



## **PARTICIPANT HANDBOOK**

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Operating as a registered trading name of Challenge National - Provider Number 31345

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## **Challenge National Pty Ltd**

Challenge National Pty Ltd is a Registered Training Organisation (National Provider Number 31345) that delivers both accredited and non accredited training. A number of delivery strategies are used by Challenge National to allow employers and participants to select the delivery method that best suites their needs and resources. Delivery of training can be on line, face to face or a combination of on line and computer based distance education tools.

Online training is delivered at [www.etrainu.com](http://www.etrainu.com)

## **Australian Quality Training Framework (AQTF)**

As a Registered Training Organisation delivering accredited training, Challenge National and etrainu meet the Principles and Standards of the Australian Quality Training Framework Standards for Registered Training Organisations.

## **Nationally Accredited Training**

Nationally accredited training is governed by the National Training Framework (NTF) which provides the Australia-wide system of vocational education and training (VET). The VET system provides education and training for work by providing a system for developing and recognising the competencies (skills and knowledge) of learners.

VET programs are made up of industry specific Training Packages, courses that make up training packages are known as Units of Competency.

There are six levels of qualification from Certificate I to Advanced Diploma within the Vet Sector and within most Training Packages.

## **Competency Based Training**

Training Packages and their Units of Competency make up a Competency Based Training System, individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education, but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

- **Competency** (also competence) the ability to perform tasks and duties to the standard expected in employment.
- **Competency-based assessment** (or CBA) the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.
- **Competency standard** an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment.

Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

- **Individual competency** is recognised by qualifications rather than the completion of a course. Under the Competency Based Training system, experienced and skilled individuals can have their existing skills assessed and a qualification issued without necessarily undergoing any additional training. This is discussed further under Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC).

### **National Training Packages**

A National Training Package is a consistent and reliable set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise. They provide the national industry benchmarks/requirements for training and recognising or assessing people's skills.

A training package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained. Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.

National Training Packages include the following information:

- Training guide including applicable legislation
- Assessment guidelines, instruments and process
- Competency-Based Training and Assessment made up of Units of Competency
- Qualifications Framework
- Customisation Guidelines
- Packaging Rules
- Key Competencies

As a participant it is advisable that you familiarise yourself with the training packages relevant to your area of work and your career goals before you decide what training will best meet your needs.

All information regarding National Training Packages can be accessed through the website [www.ntis.gov.au](http://www.ntis.gov.au).

## **Participant Enrolment**

### **Selection**

Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation. The online format of our delivery promotes flexible, equal and easy access for participants. We provide support to participants in establishing the most suitable course and the level of underpinning knowledge and skills required for their chosen career path. Contact us for more information by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com).

### **Enrolment**

Enrolment occurs through online registration and payment of course fees.

Your details are captured when you complete the sign up pages when entering the site for the first time. These can be updated at any time by logging in as an existing member and updating your information. This information is stored electronically and the results of your training are linked to this enrolment information.

**Alternatively** you may be provided with a Key Code from your employer if they are an active participant in the etrainu program. If this is the case you will still be required to provide relevant personal and enrolment details when you initially log on to be able to access your training.

### **Induction**

Participants are responsible for reading all relevant materials provided on the website including this handbook, FAQs, How online training works and the Information about Courses. Once participants have entered their details they must read and agree to the Terms and Conditions prior to commencing their training.

Note: For some courses etrainu also provides face to face delivery. To enquire about face to face delivery please contact us by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or by phoning 4721 4222 during office hours.

### **Fees**

The scheduled fee will be paid in full prior to the commencement of the training program. If your course participation has been organised by your employer and you have been provided with a Key Code then your course payment has been made directly by your employer.

**Refunds**

All requests for refunds need to be made in writing on Form 1.9 Fees Charges Refund Request this form needs to be accompanied by supporting documentation where applicable. This form can be obtained by contacting the Challenge National Receptionist ph 4721 4222.

