

# Response Employment and Training Pty Ltd



## Participant's Handbook

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### **Mission Statement**

To provide flexible and innovative training and assessment services to organisations and individuals irrespective of their age, culture or disabilities and to assist them to realise their optimum vocational potential.

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# Welcome

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The staff of Response Employment & Training (“Response”) would like to extend you a warm welcome. We hope your time spent with us is both productive and enjoyable.

You will find all the staff at Response very approachable and well equipped to deal with any queries you might have - just ask and if they can't help, they will direct you to someone who can.

The Participant's Handbook is generic and not all the information may be relevant for the particular pathway you are using. Your trainer/assessor will go through the handbook with you at your first session. The handbook contains all the Response policies and procedures, which you may need during your time with us.

## Contact Details

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**Street address:**

Response Employment & Training  
114 Belford Street, Broadmeadow NSW 2292

**Postal address:**

PO Box 3150, Merewether NSW 2291

**Phone number:**

(02) 4965 3119

**Email address:**

support@responsetraining.com.au

**Website:**

www.responsetraining.com.au

# Procedures prior to enrolment

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You will be provided with the following information prior to enrolment to enable you to make an informed choice about the qualification you are considering enrolling in and the best training/assessment pathway for you to use:

- Qualification and pathway specific information
- Timeframes
- Fees and charges
- Entry requirements
- Enrolment form

## Entry requirements

Acceptance into one of our training and assessment pathways involves the completion of an enrolment form, individual profile and an agreement to complete pathway specific tasks in an agreed timeframe.

## Contact methods

Response requires you to have an email address that you check regularly. This is our method of contacting you during your enrolment with us. Response will forward details of workshops, suggested reading material, requests for re-submission of work etc to you by email. You will only be contacted by telephone when the trainer feels necessary.

## Orientation

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At your first session the following will be covered:

- Introductions to trainers/assessors
- Question and answer session to clear up any questions you may have
- Organisational policies and procedures covered in this handbook (e.g. Occupational Health & Safety, Complaints, Recognition, Grievances & Appeals)
- Details about support available and any reasonable adjustment you might need (e.g. if you have dyslexia, let us know so that we can cater for your learning needs OR perhaps you suffer from periodic bouts of depression and require extra time to complete some of the assessment tasks. If we know, we can help.)

# Relevant Response Policies & Procedures

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## Access and Equity Policy

Response supports equal opportunity in the selection of employees and people accessing our training and assessment pathways. We ensure that people are not discriminated against on the basis of sex, pregnancy, race, beliefs, marital status, disability, homosexuality or age. This means that all participants are entitled to equal consideration and respect in their dealings with Response. Response ensures all staff are made aware of, and abide by, these Access and Equity principles.

If you have any special needs or require any reasonable adjustments to help you successfully complete your qualification you need to let us know. At Response we value diversity. We recognise and value different skills and ideas; and provide you with a learning environment free from discrimination and harassment. We give everyone an equal chance to develop their skills and make the most of their talents.

## Privacy Policy

Response collects certain personal information from students to facilitate effective and efficient service provision. Response ensures the privacy of individuals in the following ways:

- Only collects information with the knowledge and consent of individuals
- Only uses personal information for the purposes for which it was collected
- Does not re-sell, distribute, or share personal information to a third part without prior consent of the individual
- Ensures that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulations
- Ensures that demographics and other statistical information is not linked to any personal information that can disclose the identity of an individual

## Mutual Recognition

Response recognises the Australian Qualification Training Framework (AQTF) qualifications issued by other Registered Training Organisations (RTOs). If you have gained a qualification from another RTO and wish to get direct credit transfer for a unit of competency from that qualification Response will recognise the unit.

You must ensure you provide us with a certified copy of the qualification and the transcript. Sometimes we will also ask you for a Duty Statement to demonstrate currency. This must be certified as well.

## Fees

Each Response Pathway has a specific fee. These fees are outlined in our Training and Assessment guides. You should discuss these fees with your trainer/assessor before you commence your pathway.

Fees can be paid in instalments prior to the commencement of each pathway. Payment dates will be advised by Response.

Response employs financial management strategies to protect fees paid in advance.

## Refunds

A fee refund will only be given if you cancel before commencement of the pathway. After commencement of a pathway, fees are non-refundable except at the discretion of the Administration Manager.

## Deferment of Course and Fee Credit

You may receive a pro-rata credit, if you cannot continue a pathway for unavoidable reasons. The credit can be used to pay for a future qualification.

Any credit of fees held is for the use of that participant only and is non-transferable to other persons. Any credit of fees being held for the use of a participant is non-refundable, except at the discretion of the Administration Manager.

