

Thank you for choosing Esset Australia as your training organisation. Our Code of Practice is an important document, outlining and summarising a range of Esset Australia policies and procedures.

Esset Australia is committed to providing:

“quality outcomes to industry and individuals through education and related services”

To achieve this vision, Esset Australia is focused on the following goals:

- exceeding client expectations at every opportunity
- marketing only cost-effective, high quality products and services
- linking all services to business systems and individual needs
- investing in people in our, and other businesses
- supporting innovation, originality and efficient use of resources

► Access & Equity Arrangements

Esset Australia is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity.

Esset Australia strives to maximise opportunities for access, participation and outcomes for all clients within the vocational education, training and employment system.

Esset Australia ensures the provision of access and equity services to clients as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent people from accessing and participating in our courses.

► Enrolment & Induction Arrangements

An enrolment session is conducted with all participants, prior to enrolment, into a course by an Esset Australia Consultant.

The purpose of your enrolment session is to deliver a quality client service and ensure that all information and your needs are determined before the commencement of the program.

You will receive the following materials in this enrolment session:

- Training and Assessment Plan
- Esset Australia Code of Practice
- Recognition Materials
- Training Materials
- Assessment Requirements

The Esset Australia Consultant completing the enrolment process will ensure all paperwork is completed, including the Client Needs Checklist and negotiated training and assessment plan.

► User Choice Arrangements

As a Registered Training Organisation, Esset Australia is required to provide clients with a statement of their rights under User Choice. That is, that you and your Employer are able to negotiate a range of program services, including the:

- selection, content and sequencing of modules and/or units of competency;
- timing, location and mode of delivery;
- trainer/facilitator;
- conduct of assessments; and
- how the training is evaluated.

Esset Australia clearly outlines to our clients the options that are available, including information on any additional charges for customisation or additional training above that required for qualification outcome.

When the training program outline is being prepared for traineeships/apprenticeships, Esset Australia provides clients with a full list of elective options available for all stages within the course or Training package.

► Training & Assessment Arrangements

Competency Based Training (CBT) and Assessment is a flexible form of training that aims to produce a workforce with the knowledge and skills which industry requires.

Under CBT, we have competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills.

Each unit of competency describes the work performed in the workplace. Clients undertaking training and assessment receive a competent result when successful workplace performance is demonstrated.

Clients may request access to personal records at any time. Requests to view personal records should be made in writing. Esset Australia management permit access to records only by clients, on request, and Esset Australia personnel.

Our staff need to access your records to update planning of your training or assessment program, to record training undertaken and assessment outcomes, qualifications and related data, and to gather information for reporting purposes.

It is an assessment requirement that evidence submitted by participants in any assessment should be *copies only*, and that all participants should retain copies of all work.

Esset Australia accepts no loss, liability or responsibility for the loss of assessment work. Participants are also advised that Esset Australia does not return assessment work / portfolios submitted – samples of participant assessment work will be kept on file for audit purposes.

General assessment preference is to receive all assessment work clearly marked, handed to your assessor or via email as the ideal method – if in hard copy in unbound unit batches.

► Fees and Refunds Arrangements

All fees and charges levied on clients enrolling in courses offered are clearly outlined to clients before they enrol, as are flexible payment plans available for training programs, and the cancellation/refund arrangements applicable.

Esset Australia guarantees that no additional charges will be imposed during the period covered by the course being undertaken.

Where fees are paid in advance of services rendered, clients are entitled to a 100% refund of course fees paid, if Esset Australia is notified before service delivery commences. Esset Australia guarantees to ensure that all fees paid in advance are maintained in cash assets until services are delivered, ensuring that refunds are available if required.

Refunds may also be sought and negotiated on an individual basis with Esset Australia, where delivery has commenced. In this instance a percentage of client fees will be refunded, dependent on the percentage of the service provided.

Enrolment fees paid by clients for any program cover administrative components of service provision and are non-refundable.

All Esset Australia course fees are designed to minimise the impact of fees and charges on the client, through flexible payment plans, dependent on program type.

► Recognition Arrangements

Esset Australia recognises all Certificates and Statements of Attainment issued by any other registered training organisation as valid credentials.

Your Qualification or Statement of Attainment issued by Esset Australia will be recognised Australia wide under these arrangements.

► Recognition and Credit Transfer Arrangements

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) allows clients to receive recognition and credit for the knowledge and skills they have, no matter how and where they were attained, including overseas.

