Occupational Health and Safety Act 2000
- Protected Disclosures Act 1994
- Public Sector Employment and Management Act 2002
- Education (Accreditation of Non – State Schools) Regulation 2001
- Education (General Provisions) Act 2006
- Drug Misuse Act 1986
- Fair Trading Act 1989
- Fair Work (Commonwealth Powers) and Other Provisions Act 2009
- Industrial Relations Act 1999
- Integrity Act 2009
- Further Education and Training Act 2014
- Further Education and Training Regulation 2014
- Work Health and Safety Act 2000

Conflicts of interest

Emerald Training Services Pty Ltd employees and contractors must avoid having a personal, business, financial or other interest, activity or relationship, outside Emerald Training Services Pty Ltd that has or may be in conflict with Emerald Training Services Pty Ltd or its students. Any material transaction or relationship that may give rise to an actual or perceived conflict of interest should be discussed with the Managing Director of Emerald Training Services Pty Ltd.

Discrimination and Harassment

Emerald Training Services Pty Ltd prohibits discrimination and harassment of student, employees or contractors whether or not the incidents occur on Emerald Training Services Pty Ltd premises and whether or not the incidents occur during business hours.

Emerald Training Services Pty Ltd follows federal, state and local law to ensure equal recruitment, employment, compensation, development and advancement opportunity for all qualified individuals and prohibits deliberate harassment based on federally protected categories of race, colour, religion, sex, national origin, age or disability.

Workplace Violence – Emerald Training Services Pty Ltd does not tolerate workplace violence including threats, threatening behaviour, harassment, intimidation, assaults or similar conduct.

Illegal Drugs and Alcohol Policy – Emerald Training Services Pty Ltd employees must not distribute, possess or use illegal or unauthorised drugs or alcohol on Emerald Training Services Pty Ltd or in connection with Emerald Training Services Pty Ltd business.

Books and Records

Accurate and complete business records – Employees must act in good faith not to misrepresent material facts in Emerald Training Services Pty Ltd.’s resources and records or in any internal or external correspondence, memoranda or communication of any type including telephone or electronic communications.

Financial reporting – All Emerald Training Services Pty Ltd funds, assets, liabilities and receipts must be recorded in accordance with generally acceptable accounting procedures. There cannot be any “off the books” accounts.

Proper Maintenance of Records – Emerald Training Services Pty Ltd maintains documents in accordance with all applicable laws and regulations. If Emerald Training Services Pty Ltd employees and contractors receive a subpoena, a request for records or other legal papers or if we have reason to believe that such a request or demand is

likely, the law requires Emerald Training Services Pty Ltd to retain all relevant records and contact Emerald Training Services Pty Ltd Managing Director.

Cooperation with Auditors – Emerald Training Services Pty Ltd employees and contractors must cooperate fully with internal and external auditors during examination of Emerald Training Services Pty Ltd.'s books, records and operations.

Admission Process

Business Communications – Employees and contractors must not make public statements regarding issues or matters of Emerald Training Services Pty Ltd about which they are not an authorised spokesperson.

Advertising and Marketing – Emerald Training Services Pty Ltd.'s policy takes necessary steps to assure that all advertised products or services in any of its literature, exhibits or other public statement is true supported by documentation and does not mislead customers

Use of company resources

Internet and Electronic Mail Policy

Employees may use Internet and sent and receive electronic mail solely for business purposes.

Emerald Training Services Pty Ltd electronic mail system is a company resource and Emerald Training Services Pty Ltd reserves the right to read, view and copy any email correspondence.

Employees must take reasonable care not to disclose confidential information or acquire unauthorised information over the Internet.

Equipment and Supplies – All equipment and supplies purchased by Emerald Training Services Pty Ltd remain Emerald Training Services Pty Ltd property, including but not limited to office supplies, office furniture, computers, software, hardware, supplies and equipment and may not be used by Emerald Training Services Pty Ltd employees or contractors for personal reasons.

