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1. Introduction

The Improvement Foundation is a registered training organisation and is therefore registered to deliver Nationally Recognised Training (NRT).

The Improvement Foundation's core business is to provide expertise in the development and delivery of quality improvement programs to bring about systems change.

The Improvement Foundation delivers training programs designed to provide participants with the skills to drive forward service improvements in their organisation which help to develop a culture of continuous quality improvement.

The Improvement Foundation has aligned the Quality Improvement Skills Program (QuISP) and its other continuous quality improvement workshops with the nationally recognised Certificate IV in Frontline Management (BSB40807).

This document provides participants with important information about the workshop, training and assessments for Certificate IV in Frontline Management qualification.

2. Australian vocational education and training information

As a registered training organisation (RTO), the Improvement Foundation must meet AQTF standards. Only registered training organisations can issue AQF qualifications and deliver accredited training and assessment. The following information outlines the Australian vocational education and training framework.

The structure of VET

The Australian vocational education and training (VET) system is recognised as among the most sophisticated in the world because it is:

- Industry led - employers and industry representatives define what outcome is required from training.
- National – the system is jointly managed by state, territory and Australian governments.
- Client focused – it is flexible and relevant and responsive to client needs.

The fundamental elements of the system are:

- the Australian Qualifications Framework (AQF)
- the Australian Quality Training Framework (AQTF)
- registered training organisations (RTOs)
- state and territory registering authorities

The Australian Qualifications Framework

The AQF defines all nationally recognised qualifications. It provides a single framework for all qualifications from Senior Secondary Certification to PhD. Within the VET sector the following qualifications can be issued:

- Certificate I, Certificate II, Certificate III and Certificate IV
- Diploma and Advanced Diploma
- Vocational Graduate Certificate and Vocational Graduate Diploma

Under the AQF, the achievement of a group of competencies leads to the attainment of a VET qualification. Visit the AQF website at <http://www.aqf.edu.au/> for more information regarding AQF qualifications.

The Australian Quality Training Framework

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. It consists of two nationally agreed conditions and standards for RTOs and organisations seeking to become an RTO:

- AQTF Essential Conditions and Standards for Initial Registration
- AQTF Essential Conditions and Standards for Continuing Registration

The adherence by training providers and registering authorities to these two standards will ensure a nationally consistent, high quality training and assessment services for clients of the VET system.

National recognition

National recognition is the cornerstone of the Australian Quality Training Framework. All states and territories must recognise RTOs registered by other states and territories and all RTOs must recognise AQF qualifications and statements of attainment issued by other RTOs. This national recognition of RTOs and qualifications enhances mobility in the labour market.

3. Workshop details

Various workshops are offered by IF. Details of workshops including topics, dates, times, venue and assessment can be found on the IF website at www.improve.org.au/workshops.

4. Enrolment and payment

To undertake a workshop, complete an enrolment form and forward it to IF.

Enrolment forms are available can be found on the IF website at www.improve.org.au/workshops or by contacting the IF. Bookings will be processed only upon receipt of enrolment form and payment.

All fees must be paid within Fourteen (14) days from date of enrolment to secure participant place. Late registration will be subject to availability. Payment can be made via credit card or electronic funds transfer.

A confirmation notification will be sent once your enrolment and payment have been processed detailing workshop details such as date, timing and venue). The information contained in the confirmation should be checked carefully to ensure it is correct, as mistakes or omissions can be made. If an error or omission is found, please contact IF immediately.

5. Delivery and assessment

For details regarding the delivery and content of the workshop and the assessment refer to the Training and Assessment Information on the IF website.

6. Personal details

Participants must provide IF with specific information and keep IF informed of any changes to their personal details (addresses, telephone contacts, email). Your contact details are important should we find it necessary to get in touch with you to provide relevant competency certificates.