Refunds may occur in the following circumstances:

- Where a participant seeks a refund on the basis of an incorrect charge being accepted by Challenge National or etrainu.
- Where a participant seeks a refund following cancellation of enrolment in favour of enrolment at an alternative vocational education institution, a partial refund (generally 50%) shall be made provided that:
  - Such refund shall be conditional upon the satisfactory evidence of the subsequent enrolment having been made and
  - The application is received before 20% of the course time has elapsed.
- A full refund will be made if a course is discontinued.
- Should the student desire to take an alternative course with Challenge National, fees will be fully transferable to that course. Where the student has commenced a course in error assignment of a new key will be considered if it is deemed to be a genuine request (ie generally when the student has not commenced the incorrect course, or has not completed more than one chapter of assessment).
- Where a participant seeks a refund on the basis of an incorrect charge being accepted by etrainu.
- Where the participant is unable to access the course within a reasonable time frame following payment due to technical difficulties which are caused by etrainu (deemed to be more than five working days), a full refund of all charges will be made.

Where a participant's enrolment has been terminated due to disciplinary action, fees will not be refundable.

Courses where the student is assigned a key via their employer the student is deemed to have commenced their course on activation of their course key and will have three months to complete their course from this date. When the student purchases the key directly from the front end of the internet they will be deemed as having commenced the course from the date of purchase as they have access to conduct their training from this date.

Approved refunds will be deposited directly into the account nominated by the person seeking the refund.

### **Fees Paid in Advance**

All fees paid will be issued with an acknowledgement receipt/tax invoice via email as proof of receipt of monies paid for access to courses.

### **Selecting the correct course**

Where a participant has commenced a course in error, assignment of a new key will be considered if it is deemed to be a genuine request (i.e. generally when the student has not commenced the incorrect course, or has not completed more than one chapter of assessment).

### **Time Frame for Completion of Training**

In the case of on line courses where the participant is assigned a key via their employer the participant is deemed to have commenced their course on activation of their course key and will have six months to complete their course from this date. When the participant purchases the key directly from the front end of the internet they will be deemed as having commenced the course from the date of purchase as they have access to conduct their training for a period of six months from this date.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge (Current Competencies) held by an individual as a result of:

- formal training, (where no direct equivalence to the Unit of Competency is documented within the Training Package)
- work experience, and/or
- life experience

### **Why use RPL?**

If you believe that you already possess some or all of the learning outcomes contained in your chosen course and you can demonstrate current competency, then you can apply for RPL. In other words an assessment can be carried out up-front, which will allow the successful applicant to fast track through his/her chosen course.

### **RPL Procedure**

To register for RPL you simply contact us by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or by phoning 4721 4222 during office hours.

### **Preliminary Briefing**

We will contact you to discuss the procedure, roles and responsibilities of those involved and the cost of the process. This will enable us to ensure that you are able to be assessed for RPL for your specified learning outcomes/units. You may decide to withdraw from the procedure at this point, or apply for RPL. If you decide to apply we will send you the RPL Application Form to complete.

### **Evidence Gathering**

In engaging in RPL you must over an agreed period of time, put together a file of original evidence, which can be based on an RPL Evidence Guide provided to you by your assessor. A date is then set for the RPL procedure. During this period the assessor is available by telephone for advice on selection of evidence and presentation. If desired, a face to face meeting can be arranged to provide more detailed guidance relating to the collection of and presentation of evidence. The assessor's role is to assess prior learning, not to teach.

Alternatively the applicant may make the necessary arrangements for the assessor to visit the workplace for a practical demonstration of competencies.

### **RPL Interview**

You will need to present your assembled evidence at an interview with the assessor. You will be given feedback regarding the quality and quantity of your evidence. A report is then compiled containing those learning outcomes/units that have been demonstrated and those that were not adequately demonstrated and additional time provided to assemble further evidence required.

### **RPL Responsibilities**

**Participant** responsibilities include:

- Completion of Application for RPL.
- Collection and collation of supporting evidence.
- Arranging and preparing for interview to present checklist and evidence folio.

