

Trainers & Assessors Handbook

TMAN0102

Published: 4 October 2013

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Introduction

Participants who undertake IOH training courses look forward to a valuable and lasting learning experience. We take great pride in being able to offer our clients a diverse range of training and risk programs aimed at minimising the incidence and impact of injuries and maximising safety and productivity in the workplace.

IOH has established itself as a leader in the provision of workplace health and safety training and risk assessments with specialist trainers/assessors including WorkCover approved trainers and assessors, occupational therapists, psychologists, occupational hygienists and frontline emergency management personnel. Many of the courses we present are Nationally Accredited. To deliver these courses IOH partners with selected Registered Training Organisations.

We deliver almost 40 different courses covering WHS legislation, a range of first aid courses, height safety, confined spaces, fire and emergency procedures, Return to Work and workers compensation, hazardous chemicals, manual handling, forklift, EWP, ergonomics and much more.

We offer a diverse range of risk services from work, health and safety management systems audits to asbestos surveys, noise tests, air and dust sampling, ergonomic and workplace safety assessments.

IOH has a proven track record in successfully assisting businesses with the prevention, treatment and rehabilitation of injuries. Established in 1984, IOH has the experience and expertise that makes us one of the leading health service providers in Australia. Our philosophy is to have a practical approach to learning and assessment through applied projects, work related case studies and active learning techniques. We combine this with the trainer's/assessor's awareness of industry requirements, which means course participants and clients derive the benefits of practical and relevant learning and services. Our class sizes allow training participants to experience a more personalised and individualised standard of training.

If you are new to our team, we take this opportunity to welcome you and thank you for the contribution you will make to our well regarded reputation and to ensuring we continue to deliver a valuable and lasting experience for all future learners and/or risk clients.

Assessment for VET Accredited Courses

Course participants undertaking VET courses are required to undertake assessments to check their progression of learning and achievement of competencies. Assessments are designed to the requirements of individual modules or courses and will therefore be different for each course. As an example assessments may include written assignments, group activities and oral presentations. Course participants receive assignment requirements and the submission date at the commencement of each course and the trainers assess their progress and understanding through a variety of means.

Assessments are graded as either 'Competent' or 'Not Yet Competent'. Participants are able to re-sit or re-submit assessments through prior arrangement with the principal trainer/assessor if they are 'Not Yet Competent'. Assessments for each course/unit of competency are kept on the participant's file as evidence of achievement and validation for his/her 'Statement of Attainment' or qualification.

Set assessment due dates are expected to be adhered to, if a participant is having trouble meeting the deadline he/she should submit a request for an extension of time in writing, stating the reasons and send it to the Training Manager prior to the due completion date.

General Information

Mobile Phones

Participants are required to switch off their mobile phones while in a training course or place them on silent.

Emergency Contact

Messages may be left with reception and will be passed on to participants. Emergency calls to mobile phones may need to be taken from time to time and participants are requested to leave the training room and find a suitable location for the phone call, so as not to disturb other learners, IOH employees or clients.

Provision of Office for Phone Calls or Use of a Computer

Participants may require the use of an office and will be allocated a space subject to availability. Requests should be made to the course trainer who will liaise with the administrative support team to arrange a suitable room.

First Aid

If any participant or client requires first aid whilst attending an IOH venue they should notify the trainer/assessor who should immediately notify reception or an administrative support team member who will call a trainer first aider to attend. Qualified nurses and doctors are also available during normal business hours on the ground floor of the Wollongong Training Venue. The Training/Risk Manager is to be made aware of the incident as soon as practicable.

Smoking

Smoking is not allowed in any IOH venue. Smokers are requested to move at least 5 metres away from the building to prevent smoke entering the building. This same request should apply to all venues where IOH trainers or assessors are working.

Records and Privacy

IOH is required to collect, manage, use and disclose personal information and agrees to do this strictly in accordance with Australia's Information Privacy Principles (IPP's) and the National Privacy Principles (NPP's) contained in the Privacy Act 1988.