Non – Work Related Interests – Emerald Training Services Pty Ltd employees may not use Emerald Training Services Pty Ltd facilities to promote non Emerald Training Services Pty Ltd or non – work related interests of the employee or of third parties without prior consent of Emerald Training Services Pty Ltd Managing Director.

Proper Use of Organisational Assets – Emerald Training Services Pty Ltd employees and contractors may only use, transfer or dispose of funds or assets for the lawful and

legitimate business purpose for which they were approved by Emerald Training Services Pty Ltd.'s Managing Director.

Privacy and confidentiality

Confidential Information – Emerald Training Services Pty Ltd employees and contractors must exercise care to avoid disclosing non – public, internal, secret or proprietary information related to Emerald Training Services Pty Ltd or its students to unauthorised persons, either within or outside Emerald Training Services Pty Ltd during employment or afterwards, except as such disclosure is legally mandated or approved by Emerald Training Services Pty Ltd Managing Director.

Employee Access to Confidential Information – Only Emerald Training Services Pty Ltd employees and contractors truly need to know confidential information to conduct their business have access to confidential information and must take necessary steps to keep this information private and confidential.

Confidential Information of Employees – Employment and records of Emerald Training Services Pty Ltd employees are confidential and private and may only be disclosed if the employee provides a written release or required by applicable law.

Financial Information of Current and Former Students – Students must be protected as required by the Privacy Laws and regulations.

Student records – All student personal information is maintained in a student management system secured with password protection. Only staff who have responsibilities for the management of students have access to this information. Students learning and assessment documentation is stored in student files in secure lockable cabinets in security alarmed premises.

All staff sign a confidentiality agreement upon commencement with Emerald Training Services to maximise the security and confidentiality of information held by us. Emerald Training Services is committed to the safe and secure storage of information and will not pass this information on to any third party unless for the purposes of regulatory compliance or mandated by a Government authorised body.

Compliance with this code

All Emerald Training Services Pty Ltd employees and contractors must know this Code and adhere to its guidelines. If questions arise please contact Emerald Training Services Pty Ltd Managing Director.

Zero tolerance policy towards violations of this code

Emerald Training Services Pty Ltd takes a zero – tolerance approach to violations of this code, failure to report actual or suspected violations of the Code or retaliation against whistle-blowers. Employees that are found to have violated this Code or retaliated against whistle-blowers will have their employment or contracts with Emerald Training Services Pty Ltd terminated.

Safety whilst training

Evacuations

It is important that during an emergency evacuation that you remain calm and follow the instructions of your trainer. Each trainer has been equipped with the resources and skills to manage any emergency situation.

Things that you can do to assist your trainer during an emergency, is to stay with the group and meet at the emergency evacuation point. If in building with lifts, please do not use them, only exit via the emergency exit doors.

Each training venues will come with their own emergency evacuation plan, which will be introduced, to you at the commencement of your training. Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point.

First Aid Treatments

If you are in a situation where someone or yourself requires First Aid Treatment, please notify your trainer of the situation providing as much detail as possible and they shall take the appropriate action to ensure a Qualified First Aid Officer gives the appropriate treatment.

Once First Aid has been administered, please ensure that you speak to the trainer about completing the Incident report that will document the First Aid treatment.

Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide the law keeping a minimum distance of three metres from any building, smoking is only permitted in the designated area at the front of the building. Cigarette butts must be disposed of in rubbish bins provided.

Mobile Phones

All mobile phones must be turned off during training times unless the trainer has granted approval. This approval will be given on case-by-case situations that are responsibility or emergency related.

Standard of Dress

It is expected that students be dressed appropriately and according to the training activities. For example, if training is classroom training only, then smart dress is required which includes enclosed shoes. If the training is field related where the student is required to complete practical tasks for example operate a forklift truck, then long sleeve, high visual shirts and long pants with steel cap boots would be expected. Should you not have steel cap boots, then enclosed shoes are a must whilst arrangements are made for steel cap boots to be purchased.