**Assessor** responsibilities include:

- Briefing applicant about the RPL process & requirements.
- Providing the applicant with support and counseling throughout the RPL process.
- Conducting the RPL interview and assessing the adequacy of the evidence presented by the applicant.

- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.
- Submission of RPL records to allow the appropriate reports and credentials to be issued to the Applicant.
- Advising applicant on available follow up options.
- Issuing the applicant with their certification.

### **Principles of Assessment in RPL**

Challenge National aims to ensure that its RPL process is valid, reliable, flexible and fair. We also ensure that the RPL process is structured to minimise the time and cost to applicants by providing guidelines, information and access to resources, including assessors.

### **Risk Management & Quality Assurance**

The applicant may wish to seek recognition for up to 100% of his/her training, therefore, increasing the risk associated with the recognition. In this case it is important to remember that as the level of risk increases there should be a corresponding increase in the rigour of the RPL processes. This increased rigour can be achieved through requiring more evidence of higher quality and the involvement of more assessors to review the evidence and make the final assessment decision.

### **Credit Transfer**

Credit Transfer will be provided by Challenge National where:

- A direct correlation is documented in the Training Package between the Unit of Competency held and the Unit of Competency being claimed.
- A direct correlation can be made between the Unit of Competency held and the Unit of Competency being claimed can be established by mapping the competencies of both Units against each other.

### **Credit Transfer Procedure**

To register for Credit Transfer contact us by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or by phoning 4721 4222 during office hours.

### **Preliminary Briefing**

We will contact you to discuss the procedure, roles and responsibilities of those involved and the cost of the process. This will enable us to ensure that you understand the Credit Transfer

process for your specified learning outcomes/units. You may decide to withdraw from the procedure at this point, or apply for Credit Transfer. If you decide to apply we will send you the Credit Transfer Application Form to complete. You will be asked to forward copies of the certification for the competencies you are applying for credit transfer in.

### **Credit Transfer Responsibilities**

**Participant** responsibilities include:

- Completion of Application for Credit Transfer
- Provision of Certification or Statements of Attainment
- Provision of other evidence as required

**Assessor** responsibilities include:

- Briefing applicant about the Credit Transfer process and requirements.
- Assessing the adequacy of the evidence presented by the applicant in relation to the Units of Competency or Training Package in which the Credit Transfer is being sought.
- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.
- Submission of the Credit Transfer records to allow the appropriate reports and credentials to be issued to the applicant.
- Advising applicant on available follow up options.
- Issuing the applicant with their certification.

### **Language, Literacy and Numeracy**

Challenge National and etrainu have guidelines for all trainers and assessors regarding Language, Literacy and Numeracy issues for participants.

During the enrolment phase, all participants will be required to identify if they require Language, Literacy and Numeracy support. You can also ask for LLN support during the delivery if you find you are experiencing difficulties.

If required we will arrange for you to undergo an LLN assessment through a qualified LLN provider. From the LLN Assessment, the LLN provider will develop an Individual Learning Plan to provide the necessary skills and ongoing support required for you to achieve competence in your chosen course.

It is the participant's responsibility to enroll in and pay for their literacy course through TAFE or another LLN provider of their choice or fund associated costs with LLN support.

### **Using a Mentor**

Alternatively we can work with you to arrange for a suitably qualified "mentor" to assist you in the completion of your training. This could occur by the mentor working with you through reading and relaying course content to you and reading assessment questions.

In this case the integrated assessment will be completed over the phone directly with an etrainu trainer who will be ultimately responsible for assessing your level of Competence. They may ask you additional questions during this assessment to enable them to clearly establish you are competent in your chosen area of training.

If you are going to engage a mentoring process you must gain approval for this from etrainu prior to the training commencing. If this communication and approval for this process does not occur, along with the appropriate briefing regarding how this process must occur, then you may not be recognized as competent.

