

Participant Handbook

RTO Name	Industries Services Training Pty Ltd trading as ISAustralia Jobcentral
RTO Code	0860
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**Our
People**

**Our
Customers**

**One
Team**

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Welcome to ISAustralia Jobcentral

1.1 Introduction

Welcome to ISAustralia Jobcentral; Our People, Our Customers, One Team.

ISAustralia Jobcentral is a Registered Training Organisation (RTO 0860) regulated by the Australia Quality Skills Authority (ASQA) for the provision of services that comply with all aspects of Vocational, Education and Training (VET) Quality Framework.

ISAustralia Jobcentral is committed to helping you achieve your further education and employment pathway goals by offering training and support services linked to the demands of industry. You are required to read and understand this Participant Handbook as part of the enrolment process.

All forms and documents referenced in this Participant Handbook are available from ISAustralia Jobcentral administration staff.

For enquiries regarding enrolments or to have any forms or documents sent to you:

- **Email:** info@isaustralia.com.au

1.2 Vision

ISAustralia Jobcentral is living its vision; to be the innovators in training for jobs. For more than two decades, ISAustralia Jobcentral has continued to deliver the highest quality products in training and assessment, complemented by superior customer service.

Things to Know

2.1 Definitions and Terminology

Access and Equity

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

AQF Certification Documentation

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF Qualification

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Competency

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Credit Transfer

Direct credit awarded where a participant has previously completed an equivalent course/subject to those required in the current course.

Employer

A company, a manager at a company, a business owner, or the supervisor or person in charge or an organisation or business operation.

Learning Materials

These may include print based learner guides, text books, work books, videos, DVDs, internet links, handouts, and other materials used to guide and assist your learning.

LLN

Language, Literacy and Numeracy

Not Yet Competent (NYC)

Means that the participant has not yet provided sufficient evidence to demonstrate competence.

Resources (other than learning materials)

Hardware, software and other tools, plant, facilities and equipment needed to undertake training and assessment.

RPL

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

RTO

Registered Training Organisation authorised to deliver training, conduct assessments and issue qualifications under the Australian Qualifications Framework

Skills Set

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

Statement of Attainment

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Training Product

Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

Unit of Competency

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package

VET

VET means Vocational Education and Training.

2.2 Your Unique Student Identifier

All participants doing nationally recognised training need to have a Unique Student Identifier (USI).

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Participants must present their USI at the time of enrolling into a course with ISAustralia Jobcentral, except in instances where participants can provide evidence of meeting exemption criteria. In instances where a participant has an exemption under the *Students Identifiers Act 2014*, the results of the training will not be accessible through the

Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

ISAustralia Jobcentral will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier for that individual, unless an exemption under the Act.

ISAustralia Jobcentral will ensure the security of all USI's, related documentation under its control and information stored in the Participant Management System.

2.3 Government and Other Funding

Funding may be available for a variety of courses delivered by ISAustralia Jobcentral. Information regarding subsidised training can be provided by:

- 'Job Active' agents; or
- On the Department of State Developments web site.

Note that your participation in any funding training programs may impact your eligibility for any future subsidised training options.

2.4 Access and Equity

ISAustralia Jobcentral will meet the needs of individuals and the community through the implementation of access and equity principles to ensure inclusion, the fair allocation of resources and the right to equal opportunity without discrimination. ISAustralia Jobcentral strives to meet the needs of individuals and is committed to collaboration and consultation with agencies, government departments and community groups to support participants to achieve quality vocational education, training and employment outcomes. ISAustralia Jobcentral prohibits discrimination towards any group or individuals in any form.

ISAustralia Jobcentral applies access and equity principles to all programs and provides timely information and suitable support to assist participants to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery, assessment and moderation.

Before You Enroll, Enrolling and Learning Pathway

3.1 ISAustralia Jobcentral Engagement and Support

ISAustralia Jobcentral's team comprises of staff with a broad range of skills that adopt a case management approach to supporting each participant.

For all qualification courses, the ISAustralia Jobcentral works with each participant to undertake a comprehensive pre-enrolment interview and upfront assessment process to develop an agreed personalized Learning, Support and Career Plan, including the identification of personal barriers to the completion of training and assessment. This

information is used to determine the tailored support required by each participant, including the provision of specialist in-house services to those participants with complex needs.