Alcohol and Drugs

Under no circumstance can a student be under the influence of Alcohol and Drugs during training times. Should you be taking prescription medical drugs and you are required to operate plant or machinery, it is strongly advised that you inform your trainer as these drugs may affect your judgements.

Valuables and Security

When attending training, it is your responsibility to manage your valuables and their security so it is strongly suggested that you do not leave any valuables out where they can be easily accessed.

Discipline

All staff and participants are expected to behave in a responsible manner.

Where it is identified that a student has not abided by the code of conduct and depending on the magnitude of the misconduct, staff may suspend the student from attendance until the misconduct is dealt with by management. Trainers/assessors will provide a written statement to the management of Emerald Training Services Pty Ltd which details the circumstances of the misconduct.

The management upon receipt of the advice will advise you of the receipt of the statement from the member of staff and invite you to discuss the details of the statement. Management reserves the right to:

- Dismiss the statement; or
- Reprimand and provide ample warning to you that inappropriate and irresponsible behaviour will not be tolerated

Where management have identified that you have behaved irresponsibly or inappropriately, a verbal warning will be provided to you.

In circumstances where a student continues to misbehave, the same process will apply. However, at the conclusion of the discussions with management, you will be provided with a written warning. If it is further identified that the behaviour continues, management reserves the right to expel you from the course.

All documentation in relation to the discussions with management will be filed in a confidential manner on your file.

Where a participant has been expelled from a course, no refund of student fees will be applicable.

Attendance and Punctuality

For Emerald Training Services Pty Ltd to give our students the best possible training, it is strongly suggested that no training time is missed. Upon the commencement of your training, you will be informed of the start and finish times of the day's events including what time breaks shall be. Please try to keep to these times and respect that the trainer has to work within a mandated timeframe.

Should you have an emergency situation and know that you will be running late, please contact Emerald Training Services Pty Ltd on 1300 705 821.

Change of Personal Details

Emerald Training Services Pty Ltd is required by law to maintain and report certain personal information. Further to this, in order for us to be able to provide you with your

or Statement of Attainment when you complete your course, you will need to ensure that you keep your personal and contact details up to date with us at all times. Should you change your address or contact details, please call Emerald Training Services administration to have them updated.

Student Support Services

Emerald Training Services supports students to achieve their learning goals, achieve satisfactory progress towards their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Emerald Training Services provides the following to all students:

- Facilities and resources
- Complaints and appeals processes
- LLN referrals
- Additional trainer support

Emerald Training Services provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements such as additional time with trainers.

Emerald Training Services provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress requirements and accommodation issues. These services are provided at no additional cost to the student. If Emerald Training Services refers a student to external support services, Emerald Training Services will not charge for a referral.

Emerald Training Services has sufficient staff personnel to meet the needs of the students enrolled in the College.

- Compliance Manager
- LLN specialist
- Financial Management
- RTO Administrator
- CEO/Director
- Administration Assistant
- Trainer/Assessors

Where Emerald Training Services Pty Ltd is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers. Should you feel that you are unable to contact these agencies yourself, the staff of Emerald Training Services Pty Ltd will be happy to assist with any enquiries on your behalf where possible.

- **Centrelink** 131 021
- **Mission Australia Helpline** 1300 886 999
- **Salvation Army Care Line** 07 3831 9016
- **LifeLine** 131 114
- **Kids Helpline** 1800 55 1800
- **Alcohol and Drug Information Service** 07 3236 2414
- **Drug-Arm** 1300 656 800
- **Interpreting Service** 131 450
- **Statewide Sexual Assault Helpline** 1800 010 120
- **Youth Emergency Service** (Accommodation) 07 3357 7655

Student Enrolment into Training

When you have decided on the course you would like to complete, simply contact our office who will arrange to have you booked onto the course.

Do I need a Unique Student Identifier (USI)

From 1 January 2015, all students enrolling into nationally recognised training must have a USI. Students should be aware that qualifications and Statements of Attainment cannot be issued when the student does not hold a current USI. You can either arrange to get your own USI or we can apply on your behalf with your permission.