IOH only keeps information on file regarding participant's training, such as the enrolment form, details of any assessment and information regarding attendance.

Behavioural and Dress Standards

Participants and trainers/assessors are expected to dress and act in an appropriate manner and to demonstrate ethical behaviour standards as outlined in the Student Manual. This means demonstrating respect for other people, not using inappropriate language towards or in the presence of others, and being courteous. Trainers/assessors and participants are required to adhere to this practice which will ultimately enable a more effective learning and assessment environment for everyone. The welfare of participants is of utmost importance and therefore anyone who cannot abide by the standard of behaviour required will have their training terminated. The trainer/assessor must immediately notify the Training/Risk Manager or Managing Director in these circumstances so that appropriate action can be taken.

Serious breaches would include any of the following: theft; assault; being under the influence of alcohol or a drug; causing an imminent risk of injury or illness; behaving in a way that is inconsistent with the continuation of the training contract.

IOH requires all trainers/assessors to dress and groom to a professional standard, including personal hygiene. This means wearing business style attire such as skirt or trousers, business style shirt and jacket, unless the specific course requires certain personal protective clothing and equipment to be worn, such as when training fire, working at heights or confined spaces or when assessing industrial workplaces. IOH does not permit the wearing of clothing or use of items such as business cards, flyers, marketing material, etc. that promotes other companies and will be happy to issue IOH uniforms, pens, etc. if needed.

Any contact required between a trainer/assessor and an IOH client is to be undertaken on behalf of IOH using an IOH email address if required. Contact IOH should you require this to be set up. Any reports or documentation must be sent to IOH before going to a client directly for review and to be put on an IOH letterhead. Should a client contact a trainer/assessor directly, you are required to notify IOH immediately.

Refer to your Fee for Service Agreement with IOH for full details on conduct requirements.

Work Health & Safety

IOH aims to provide a safe learning/assessment environment for all and this requires that the following responsibilities be met whilst on our premises or on off-site premises.

Participants/clients are required to:

- take reasonable care for their own health and safety, and
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons, and
- comply so far as reasonably practicable with any reasonable instruction that is given to them by the trainer/assessor or IOH representative to allow IOH to comply with the WHS Act

This will include following safety instructions, using equipment as instructed by the trainer/assessor, wearing required PPE and ensuring that their actions do not create or increase risks whilst on our premises or on off-site premises.

IOH will ensure so far as reasonably practicable:

- the health and safety of workers and others,
- that all trainers/assessors are appropriately qualified and work in a safe manner,
- that safety equipment, PPE and practices are used where required, and
- that information, instruction or supervision is provided to protect persons from risks to their health and safety

Working with Children

A child is legally identified as a person under the age of 18 years. In situations where IOH is required to deliver services to a child, trainers and assessors will be required to complete a Working with Children check.

Policy Statements

Fees and Refund Policy

The fees and charges schedule is available from the IOH office. The IOH website <http://www.ioh.net/training> lists training course prices. Any customised services require quotes to be calculated by IOH administration or management, which must be sent to the client by IOH and approved by the client prior to the commencement of any service provision.

Training

Payment of training course fees is required with registration prior to the commencement date of the course.

Cancellations or transfers of attendance at training must be received in writing at least five (5) days prior to the commencement date of the course. Cancellations within five (5) days of the commencement date of the course will not be refunded, however transfer to the next scheduled course is permitted at no additional charge. Alternatively a substitute delegate may attend in place of the person originally booked.

If a participant misses any day of a course, the missed day may be made up at a later course where a daily pro-rata course fee will be incurred.

A full refund of course fees will be made when:

- a course is cancelled by IOH, or
- a booking is cancelled in writing at least five (5) days prior to the commencement date of the course.

A refund will not be issued for:

- a change in work hours or work commitments,
- inconvenience of travel to the course,
- non-attendance at the course for any reason including illness, or
- leaving the course early or not finishing the course.

