



# **TRAINEE HANDBOOK**

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## **Version 5**

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**INTEGRAL TRAINING**  
*Integral to YOUR Business*

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Welcome to INTEGRAL TRAINING.

Congratulations on selecting our NVR Registered Training Organisation to become qualified in your chosen industry. We believe in providing quality training to all Trainees.

In order for us to provide quality service to you, we request that you read the following information carefully.

**I agree to:**

- Arrive **on time** for all sessions and **be ready** to start at the appropriate time
- Be **fit for work** not tired, hung over, or not under the influence of **drugs and/or alcohol**.  
**(INTEGRAL TRAINING reserves the right to refuse entry to site for persons suspected or they believe are deemed not fit for or safe to work)**
- Contact my assigned **INTEGRAL TRAINING Trainer/Assessor** if I am going to be late, absent or sick. That a Medical Certificate is required to be re-booking into a future course. If a Medical Certificate is not supplied my course fee will be forfeited
- Wear appropriate clothing at all times including wearing fully enclosed shoes
- Not **discriminate** against sex, race or religion
- **Switch off my mobile** phone during all training sessions
- **Not smoke** on the training premises, this includes all areas where training is delivered
- Observe and abide by all **Workplace Health & Safety guidelines and wear the appropriate Mandatory Dress & PPE as per Trainee enrolment form**
- Agree that I am fully responsible and liable for all **fees** that I incur including course fees, additional training and re-assessment fees
- I agree that, for the purposes of compliance with government regulations, INTEGRAL TRAINING may
  - a. provide my assessment records to a designated government official. All information obtained will remain confidential.
- Give permission to INTEGRAL TRAINING to provide information about me to relevant parties for the
  - a. purpose of reporting requirements
- I consent to being recorded for both training and assessment
- Attend an induction into my course of interest before training commences (if required)
- Complete any required work by the set due date and understand if not completed that I may not be able to continue with the course and my course fee will be forfeited
- I will disclose any medical issues upon booking the course

- I will disclose any Literacy, Language or Numeracy concerns upon booking the course
- I will disclose any licencing concerns including but not limited to exclusions, suspension or restrictions. Failing to disclose may mean that I may not be able to continue with the course and my course fee will be forfeited
- I am required to supply all PPE other than HI Vis clothing - you can bring your own or INTEGRAL TRAINING can supply a vest other PPE are items such as a hat, sunscreen, fully enclosed footwear etc
- This is an agreement between the NVR R.T.O (INTEGRAL TRAINING) and myself that if deemed competent upon completion of the chosen Competency I will receive a nationally recognised qualification”

## Introduction

Welcome to INTEGRAL TRAINING.

We specialise in delivering training and assessing to support our Trainees in enhancing their skills and knowledge within the industry.

INTEGRAL TRAINING is committed to providing ongoing learning opportunities and support.

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

INTEGRAL TRAINING is responsible for all compliance of training and or assessment.

INTEGRAL TRAINING is responsible for issuing all AQF certification.

INTEGRAL TRAINING is responsible to comply with the Standards for RTOs 2015

### INTEGRAL TRAINING Head office Contact Details:

**Telephone:** 03 5821 9607  
**Address:** 288 Doyles Road, Shepparton VIC  
**Email:** admin@integtrain.com.au  
**Website:** www.integtrain.com.au  
**R.T.O No:** 45613

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely



Mr Leigh Vecht  
Chief Executive Officer  
**INTEGRAL TRAINING**

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## Code of Practice

The purpose of a code of practice is to outline the obligations and responsibilities required to align with the standards for the provision of vocational education and training.

As a registered training organisation, *INTEGRAL TRAINING* will ensure that policies and procedures are in place which maintains high standards in the delivery of vocational education and training services.

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## Legislative requirements

*INTEGRAL TRAINING* is subject to a variety of legislation related to training and assessment as well as general business practice. We will ensure that we meet all legislative requirements of State and Federal Government.