Participants participating in ISAustralia Jobcentral's short courses complete an abridge assessment process and are offered individualized support during the first one hour induction session run for each course.

3.1.1 Pre-enrolment, Interview, Assessment for Qualification Courses

For qualification courses, the Pre-enrolment Interview is an integral part of the training and assessment framework. Prior to the participant enrolling, this Interview seeks to determine the needs of the participant, confirm the participant's previous experience and vocational aptitude, as well as identify support needs that will enable the participant to achieve the learning outcomes for both the qualification type and discipline. The Pre-enrolment Interview also assists in determining the participant cohort and amount of training.

Participants also undertake a vocational barrier and LLN assessment. This assessment may result in an additional meeting with ISAustralia Jobcentral's in-house specialist resources or a referral to another course or services prior to undertaking training.

ISAustralia Jobcentral consults with each participant to determine any non-vocational barriers to training and employment such as transport issues; e.g. issues that may result in time lost from training; assistance with communicating with Job Active providers or other referral agencies; other personal and/or environmental barriers.

At the completion of the pre-enrolment interview each participant will have developed an individual Learning Support and Career Plan, including the learning pathway options offered by ISAustralia Jobcentral, amount of training, mode of delivery and the units of competency to be completed.

3.1.2 Abridged LLN Assessment for short courses

Participants in ISAustralia Jobcentral short courses will be administered an abbreviated LLN assessment and discussion. This will be used to identify:

- any additional support needs required by participants; and
- any adjustments required to the amount of training to be provided.

3.1.3 Induction and Orientation

Participants receive an induction appropriate to their course on their first day of attendance. The induction will make sure that the participant:

- Understands the information contained in the Participant Handbook.
- Understands they will be required to participate in participant feedback to ISAustralia Jobcentral.
- Is familiar with facilities and resources.
- Has identified the key training, administration and support people.
- Has the necessary course materials, and know their timetables.
- Understand ISAustralia Jobcentral's obligations to participants.

- Understand the requirements of the Participant Code of Conduct and signs off at the bottom of the code to indicate that they agree to abide by the code for the duration of the course.

3.1.4 Resources – Human and Physical

ISAustralia Jobcentral is committed to a high standard of training through high quality Trainers and Assessors who are qualified, experienced and demonstrate current competency in the subject matter. Trainers and Assessors are kept current with industry developments through release to industry and participation in industry training programs.

Participants have access to fully equipped training facilities, reference materials, amenities and refreshment facilities.

The plant and equipment ISAustralia Jobcentral uses to delivery training meets the standards for plant and equipment used in industry.

3.1.5 Ongoing Support

ISAustralia Jobcentral can work with the participant to arrange 'rescheduling' where required to ensure the participant gains the skills and knowledge required to complete their program of study.

In addition to the matters raised in the pre-assessment process, participants are supported and encouraged to communicate with ISAustralia Jobcentral about any additional barriers that may increase their risk of not attending or completing their program of study. These barriers are discussed with the participant and options to overcome them are determined.

3.2 Recognition of Prior Learning

ISAustralia Jobcentral aims to maximise the recognition of a participant's prior skills and knowledge while at all times maintaining the integrity and standards in the unit of competency forming the specific qualification or course study.

Recognition of Prior Learning (RPL) is available to all participants to gain recognition for appropriate skills and/or knowledge they may already have (except where this is prohibited by other regulators). ISAustralia Jobcentral will advise all participants of RPL opportunities and refer participants to the relevant trainer to work through the RPL process.

Participants who consider that they have completed appropriate training or have, through prior learning and experience, gained the required skills/competencies stipulated for the units of the course may be granted RPL upon supplying relevant evidence. An ISAustralia Jobcentral trainer will provide the relevant RPL documentation to each participant who applies for RPL and explain the process in detail. The RPL process addresses all training package requirements and complies with the principles of assessment and rules of evidence identified in the *Standards for Registered Training Organisations 2015*.

3.3 Credit Transfer

ISAustralia Jobcentral accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- authenticated VET transcripts issued by the Registrar.

3.4 Fees and Payments

Prior to enrolment, all participants are provided with Fee and Payment information, including course fees, administration fees, material fees and any other charges.

