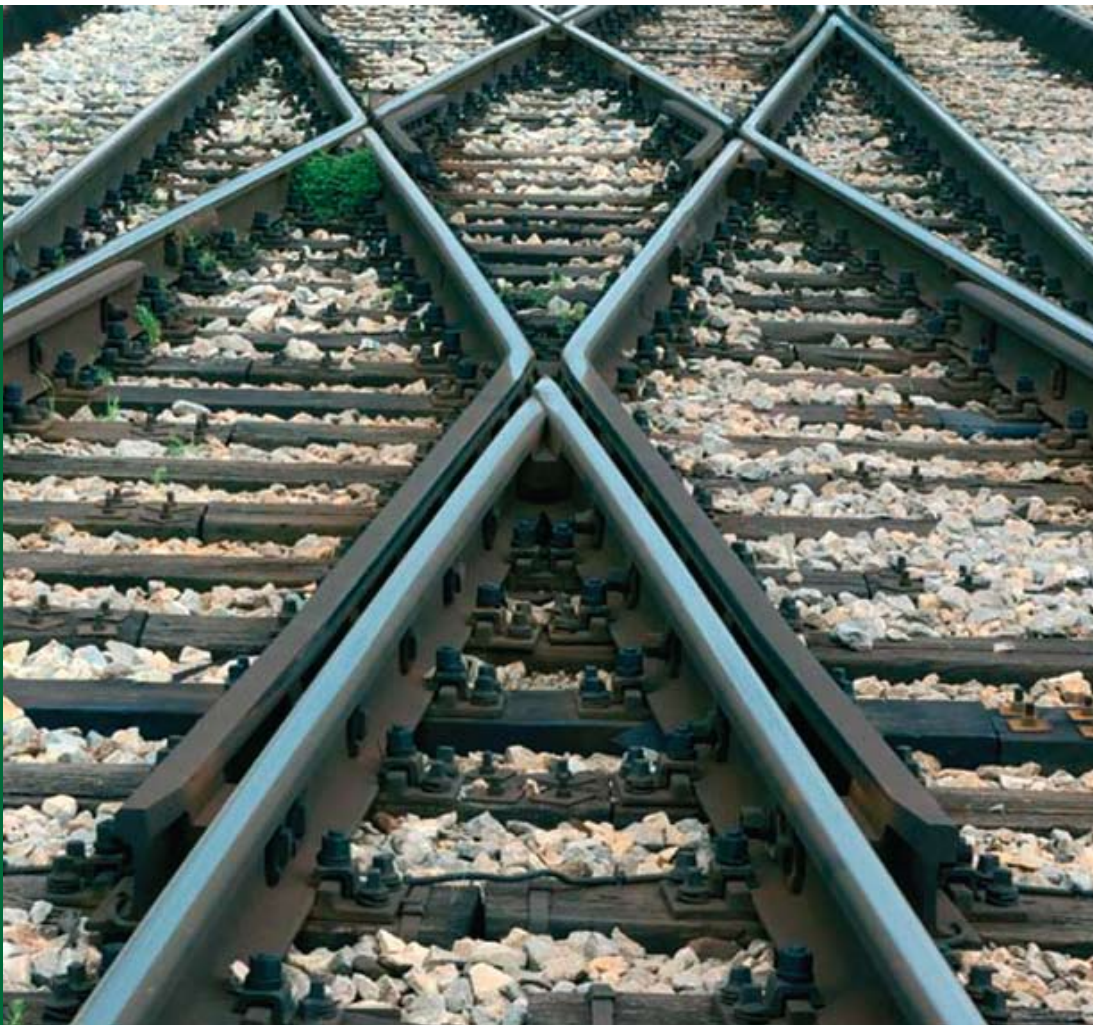




Competency Australia

Student Handbook

Information for Current and Future Students



Competency Australia Pty Ltd

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CAM-002 Version F



Competency Australia

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CAM-002 Version F

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INTRODUCTION

Thank you for considering training with Competency Australia.

Competency Australia is a registered training organisation (RTO Code 40647).

This information booklet has been developed to provide prospective students, employers and interested parties with relevant information prior to commencing a training course with Competency Australia Pty Limited.