Should a student become seriously ill or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) and can no longer continue their studies, IOH may refund the balance of unused fees. This fee refund is wholly at the discretion of IOH. Appropriate evidence, such as a medical certificate, will be required. Application for refund must be made by the participant in writing to IOH.

Risk

Variations to risk quotations will only be accepted by IOH and the client when varied in writing by an authorised representative of IOH Injury & Occupational Health. In the event of cancellation of a service by a client, IOH may be able to recover some costs from the client which if recovered may assist in offsetting any out of pocket expenses incurred by the assessor

Termination

IOH reserves the right to expel a student or suspend services to a risk client for serious breach of discipline or work health and safety. Fees will not be refunded to expelled students.

Mutual Recognition Policy

Mutual Recognition is acknowledged and supported as one of the most important features of the Australian Quality Training Framework.

We accept the credentials issued by other Registered Training Organisations based in any State/Territory of Australia.

- Course participants seeking recognition must apply in writing and provide evidence of the qualifications/units of competency achieved.
- Recognition will be granted for qualifications/units of competency achieved in attaining a qualification, where these outcomes also form part of the requirement for another qualification. It is necessary for an applicant to demonstrate that the knowledge/skills learned have remained relevant or current.
- Applicants will be provided with the results of their application in writing.

Recognition of Prior Learning

Intending training course participants may apply for recognition of competencies (skills and knowledge) that they already possess. Participants who receive recognition of prior learning (RPL) need not undertake the respective course. Where RPL is granted, the participant is given full equivalent status to participants who successfully complete the course.

- Participants must make a formal application in writing to apply for RPL and complete the application form. There is a fee for processing and assessing the application for RPL and this is to be sent with the application.
- Participants are required to provide evidence to prove competency in the subject for which they are requesting RPL and this may require attendance at an interview.
- Participants who cannot provide sufficient documentary evidence may have to undergo an assessment and/or additional training. Costs for any additional training are not included in the application fee.
- RPL applications are assessed by appropriately qualified assessors and recommendations made to the Training Manager of the relevant RTO IOH partners with for approval.
- Applicants seeking RPL will be provided with the results of their application in writing.
- Any disputes to the outcome of an application for RPL will be dealt with through the Grievance Procedure.

Assessment Policy

Training course participants are assessed throughout each course using appropriate assessment strategies and methods in accordance with the National Assessment Principles. Each course and module details specific assessment requirements based on the principles of validity, reliability, fairness and flexibility. Assessments must be undertaken by appropriately qualified Assessors.

- The assessment should be related to the specific learning outcomes and assessment criteria as specified in each module and course.
- The assessment must be relevant to the participants and transferable to their work place.

- The assessment results must be in writing and clearly indicate whether the competence has or has not been demonstrated.
- The assessment should use a variety of approaches which would be work- based or directly relevant to the work environment.
- The assessment should be flexible and ensure that all participants have the opportunity to be assessed.
- Participant assessment results are recorded and successful participants are issued an appropriate certificate.
- Course participants dissatisfied with the outcome of an assessment can request another assessment by another appropriately qualified assessor. The request for a reassessment must be in writing. In the event the course participant is still not satisfied with the outcome, the matter is to be referred to the Training Manager for determination.
- In the event the participant is still not satisfied, an appeal can be referred to a mutually agreed accredited assessor for determination. The cost of this assessment will be shared by both parties equally.

Privacy Policy

Information that we gather about clients and course participants will not be disclosed to any third party other than those organisations to whom we are obliged under ASQA Standards, such as Department of Education and Training, VETAB and NCVER.

Clients and course participants seeking access to their own information must complete an Authorisation Form. This form is available from our Training Administration Office and must be submitted to the Training Coordinator.

Code of Practice

IOH is committed to providing training and risk services for employers and their employees to improve their competence in the workplace and improve the safety, quality and productivity of the enterprise.