Where course fees are less than \$1,500, participants are required to pay in full, or raise a purchase order, at the time of enrolment.

Where course fees exceed \$1,500, participants are required to pay a \$1,500 deposit at the time of enrolment. Participants will be issued with a Receipt for the payment as well as a Tax Invoice for the balance. Throughout the duration of the course, participants can reduce the balance by making payments to a maximum of \$1,500 at a time.

All payments can be made via cash or credit card (Mastercard or Visa).

IMPORTANT NOTE: Payment in full is required **BEFORE** ISAustralia Jobcentral can issue an Award.

Course fees do not include:

- Additional textbooks and materials that may be recommended but are not a course requirement.
- Replacement textbooks (where originals are lost or damaged).

3.5 Cooling-off Period

Australian Consumer Law, requires a person to be informed of their right to a statutory cooling-off period of 10 days, thereby allowing the person to withdraw from a consumer agreement. This applies where the consumer agreement is established through unsolicited marketing and/or sales tactics, including door-to-door and telemarketing sales. ISAustralia Jobcentral does not engage in unsolicited marketing and/or sales tactics, hence the cooling-off period is unlikely to apply.

3.6 Cancellations and Refunds

A refund will be paid if ISAustralia Jobcentral is provided with written notice of any non-attendance 5 days prior to the course commencing. Alternatively, the participant can request a Deferral of Enrolment (refer to clause 3.7).

A refund will be paid or a Deferral of Enrolment will be offered to the participant where a course is cancelled by ISAustralia Jobcentral.

A refund will be paid if the participant is unable to attend due to serious illness or hospitalisation, conditional on the participant providing documentary evidence to support the claim. The offer of a refund in these circumstances sunsets 90 days from the date of the last attendance of the participant.

A refund may be provided in exceptional circumstances where a written request is provided to ISAustralia Jobcentral. The Managing Director has sole discretion regarding approval of such refunds.

An application for a refund or credit note must be completed by the participant using the ISAustralia Jobcentral *Request for Refund/Credit Note Form*. Full details and evidence for requesting a refund or credit note must be provided.

A refund will not be issued for any of the following, where the participant:

- is unable to attend due to a change in their work hours;
- is unable to travel to the course;
- moves interstate;
- changes employment status;
- leaves without completing a course/unit;
- cancels their enrolment less than five days prior to the commencement of the course.

Where a participant is absent for five consecutive training days without formally notifying ISAustralia Jobcentral, the participant's enrolment will be cancelled and no refund will be issued.

Where the participant's training is subsidized by a Funding Program and the participant is absent for five consecutive training days without formal notice to ISAustralia Jobcentral, the participant will be issued with an "Intent to Cancel Enrolment" via email or mobile phone text message. Where the participant fails to respond within two training days, the participant's training account will be closed.

3.7 Deferral of Enrolment

Pursuant to the conditions of clause 3.6, prior to or post commencement in a course, a participant may apply for a Deferral of Enrolment to participate in the same course at a date within the following six months (see below "IMPORTANT"). Such an application must be submitted to ISAustralia Jobcentral five (5) days prior to the intended commencement date of the requested deferral.

Fees already paid will be retained by ISAustralia Jobcentral and credited towards the later course or program.

IMPORTANT:

Having requested and been approved for a Deferral of Enrolment with ISAustralia Jobcentral, the participant has six months from the date of their last attendance at that course, to re-commence their participation in that training course. If the participant does

not re-commence their participation in that training course within the six-month period immediately after the date of their last attendance, the participant's enrolment in that training course will expire.

Your Assessment

4.1 Assessments

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that a participant can perform to the standard required in the workplace as specified in a Training Package or VET accredited program. Assessment is conducted in accordance with the Principles of Assessment and the Rules of Evidence. Assessment may include a range of written and verbal methods as well as practical demonstration/s.

ISAustralia Jobcentral is committed to ensuring that training and assessment staff are appropriately qualified, experienced and have skills that are current and responsive to the needs of industry.

ISAustralia Jobcentral adopts an industry engagement strategy that strives to involve industry in the development and maintenance of training programs, resources and assessment through participation in validation activities, utilising opportunities for trainer & assessor staff to return to industry and, where possible with minimal interruption to productivity, conduct training and assessment on site.

