



# **PARTICIPANT HANDBOOK**

**Nationally Registered Training Organisation  
National Provider Number 91401**

Edway Training Pty Ltd *trading as* Edway Training  
Referred to in this document hence forth as EDWAY

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## ABOUT EDWAY TRAINING

EDWAY is a premium registered training organisation (RTO No 91401). We deliver high-quality courses in the construction, health and hospitality industries.

EDWAY Training was established in 2008 as part of Edway Group. Edway Group was founded in response to demand for high-quality labour.

The founding partners have a combined experience of over 25 years in the construction/demolition, civil engineering and manufacturing industries.

Since its foundation Edway Group has experienced phenomenal growth fuelled by outstanding customer service and great attention to safety for all employees and associated parties.

EDWAY has a reputation for excellence in customer service. We are proud to have worked with world-class companies including Mirvac, AGL, IKEA, Sydney Water, Buildcorp, and the Victorian Building Authority.

With over 15 expert trainers with specific industry experience, EDWAY conduct over 30 classes per week and each year we help over 20,000 people obtain qualifications which help them gain better jobs and improves workplace safety.

EDWAY has established itself as a provider of high-quality training and professional development services throughout Australia. We offer a supportive learning environment that develops the attitudes, skills and behaviours necessary for the success, health and wellbeing of our staff and clients. If you require assistance, please ask your coordinator or trainer to clarify any information you do not understand.

We trust that you will find your learning with EDWAY to be a rewarding experience. We look forward to your feedback to help us to continually improve our training company and make our programs even better.

## INTRODUCTION

Welcome to EDWAY, please take time to read through this handbook.

EDWAY as a Registered Training Organisation will comply with the following:

- The ASQA Standards for Registered Training Organisations
- Privacy of trainee information
- Comply with all requirements of any Performance Agreements it has with Government Departments or bodies
- Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration
- Maintain a Participant management recording and reporting system
- Maintain its registration
- Ensure marketing and advertising material is accurate and ethical.

Staff and participants of EDWAY will:

- Always be frank and honest in their endeavours.
- Be fair, impartial and equal in dealing with participants, the public and employers who provide workplace experience.
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to participants.
- Be accountable for their actions in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image & reputation of EDWAY
- Disclose any conflict of interest immediately if or when it becomes apparent.

## EDWAY PROGRAMS

EDWAY offer a range of courses and training nation-wide. Detailed information of all training and courses including cost, locations, duration, course requirements and scheduling can be found on EDWAY's web page <https://edway.edu.au>

Below is a summary of our courses and training provided including course completion outcomes and course prerequisites if applicable.

### Childcare First Aid

Our Childcare First Aid course is designed to meet the needs of both childcare professionals as well as concerned first-time parents, grandparents and family members.

From dealing with asthma management to the application of an epidermal during severe allergic reactions and anaphylactic shock, or even how to correctly and safely perform CPR on an infant or small child, this course has you covered.

This course covers all of the First Aid components required to legally work with children or in childcare.

National unit/s of competency issued.

- HLTAID004- Provide an emergency first aid response in an education and care setting

### Provide First Aid

The course delivers the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

First Aid training covers topics such as Cardio-Pulmonary Resuscitation (CPR), fractures and dislocations, burns and scalds, head, chest and spinal injuries, fainting and unconsciousness, bandaging techniques, severed limbs, poisoning, bites, stings.

National unit/s of competency issued.

- HLTAID003- Provide first aid
- HLTAID001- Provide cardiopulmonary resuscitation

## Advanced First Aid

Advanced First Aid Training accreditation is becoming increasingly expected for employees handling incident and accident management. The training covers enhancing First Aid and CPR skills, and appropriate Emergency Procedures within both the workplace and wider community.

The Advanced First Aid Course fills the gap between Basic First Aid and Professional Emergency Responders.

National unit/s of competency issued.

- HLTAID006 - Provide advanced first aid
- HLTAID007 - Provide advanced resuscitation

Although possession of a current HLTAID003 Provide First Aid certificate is not a mandatory requirement, we strongly advise participants to complete HLTAID003 training course prior to attending Advanced First Aid training.

