



INTERACT TRAINING SERVICES

PARTICIPANT INFORMATION SHEET

This information sheet contains important details of how we work. Please read all of it, and ask us questions on anything you do not understand.

Enrolment

Before you decide to enrol in a course, find out from us what the course entry requirements are, when it runs and how much it costs, and what you will learn on the course.

Enrolment involves you filling out an Enrolment form, and giving it to us with payment in full for the course that you wish to take. If there are other qualifications or experience that you need in order to take the course, you will also have to give us an RPL form (see "Recognition of Prior Learning" below).

If your prior qualifications or experience meet the course entry requirements, and if the course is not yet full, we will enrol you on the course.

Recognition of prior learning

We know that you may have completed other courses, or have relevant work experience, which covers some of the material in the course that you want to do. Sometimes you have learned all of the material in a course, and will want us to recognise that with an AQF qualification.

Please ask our staff for an RPL form, which you can use to tell us about your previous training and experience.

Please note that we will automatically recognise any AQF qualification granted by another Australian Registered Training Organisation following validation of the qualification. Please refer to the flow chart process for RPL/RCC applications and assessments.

Complaints

If you have a complaint, please see any of our staff. They will try to solve the problem with you, and will also help you to fill out a complaint form. If you do not agree with what happened as a result of your complaint, you have the right to have an independent expert (someone you know of and trust, and that is acceptable to us) to decide what is to happen. The staff member will explain this to you.

Assessments

You will be given feedback on whether you have been deemed competent. The Assessor will also tell you about other opportunities that they think would be valuable for you, or if deemed not yet competent, will discuss alternative assessment options.

If you do not agree with your assessment, you can make an appeal.

Participant Appeals

A participant may lodge an appeal in respect of the following decisions:

1. Assessment decisions.
2. Exclusion to courses due to unsatisfactory progress.
3. Enrolment decisions.
4. Misconduct penalty.

An appeal must be in writing, must set out the grounds for the appeal and should include any supporting material, such as previous correspondence and a description of the actions taken to resolve the matter.

The appeal should be addressed to the Supervising Trainer or Chief Executive.

On receipt of an appeal, the Supervising Trainer will consider the appeal, and may take the following action:

1. Dismiss the appeal because the decision has been properly taken and the participant has not presented sufficient argument to justify further consideration. The participant will be advised of this outcome in writing.
2. Take other action as the Supervising Trainer considers appropriate to assist to reach a satisfactory conclusion, such as requesting the participant and relevant staff member participate in mediation, or refer the grievance to the Chief Executive.

Within 14 days of the receipt of the appeal, the participant will be advised of the action the Supervising Trainer has taken in respect of the appeal.

All documentation relating to participant appeals are confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the process.

Allegations concerning staff member's misconduct are referred directly to the Chief Executive.

In order to provide time for participants to undertake initial action to resolve appeals, the normal time limit for lodging an appeal is six months from the date of the decision.

Participants are encouraged to lodge appeals promptly in order to avoid problems which may arise through the unavailability of documentation or staff.

Improvements

If you can think of any way that we can improve our service, please let us know. Our staff members are eager to hear of anything that we can do better.

Refunds

Generally, refunds are only available if the course does not proceed due to unforeseen circumstances. However, if for some reason you believe you are entitled to a refund please do not hesitate to contact us.

Access and equity

Interact Training Services is committed to providing equal opportunity and promoting inclusive practices and processes for all participants. We provide a learning environment which is free from discrimination and harassment and ensure that the principles of access and equity are integrated in our policies and procedures.

We have adopted the following principles which reflect those of the NSW Charter for Equity in Education and NSW Charter of Principles for a Culturally Diverse Society:

- a. Our recruitment and admission process is bias-free and non discriminatory.
- b. Our curriculum is inclusive of a range of participant needs.
- c. Our assessment process is fair, valid, reliable and consistent.
- d. Support is provided to those with special needs.
- e. Grievances are addressed in a fair and equitable manner.
- f. Adaptive technology is developed and utilised where possible.

If you have any special needs with regard to your learning and / or assessment please bring them to the attention of staff when enrolling.

Harassment

If you feel that any other participant or any staff member has harassed you or bothered you in any way, please ask to see our Chief Executive immediately.

Privacy

You have the right under the Privacy Act to see, and ask to have amended, any of your records.

If your employer requests to see any training records, you will need to provide written consent for this to occur.

Please ask your trainer or assessor for an Information Authority or contact Interact Training Services on 1800618868.

Disciplinary procedures

Any participant who is found to be cheating, harassing other participants or staff, or breaking the law in any other way, will face disciplinary action. This may involve asking the participant to leave the course immediately, and in some cases may involve a report to the Police.

Language, literacy and numeracy assessment

We provide provision for language, literacy and numeracy assessment on request. We also monitor the needs of our client's language, literacy and numeracy skills through our induction process, application and enrolment forms and interviews.

Participant support, welfare and guidance services

We will endeavour to provide welfare and guidance to all participants / clients. This includes:

- ♣ Occupational Health and Safety
- ♣ Review of payment schedules when requested.
- ♣ Learning pathways and possible RPL opportunities.
- ♣ Provision for special learning needs.
- ♣ Provision for special cultural and religious needs.
- ♣ Provision for special dietary needs.

Flexible learning and assessment

We are committed to providing quality customer service and in doing so can provide a flexible approach to the delivery of training and provision of assessments. We understand that some participants would benefit from a range of study options that respond flexibly to their needs and preferences, including delivery at your place of employment, meeting the needs of those with disabilities as well as open learning. Our trainers and assessors will always take into consideration the requirements of accredited training packages, core and elective units within any training package, the NTQC customization policy, the participants requirements and the unique needs of the organization.

Interact Training Services uses a variety of trainer and assessment modalities including face to face training and assessment, small group work, case studies, field trips, assignments, presentations and role plays.

First Aid

If at anytime during your attendance at a training session you require first aid, please notify your Trainer immediately so that appropriate assistance can be given.

Occupational Health and Safety

We aim to provide a safe learning environment for all, and this requires that the following responsibilities are met:

Participants are required to:

Behave in a safe manner that will not endanger themselves or others whilst on our premises or on off-site premises.

Follow safety and equipment instructions as provided by your trainer.

Ensure that your actions do not create or increase risks whilst participating in any training activities.

We will:

Ensure that all training staff are educated and work in safe manner.

Assess compliance with the workplace health and safety practices and;

Ensure that safety equipment and practices are used where required.

Safeguarding the Welfare of Children

Interact Training Services is committed to providing a safe environment for children and young people. We:

- a. Ensure all staff are aware of their obligations to report suspected risk of harm, procedures for reporting and the implementation of care and support action.
- b. Ensure all staff are aware of the indicators of child abuse and neglect.
- c. Provide training and development for staff in the recognition and reporting of suspected risk of harm and in the implementation of our child protection policy and procedures.
- d. Conduct a Working With Children Check for all employees.
- e. Report to the Ombudsman any child abuse allegations and convictions made against an employee, and ensuring that the allegations and convictions made against the employee are investigated and appropriate action taken in relation to the finding.
- f. Supervise, train and develop staff to assist them in identifying the indicators of child abuse and neglect for children and young people and in carrying out the responsibilities for reporting.

INTERACT TRAINING SERVICES

PARTICIPANT INFORMATION SHEET PROCESS FOR RECOGNITION OF PRIOR LEARNING / CURRENT COMPETENCY (RPL/RCC)