The following standards underpin our services:

- To act at all times with integrity in providing professional delivery of services
- Training courses offered are first and foremost to meet the needs of clients, participants and industry in general and to satisfy identified and established training needs in industry
- Training and assessment services are learner centred and delivered in accordance with the principles of adult learning in a safe and encouraging environment
- Encouragement of participants and/or clients to express any dissatisfaction with any service.

Access and Equity principles are integrated within all our services. All staff recognise the rights of clients and provide information, advice and support that is consistent with our Code of Practice.

Regardless of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful grounds of discrimination, we will provide a learning environment that is free from discrimination and harassment and ensure that course participants will be treated with respect and in a fair and considerate manner whilst receiving our services.

Information, Advice and Support Services

The following services are provided and supported within this Code of Practice:

- Client selection, enrolment and induction procedures

The admission of course participants will be conducted at all times in an ethical and responsible manner. Training courses are available to participants who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful ground of discrimination.

Course enrolments are limited and the priority for enrolment is in the order of receipt of the course registration and payment of course fees.

- Training Course information

Our Training Course Directory and brochures have been developed for all the courses within our scope of registration. This information can be viewed on our website.

- Risk Services Information

Our risk services can be viewed on our website. IOH may be able to assist with services outside of what is outlined. Enquiries should be directed to the Risk Coordinator or Risk Manager.

- Fees and charges

Information on fees, charges and refund policy is clearly documented within our marketing course material that is available through our participant information sheet. The course cancellation and refund policy and conditions are stated on the course Registration Form.

- Participant/client support

Support we offer includes:

RPL assessment; pre-course/service advice; tutoring and feedback on assignments; and provision of learning materials.

Advice and guidance on all services is available. Employers and course participants who have queries on the appropriateness or suitability of any training course or risk service should seek guidance or clarification prior to attending a course or agreeing to a risk service being delivered.

- Flexible learning and assessment

Flexible learning and assessment procedures are documented within our assessment kit and form part of our learning and assessment strategies.

Course participants will be formally assessed by a qualified Assessor using assessment methods in accordance with the National Assessment Principles. Each course details the specific assessment requirements.

Course participants dissatisfied with the outcome of an assessment can request a review of their assessment by another assessor or may lodge an appeal in accordance with our Appeals procedure.

- Welfare and guidance services

We endeavour to provide welfare and guidance to participants. This includes learning and possible RPL and RCC opportunities; provision for special cultural and religious needs; and provision for special dietary needs.

- Appeals, complaints and grievance procedures

Appeals, complaints and grievances are dealt with in accordance with documented procedures.

A formal grievance procedure is in place for handling a grievance or complaint. In the first instance participants or clients should raise the complaint with the course trainer/risk service consultant, who is required to bring the matter to the attention of the Training/Risk Manager.

If the grievance cannot be resolved at this level, participants will be advised of the Grievance Procedure to be followed.

Review of Evaluation Forms

IOH is committed to the continuous improvement of our training and assessment services and management systems.

As part of this commitment, IOH undertake to review every evaluation form at the conclusion of each service/training session. This review will be conducted by the Training/Risk Manager and the Managing Director.

An overview of these evaluation forms which show if there are any perceived areas of improvement or issues can be accessed by request.

Your Obligation to IOH under AQTF

IOH is committed to quality delivery of service to all our clients. Our trainers and assessors are in the frontline representing IOH and, as such, have the responsibility and opportunity to directly impact our continuous improvement and quality delivery.

IOH requires you to:

- Conduct yourself in a professional manner, having respect for your position representing IOH
- Treat training participants and clients with respect and courtesy at all times
- Do not tolerate unacceptable behaviours of training participants or clients, reporting such incidents to IOH
- Conduct a safety inspection of premises and equipment prior to service/training commencement
- Ensure all documentation is distributed to participants, checked for completion, collected and submitted to IOH in a timely manner
- Attend and commence training/services to schedule
- Participate in training/service reviews and validation activities as requested
- Be responsible for maintaining your professional expertise and currency