Credit transfer arrangements allow for clients to receive credit for units of competency they may have already completed. Credit transfer involves qualified consultants aligning units of competency already completed in previous credentials with qualifications currently being undertaken.

Please refer to our RPL Information Flyer for further information.

► Client Welfare, Support and Special Needs Arrangements

Esset Australia embraces the responsibility of ensuring that all clients are supported in acquiring the knowledge and skills sought through their training and assessment program.

All Esset Australia Consultants are aware of and know how to use available company or external resources, or be able to confidently refer clients to appropriate tutoring and community support services.

All clients with identified Literacy, Language & Numeracy, or other special needs, are encouraged to discuss their needs and customisation requirements with their Consultant, who may access extra support and modify course materials as appropriate.

► Program Evaluations

Esset Australia is committed to ensuring quality delivery and assessment of all training. The formal evaluation process is a major strategy in the continual improvement of all service provision. All program training and assessment services are evaluated on a periodical basis, with all participants receiving

opportunities to complete questionnaires and provide feedback on Esset Australia's services.

► Complaints Arrangements

At Esset Australia our clients and employees are the most important asset. Management sets direction and guidelines, yet the running of the company greatly depends on the contribution and feedback from staff and clients. In a positive and open environment, people feel they can contribute and grow, and this is the climate we strive to create at Esset Australia.

Sometimes there are hurdles to overcome, but everything can be resolved as long as an intention exists to solve the matter in a positive fashion.

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint, issue or disciplinary problem, with a desire to resolve matters as positive adults:

All employees and clients are invited to discuss matters with their first point of contact (consultant/supervisor) openly and positively. If the complaint or issue cannot be resolved efficiently and professionally, the employee or client demonstrating positive intentions to solve the matter may contact Esset Australia Management directly to discuss options to resolve an issue.

During the course of the resolution, both parties may seek guidance and/or support from a peer, or trade association, union representative, New Apprenticeship Centre or State Training Authority.

All stages of problem resolution process must be documented using an Opportunity/Issue Report and notes provided to all parties involved, including the outcomes of the complaint/issue and reasons for the decisions made.

Esset Australia confirms its commitment to investigate and act on any complaint or issue raised, and also to take appropriate action in any case where complaints are substantiated.

► Appeals

Esset Australia also provides clients with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process.

If you object to actions taken or decisions made by Esset Australia consultants in conducting assessment services, you have the right to lodge an appeal. You also have the right to lodge an appeal against competency decisions made if:

- you believe that the outcome is invalid
- you feel that the process was invalid, inappropriate or unfair

Before making a formal appeal, you are required to discuss the matter with the relevant consultant in an effort to reach an agreement. Your consultant will undertake to reassess the decision that has been made.

If you are still unhappy, you must lodge a formal appeal in writing to Esset Australia management.

Upon receiving a formal appeal, Esset Australia will appoint a third party consultant to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

If you are still unhappy, Esset Australia will appoint another registered training organisation to review the appeal. This registered training organisation will:

- uphold the appeal
- reject the appeal
- recommend further evidence gathering by either party

If you are still unhappy, you have a right of appeal to the Tasmanian Qualifications Authority (TQA).

All stages of the appeals process must be documented using a Continuous Improvement Report and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made.

Esset Australia confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated.

► Esset Australia Alcohol and other Drug Awareness

Esset Australia is committed to supporting the prevention and minimisation of drug and alcohol problems in the community.

In line with this commitment, Esset Australia provides awareness through information and training to its employees and to participants on:

- provision of key contacts for information and advice on the above
- the impact on health, workplaces, resources, families and communities of drug and alcohol abuse
- strategies to assist people in minimisation of harm from drug and alcohol use and abuse
- provision of key contacts for information and advice on the above.

Initial drug awareness information is available at:

www.esset.com.au/wheresyourheadat.pdf

Comprehensive awareness and other information is also available at the Australia Government website:

www.australia.gov.au/drugs

► Esset Australia Participant Privacy and Confidentiality

Esset Australia undertakes to comply with the Privacy Act 1998 and all information privacy principles in the provision of all services to clients.

Private and confidential information includes company documentation and operations, financial and payroll information and all client and company records.

All Esset Australia staff members undergo Privacy training as a component of the Esset Australia induction training and sign a declaration that they will keep and maintain all information private and confidential as appropriate within and external to Esset Australia premises.

Esset Australia Privacy Protection Principles are:

Principle 1 - Collection

Esset Australia will only collect personal information that is necessary for one or more of its functions or activities. Esset Australia will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

Esset Australia Client Handbook will be used to disseminate information about Personal Information and Privacy to all clients.