### **Online Training Delivery**

You are about to engage in interactive on line training. To help you learn and to make your learning experience interesting and enjoyable this course has a number of interactive features including:

- **Links to activities** which are designed to help you learn and understand important elements of the course content: If you have difficulty with any of these activities you will need to re-read the course content to ensure you understand it fully before attempting the assessments.
- **Links to other websites** are provided. These sites have been selected to assist you in understanding and expanding on the course content. These links are highlighted in a different colour in the text. It is important that you read this material as you will be assessed on the information contained in these links, as well as the information provided in the course content.
- You will find **excerpts from relevant legislation** throughout the course. These excerpts are provided in blue boxes.

- **Practical video scenarios** may be included as part of the course content and assessments to allow you to relate the knowledge you are gaining to practical situations which may arise in your work environment.

It is recommended that you complete this training using the Mozilla Fire Fox Internet Browser.

If you don't already run this browser you can download it by clicking on the following link and following the prompts:

<http://www.mozilla.com/en-US/firefox/all.html>

To view the videos throughout the course you will need to have installed Adobe Flash Player 9 as a minimum requirement.

If you don't already have this Flash Player you can download this program free of charge by clicking on the following link and following the prompts:

<http://www.adobe.com/products/flashplayer/>

When you come to a video slide click play to begin the viewing process.

If you have Dial Up internet connection please be patient when you log in, you will need to allow enough time for the content to load prior to commencing.

### Online Assessment

It is important that you read and understand the content of each chapter and the links provided. You must also do the activities that have been attached. These will guide you as to whether or not you understand the course content. Use these tools to determine whether you are ready to undertake your assessment.

You will be assessed on:

- your understanding of the information
- your ability to apply this knowledge to different work situations

A number of methods may be used to assess your competency:

- **Knowledge questions** at the end of a chapter where you must select the response that best answers the question, some questions may be:
  - multiple choice where you select the most correct answer from a number of selections
  - multichoice where you select a number of correct answers from a range of answers
  - questions that require you to respond by selecting True or False.
- **Integrated assessment** which requires an extended written response.

This type of assessment may provide real life scenarios or ask you to interpret a scenario based on what you have learned in the training. You will effectively be putting what you have learned into practice. This assessment will generally involve a written response either to a scenario or to specific questions.
- **Practical Demonstration** You may be asked to demonstrate the practical skills and knowledge required for competency in a work environment. These tasks, listed in an Observation Checklist, need to be observed as being performed to industry standards by a work place supervisor.

**Please note:**

You are able to see the content of the course while the questions are on the screen so if you are not sure of your answers you should review the course content again. Remember - take your time and review and understand all content prior to commencing your assessment. If there is anything in the content you do not understand or if you are having difficulty understanding what is required of you to successfully answer the assessment questions contact us by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or by phoning 4721 4222 during office hours.

**Wrong Answers**

If you attempt to do the assessment tasks prior to gaining a thorough knowledge and understanding of the course material you risk causing yourself delays in being able to complete the course.

- For **knowledge questions** you will be given two opportunities to get the question correct (remember you can look at the course content while you do the assessments). Each time you get a question incorrect the answers are reset, that is they don't appear in the same order.

If on your second attempt at a question your answer is incorrect you will be "Locked Out." You will be notified by email that you have been locked out and will not be able to continue with the course until you are unlocked by an etrainu assessor. This will occur within 48 hours of you being locked out. Once you have been unlocked by your Assessor you will have to commence that section of the assessment again. Please note that the order of the multiple choice options will have changed. The assessor will review your assessment history and may contact you in relation to how you are progressing your training and to discuss any problems you may be having.

- In the **integrated assessment** your responses must meet a benchmark standard that demonstrates to the trainer assessing your answer that you are competent. If your integrated assessment does not meet the required benchmark the first time, etrainu will provide you with some feedback and you will be provided with another opportunity to resubmit your integrated assessment.

If you do not meet the competency requirements of the Unit of Competency you will be assessed as being not yet competent and will not be issued with a Statement of Attainment for that Unit. You may choose to repeat the course if this occurs.