To create a USI for yourself you will need to go to the USI website at <http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx>

The website provides self-explanatory steps to apply for your USI including a list of the suitable identification documents you will need to provide to complete your USI application.

Your Unique Student Identifier – Privacy

Your Unique Student Identifier (USI) account contains personal information, contact details and access to your training records and results (transcript). The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when. The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at usi.gov.au/Pages/privacy-policy.aspx.

Recognition

Emerald Training Services Pty Ltd will recognise the qualifications and statements of attainment issued by other RTOs.

Direct Credit

Where you have obtained a qualification or statement/s of attainment for previous qualifications or units of competency completed and wish to have these recognised,

you must provide certified copies of the qualifications and/or statements of attainment to Emerald Training Services Pty Ltd.

There is no application fee applicable to direct credit. This must be done as soon as is practicable after the acceptance of the enrolment form to make certain that you do not repeat any units of competency.

Credit Transfer

If you have completed qualifications or units of competency from a previous training package or qualification with similar outcomes, you may have these recognised. In order to apply for Credit Transfer you must first contact Emerald Training Services Pty Ltd to see if the units of competency are from a recent training package and the degree of changes made between training packages. If there is little change this will be considered direct credit on the provision of certified copies of your qualifications/statements of attainment and there will be no charge.

If you have completed an older qualification or unit of competency and an alignment exercise must be completed to determine the extent to which the units of competency from the origin qualification align to the units from the destination qualification. You will be requested to provide a range of documentation to support the alignment that may include:

- Certified copies of qualifications/statements of attainment/certificates
- Where possible, academic transcripts
- Learning or assessment materials from the origin qualification/course

Applications for Credit Transfer must be made using the National Recognition application form accompanied by the applicable application fee which is 75% of the nominal unit fee. Where direct credit is identified the fee for that unit will be refunded in full.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows you to demonstrate that you hold certain skills that would normally be attained through participation in this or other forms of training that leads to nationally recognised qualifications and/or statements of attainment.

If you wish to apply for assessment for RPL you should contact Emerald Training Services Pty Ltd for a RPL Kit and Application Form. The guide will explain the process for preparing a portfolio of evidence, which details your previous work experience, education and training details and other interests or skills. This portfolio should accompany an Application for National Recognition/ Recognition of Prior Learning

form. Other supporting documentation, such as references, previous learning, reports and work samples may be included with the application.

In the case of formal learning, applicant's portfolios may contain the following documents.

- certified copies of any qualifications/statements of attainment;
- details of any formal assessment of learning undertaken;

In the case of demonstrable experience whether through work or life experiences, applications should include a detailed curriculum vitae/resume and letters of support from appropriate persons/organisations who can verify these details.

Applications and the applicable fees (refer to the fees and charges schedule at the rear of your course Information Manual), should be submitted to the office administrator as soon as is practicable to avoid repeating units of competency where these skills have already been obtained. RPL rates are charged at 100% of the normal course fee.

Whilst the policy of Emerald Training Services Pty Ltd requires you to submit this documentation to support your application for RPL, we also incorporate various other techniques to assist in the assessment of your application including formal discussions and interviews with you and challenge tests where applicable.

Within 7 days of receiving an application for RPL, the office administrator will contact you to make suitable arrangements for a formal interview with trainer/assessor of Emerald Training Services Pty Ltd. This meeting will enable you to provide further information in support of your application and allow the trainer/assessor to negotiate further avenues for assessment where necessary. It is envisaged that at the conclusion of this meeting, you will be fully informed of whether or not further assessment is required.

You will be advised of the outcome of your RPL application at the completion of the assessment process and provided with the formal opportunity to appeal against the result (where necessary).

See the RPL Process at Appendix A at the rear of this Information Booklet for more information.