If you require any further information or have any questions please do not hesitate to contact Competency Australia and one of our representatives will be happy to assist you.

ABOUT US

Competency Australia aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

We are a Registered Training Organisation (RTO Code 40647) with a commitment to compliance with the Standards for Registered Training Organisations 2015 and the requirements of the Australian Qualifications Framework.

Competency Australia is dedicated to improving the safety of Australia's railway operations. We achieve this by developing the skills and abilities of those working in the industry, through practical skills application and meticulous assessment.

ENROLMENT

In order to enrol for a course with Competency Australia, potential students must meet the entry requirements for that course as published in the relevant course information pack.

Enrolment forms are available through our website <http://CompetencyAustralia.edu.au>. You can also request a form by emailing training@CompetencyAustralia.com.au or calling our office during business hours (+612 4040 9110).

Enrolment forms must be completed prior to commencement of nationally recognised training courses.

Students applying for a course will also need to provide evidence that they meet the specified entry requirements.

UNIQUE STUDENT IDENTIFIER

Competency Australia is required to collect and report the Unique Student Identifier (USI) numbers for all students completing nationally recognised training with us. We cannot issue a course certificate for any nationally recognised training course without a verified USI.

A USI can be created, located or updated at www.usi.gov.au

LOCATION

Our head office is located in Maryville, NSW, 2293. We offer training across Australia and run regular public courses as well as arranging onsite training for groups on request (subject to the suitability of the venue).

Each face-to-face training session commences with an induction, which includes information on the emergency evacuation procedures, exit points and the location of emergency assembly areas.

TRAINING PROGRAMS

Competency Australia delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry.

Our areas of expertise include:

- Rail signalling and telecommunications
- Rail Operations
- Network Control Systems
- Rail Incident Investigation
- Safety Management

The most up to date information on our available courses can be found on our website <http://CompetencyAustralia.edu.au>.

SERVICE COMMITMENT

Competency Australia is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their careers;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

CLIENT RIGHTS AND RESPONSIBILITIES

ASSESSMENT

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment Malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Competency Australia regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Competency Australia has policies and procedures in place for dealing with assessment malpractice.

Cheating

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

Collusion

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.

Plagiarism

Copying from a published work (including the internet) without referencing will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

ATTENDANCE

Clients are expected to be in attendance for all scheduled face-to-face training sessions. Attendance in training is recorded each day.

Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to be in attendance for all training sessions.

It is expected that clients arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide clients the essential knowledge and skills required for relevant units of competency. It is expected however that clients will undertake additional reading and research.

If you are going to be absent from a scheduled class or activity, please advise Competency Australia staff as soon as possible and discuss alternative arrangements.

Punctuality

As a courtesy to other learners and the trainer/assessor, all clients must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other clients and the trainer/assessor.

BEHAVIOUR

Clients are expected to behave appropriately in a mature and professional manner at all times. All clients are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Competency Australia property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;

- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other clients and the trainer/assessor is expected.

Competency Australia retains the right at all times to remove disruptive clients from the training environment.

- You will be expected to treat staff and fellow clients with respect and observe any client etiquette requirements which appear in this handbook or are requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

CHANGE OF PERSONAL DETAILS

Clients are required to ensure their personal details recorded with Competency Australia are up-to-date at all times. Should your circumstances or details change please advise us via email.

DISCIPLINARY PROCESSES

Competency Australia may implement disciplinary processes should a client be found to be acting inappropriately, due to misconduct or assessment malpractice.

Disciplinary processes may include:

- A verbal warning;
- The client being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the training course.

DRESS & HYGIENE REQUIREMENTS

Clients are to be well presented and appropriately dressed during all face-to-face training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene is requested.

DUTY OF CARE

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and their fellow clients.

Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.

If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Competency Australia can provide support or treatment should an emergency arise.

Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Competency Australia in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Competency Australia;
- Ensure that you are not affected by the consumption of drugs or alcohol.

EVALUATION AND FEEDBACK

Competency Australia values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Thank you in advance for your comments.

LEARNER SUPPORT SERVICES

Competency Australia understands that there may be times when personal issues may affect your ability to undertake your training. Competency Australia has identified a number of support services for clients who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Competency Australia can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Language, Literacy Numeracy

Discuss your options for further language literacy and numeracy development with us.

Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/> 1300 655 506

LEARNING MATERIALS

Clients receive a copy of training and/or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of hard copy materials will be incurred.

MAKING THE MOST OF YOUR TRAINING

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the assessor;
- Keep track of your progress;
- Complete and submit all assessments on time
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

MOBILE PHONES

All phones must be turned off or switched to silent during face-to-face training, as a courtesy to the trainer/assessor and other clients. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

SECURITY

Do not leave valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Competency Australia accepts no responsibility for any belongings which may be stolen or go missing.

COURSE INFORMATION

ACCREDITED TRAINING PROGRAMS

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are, or the mode of training delivery provided.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

ASSESSMENT

Assessment is an integral part of your learning.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to and outlined within resources.

Presentation of Assessments/Assignments

All assessments should be typed whenever practical. Handwritten assessments are accepted; however handwriting must be clear and easy to read.

We endeavour to assess all assessments within 10 working days of receipt. Results of assessment are provided to clients as soon as is practical. Assessment results are confidential at all times.

Assessment Resubmissions

In most cases, clients are entitled to two resubmit assessments. If the re-submissions are still deemed Not Yet Competent, clients may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Clients must re-enrol in the course or Unit of Competency.

Reasonable Adjustments

Clients with disabilities are encouraged to discuss any reasonable adjustments to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests of this nature and where reasonably practicable, such adjustments will be made. There may however be circumstances where suggested adjustments cannot be reasonably accommodated, or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with Competency Australia to request an extension.

CERTIFICATES

Types of Certification

In general, four types of certificates are issued by Competency Australia. Certificates can only be awarded by Competency Australia in accordance with our approved qualification scope.

Qualification – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.

Record of Results – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.

Statement of Attainment (SOA) – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

Certificate of Completion – for non-nationally recognised training. Issued when a client attends a short course not within the Australian qualifications framework (AQF). To receive a Certificate of Completion, the client must meet the assessment requirements for the course in question.

All certificates for nationally recognised training will be posted to clients at their nominated postal address as provided at enrolment. The onus is on the client to ensure their address details are correct. These certificates will not be sent to other parties without the express prior written permission from the client.

Duplicate or replacement copies of certificates incur a \$25 fee.

AQF certification documentation will be issued to a client within 30 calendar days of the client being assessed as meeting the requirements of the Training Package provided the training program is complete and all agreed fees have been paid.

AQF certification documentation will not be issued to an individual who has not provided Competency Australia with a verifiable Unique Student Identifier (USI), unless an exemption applies under the Student Identifier Act 2014. If an exemption applies and a USI is not provided, the results of training will not be recorded on the student's USI account and will not be available in future years as part of the authenticated USI transcript service.

COURSE DELIVERY

Competency Australia ensures the following resources are in place:

- Trainer/assessors with appropriate qualifications, and experience
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Competency Australia meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the client. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

FLEXIBLE DELIVERY

Flexible delivery focuses on learning rather than teaching to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Competency Australia offers various forms of delivery to accommodate the different needs of clients. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace-based, correspondence, online, Recognition of Prior Learning (RPL) or a combination of these.

LANGUAGE, LITERACY AND NUMERACY

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Competency Australia must abide.

Competency Australia makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills.

RECOGNITION

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

Competency Australia believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Competency Australia aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by Competency Australia may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard please contact our office on +612 4040 9110.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how or where it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any regulatory requirements;
- Authenticity - that it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Competency Australia is committed to ensuring that all judgments made by assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC.

For further information on Recognition, please see Competency Australia's Recognition Policy.

Mutual Recognition

Competency Australia recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. Clients are required to formally apply for Mutual Recognition. With Mutual Recognition clients are not required to undertake learning in the unit/s again, the client is exempt.

SPECIAL NEEDS

Clients intending to enrol for training with us are requested to advise if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Clients with disabilities or impairments are encouraged to discuss any special needs and/or reasonable adjustments to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Chief Executive, in collaboration with the client, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the client's learning.

POLICIES

ACCESS AND EQUITY

Competency Australia is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. Competency Australia will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Competency Australia abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Competency Australia Access & Equity Policy.