**Certification**

Once you have satisfactorily completed all the assessment tasks you will be issued with a Statement of Attainment.

Statements of Attainment are issued for each Unit of Competency successfully completed. Certificates are issued where a participant has completed all the requirements for a qualification. Statements of Attainment are automatically generated once the Assessor marks the participant as being competent. Statements of Attainment are usually emailed in pdf format to the participants email address. When you have successfully completed all your assessment tasks you should receive your certification within 48 hours of completion. Due to the fact that pdf files are being emailed sometimes the Statements end up in the spam or junk email folders on the participants email system. If you do not receive your certification within 48 hours contact us by emailing etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or by phoning 4721 4222 during office hours.

Where a Client has purchased keys to courses for their staff the Statements of Attainment may be emailed to the Client for distribution to their staff at the Clients request.

**Customer Complaints and Appeals**

While Challenge National and etrainu endeavor to provide you with the best service possible by providing you with quality training and delivery, experienced trainers and a management environment of best practice there may be from time to time issues that management and staff need to be made aware of. The process described below enables us to investigate and address any areas of concern, complaints or appeals in relation to Challenge National or etrainu. If you have a problem or issue with the quality of the service, the way the service is delivered or managed please do not hesitate to contact us.

**The following process is for you to use:****Step One:**

In the first instance please email etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or phone 4721 4222 during office hours with your concerns. Your email or phone call will be referred to the person responsible for the area you have an issue or concern with. This person will contact you with a view to resolving the issue. If this is difficult or uncomfortable you should approach etrainu by emailing [info@etrainu.com](mailto:info@etrainu.com) or by phoning 4721 4222 during office hours and ask that you be referred to the Training and Development Manager to discuss your concern/s.

**Step Two**

If mutual satisfaction is not achieved through discussion via stage one of this process then you will need to put the complaint/appeal in writing by lodging a Complaints and Appeals Statement, (FORM 1.10) within five working days of your initial contact. Your written complaint or appeal should be addressed to the CEO.

**Step Three**

The Manager Training and Development will investigate the complaint and provide an opportunity for the participant to present their case (Using FORM 1.11). A response will be provided to the participant within 5 working days in writing with an outcome or course of action.

**Step Four**

If you are unhappy with the outcome or course of action provided by the Manager Training and Development you can approach the CEO for a determination. You may be asked to provide further information or clarify the information you have provided. You will be provided with a response from the CEO in writing within five working days. The CEO's response shall be final and binding unless you feel that the issue is immoral or illegal. In that instance and that instance only, you and/or your representative and the CEO and/or their representative will meet with a mediator for a resolution of the issue.

**Roles and Responsibilities****Code of Conduct**

Successful achievement of your training program will be based on mutual respect between yourself and your trainer. A positive working and learning environment is achieved in the following manner:

- Respect for the rights and opinions of others;
- A safe working environment;
- Equal opportunity for all;
- A fair and just grievance procedure;
- Access to relevant learning materials;
- Access to support staff.

**Participant**

You must ensure that you...

- access your training in a timely manner

- Complete all activities associated with your training;
- Keep your training log book (if applicable) and other documents in a safe place;
- Complete all set assessment tasks;
- Follow safe working practices at all times;
- Use and look after your learning resources;
- Are assessed and signed off;
- Ask for support and assistance if you require it.

### **Challenge National** (the RTO)

The Registered Training Organisation must ensure that...

- You are given all the support and encouragement that is necessary to ensure that you successfully achieve the competencies stated in your training program.
- You are provided with the necessary training/learning materials/resources.
- Your Training Log Book (if applicable) and any other documents are signed and up-to-date.
- All assessment records are kept up-to-date and meet with the Australian Quality Training Framework Standards
- You receive a copy of your Statement of Attainment.
- Quality control procedures are in place and adhered to at all times.

### **Disciplinary Action**

Challenge National expects that all participants will conduct themselves in a manner that is considerate and reasonable at all times. Participants who breach the Code of Conduct or any legislative requirements outlined in the Participant Handbook will be subject to disciplinary action.