Language Literacy and Numeracy Considerations

In order for Emerald Training Services Pty Ltd to provide you with the best possible training and assessment, it is important that we understand your learning style so that learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

You will be asked to complete some simple reading and maths exercises to gauge your level literacy and numeracy and determine, what, if any, support needs to be provided. Given that this industry has some important mathematical calculations and reading requirements, it is important that we know your level of literacy and numeracy before we commence the training. This will enable us to give you the best opportunity of success in your course

Where Emerald Training Services Pty Ltd is unable to assist because of a higher-level language, literacy or numeracy issue, we will provide a referral with another organisation to ensure that all of your needs are met.

Flexible Learning

Flexibility is a key concept underpinning the national training system. It is a philosophy and an approach which expands choice on what, when, where, and how people learn.

Employers benefit from the ability to integrate training into their workplace in a way that suits their operations, while learners can access training that best suits their learning style and helps them balance their work, life and education commitments.

As a student/client of Emerald Training Services Pty Ltd, you are in control of your learning and we will work with you to develop your learning to further enhance your experience in the VET sector. So, if at any time you believe that we are not meeting your expectations, we would appreciate your feedback to ensure that we will in future meet all of your expectations.

Learning and Assessment Methodologies and Strategies

Emerald Training Services Pty Ltd is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers of Emerald Training Services Pty Ltd will work with participants to ensure that the needs of each individual student are met in accordance with their own learning style.

The way a student learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

Emerald Training Services Pty Ltd has developed generic learning and assessment methodologies that can be contextualised/customised to suit:

- Your learning style
- Working environment
- Needs of your industry and employer

Whilst the learning and assessment have been developed generically, your trainer and assessor will negotiate with both yourself and your employer to ensure that you have the best possible opportunities for completion. Furthermore, your trainers and assessors will be available to assist wherever necessary.

Learning options available may consist of the following:

- Resource manuals
- Textbooks
- Practical on site activities

Assessment methodologies may consist of the following:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies may be obtained by contacting the office administrator directly who will arrange to send detailed information on the generic learning and assessment for each unit of competency.

All assessments include clear information on the requirements for completing each activity whether they be questions (written or oral) or direct observation of your skills on site. Changes to assessment can be made at any time providing the assessor has sufficient opportunity to make amendments prior to conducting the activity and all evidence to substantiate the achievement of competency can be collected.

Upon completion of the assessment activity you will be provided with feedback on the result of the assessment whether you have been determined competent or not yet competent. In accordance with the principles of competency based training and assessment, if you have been determined not yet competent, you will be given two further opportunities to be reassessed. Where you have been unable to achieve competence after three assessments you will need to re-enrol in the unit/s or cluster/s at the fee rate of 50% of the unit/cluster cost.

Issuance of Statements of Attainment

Emerald Training Services Pty Ltd will ensure that all statements of attainment are awarded within 30 days of successful completion of selected units of competency. Statements of attainment will **not** be issued to students where assessment is incomplete or fees remain outstanding.

Access to your Records

You may access your records where necessary at any time. If you wish to access your records you must first contact the office administrator to obtain permission. You will be required to provide sufficient evidence of identification (preferably a driver's licence or passport) before the office administrator will grant you access to your records. You will be able to view all records privately and take copies where necessary for a nominal charge. No other parties will have access to your records without your prior written permission.

Should you wish to permit a third party access to your records, this will need to be clearly indicated. You will need to provide the details of the third party seeking to access your records and the third party will have to provide suitable identification prior to any records being released. Please contact our RTO Administrator to obtain the consent form.

Transition to new training packages

A **training package** is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs). Training packages are endorsed by a statutory body of the Commonwealth Government and utilised by RTOs across the country to delivery nationally recognised training.

From time to time, training packages are updated to reflect current industry practice and standards. When a qualification forms a training package or an entire training package is updated and endorsed, RTOs have a period of twelve months to teach out existing students and transition them into the new qualification.

If the unit of competence you are enrolled in is superseded, Emerald Training Services will work with you and your employer to ensure a seamless transition to the new qualification. Credit transfer will be applied where units of competence are deemed equivalent.

Where a qualification is deleted or no longer available, Emerald Training Services has a period of two years to teach out students. If this is the case, Emerald Training Services will advise you as early as possible to enable the development of strategies to ensure you can complete your unit of competence within that timeframe.

