

This document **MUST** be read in conjunction with the **Course Information** relevant to the program you are considering.

## Course Information

The Course information document is a comprehensive guide relating to how your chosen course will be both delivered and assessed, and information relating to the RTO's infrastructure.

## Continuous Improvement of Training & Assessment

All training and assessment resources have been developed using a continuous improvement approach, by collecting feedback and analysing from Participants, clients, employers and our staff. Your participation in this feedback collection will be sought at the end of the training and post training and assessment once you have applied the course material in your workplace. This will be in the form of an email to you approximately three (3) months post completion of your course.

All Training and Assessment is conducted in accordance with the Access and Equity Policy below and in line with AQTF Standards.

## Trainers and Assessors

All Trainers and Assessors meet the requirements of Element 1.4 of the AQTF Standards.

This includes vocational and training and assessment Professional Development to ensure current industry knowledge and trends is being applied during the training and assessment.

Assessor follow the "Assessor Code of Practice" as outlined in the TAE10 Training and Education Training Package.

## Access and Equity

Royal Life Saving Society Queensland passionately believes in equal opportunities for all, both within the organisation and in our client relationships.

Our organisation values diversity and acknowledges individual differences.

Royal Life Saving Society Queensland will promote programs and services to the community in a manner that includes and reflects the varied learner population, to ensure that all potential participants are well informed on the options available to meet their individual training needs

At Royal Life Saving Society Queensland we:

1. support equal opportunities for access and participation
2. foster and advocate independence
3. promote co-operative approaches to learning
4. use client-centred approaches to learning
5. support, encourage and value individual contributions
6. create opportunities for participation and success
7. modify procedures, activities and assessment for equity
8. acknowledge, respect and value clients with particular needs
9. ensure that individual's rights and confidentiality are respected
10. Acknowledge current strengths and skills as a basis for further learning.
11. It is expected that Royal Life Saving Society Queensland employees will examine their personal perceptions and attitudes towards difference to improve communications and professionalism.

## Special needs of participants

Whilst not diminishing this commitment, Royal Life Saving Society Queensland recognises that some work practices and safety standards may require minimum standards of health, physical and mental ability such that some individuals will never be able to partake in some job skills training, this will be clearly identified in the Course Information so as not to be misrepresented. Royal Life Saving Society Queensland will direct those individuals to specialist organisations that cater for their needs

## Creating ground rules for participation

Royal Life Saving Society Queensland trainers will develop ground rules for participation and behaviour in collaboration with course participants.

These **ground rules** may include:

1. guidelines for behaviour and acceptance
2. common understandings between Participants about group interaction, respect and acceptance
3. expectations about working relationships
4. safety and comfort considerations for Participants and others
5. Agreed consequences for breaching ground rules.

#### **Client welfare, guidance and support services**

All clients/Participants are treated as individuals and are offered advice and support services which assist them in achieving their identified outcomes.

Though the RTO does not offer formal welfare or guidance services but every effort will be made to assist Participants to access appropriate support agencies through links on the Queensland Department of Education and Training (VDSS) website.

#### **Fees, charges and refunds**

Clients/Participants of Royal Life Saving Society Queensland pay an agreed fee upon enrolment. The monies are managed through an accounting system. Should a client withdraw from the course then the following applies:

- Written application for a refund to be submitted. A \$20 administration charge will be deducted from the course fee.
- During the course – monies will not be refunded unless a medical or extenuating circumstance occurs.

#### **Access to records**

Each Participant's records are available to them on request. Participants' records are not available to other people unless Royal Life Saving Society Queensland requested in writing by the learner to allow such access

#### **Disciplinary Actions**

All Participants/staff are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment.

Consumption of drugs or alcohol during the course is not permitted.

Any breaches of discipline will result in the learner being given a verbal warning. Further breaches will result in the learner having to "show cause" as to why they should not be excluded from further participation in the program and staff to "show cause" to remain on staff.

#### **Recognition of prior learning**

Recognition of prior learning/current competence assessment is available to all clients. Participants wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Participants wishing to apply for Recognition should contact their trainer/assessor.

#### **Recognition of current qualifications**

Royal Life Saving Society Queensland recognises qualifications or Statements of Attainment issued by other Registered Training Organisations.

Certified copies should be presented prior to enrolment so that these qualifications or Statements of Attainment can be applied to the program being enrolled in.

#### **Complaints, Appeals and Grievances**

Should you have a complaint, appeal or grievance, Royal Life Saving Society Queensland would like to know. Please contact your Trainer or General Manager by email, phone or writing.

We will undertake a mediation process to assist in coming to a mutual agreement. All correspondence and dialogues will be logged in our Continuous Improvement Register where the outcomes will be recorded.

Should we be unable to reach an agreed outcome through the internal mediation process, we will engage an external party to assist in reaching a mutual agreed outcome.

Participants/Clients may be represented by a third party in any complaint/appeal process.

Appeal timeframe against assessment decisions is 28 days after the notification of the results.

*National Training Complaints Hotline  
DEEWR GPO Box 9880, Canberra ACT 2601  
Ph: 1800 000 674 Email: nationalcomplaintshotline@dest.gov.au*