The following disciplinary actions can and will be taken.

- Warning 1 written warning;
  - Warning 2 written warning;
  - Warning 3 written warning
  - Suspension of enrolment;
  - Termination of enrolment and forfeit of fees.

Participants will be given three written warnings before more serious disciplinary action is taken. At each step, the participant will be warned of the consequences should s/he continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased.

Some of the main factors examined when determining appropriate disciplinary action are:

- Seriousness of offence;

- Repetition or duration of offence;
- Prior offences and disciplinary actions;
- Previous responses to disciplinary actions and any current disciplinary action.

A written record of all disciplinary actions taken will be kept with the Participant's File. These reports remain an active part of the participant's record for one year after the offence. If the participant does not commit any other offences during that time, the report will become inactive. The report will, however, still remain a part of the participant's file.

## **Quality Management Focus**

### **Continuous Improvement**

Challenge National and etrainu have a commitment to providing a quality service and a focus on continuous improvement. We value and actively seek feedback from all stakeholders including government, industry, clients and participants.

In order to monitor the company's performance in relation to customer satisfaction and quality training outcomes we use a variety of feedback and evaluation forms. To continue to be able to meet your needs it is essential that all participants complete an Evaluation/Feedback Form at the end of their training.

All revisions of training, assessment or delivery take into consideration all feedback received from all stakeholders. Issues brought to our attention requiring immediate rectification are addressed as a matter of urgency. Your feedback actively shapes how we develop and deliver our training.

### **External Review**

Challenge National and etrainu participate in external monitoring and audit processes required by the Australian Quality Training Framework. This includes random quality audits, audit following complaint and audit for the purpose of re-registration or extension of scope.

### **Management for Sustainability**

Challenge National and etrainu work within policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards participant fees until used for training and assessment.

### **Marketing and Advertising**

Challenge National and etrainu markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

### **Access to Records**

Participants have access to their personal records whenever required. Before accessing the personal information a participant must first provide photo proof of identity.

### **Privacy**

etrainu will not publish or make available any participant information to third parties unless required to by law or with the consent of the participant.

Where **your place of employment has registered you for specific training** your results and information regarding participation and status will be sent to your employer (or their nominated representative in addition to yourself). Accepting the terms and conditions on commencement of your course means your results from the code assigned to your course will be sent to/or accessible to your employer (or their nominated representative) in addition to yourself.

All participant information is kept in a secure database with password protected electronic files. Information is only accessed by approved staff members and for the sole use of training, retention and issue of qualifications. At all times etrainu will abide by the Privacy Act 1988. If any enquiry is made with regards to any participant file other than from the participant - or your employer if permission has been granted, the permission will be obtained from the participant prior to the release of any information.

Challenge National and etrainu are committed to ensuring the privacy of all of its participants, supervisors and employers. Information about participants and/or their employers will not be released to any person without the express permission of the participant and/or their employer.

### **Participant Services**

We have sound management practices to ensure effective participant service. In particular we have participant service standards to ensure timely issue of participant assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our participant information will ensure that all fees and charges are known to participants before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Participants have two support options available to them they can email etrainu support at [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) or phone 4721 4222 during office hours. Qualified Trainers are available to assist participants with any issues associated with

### **Training and Assessment Standards**

Challenge National and etrainu has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of participants.

### **Welfare and Guidance Services**

Participants requiring welfare or guidance services will be given access to a list of services available to them. This list will include the Training Ombudsman at the Queensland Department of Employment and Training, LLN services and Disability services.

### **Legislative Requirements**

Challenge National and etrainu will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Industry standards will be met at all times. All participants are to familiarise themselves with legislation that is relevant to their training. This includes legislation relating to the following:

- Workplace health and safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination including equal opportunity, racial vilification, disability discrimination
- Vocational education and training
- Apprenticeships and traineeships

### **Access and Equity**

All participants will be recruited in an ethical and responsible manner that ensures that participant selection decisions comply with equal opportunity legislation.