The requirements of training packages, the standards for continuing registration, rules of evidence and principals of assessment combine to guide and inform training and assessment strategies.

ISAustralia Jobcentral aims to provide participants with clear, concise and comprehensive information about assessment.

ISAustralia Jobcentral provides participants with a range of support activities to assist them achieve success/competency. Each participant receives a comprehensive learning guide and participant assessment guide for each unit of competency. The assessment guide advises the participant of the assessment tasks required to completed and describes the performance standards participants are required to demonstrate.

It is important to note that the rules and requirements of a unit of competency as well as a qualification are applied regardless of the mode of training delivery provided. Each unit of competency is made up of the following:

- Elements
- Performance criteria
- Performance evidence
- Knowledge evidence
- Conditions of assessment

Each participant must successfully complete each assessment task in the assessment guide. Examining the evidence presented, the Trainer and Assessor will make judgements in accordance with the competency standard, compare a participant's response and performance with the model responses and performance descriptors and determine the participant to be Competent (C) or Not Yet Competent (NYC)

4.2 Competent (C)

To be deemed Competent in any Unit of Competency the participant must consistently demonstrate the integrated application of the skills and knowledge contained in the unit. These skills must be demonstrated in a range of contexts over a period of time.

A detailed description of the assessment process for each unit is provided in the 'unit assessment pack' given to participants for each unit.

4.3 Issuance of Awards and Cards

Qualifications and Statements of Attainment will be issued within 30 calendar days of successful completion of the program or learning. ISAustralia Jobcentral will ensure that persons who have been assessed as competent in accordance with the requirements of the training package or VET accredited course will be issued with a qualification or statement of attainment that:

- Meets the requirements of the Australian Qualifications Framework (AQF).
- Clearly identifies the Registered Training Organisation (RTO).
- Includes the Nationally Recognised Training (NRT) logo in accordance with the conditions of its use.
- Meets the standards *for Registered Training Organisations (2015) Schedule 5*

Copies of awards are available upon request however a fee will be charged and proof of identity will be required.

4.3.1 Re-issuance of Awards and Replacement Cards

Should a participant request a re-issue of an award or a replacement card, a \$100 + GST fee will apply. This fee must be paid before the award will be reissued or the card replaced.

IMPORTANT:

The following timeframes apply for requests for Re-issuance of Awards:

- 14 days for Awards achieved within the previous two-year period, 30 days for Cards
- 30 days for Awards achieved more than two years prior, 45 days for Cards

In some cases it may not be possible to replace old or damaged cards.

4.4 Re-assessments

Participants are allowed up to three attempts at any given assessment activity.

Participants may appeal an assessment outcome decision - please refer to the Appeals section below for further information.

4.5 Appeals

ISAustralia Jobcentral is committed to ensuring participants understand, are informed and fully satisfied with their training and assessment.

ISAustralia Jobcentral acknowledges that participants have the right to appeal an assessment decision. Such an appeal needs to be on valid grounds. Accordingly, ISAustralia Jobcentral provides participants with access to an equitable process for lodging an appeal.

All ISAustralia Jobcentral staff are required to be fair, courteous and helpful in all dealings with participants and meet the ISAustralia Jobcentral *Code of Practice*.

Participants wishing to appeal an assessment outcome can do so by writing to the ISAustralia Jobcentral within 21 days of receiving the notification of assessment result.

The written appeal must include specific details about why the participant believes the assessment outcome is inappropriate.

The following appeals handling framework is designed to support a fair, unbiased, timely and satisfactory resolution within fourteen (14) business days of receipt of the appeal:

- Review the assessment evidence and process in consultation with the trainer or another subject matter expert, review the training & assessment strategy and any special needs the participant may have had.
- Undertake further discussion with the participant if needed. The participant may elect to have an advocate attend any such discussions.
- Inform the participant of the outcome of the appeal in writing and include the reasons for the decision.

Should the participant be dissatisfied with the outcome of the appeal, the participant has 14 business days to write a further letter to the Managing Director, detailing their concerns.