7. Achieving competency

To achieve competency you will need to:

- Actively participate during the workshop sessions
- Complete assessments to meet the standards required for competency during the workshops
- Complete assessments to meet the standards required for competency in your workplace
- Apply for recognition of prior learning (if applicable) and provide relevant evidence

If you achieve competency a Statement of Attainment or Certificate of Qualification and an Academic Transcript will be issued.

8. Certificates awarded

Certificate of Attendance

IF provides all attendees with a Certificate of Attendance on completion of training. These copies are provided free of charge, however, any letters or statements requested at other times may incur an additional cost.

Statement of Attainment

A statement of attainment will be awarded to participants who satisfactorily complete units of competency that have been aligned to workshop content.

Certificate of Qualification

A certificate of qualification will be awarded to participants who satisfactorily complete all units of competency for a qualification which has been aligned to workshop content.

Academic Transcript

An academic transcript will be provided to participants who complete units of competency which have been aligned to workshop content.

9. Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is available through IF. IF self-assessment processes provide opportunity for participants to present evidence from previous informal and formal learning, or through work and life experience, which may be recognised with credit in the program. Evidence to demonstrate competency may include (but is not limited to) job description, resume, workplace training, workshops, supervisor's letter of support, responses to oral questions, an assessment assignment, skill demonstration, workplace samples, other qualifications. If you are interested in RPL, you will need to ask for further information during enrolment or during the workshop.

All assessments of RPL are undertaken by assessors who are qualified to conduct the assessment.

If a student successfully demonstrates their ability in the skills particular to the unit of competency, they will achieve competency as students who completed the workshop. For further information please see the IF's RPL policy and procedure on our website or contact IF.

10. Fees and charges

Any fees and charges relating to the workshop will be verified with the individual/organisation prior to confirmation of enrolment. Unless otherwise stated, workshop fee includes training material, refreshments and lunch.

10.1 Workshop cancellations

IF reserves the right to cancel workshops due to insufficient registrations or conditions beyond its control. Notification of any cancellation will be made as early as practical and include a refund or enrolment in a future workshop. Refunds will be issued as early as practicable or within 40 business days taking into account any administrative fees. IF will not be responsible for any travel or accommodation costs incurred.

10.2 Withdrawals and transfers

If more than 14 business days prior to workshop commencement:

- A full refund is available for withdrawals received in writing more than 14 business days prior to the commencement of the workshop
- Where a participant does not attend the workshop without advising IF, the workshop fee will not be refunded or transferred to another workshop. Please note however, another participant may attend instead
- Requests for transfer to another workshop requires notification in writing not less than 14 business days prior to the workshop commencement and is subject to availability.

For further information on IF's refund policy please see our website.

11. Access and equity

Regardless of cultural background, religion, gender, sexuality, age or disability participants have the right to develop new skills in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. In some instances, participants may require specialised services or facilities in order to access and fully participate in our services, and IF will provide reasonable adjustments to accommodate these requirements. However, reasonable adjustments can only be made within the constraints of the financial viability of IF and the scope of our operations and will not compromise the validity and reliability of assessment of competency. Adjustments may include, for example, flexibility to accommodate language and literacy difficulties or modifications to assessment activities.

For more details please see IF's Equity and Access Policy on our website.

11.1 Participant support

IF provides support to participants with special needs.

- Reasonable adjustment is provided to those with a disability or special need according to individual circumstances.
- Special consideration may be granted if through misadventure (eg illness, bereavement or personal trauma) a participant is prevented from completing an assessment; or believes that their performance in an assessment event has been affected by the incident.

12. Personal information/confidentiality

IF will only collect personal information that is necessary. Personal information collected about participants will be kept confidential and will only be shared outside of IF if:

- specific permission is given by the person or
- there is reason to believe that the use or disclosure of information is necessary to prevent or lessen a serious and imminent threat to an individual's life or health or
- IF is required by law to do so.