In particular, Occupational Health and Safety, Workplace Harassment, victimization and bullying, Anti-discrimination, Privacy, VET and Vocational Placement Standards will be met at all times. This legislation is also important to you as it details your rights and responsibilities during your work periods and also whilst undertaking training with our organization. Please note the following relevant legislation:

- Sex Discrimination Act 1984 – discrimination on the grounds of marital status, pregnancy, sex or family responsibilities or acts of sexual harassment
- Racial Discrimination Act 1975 – (eliminating racial vilification)
- Anti-Discrimination Act 1991 - (anti-discrimination, including equal opportunity, unlawful to discriminate or harass people at work, school or in the community.)
- Workplace Healthy and Safety Act 2004 - (Occupational health and safety is a broad area of the law that can be divided into three areas:
  1. Common law rules - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985
  2. State and territory laws that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties. WH&S Act 2004.
  3. State and territory worker's compensation legislation that protects employees in the case of on-the-job injuries Disability Discrimination Act 1992 - (discrimination on the grounds of disability).
  4. Privacy Act 1988 – this regulates how your personal information is collected, stored, used and disclosed to other parties
  5. Copyright Act 1968 – Act relating to copyright and the protection of certain performances.Acts can be viewed online at [www.austlii.edu.au](http://www.austlii.edu.au).

## Access and integrity

*INTEGRAL TRAINING* is committed to access and equity across all services offered and we will implement this policy across all areas of the business and this policy will be reviewed for continuous improvement. All staff are trained in the principles of access and equity.

All Trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package.

Policy ensures that Trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system which affect their lives by working with various government bodies, industry employers and trainees. We will target the specific needs of market segments in enhancing the economic development of the organization.

1. Ensure the establishment of non-discriminatory Trainee selection procedures which encourage fair access for members of under-represented groups.
2. Ensure access and equity issues are considered during curriculum development.
3. Provide access to staff development to assist trainers and contractors who deliver courses to under-represented groups.



## Trainee Additional Support Services

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We have the following Trainee support services accessible to INTEGRAL TRAINING. Please contact INTEGRAL TRAINING office on

Phone: 03 5821 9607 or Email [admin@integtrain.com.au](mailto:admin@integtrain.com.au)

### Counselling

Where counselling is sought please contact INTEGRAL TRAINING representative for assistance in the following:

- drugs and alcohol support services
- depression and anxiety etc

Beyond Blue 1300 224 636 or go to [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Literacy & Numeracy Assistance

Literacy and Numeracy support is available at the Trainee/Employer expense to make arrangements please contact INTEGRAL TRAINING so we can help you or go to Reading Writing Hotline 1300 655 506 or visit [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

### Aboriginal and Torres Strait Islander Support

Where support is required please contact Rumbalara on [www.rumbalara.org.au](http://www.rumbalara.org.au) or on 03 5820 0000

Please contact INTEGRAL TRAINING on 03 5821 9607. Any fee incurred is at the cost of the trainee not the RTO.

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## Recognition of Prior Learning/Credit Transfer

*This guide contains information on:*

R.P.L. /C.T. recognise skills and knowledge already gained by assessment against established competency standards, regardless of where or how that skill or knowledge was obtained. This could mean formal or informal training, work experience and/or life experience. It is evidenced based

R.P.L. /C.T. may lead to industry classifications, awards, exemptions or partial exemptions for competencies or programs of training. If you believe you have skills in your chosen area of study you should consult with the INTEGRAL TRAINING Trainer/Assessor prior to the enrolment process. The applicant must provide adequate evidence to demonstrate prior experience in, or adequate knowledge of each performance criteria listed in the unit of competency.

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## Literacy, Language & Numeracy

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All INTEGRAL TRAINING courses involve Literacy and numeracy screening. Before training commences you will be asked to complete a brief literacy and numeracy skills indicator. If additional help and support is required the Trainer/Assessor will discuss with your options for extra Literacy and Numeracy training.