Managing Director

- Reviews the case notes and arranges an interview with the participant (face to face or by phone) to discuss the findings.
- If a re-assessment is deemed appropriate, the Managing Director will discuss with participant any additional fees and/or learner needs.
- The Managing Director will confirm the instructions for the re-assessment in writing to the participant.
- Where it is decided that a re-assessment will not be undertaken, the participant will be advised in writing.

In the unlikely event that ISAustralia Jobcentral considers that more than 60 calendar days may be required to finalise the appeal, ISAustralia Jobcentral will:

- inform the participant in writing, including reasons why more than 60 calendar days is required; and
- regularly update the participant on the progress of the matter.

Should the participant continue to be dissatisfied with the outcome of the appeal after the Managing Directors decision, the participant may contact the Office of the Training Advocate.

Your Conduct and Safety

5.1 Behaviour - Workplace / Training Facilities

During the induction process all participants are required to sign off the Participant Code of Conduct. The Code of Conduct describes the minimum acceptable behaviours required of participants.

The following list is intended to supplement the code of conduct:

- Participant property is to be respected and not interfered with.
- ISAustralia Jobcentral accepts no responsibility for personal property lost or stolen.
- No aggressive physical contact or verbal abuse will be tolerated at any time.
- Smoking is permitted only in designated smoking areas.
- Alcohol and illegal drugs are not permitted on ISAustralia Jobcentral property. Participants are not to attend ISAustralia Jobcentral whilst under the influence of alcohol and/or illegal drugs. Participants must fully comply with the no drugs and alcohol on-site policy and ensure that they do not participate in any activities which pose risk/s while affected by drugs and or alcohol. Examples of the types of activities persons affected by drugs and or alcohol should not participate in include:
 - operating heavy machinery, plant and equipment (such as skid steers, excavators, rollers etc);
 - operating machinery and equipment requiring a licence (such as forklifts, scaffolding, dogging, rigging etc);
 - using tools and equipment (such as welders, compressors, powered saws, drills, grinders etc);
 - using potentially dangerous office equipment (such as urns, zip hot water taps, shredders, etc).
- Eating or drinking is not permitted other than where designated.
- Mobile phones are to be turned off during classes and in study areas.

5.2 Safety

ISAustralia Jobcentral is committed to a duty of care to the health, safety and welfare of all participants.

During enrolment, the participant will be advised of any personal protective clothing and equipment required for each course.

Prior to the commencement of training, each participant will undertake an induction, outlining basic housekeeping, emergency plans and evacuation points. Emergency plans and information are located around the training facilities. Participants will be advised of building wardens and the Workplace Health & Safety relevant to the area of study.

During the induction each participant will be advised of first aid officers, first aid stations and where SDS folders are located.

Participants are required by law to, at all times and locations, take reasonable care for the health and safety of themselves and others and report any hazards. Participants must take care not to misuse or damage tools, materials, etc provided during the training.

Participant must fully comply with the no drugs and alcohol on site policy and ensure that they do not participate in any activities which pose risk/s while affected by drugs and or alcohol. Examples of the types of activities persons affected by drugs and or alcohol and should not participate in include:

- operating heavy machinery, plant and equipment (such as skid steers, excavators, rollers etc);
- operating machinery and equipment requiring a licence (such as forklifts, scaffolding, dogging, rigging etc);
- using tools and equipment (such as welders, compressors, powered saws, drills, grinders etc);
- using potentially dangerous office equipment (such as urns, zip hot water taps, shredders, etc).

5.3 Leave of Absence

Participants must advise their trainer in writing of any planned leave. Before taking leave during the course participants should consider the possible impact on their study and the possibility of not being able to complete their course on time.

Participants must advise ISAustralia Jobcentral before 9am if they are not attending due to illness. Absences of more than 2 days require a doctor's certificate.

5.4 Use of ISAustralia Jobcentral Computers

There are several computers available for participant use. These computers:

- Support basic functions such as word processing and internet search
- Provide access for completing your resume, job applications

Participants must not:

- Download any programs from the internet
- Alter the settings on the computers
- Use computers for any purposes other than those related to their course or job searches

Participants who abuse computer privileges will be barred from further computer use.

5.5 Social Media

Social media includes but is not limited to:

- Facebook
- Twitter
- Snapchat

- Google+

Participants must not make derogatory or inappropriate comments on social media about any staff member, visitors, other participants or work experience/potential employers.