IF will make every attempt to ensure that personal information it collects is accurate, current and complete. On request, a record containing personal information will be made available to that person or their advocate. They may request that any misinformation in the record be corrected.

Please refer to the IF's privacy policy for more information.

13. Code of practice

IF will conduct training efficiently and effectively, enabling participants to achieve their maximum potential.

13.1 *Participants' rights and responsibilities*

IF will respect participants' rights to:

- make an informed choice about their participation in the program
- quality services which are appropriate to the agreed program
- flexible in response to any special requirements, such as language and literacy
- sensitive to and appropriate for their cultural, language, sexuality, religious backgrounds
- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics or transgender
- not be harassed or bullied
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints)
- access to records containing personal information about themselves
- express their complaints/disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner

On enrolment, participants will be asked to complete the registration form indicating they understand and agree to the following:

- to carry out the activities as agreed in the program
- to make their needs known to the best of their ability

- to inform staff if the services they are receiving or the way in which they are provided are unsatisfactory
- to assist in maintaining a clean and safe environment
- to comply with site requirements.

For further details please see IF's Code of Practice on our website.

14. Disciplinary procedures

Participant rights and responsibilities are designed to ensure that all participants receive equal opportunities and gain maximum benefits from the workshop. Failure to abide by these requirements may result in disciplinary action whereby the participant may be asked to leave the session or the workshop and their organisation will be advised.

Behaviours that may result in disciplinary action include, for example:

- continuous interruptions to facilitators, mentors or assessors
- not complying with site requirements
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment to participants, facilitators, mentors or assessors
- acting in an unsafe manner that places themselves and/or others at risk
- refusing to participate in workshop activities
- continued absence at required times.

Any person asked to leave a workshop has the right of appeal through our appeals process – refer to IF's grievance policy on our website.

15. Complaints, disputes and appeals

A participant may choose to have an advocate or support person present at any stage during the complaints, disputes and appeals processes. If requested, IF staff will support clients/participants in the complaints and appeals processes by providing accurate and appropriate information about the processes. For further details please see IF's grievance policy on our website.

15.1 Complaints

Complaints made by clients or participants against IF may be about the organisation, any of its services or its personnel. Participants may make a complaint to any member of IF staff. Any participant has the right to have a complaint heard and dealt with in a fair and just manner. All complaints from participants will be taken seriously and documented. Complaints will be analysed to identify any possible improvements to the quality of services and/or operations of the organisation. Wherever possible, resolution of the complaint will be through discussion and improvements to services and operations.

15.2 Disputes

IF will attempt to assist in the resolution of minor disputes between participants; however in most instances disputes will be referred back to the organisation for resolution (where appropriate). Disputes should be referred to the workshop trainer. Unless there is a perceived threat of escalation to

violence the trainer will encourage resolution of any dispute between participants by assisting discussion between the clients.

15.3 Appeals

An appeal may be made against the results of assessments or disciplinary actions (not including actions taken by the employer). IF will treat participants with fairness and flexibility. Where a participant disagrees with an outcome, they should first try to resolve the matter informally with IF. Where the outcome remains unresolved following informal discussions the participant may appeal.

16. Feedback from participants

IF uses a range of review and feedback mechanisms to monitor and make improvements to our systems on an ongoing basis. All participants are encouraged to provide feedback about the workshop and/or assessment activities and their experiences with them. Feedback is requested (by way of an evaluation form) at the end of each workshop and assessment process. It can also be provided at any time either in person, through email, fax, post or over the phone.

17. Contact details

Improvement Foundation (Australia)
Level 5, 19 Grenfell St Adelaide SA 5000
PO Box 3645 Rundle Mall SA 5000
ABN: 21 122 939 299
T: 08 8422 7400 or TOLL FREE 1800 771 522
F: 08 8231 6690 E: enquires@improve.org.au
W: www.improve.org.au

Please note: All information available on the IF website can also be provided in hard copy by contacting the IF office.