Challenge Nationals Access and Equity policy supports the principles of the **Queensland Department of Employment and Training's Access and Equity Policy** for the Vocational Education and Training System that envisage a vocational education and training system responding to the needs of all people with respect to:

- Resource allocation
- Involvement in decision making processes
- The provision of quality programs and services
- Access to programs and services; and
- Participation in programs.

To this end Challenge National adheres to the following policy statements:

- To provide training programs and services that are accessible to all people.
- The requirements of individual learners are taken into account for strategic and operational plans.
- Learners are encouraged to be involved in the planning and decision making processes on matters that affect them.
- To provide a broad, relevant and balanced range of high quality training programs and support services that account for the diversity of participants and the needs of people under-represented in vocational education and training.
- Training and support service delivery strives to enable members of groups who would otherwise be disadvantaged to successfully participate in vocational education and training.
- To provide opportunities for all people to achieve outcomes that meets their personal goals.
- To provide training and support services in an environment free from harassment.

### **Disability Discrimination and Anti-Discrimination**

Every consideration and assistance will be given to those persons with disabilities wishing to participate in training.

Persons will only be disqualified on the basis of failing to meet the specifications stated in Occupational Health and Safety guidelines, Health or other regulatory body rulings.

Anti Discrimination legislation has been passed by Commonwealth and State governments to reflect support for the principles of equality, dignity and fairness in the community. The Anti-Discrimination Act promotes equality of opportunity for everyone by protecting them from unfair discrimination, sexual harassment and other forms of objectionable behaviour.

Under the Anti-Discrimination Act you can complain if you feel you are being directly discriminated against because of your:

- Sex
- Marital status
- Pregnancy
- Parental status
- Breast Feeding
- Age
- Race
- Impairment
- Religion
- Political belief or activity
- Trade Union activity
- Gender identity
- Sexuality
- Family responsibilities
- Choice of associates

### **Reasonable Adjustment**

Challenge National and etrainu have a responsibility to make reasonable adjustments for people with a disability. These adjustments should allow the person with a disability to enroll and participate in training programs on the same basis as people who don't have a disability and without experiencing discrimination. There will be no cost to the participant for these adjustments to be made.

Reasonable adjustments might be made to:

- the course enrolment process
- the physical environment and other facilities and services available where training is accessed
- course/program activities
- the way training is delivered
- the way skills are assessed

As soon as possible after making a decision to enroll in training, people who believe their disability may affect their full participation should contact etrainu support by emailing [hospitalitysupport@etrainu.com](mailto:hospitalitysupport@etrainu.com) to discuss whether adjustments or additional support(s) will be necessary. All reasonable adjustments will be documented in the participant file.

**EEO and Sexual Harassment**

It is both illegal and against the Challenge National policies for any person, male or female, to sexually harass another person by:

- Making repeated and unwanted verbal or sexual advances, sexually explicit derogatory statements or sexually discriminating remarks in the workplace which are offensive to the person involved,
- Causing the person to feel threatened, humiliated, patronised, harassed, or interfering with the person's job performance
- Undermining job security, creating a threatening or intimidating work/training environment.

Any participant, agent or employee, who believes they have been subjected to sexual harassment, should complain by making a report, to the CEO either verbally or in writing, of the alleged act. This can be done by emailing [info@etrainu.com](mailto:info@etrainu.com).

A confidential investigation of all such complaints will commence immediately. The key factors in the investigation would be to establish that the sexual harassment was either unwanted and/or persistent. Any participant, agent or employee, who is considered, after appropriate investigation by the Company, to have sexually harassed another agent or employee, will be subject to appropriate disciplinary action.

Depending on the circumstances, this will range from a warning being placed in the offender's participant or personnel file to and including summary dismissal and/or Police involvement. Given the nature of this type of complaint, the Company also recognises that false accusations of sexual harassment can have serious effects on innocent people. Accordingly, disciplinary action against the complainant may follow false accusation(s).