Cancellation

If you wish to cancel your enrolment, you will need to provide confirmation of your cancellation by sending an email to the Office Administrator. Your enrolment will be cancelled as soon as practicable after receipt of your email and confirmation correspondence sent to the address supplied in your enrolment. To check if you are entitled to a refund, see the Refund Policy below.

Refund Policy

It is important that, should you wish to withdraw or cancel your enrolment, you advise Emerald Training Services as quickly as possible to enable applications for refunds to be processed without delay.

It is preferable that cancellations are submitted by students in writing and submitted to Emerald Training Services Administration.

If you have been issued material and a course has commenced no refunds will apply. If a student cancels their course prior to training commencing, all fees will be refunded less a \$150 enrolment fee, if the course is greater value than the enrolment fee

1. Fees will be refunded only in the following circumstances:
 - Provider default – a provider defaults when:
 - Prior to commencement—should Emerald Training Services cancel a course before it commences, participants will be offered alternate dates (if the training is being rescheduled).
 - For training that has commenced—In the unlikely event that Emerald Training Services is unable to deliver the training the participant will be offered the option to enrol with another RTO and Emerald Training Services will assist in both finding a suitable RTO and in the transition to the new RTO.
 - The course ceases to be provided at any time after it starts but before it is completed; or

In the case of provider default, refunds will be made within 21 days after the default day and Emerald Training Services will give the student a statement that explains how the amount has been worked out.

All fees will be refunded in accordance with this Refund Policy.

1. Fees will not be refunded if (unless otherwise required under the relevant Government funding contracts):
 - The student's personal circumstances change
 - The student/client withdraws from the course after the commencement of the first day of training
 - The student does not start on the agreed date;
 - The student withdraws from the course before completion
 - The student has been issued learning and assessment materials
2. Should a student become seriously ill or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) and can no longer continue their study, Emerald Training Services may refund the balance of the unused fees. This fee refund is wholly at the discretion of Emerald Training Services. Appropriate evidence, such as a medical certificate will be required.
3. If there is a refund to be made, Emerald Training Services will pay the amount within 21 days after receiving a written claim from the student. This timeframe does not apply to refunds associated with provider default.
4. Refunds will only be given to the person who paid the fees. Therefore, if the employer of the student paid the fees the refund will go to the employer.

5. This agreement does not remove the right to take further action under Australia's consumer protection laws.
6. Emerald Training Services dispute resolution processes Student/Client Complaints and Grievance Policy and Procedure do not restrict the students' right to pursue other legal remedies.
7. Any training material that is required to be replaced due to loss or negligence on behalf of the student a \$30.00 replacement fee will be charged. Fee is required prior to training material being re-issued.

Termination ~ Emerald Training Services reserves the right to expel a student for serious breach of discipline. Fees will not be refunded unless otherwise specified under the relevant Government funding contract.

Ceasing operations or ceasing to deliver a course

In the unlikely event that Emerald Training Services decides to cease operations or cease providing a training product, students and employers will be advised in writing at least fourteen (14) days before the final date.

Emerald Training Services will work with students and employers to secure re-enrolment into the course with another provider to minimise disruption to the student's learning. However, students and employers will be encouraged to seek the RTO of their choice and are not bound to select the RTO chosen by Emerald Training Services. Emerald Training Services will transfer results to the new RTO and issue Statements of Attainment as required to the students prior to the transfer.

In the case where Emerald Training Services makes a strategic decision to cease operations, students and employers will be advised in writing at least 30 days in advance of the date that Emerald intends to cease operating. As outlined above, Emerald will support students and employers to transition to a new RTO to minimise disruption to learning.

Emerald Training Services will transfer all records to ASQA in accordance with its directions to enable future re-issuance of Statements of Attainment.