## Recognition (RPL/RCC)

Recognition is an assessment process designed to recognise the skills and knowledge you have obtained from previous formal and/or informal study, work experiences and life experiences. Response recognises that the workplace is the best classroom of all. We acknowledge that you will have spent many hours on the job developing your knowledge and refining your skills. To ensure we capture your knowledge and skills, we offer all participants recognition at the commencement of their program. The recognition process is structured to minimise time and cost to you. Response pathways are predominately recognition focused.

## Attendance

If you are attending a face-to-face training program then regular and punctual attendance at workshops is **essential** for successful completion of your program. If you do not regularly attend your workshops, you will be required to attend a meeting to discuss your attendance pattern. In the event of extended absence due to ill health or personal reasons, you will need to discuss your position with the Administration Manager.

## Participant Support Services

We want you to be successful. Sometimes this means that you may need additional support to complete your qualification. To make sure you receive this support we need you to let us know about your particular circumstances. We will structure the Learning and Assessment tasks to meet your needs while maintaining the integrity of the qualification you are enrolled in.



Another crucial aspect of supporting you relates to the administration side which includes keeping records of work submitted and answering any questions you may have about your program. You may have a question about the training calendar or be unable to attend a workshop. You may need an extension of time. In order to ensure we meet these requests, all queries should be directed to:

[support@responsetraining.com.au](mailto:support@responsetraining.com.au) or by calling (02) 4965 3119

## Complaints and Grievance procedure

Response is committed to the early resolution of complaints and grievances. If you wish to make a complaint, please note the following procedure:

- Obtain a S1.F2 Complaints, Grievances and Appeals Form from the Response office
- Complete and return the form as soon as possible to the office
- The grievance will be promptly considered by the Manager
- The Manager will consult with other persons involved in the grievance
- The Manager will mediate to resolve the situation
- If the grievance remains unresolved an independent mediator will be engaged.

### **National Training Complaints Hotline**

If you wish, you can phone the National Training Complaints Hotline directly.

Phone: 1800 000 674

## Disciplinary procedures

You are expected to display a high level of personal responsibility for your learning and your interaction with your assessor and other participants.

Anyone displaying inappropriate or dangerous behaviour (e.g. disruptive behaviour in workshops, refusal to follow OH&S procedures, irregular attendance) will be required to attend a meeting to discuss the necessary changes they need to make. At the meeting you will negotiate an agreed plan of action and time scale for reviewing the necessary changes. If the agreed changes are not implemented, you may be asked to leave the program.

## Assessment procedures

Your trainer/assessor will provide you with assessment tasks that relate to the qualification you are enrolled in. Information regarding particular deadline dates e.g. worksite visits or forums will be provided at the start of your program.

All written tasks should be submitted on or before the due date. Extensions need to be negotiated with your assessor and must be for a good reason.

You will be assessed as “Competent” or “Not yet competent” on completion of your pathway. You will be given the opportunity to fill any gaps identified in your assessment task. You will have the opportunity to resubmit once only.

Assessment tasks will be returned to you within a 14 working day timeframe where possible.

*Assessment is carried out in accordance with the National Assessment Principles as endorsed by the National Training Framework Committee, May 1998.*

## Appeals against assessment decisions

If you wish to appeal against an assessment decision, you may make a formal request for re-assessment by following the procedure set out below:

- Obtain a S8.F3 Request for re-assessment form from the Response office
- Complete and return the form as soon as possible to the office with relevant assessment documents
- The original assessor will be requested to report on their assessment process
- If assessment is in the form of a written task, the document will be submitted for re-assessment to a second qualified assessor together with the original assessor’s report
- If assessment was in the form of a practical demonstration or assessor observation, arrangements will be made for re-assessment by a second qualified assessor
- You will be notified in writing with the re-assessment result
- Any further re-appeals will be dealt with under the Complaints, Grievances and Appeals process.

## Access to Records

You may access your own personal records at any time. Upon provision of suitable identification you may request details of past enrolments and progress of current enrolments. Response Employment & Training will retain enrolment details and records of your achievements for the required 30 year period.

## Exit Points

Completion of all units of the qualification is the only exit point for those who wish to receive a full qualification. A Statement of Attainment is available for individual units of competence.

There is no automatic re-entry into a future program if you fail to complete all units of the qualification in which you were originally enrolled.

## Issuance of Qualifications

Qualifications issued by Response are nationally accredited.

A single qualification will be issued to students upon successful completion of their pathway. Candidates who have only completed some of the units of competence from a Training Package are provided with a Statement of Attainment listing the units of competence achieved.

Response maintains records relating to the issuance of qualifications for 30 years.

If you require a certificate or statement of attainment to be re-issued we can do so at a cost of \$20.00 upon verification of your identity. Allow 4 weeks for this request to be processed if it has been 2 years or more since completion of your qualification.

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*Thank you for choosing Response as your training provider.*

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For more information visit our website at [www.responsetraining.com.au](http://www.responsetraining.com.au)