Participants who are caught or reported to have made derogatory or inappropriate comments will be subject to disciplinary action.

5.6 Disciplinary Action

As spelt out in the participant code of conduct, any breaches of the code or behaviour that is deemed inappropriate by ISAustralia Jobcentral staff, will result in disciplinary actions. Depending on the severity of the breach, the actions may include a warning or progress through to having a participant's enrolment suspended or cancelled and being asked to leave ISAustralia Jobcentral's training facility or location.

In most cases, the participant will be advised in writing of their breach, while the expected behaviour and conduct for all future interactions will also be reiterated to the participant.

Any participant issued with a first warning will be required to meet with ISAustralia Jobcentral for the purpose of creating an intervention plan that includes behavioural support. After three warnings the participant's enrolment may be cancelled.

In the event of a participant receiving three (3) written warnings for poor behavior it is likely that they will be asked to leave the course.

Where a participant (or participants) has been found to have cheated, plagiarized, colluded or tampered with assessments or learner outcomes, the participant (or participants) will have their enrolment cancelled immediately.

For any participant referred to ISAustralia Jobcentral via a 'Job Active' agency and receives a warning, ISAustralia Jobcentral may contact that relevant 'Job Active' provider to discuss support mechanisms for that participant.

Your Privacy

6.1 Personal Information

ISAustralia Jobcentral complies with both the Federal and State Privacy and Personal Information legislation in collecting information relating to the participant for the purpose of delivering training and assessment services.

Information (e.g. USI) relating to the participant will not be released to a third party without the written consent of the participant, unless required under law.

Personal information is collected from participants, is treated with the utmost confidentiality and is only used for the purpose for which it was collected or for a related purpose, including the:

- provision of training services;
- provision of additional training/product related information (e.g. upcoming courses, timetables, etc) to the participant; and
- gathering of feedback from the participant to inform ISAustralia Jobcentral's market analysis, course development and business improvement.

6.2 Your Records

ISAustralia Jobcentral maintains participant training records for the period advised by the numerous contractual and regulatory requirements. In accordance with ever-changing technology, ISAustralia Jobcentral maintains high-levels of security in protecting the personal information of participants by:

- securing all files with personal information in locked cabinets;
- only providing staff with access to personal information;
- appropriately destroying information after the required retention period;
- ensuring computer security at all times by the use of firewalls and current virus software;
- password protection access to the computer system;
- audits of the computer systems; and
- no release to third parties without prior written authorisation.

6.3 Information Request by Participant

Participants may request a copy of the information held about them by completing and submitting a 'Request for Documentation' form to ISAustralia Jobcentral. Only written requests using this form will be considered.

Requests require a Confirmation of Identity of the participant; either through the sighting of verified photo ID (e.g. Drivers Licence) or by the correct answering of a checklist of questions derived from the Customer's personal details, including:

- Full Name
- Participant Number
- Date of Birth
- Address
- Phone Number

As confirmation and approval for granting such access, both the participant and the ISAustralia Jobcentral must sign the request as confirmation. This form is then to be placed in the participant's file for future reference.

6.4 Information from/to Third Party

ISAustralia Jobcentral may need to source or verify information about participants from a third party. Wherever possible this will be done with the participant's authorisation, or if

not possible, ISAustralia Jobcentral will inform the participant when such information is collected.

ISAustralia Jobcentral does not disclose personal information to other third parties without permission or instruction from the participant, unless required by Law to do so.

Participants may nominate a third party/ies to access their (i.e. the participant) personal information and records. Such a nomination will only be considered via a signed written request from the participant to the Managing Director.

6.5 Confidentiality

ISAustralia Jobcentral complies with all Privacy Principles. Information collected on participants is only used for the purpose of delivery of services. All ISAustralia Jobcentral staff enter into a Confidentially Deed as a condition of their employment and ensure the maintenance of participant information as confidential.

Promise to You

7.1 Customer Service Promise

ISAustralia Jobcentral is committed to the provision of quality training and assessment services, based on the principles of equity, fairness, professionalism and quality assurance, control & improvement. This includes engaging staff that are qualified, experienced and committed to ensure currency of skills in the delivery of training and assessment services.