Complaints and Appeals Policy

Emerald Training Services recognises the need for students, staff and other clients to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Emerald Training Services has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

Emerald Training Services is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Complaint or Appeal

A complaint would generally be directed at the general performance of Emerald Training Services or its staff in the delivery of our services. All students, clients and customers of Emerald Training Services have the right to make a formal complaint or appeal against a decision made by Emerald Training Services or its staff.

In the first instance complaints or appeals should be discussed informally with the staff or trainers involved. Where possible disputes are managed and resolved informally. However, if the complaint or appeal cannot be managed informally the student can submit a formal complaint or appeal form (see How to make a complaint or appeal on the following pages).

Emerald Training Services is committed to ensuring that all complaints and appeals are dealt with promptly.

Upon receipt of a complaint or appeal against a decision, the Compliance Team will conduct a review and investigation into the matter and contact will be made with you within 10 working days to arrange a time to discuss your complaint or appeal. Should you wish, you are welcome to bring a support person or advocate to this meeting for support. During the meeting you will be given the opportunity to present further evidence to support your complaint.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and make a decision. You will be advised of the decision, including the reasons for the decision, in writing within ten (10) working days.

Should you disagree with the decision, you will be provided with the opportunity to request a review by an independent third party. The third party will be agreed between Emerald Training Services and you to avoid any perceived conflict of interest. Following this review, the decision of the independent part will be final and you will be provided with further avenues for appeal external to Emerald Training Services (see External Appeals below).

If you are satisfied with the resolution, agreed actions will be implemented and the complaint or appeal will be closed.

Internal complaints and appeal services are free of charge.

External Appeals

Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process facilitated by the Training Ombudsman.

There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Emerald Training Services and you to request applicable documentation.

Assessment Appeal

If you do not agree with an assessment outcome you should first discuss the matter with the trainer/assessor concerned. Where an agreement or resolution cannot be reached, then you will need to submit an Assessment Appeal Form.

Following the meeting, the Compliance Team will conduct an analysis of all information at hand and consult with an independent trainer/assessor to determine if the assessment decision was fair and whether sufficient evidence was collected to enable the judgement to be made. You will be advised of the decision, including the reasons for the decision, in writing within ten (10) working days.

- Should your appeal be upheld, the result for the assessment will be overturned and recorded in the student management system and your student file.
- Should your appeal be refused, you will be offered a further opportunity to be reassessed, following which no further opportunities will be allowed without re-enrolling in the unit of competency. An alternate assessor will be allocated to conduct this assessment event.

Should you disagree with the decision, you will be provided with further avenues for appeal external to Emerald Training Services (see External Appeals below).

Grounds for Appeal

An application for appeal will be considered where:

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

If the appeal for re-assessment is proven, Emerald Training Services will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

Record Keeping

A written record of all complaints and appeals handled under this procedure and their outcomes will be maintained for a period of five years or in accordance with applicable State funding contracts. These records will remain with the students file and cannot be accessed without a written request to the CEO.