If Trainees are not achieving successful outcomes in their course of study, they can apply to INTEGRAL TRAINING for further assistance from the Trainer/Assessor

*INTEGRAL TRAINING can provide on request the following training and support:*

- One on one assistance and support by Trainer/Assessor
- Understanding assessment requirements
- Self-assessment reports and surveys
- Test/Exam preparation
- General Learning Support

**Please contact Integral Training in advance if you believe you may have any Literacy, Language & Numeracy issues to discuss your concerns on 03 5821 9607**

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## USI - Unique Trainee Identifier

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A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. As the USI is a legislative requirement, all Trainees must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed. You can create your own USI number through the USI website: [www.usi.gov.au](http://www.usi.gov.au) alternatively INTEGRAL TRAINING can create one on your behalf with your written permission on our trainee enrolment form or contact our administration staff for further information. Each trainee must acknowledge to have read and understood the USI privacy notice at <https://www.usi.gov.au/documents/privacy-policy>. This is also noted on each trainee's enrolment form.

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## Recognition of Qualification Issued by other NVR R.T.O.'s

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INTEGRAL TRAINING will recognize and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T. O's.

They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate or Qualification please submit to either your Trainer/Assessor or post/email to INTEGRAL TRAINING for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.

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## Fees - Payment terms and conditions

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Fees – The total charge for each accredited program consists of three parts i.e. administration fee and materials fee and training and assessment fees. Additional training and or reassessment fees may apply for trainees including additional training and reassessments.

Payment is accepted by Direct deposits, EFT (Electronic Funds Transfer), *bank cheque, cash. Cheques can be accepted (however must be issued 7 working days before the course commences.)*

Fees may vary depending on the:

- Course and or chosen units/Recognition of Prior Learning/CT
- Invoices must be paid in full on the day of training, unless by prior arrangement
- All payments are to be finalized before Statement of Attainment is printed and issued
- Replacement of lost certificate or Statement of Attainments - **\$100**
- No refunds apply unless given appropriate reasoning by the Trainee or unless the NVR R.T.O. cancels the course. (refer to the Refunds Policy section)
- Credit transfer **\$50** per unit if applicable to course code and requirements
- RPL **\$150** per unit unless provided (if applicable to course code and requirements)
- Administration fee is \$150 included in each enrolment fee. This fee covers staff time, printing, data entry etc. This is a non-refundable fee
- Reassessment fee is \$350 per each assessment
- **Course is for a set period of time, and does not mean a licence or Statement of attainment**
- Verbal assessment fee - \$200.00 per hr
- Course costing fee, including material and administration fee due is: **CLEARLY STATED ON THE TRAINEE ENROLMENT & INTRODUCTION FORM**
- There are no fee concessions for our courses if you wish to discuss this further or discuss any other above fees please contact the office on **Phone: 03 5821 9607**
- **Extra training and/or assessments may be required which will incur additional fee/s. Please contact Integral Training on 03 5821 9607**

The NVR registered training organisation may accept payment of no more than \$1,000 from each individual trainee prior commencement, the NVR registered training organisation may require payment of additional fees in advance from the Trainee but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Trainee does not exceed \$1,500

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## Cancellation/Refunds Policy

*NVR guidelines require an R.T.O. to protect fees paid by the client...*

Refunds of fees for non-government-funded courses are available under the following circumstances:

1. Cancellation or postponement of course by the **Director** after enrolment and commencement. (The Trainee does not have to make an application for a refund the full course fee; INTEGRAL TRAINING will process it automatically). If a course is cancelled or postponed Integral Training is not responsible for any other cost (example travel or accommodation) that the trainee may of incurred due to the cancellation of the course.
2. Cancellation of course by the **Director** due to RTO or third-party closure, after enrolment fee paid no commencement. (The Trainee does not have to make an application for a refund the full course fee; INTEGRAL TRAINING will process it automatically). If a course is cancelled or postponed Integral Training is not responsible for any other cost (example travel or accommodation) that the trainee may of incurred due to the cancellation of the course.
3. Cancellation by a **Trainee** after commencement of a course for special circumstances such as:
  - Illness - Medical certificate and Medical Clinic doctors receipt and/or Medicare receipt required
  - Show extreme personal hardship
  - Family difficulties
  - An initial non-refundable administration fee (as per the price list) will apply to all courses.
4. Cancellation/Rebooking/Cooling Off Period by a Trainee with no special circumstances after enrolment into course:
  - **100% Refund when notification is over 5 business days minus the administration fee**
  - **50% Refund within when cancellation is within 5-3 business days minus the administration fee;**
  - **No Refund within 3 business days**
  - **No refund once training, or any assessment has been commenced**
  - **Course is for a set period of time, and does not mean a licence or Statement Of Attainment**
  - **Extra training and/or assessments may be required which will incur additional fee/s. Please contact Integral Training on 03 5821 9607**
  - **If the Trainee elects to undertake the assessment/s early any additional training time is forfeited and cannot be used as payment for the retest fee**

The Trainee must request a refund in writing such as an email. Texts will not be accepted. (Written evidence must be provided to qualify for special circumstances). For further information please contact the office on 03 5821 9607.