APPEALS

Competency Australia ensures that clients have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal. The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.

The appeals policy is publicly available, via Competency Australia website.

Competency Australia strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process. All appeals will be handled in a confidential fashion and will not affect or bias the progress of the participant in any current or future training.

Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

For further information, see Competency Australia Complaints and Appeals Policy.

CLIENT ENROLMENT

To enrol in a training program simply do so via our website or contact our Administration Office – Admin@CompAus.com.au or +612 4040 9110 and we will send out an enrolment form. Complete an enrolment form and send to us, either by email or post.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Competency Australia will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All clients receive an email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

If a training program is fully booked at the time the client enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Clients on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Clients must have the appropriate level of language, numeracy and literacy.

Competency Australia shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

CLIENT RECORDS

Competency Australia maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us and any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, access to your file is restricted. Only those Competency Australia personnel who need to have access to your file for record keeping or training and assessment purposes can access it.

No other person/client can or will have access to your personal client file without your prior written permission.

If you would like access to your personal records contact our office.

COMPLAINTS

Competency Australia has a fair and equitable process for dealing with client complaints.

All clients have the right to express a concern or problem they may be experiencing when undergoing training.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the client to the trainer/assessor or Chief Executive.

The client completes a Complaints Form to commence the process.

For further information, see Competency Australia Complaints and Appeals Policy.

COURSE FEES

Competency Australia accepts various methods of payment for course fees. Payment for courses can be made in the form of direct deposit or credit card.

Where the amount of prepaid fees collected from a student exceeds \$1,500, Competency Australia will hold an unconditional financial guarantee from a bank operating in Australia to cover the amount of prepaid fees in excess of \$1,500.

Payment of Fees

There is an expectation that fees will be paid prior to the completion of the course. All fees and charges must be paid by the due date. Failure to pay fees may result in:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Termination of enrolment
- Withholding of certification documentation
- Exclusion from future enrolments.

Unpaid fees may be referred to a third-party recovery agency.

CANCELLATIONS & TRANSFERS

Enrolment cancellation / withdrawal / deferral / amendment

Clients who wish to withdraw/cancel/defer/amend their course are required to provide notification in writing.

Client Transfers

- Transfer to another course date** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of 10 working days in advance. The transfer is subject to course availability, and may not be available for all courses.
- Transfer to another course**– Should a client wish to transfer to another course, they need to make the request in writing a minimum of 10 working days in advance. The transfer is subject to course availability.
- Transfer to another delivery mode** – Should a client, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of minimum of 10 working days in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability.
- Transfer to another client** – Prior arrangement no later than one week prior to the course. An administration fee may be applicable for transfers to another client.

RTO Cancellation of Courses

Competency Australia reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a client for the course will be made within seven (7) days.

REFUND POLICY

Payment of all refunds, to clients who are entitled to a refund, are in accordance with Competency Australia's Refund and Cancellation Policy, available through our website – <http://CompetencyAustralia.edu.au>

EQUAL OPPORTUNITY

Competency Australia is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Competency Australia has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Competency Australia is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. Competency Australia is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Competency Australia will:

- Ensure that employees, contractors and clients understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and clients have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Chief Executive should be contacted.

As a client of Competency Australia, you have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and clients have an equal opportunity to work and study. Competency Australia will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

PRIVACY

Competency Australia abides by the Privacy Act and respects clients, staff and trainer/assessors' right to privacy.

As a RTO, Competency Australia is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients have access to their own records.

Competency Australia collects information from clients upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. Competency Australia may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Competency Australia will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Competency Australia Privacy Policy.

WORKPLACE HEALTH AND SAFETY (WHS)

Competency Australia is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Competency Australia encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Competency Australia recognises its responsibility under the Workplace Health and Safety and related regulations. The Chief Executive has responsibility for ensuring the health and safety of staff, clients, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Competency Australia is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, clients, and contractors.

Specific responsibilities are shown over page.

Competency Australia Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Competency Australia Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Competency Australia WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Chief Executive.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Competency Australia will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Competency Australia is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Clients and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating Incidents and Accidents

The Chief Executive is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Chief Executive will immediately undertake an investigation.

The process for investigations may include:

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Chief Executive.
- Once action is approved, communicates outcomes and planned actions.