We trust that all Company employees and agents will continue to act responsibly to maintain a pleasant working and learning environment free of actions, which can be defined as sexual harassment.

**Following is a list of legislation and accompanying information that may be applicable to you:****Anti-Discrimination Act 1991**

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination and from sexual harassment and certain associated objectionable conduct.

**Copyright Act 1968**

An Act relating to copyright of materials and the protection of certain performances, and for other purposes.

**Equal Employment Opportunity (Commonwealth Authorities) Act 1987**

An Act to require certain Commonwealth authorities to promote equal opportunity in employment for women and persons in designated groups and for related purposes.

**Freedom of Information Act 1982 (Commonwealth)**

An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies

**Human Rights and Equal Opportunity Commission Act 1986**

An Act to establish the Human Rights and Equal Opportunity Commission, to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.

Human Rights means:

The rights and freedoms recognised by the International Convention on the Elimination of All Forms of Racial Discrimination, a copy of which is set out in the Schedule to the Racial Discrimination Act 1975 ; and

The rights and freedoms recognised by the Covenant; and

The rights and freedoms declared by the Declarations or recognised or declared by any relevant international instrument.

**Privacy Act 1988**

An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.

**Vocational Education, Training and Employment Act 2000**

An Act to provide for vocational education, training and employment. The objectives of this Act are--

- To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community; and
- To provide mechanisms for employees, employers, associations of employees or employers and the community to advise government on vocational education and training needs and priorities to meet those needs; and
- To support the continued development of high quality training by and within industry; and
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities; and
- To regulate the registration of training organisations within the State; and
- To further the commitment by the States, the Territories and the Commonwealth, in partnership with industry, to work together to increase the participation of Australians in an integrated national vocational education and training system that allows for local diversity; and
- To promote a community commitment towards supporting young people in the compulsory participation phase; and
- To implement initiatives that are consistent with the ministerial declaration 'Stepping forward: improving pathways for all young people'.

### **Vocational Education, Training and Employment Regulations 2000**

Regulations to support the Vocational Education, Training and Employment Act 2000

### **Workplace Health and Safety Act 1995**

The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by work activities or by specified high risk plant.

### **Workplace Relations Act 1996**

The principal object of this Act is to provide a framework for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

**Information Sources and Websites**

Organisation	Website or Contact	Information
AQF (Australian Qualifications Framework)	<a href="http://www.aqf.edu.au">www.aqf.edu.au</a>	Information on National qualifications for schools, VET sector and Higher Education
Australian Institute of Training and Development	<a href="http://www.aitd.com.au">www.aitd.com.au</a>	National association for professionals involved in training, learning and human resource development in Australia. Membership required.
Australian Flexible Learning Framework	<a href="http://www.flexiblelearning.net.au">www.flexiblelearning.net.au</a>	E-learning skills development opportunities, resources and support including toolboxes
DEST (Department of Education, Science and Training)	<a href="http://www.dest.gov.au">www.dest.gov.au</a>	Vocational Education and Training (VET); Training Packages; AQTF Standards
DEST (Department of Education, Science and Training)	<a href="http://www.dest.gov.au">www.dest.gov.au</a>	Information about education and training (soon to absorb ANTA)
New Apprenticeships	<a href="http://www.newapprenticeships.gov.au">www.newapprenticeships.gov.au</a>	New Apprenticeships Centres and information
NTIS (National Training Information Service)	<a href="http://www.ntis.gov.au">www.ntis.gov.au</a>	Training Packages, Qualifications and Courses, Units of Competency, RTOs, GTOs, ITABs.
Resource Generator	<a href="http://www.resourcegenerator.gov.au">www.resourcegenerator.gov.au</a>	Access to public resources
Training Packages at Work	<a href="http://www.tpatwork.com">www.tpatwork.com</a>	National publication including updates – free subscription
VET Training	<a href="http://www.training.com.au">www.training.com.au</a>	VET Sector links and information