## Course Prerequisites

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Entry requirements depends on course or qualification this information will be clearly stated in the Trainee enrolment & confirmation email.

The following requirements are mandatory for all course

- All Trainees must be over 18 years of age to undertake the assessment process
- Valid Photo ID must be supplied as well as a second form of valid ID. Valid car/truck licence for all on road course
- Wear appropriate PPE such as hi vis clothing and fully enclosed shoes and sun protection.
- Must be able to read and write
- Must have a sound understanding of the English language
- The trainee reside/lives in Victoria location to undertake all Victorian WorkSafe High Risk Licence
- All assessment must be undertaken in english only for all Victorian WorkSafe High Risk Licence

## Attendance

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At the commencement of the course each Trainee is given an induction and must complete a sign-up kit with a variety of forms and paperwork with the Trainer/Assessor.

This must be signed off and completed before any training commences.

The Trainer/Assessor will issue the Trainee a scheduled timetable of the training sessions.

It is important to attend all scheduled training sessions to maximise the opportunities for success and to be deemed competent in your course of study.

In the case of anticipated absence from class, please ensure that the Trainer/Assessor has been given adequate notice via email or phone.

## Manner of Assessment

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Assessment is the process of collecting evidence and making judgments on whether competency has been achieved with 100% accuracy. The Trainee is deemed to be competent or not competent based on the evidence collected.

Each assessment can be attempted up to three (3) times in order to achieve competency.

### **Assessments may include:**

- Group discussions
- Case studies
- Projects
- Self-assessment
- Surveys
- Practical assessments
- Practical tasks, test/exam
- Observable tasks
- Individual presentations
- Or research activities

Each piece of assessment submitted must be signed and dated by the Trainee and the Trainer/Assessor and duly recorded in the Log book.

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## Rights and Obligations

As a Trainee you have the same rights as all workers, such as the right to:

- A safe working environment
  - No Discrimination on the basis of race, colour, creed or sexual orientation
  - No harassment (either bullying or sexual harassment)
  - Privacy and access your own records
  - Cooling off period
  - Complaints/appeal process
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## Trainee Records

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Trainee records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the Trainee. A minimum of 7 working days' notice must be provided and at a suitable time that is agreed to by both parties.

All records are kept on a hard drive and on disc and all assessments are scanned in and kept on a disc (Electronic copy).

All records are kept safely and securely in a fireproof safe kept off the INTEGRAL TRAINING premises.

**Transfer of Trainee results and other records in the event that INTEGRAL TRAINING ceases to operate or if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;**

If INTEGRAL TRAINING ceases to operate, it must, within **14 days** of ceasing, forward all Trainee results, including Trainee records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all Trainee results/details since initial registration. The records must be in the form of a disk copy or hard copy, and include software details. Copies of qualifications/Statements of Attainment granted to Trainees, and a list of the competencies/modules achieved for each Trainee must also be included.

### Retention and Safeguard of Trainee Results and Assessment Records Framework

All items, the description of each, the period to be retained and the number to be retained are outlined in the "Department of Employment and Training; Retention of Trainee Results and Assessment Records Policy"

### Safeguard Procedure

INTEGRAL TRAINING must:

- Designate an employee or employees to coordinate its information safeguard program;
- Assess risks in each area of its operations;
- Require service providers, by contract, to implement appropriate safeguards for customer information in form of the confidentiality agreement.

Document any material changes to the business that may affect this safeguard procedure

**Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements via email or phone contact**

Integral Training, training and assessment strategies and practices are consistent with the requirements of training packages and VET accredited courses. In particular, the required volume of learning is adhered to, ensuring candidates have the opportunity to develop the specified skills and knowledge.