Principle 2 - Use & Disclosure

Esset Australia will only use or disclose personal information about an individual when the individual has consented to the use or disclosure

Principle 3 - Data Quality

Esset Australia will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

Principle 4 - Data Security

Esset Australia will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Esset Australia will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used.

Principle 5 - Openness

Esset Australia, through its client handbook, clearly expresses information to clients on its management of personal information. On request by an individual, Esset Australia will take reasonable steps to let the individual know, generally, what sort of personal information it holds, for what purposes, and how it collects, uses, and discloses that information.

Principle 6 - Access and Correction

Personal information held by Esset Australia about an individual, will be provided to the individual on request by the individual, in a form or manner suitable to the individual's reasonable needs.

Principle 7 - Identifiers

Esset Australia will not adopt as its own identifier of an individual, an identifier of the individual that has been assigned by any other organisation or service provider.

Principle 8 – Anonymity

It is not legal or practicable for Esset Australia to provide any type of program or services without requiring client identification.

Principle 9 - Transborder Data Flows

Esset Australia will not transfer personal information about an individual to any other location other than Esset Australia company offices.

Principle 10 - Sensitive Information

Esset Australia will not collect Sensitive Information about an individual unless:

- (a) the individual has consented; or
- (b) the collection is required by law.

Principle 11 - Privacy of Network Communications

When installing, operating, or maintaining its computer network, Esset Australia will take whatever measures are practicable, or are required by law, to ensure the privacy of communications passing over its network.

Principle 12 - New Services and Developments

Esset Australia will consider the privacy impact of new business processes and services before they are introduced.

Principle 13 - Compliance Audit

As part of its continuous improvement process, Esset Australia will maintain an internal audit program to ensure its Privacy Protection Principles and policies remain appropriate and that Esset Australia operates in compliance with those Principles and policies.

► Client Evidence Collection – Privacy

As a registered training organisation, Esset Australia needs to sight and collect a range of evidence in order to deem candidates competent in their courses.

In some cases, this requires the sighting of confidential client information/details/records/processes in order to confirm competency.

While Esset Australia is bound by the Privacy Act, and all records are secure and confidential, wherever possible, Esset Australia will utilise non confidential forms of evidence for assessment purposes, or will request 'mock' or 'example' documentation, rather than actual client information.

If there are Privacy concerns for your client's information or records, you should discuss these concerns with your Esset Australia consultant and identify alternative sources of evidence to complete your course program.

► Employability Skills Summaries

Esset Australia students and employers should be advised that *Employability Skills Summaries* for training package qualifications delivered by Esset Australia can be downloaded from <http://employabilityskills.training.com.au>

► Further Information

Esset Australia: 1300 558 936

Tasmanian Qualifications Authority (TQA) (03) 6233 6364

www.training.com.au

What is RPL?

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is also referred to as recognition of current competencies (RCC).

RPL assesses this unrecognised learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved.

Definitions

RPL is an *assessment process* that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, or standards for entry to, or total completion of, a qualification

RPL can be used in two ways:

- as alternative mechanisms for access to a course or qualification. A client may gain entry to a course or qualification using credit transfer or RPL, as an alternative to having undertaken and completed the prerequisites for entry based on formal education and training.
- for the award of credit in a course or qualification, leading to the partial or full completion of the requirements for that course or qualification.

How is RPL assessed?

The processes used to assess RPL applications may take several forms, for example:

- participation in exactly the same or modified versions of the assessment the client would be required to complete as part of the full course;
- assessment based on a portfolio of evidence;
- direct observation of demonstration of skill or competence;
- reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- provision of examples of the client's work drawn from the workplace, social, community or other setting in which the client applies their learning, skill or competence;
- testimonials of learning, skill or competence; and
- combinations of any of the above.



RPL process?

RPL process

Esset Australia has developed and implemented RPL processes to ensure that:

- where possible, the client is able to complete the qualification in less time.
- RPL information is provided to clients before, or on enrolment into a course program
- RPL decisions are made prior to the commencement of the course, subject or unit for which the RPL is being claimed
- RPL assessment processes and procedures meet the same delivery and quality assurance requirements as all other assessment arrangements

How do I apply?

Esset Australia uses an easy to follow RPL application process as follows:

- Read through and select units where you wish to apply for RPL
- Fill in an RPL application form
- Discuss evidence options with your Esset Australia consultant, who will assist you with observations and portfolios of evidence