APPENDIX A - RPL APPLICATION PROCESS

TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

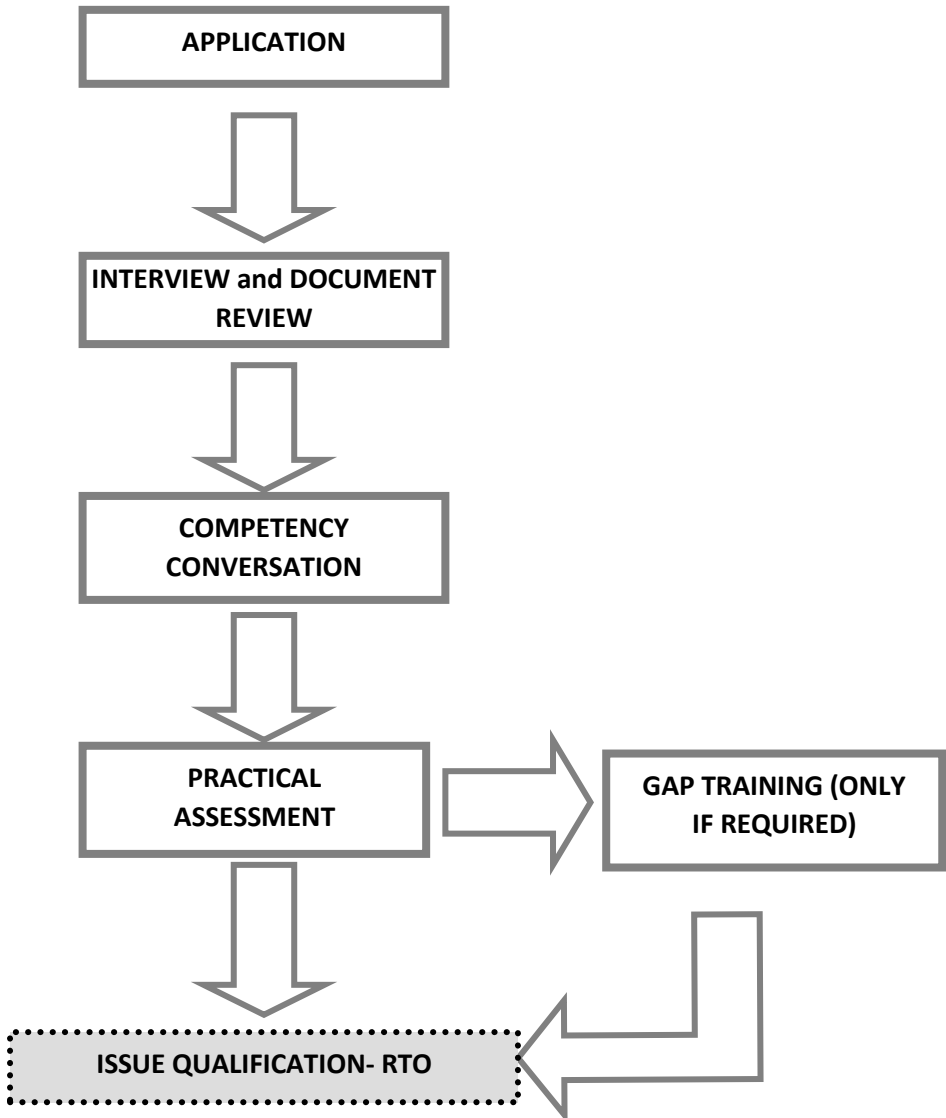
Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any construction industry shops or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skills level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can show your skills in the construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents

OVERVIEW OF RECOGNITION PROCESS

This RPL Assessor Kit has been developed to streamline the application for recognition of prior learning.



Step 1 – Complete the Application

Complete the RPL Application Form upon enrolment. This form will be submitted to the Emerald Training Services administration to enable a RPL Kit to be prepared specifically for you. Your trainer will bring the RPL Kit to your first training visit and provide support to assist you to in completing the required information. It is important that you provide as much information of your previous experience in the construction industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history that could include:

Documents that may be available include but are not limited to:

- Any licences (vehicle, MR, HR or HC, etc.)
- Detailed CV or Work History
- Certificates/Results of any prior Training/Assessment relevant to this Qualification
- Indentures/Trade Papers
- Certificates/Results of Assessment – universities
- Results/Statement of Attendance/Certificates – vendor training courses
- Results/Statement of Attendance/Certificates – in house courses
- Results/Statement of Attendance/Certificates – workshops, seminars, symposiums, etc.
- Results/Statements of Attendance/Certificates – club courses e.g. first aid, officials, Surf Life Saving, etc.
- Tickets held – e.g. backhoe/loader, grader, roller, excavator, compactor, skid steer, chainsaw, scraper, confined spaces, traffic controller, WHSO, WHSO reps
- Photographs of work undertaken e.g. during construction, completed jobs etc. and to be verified by an Employer Representative in charge of the respective work
- Diaries/task sheets/job sheets/log books
- Site training records
- Site induction records
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

Step 2 – Conversation with Assessor

An assessor will review the information that you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer construction industry related questions to identify your current skills and knowledge.

Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.



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