Integral Training ensures that assessment methods and evidence gathering, both complies with the assessment requirements of the training package; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

## **RULES OF EVIDENCE**

### **Validity:**

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

### **Sufficiency:**

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

### **Authenticity:**

The assessor is assured that the evidence presented for assessment is the learner's own work.

### **Currency:**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## **On successful Completion**

Once you have been found competent in the skills and knowledge of your specified course you will be presented with a **Nationally Recognised AQF VET Qualification - Certificate & list of result or Statement of Attainment**

### **High Risk Licences**

The Accredited Assessor will formally assess your practical skills, theory and calculation knowledge to the specified level for the High-Risk Work Licence applied for. The Accredited Assessor will issue you with an Assessment Summary or a Notice of Satisfactory Assessment

If you are assessed as 'not competent', the assessor will provide you with details of the areas requiring improvement. Your training continues until such time as you are reassessed as 'competent'. You may be reassessed more than once.

Once assessed as competent the Accredited Assessor will issue you with a Notice of Assessment and INTEGRAL TRAINING will issue you a Statement of Attainment.

You must then must:

#### **Complete the Online Process**

- WorkSafe Victoria will email you with instructions on how to set up your Online Worksafe Portal and instructions on how to obtain your licence.



## Heavy Vehicle Licence

The Accredited Assessor will formally assess your on and off road skills and theory knowledge to the specified level for the Heavy Vehicle Licence applied for. The Accredited Assessor will issue you with an Assessment Summary.

If you are assessed as 'not competent', the assessor will provide you with details of the areas requiring improvement. Your training continues until such time as you are reassessed as 'competent'. You may be reassessed more than once.

Once assessed as competent the Accredited Assessor will issue you with an Assessment Summary, Vicroads Certificate of Competency and completed Victorian Licence or learner permit application form. INTEGRAL TRAINING will issue you a Statement of Attainment.

You must then must take the issued Vicroads Certificate of Competency and Victorian Licence or learner permit application form to your vehicle regulator, pay a nominal fee

You must then must:

- You must then must take the issued Vicroads Certificate of Competency and Victorian Licence or learner permit application form to your vehicle regulator
- **proof of identification documents** (originals) totalling at least 100 points – Category A, passport, drivers' licence. Category B- Fire-arms licence, medicare card, financial card any other acceptable ID as required by your Heavy Vehicle Regulator
- Pay the mandated Heavy Vehicle Regulator Fee within 12 months of passing your first Vicroads Heavy Vehicle Assessment

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## Assessments applicable only to relevant courses

Assessments must be signed off by the Trainer/Assessor.

Completed assessment may be submitted to the Trainer/Assessor or to INTEGRAL TRAINING representative.

If assessments are emailed to a Trainer/Assessor it is essential for Trainees to keep an electronic record of this process.

### Assessment Results

Trainee's completing competencies will be assessed as either:

**C** - Competency Achieved; or

**NC** - Not Competent

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## Trainee Feedback

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a "**Trainee feedback form**" and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

## Appeals and Complaints

INTEGRAL TRAINING seeks to provide a safe and professional learning environment free from discrimination.

### **What is a complaint:**

A Complaint arises when a client/trainee is not satisfied with an aspect of INTEGRAL TRAINING services and requests action to be taken to resolve the matter.

The person making the complaint (“the complainant”) will have to be identified to the person complained about (“the respondent”), unless the facts of the complaint are not disputed.

### **What is an appeal:**

An Appeal arises when a client/Trainee is not satisfied with a decision that INTEGRAL TRAINING has made. An Appeal can relate to assessment decisions but they can also relate to other decisions such as a decision to exclude a learner from a program.

The person making the appeal (“the appellant”) will have to be identified to the person complained about (“the respondent”), unless the facts of the appeal are not disputed.

### **Procedure: (Contact INTEGRAL TRAINING for full details)**

Our procedures for handling client/trainee complaints are based on confidentiality, impartiality, procedural fairness, protection from victimization and prompt resolution.