ISAustralia Jobcentral values and encourages feedback from participants, trainers and assessors, stakeholders, employers, industry and Government. ISAustralia Jobcentral designs all learning resources and assessment instruments to meet the requirements of training packages, industry demands and individual participant needs.

ISAustralia Jobcentral takes seriously its commitment to ensure the opportunity to receive quality training and assessment is available to all eligible participants. It is the responsibility of the participant requesting such training and assessment services to commit to embracing this opportunity.

Where there are any changes to agreed services, ISAustralia Jobcentral will advise participants 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.

In the event that ISAustralia Jobcentral is unable to fulfill its commitment to the participant, ISAustralia Jobcentral will refund to the participant the proportion of the fees already paid for which services ISAustralia Jobcentral has not provided. In the event that ISAustralia Jobcentral ceases to operate as an RTO, ISAustralia Jobcentral undertakes, to the extent possible, to assist participants to transfer to another training provider.

7.2 Feedback and Complaints

ISAustralia Jobcentral values and encourages feedback from participants, trainers and assessors, stakeholders, employers, industry and Government.

Being open to feedback, ISAustralia Jobcentral acknowledges the right of the participant to lodge a complaint where he/she is dissatisfied with the ISAustralia Jobcentral fulfilling its customer service promise.

ISAustralia Jobcentral provides the participant with access to a fair and equitable process for lodging and managing complaints. Participants wishing to lodge a complaint may do so verbally or in writing.

All complaints are taken seriously, dealt with expeditiously through a fair and reasonable process in order to achieve a satisfactory settlement and handled with the utmost professionalism, sensitivity and confidentiality.

The participant is encouraged to:

- in the first instance, discuss the complaint directly with the person concerned;
- seek the assistance of an ISAustralia Jobcentral representative; or
- if the matter cannot be resolved verbally, submit a complaint in writing.

The following complaints handling framework is designed to support a fair, unbiased, timely and satisfactory resolution; either immediately or within ten (10) business days of receipt of the complaint:

- All ISAustralia Jobcentral staff have the authority to deal with verbal complaints and should make every attempt (within their operational area of responsibility) to:
 - immediately resolve the matter with the participant; and
 - if necessary, engage the assistance of a senior manager to resolve the complaint;
- provide feedback/resolution to the participant and make a file note of the complaint resolution in VETtrak.
- Where the nature of the complaint cannot be resolved on-the-spot:
 - the complaint is to be acknowledged (by the staff member) in writing to the participant within 48 hours of receipt of the complaint;
 - ISAustralia Jobcentral must undertake an investigation and the party/ies involved in the complaint will be interviewed and written records collected and ensure that:
 - all party/ies subject of the complaint are informed verbally and in writing of the matter/allegations;
 - each of the party/ies subject of the complaint are provided with an opportunity to respond verbally and in writing;
 - throughout the investigation supplementary evidence may be collected, including, but not limited to, a review of current operational guidelines, policy and procedures, business practices and staff skills and experience, a review of the documentation supplied with the complaint;
 - a report on the findings and recommendations will be prepared;
 - a Corrective Action Form will be completed reporting the findings and

- recommendations to action;
- provide feedback/resolution to the participant and party/ies involved.

Where ISAustralia Jobcentral considers that more than 60 calendar days may be required to process and finalise the complaint, ISAustralia Jobcentral will:

- inform the participant in writing, including reasons why more than 60 calendar days is required; and
- regularly update the participant on the progress of the matter.

In the event the complaint handling process is exhausted and the participant remains dissatisfied, the participant will be offered the opportunity for the complaint to be referred to an independent external mediator. ISAustralia Jobcentral will be responsible for providing the external mediator with all briefings, interviews and documents relating to the complaint.

For the purpose of continuous business improvement, all complaints, whether formal or informal, are entered into ISAustralia Jobcentral's Complaints Register, accompanied by the results and records of investigations, the resolution and the corrective action.

7.3 Advertising and Marketing

ISAustralia Jobcentral ensures that all marketing and advertising activities are ethical, accurate and consistent with the scope of registration.

7.4 Legislation

ISAustralia Jobcentral complies with all relevant State and or Territory laws including Commonwealth legislation and Codes of Practice.