The process for clients and Trainees who wish to make a complaint is outlined in the document

Where appropriate, complaints will be resolved at the lowest level of management, however INTEGRAL TRAINING recognises that some complaints are most appropriately dealt with at a more senior level, e.g. complaints of victimization or unlawful discrimination or harassment, complaints that could lead to finding of misconduct or disciplinary action being taken against a staff member or Trainee.

Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption.

Employees, Contractors and Partners have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter in writing. Clients and Trainee’s should be aware that if the matter has been lodged initially at an inappropriate level of authority, it may take longer to respond to the complaint.

Assessments are conducted in line with the principles of;

### **Fairness**

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

### **Flexibility**

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### **Validity**

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner, this requires;

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

### **Reliability**

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment. As a Trainee you are encouraged to discuss any issues with the Trainer/Assessor.

Trainees who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form.

If any Trainee has a complaint about their Trainer/Assessor or the delivery of training or the NVR R.T.O. material and resources they:

- Must complete an INTEGRAL TRAINING Trainee Complaints/Appeal form – ***"All contact NVR R.T.O. details on form"***
- This form must be either handed to your Trainer/Assessor or
- Posted direct to INTEGRAL TRAINING or
- Emailed to either Trainer/Assessor, C.E.O. or Director

The grievance/complaint can be presented in person or in writing within **14 days** of the incident occurring.

**Steps to follow once completed:**

On date of receiving the complaints form, INTEGRAL TRAINING will process the form within **14 days**

The complaints form is then reviewed and followed through with one of the following:

1. If a complaint about the Trainer/Assessor – The Director is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The Trainee is notified via letter from INTEGRAL TRAINING as to the outcome reached.
2. If a complaint about the NVR R.T.O. and resources – the Director, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implemented to rectify the complaint.
3. Upon agreement of both parties INTEGRAL TRAINING will send a letter to the Trainee of agreement reached, this letter will then be scanned, saved and filed for future records.

**Third Party** – a third party providing services on the RTO's behalf, its trainers, assessors and other staff or a learner of the RTO and provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

**External - Informal complaints resolution where process has taken more than 60 Calendar days**

4. If a complaint cannot be resolved internally Trainees may lodge a complaint to ASQA only after exhausting the NVR R.T.O. internal complaints procedures.
5. Trainee complaints must be lodged using ASQA's online complaint form.

**Reporting Documentation:**

All documentation relating to complaints and appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the situation. Any material about the outcome of the complaint and appeal will be placed on the appropriate client/Trainee and/or personnel file and will only be accessible to the authorised staff of INTEGRAL TRAINING and the individual concerned.

All outcomes and recommendations will be provided to the client/Trainee in writing within 14 days of being made.

**Procedure**

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1. Trainer/Assessor to provide advice and/or support for strategies to resolve the issue where necessary
2. Trainee to approach Administration department for a Trainee complaint form and to send a written complaint detailing your problem to the Managing Director/C.E.O.
3. Upon receipt date of the Trainee complaint form being received in writing, the complaint must be resolved within **14 days** with both parties reached a mutual agreement

4. Upon receiving the complaint form it is forwarded to the Compliance officer for action and review
5. The person who the complaint is against (**respondent**) is notified by INTEGRAL TRAINING Managing Director of the specific allegations being made against them and all relevant information about the complaint in writing
6. **The hearing rule** -The respondent is given a reasonable chance to consider their position and reply in writing
7. Once INTEGRAL TRAINING receives the respondents reply
8. **Case to be met** - INTEGRAL TRAINING creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution
9. **Both parties have A real chance to reply** - Whether in writing or orally (chance to give your response before the final decision is made) Trainee is given opportunity to have the Third Party that is at the request of the individual making the complaint or appeal.
10. INTEGRAL TRAINING receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented
11. Managing Director to issue a written agreement/letter to both parties upon agreement or resolution to complaint received.
12. Compliance Officer to save and file complaint in complaints section
13. *The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their Supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to INTEGRAL TRAINING, e.g. trade unions or statutory bodies.*
14. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
  - informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
  - regularly updates the complainant or appellant on the progress of the matter via email or written letter from the Director mailed to the Trainee via postal address provided etc

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## Third party arrangements

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**Integral Training does not have any third-party arrangements.**

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