## Advanced Resuscitation (CLS) Cardiac Life Support Melbourne

Advanced Resuscitation Course (CLS) – is either a standalone accreditation or can be used as a required part of the Provide Advanced First Aid Combo Course HLTAID006. WorkSafe’s Code of Practise requires ‘High Risk’ workplaces to have an Advanced First Aid Officer with Advanced Resuscitation accreditation for every 25 employees, two for 50 employees, and one extra Senior First Aid Officer for each 25 employees afterwards. Unlike the Provide Advanced First Aid Training, which is valid for three years; Provide Advanced Resuscitation must be refreshed after one year to be considered up-to-date.

National unit/s of competency issued.

- HLTAID007 Provide Advanced Resuscitation

It is a pre-requisite of this course that you must have previously completed the following unit/s;

- HLTAID001- Provide cardiopulmonary resuscitation

## Responsible Service of Alcohol Sydney

In Sydney and the rest of NSW, it is a mandatory legal requirement to hold valid NSW RSA certificate for licensees and staff who are selling, offering or serving liquor in the establishments with the general, on-premises, late night and packaged liquor licenses.

Those types of licenses cover most of the places where alcohol is served or sold. So, if you are looking for a job in the places such as pub, restaurant, night club, concert hall, sport stadium or music festival where you’ll be serving alcohol, you’ll be required to hold NSW RSA certificate.

National unit/s of competency issued.

- SITHFAB002- Provide responsible service of alcohol

## Use Hygienic Practices for Food Safety

This training course provides the skills required to follow key routine hygiene procedures applied in the hospitality and tourism industries across a range of workplace environments. Graduates receive nationally recognised certification.

Participants learn how to follow hygiene procedures and identify hygiene hazards; report any personal health issues; prevent food and other item contamination; prevent cross-contamination by washing hands.

National unit/s of competency issued.

- SITXFSA101 Use Hygienic Practices for Food Safety

## White Card Courses

Construction Induction training course (also known as the White Card or Red Card training) is a mandatory legal requirement for all persons involved in the construction industry.

National unit/s of competency issued.

- CPCCWHS2001- Apply WHS requirements, policies and procedures in the construction industry
- CPCCWHS1001- Prepare to work safely in the construction industry

## Traffic Control Course

Traffic Control certification is a required competency for people controlling traffic using a stop-slow bat.

As per government and industry requirements, a person holding this qualification **MUST** undertake a refresher training course to in order to renew their Traffic Control certification **once every 3 years**.

A valid Traffic Controller's Statement of Attainment must be carried at all times when operating as a Traffic Controller. This certification must be presented immediately to any Police Officer, Worksafe Officer, VicRoads Officer or Worksite Supervisor upon request.

National unit/s of competency issued.

- RIIWHS205D- Control traffic with stop-slow bat

## Traffic Management Course

Traffic Management training course provides required competency for interpretation and implementation of the traffic management plans. The course provides knowledge on how to ensure a safe environment for construction and maintenance and the general public.

National unit/s of competency issued.

- RIIWHS302D- Implement traffic management plan

## Refresher Courses

EDWAY offer refresher course at discounted prices for anyone who already hold relevant qualifications and are required to keep their qualification relevant.

According to the VIC Roads training requirements, all field personnel responsible for setting out, implementing and/or monitoring a Traffic Guidance Scheme must hold a current RIIWHS302D qualification which is valid for 3 years and must be renewed periodically.

## Asbestos Courses

Asbestos Removal Melbourne Non-friable asbestos removal training covers topics such as prepare for asbestos removal, prepare asbestos removal area and removal site, isolate removal site, carry out asbestos removal process, carry out decontamination process, clean up the work site, contribute to and use documentation in line with regulatory requirements. The course consists of PowerPoint theory presentation, videos, practical activities and end of the day practical and theory assessments.

National unit/s of competency issued.

- CPCCE3014A - Remove non-friable asbestos

It is a pre-requisite of this course that you must have previously completed the following unit/s;

- CPCWHS1001 Prepare to Work safely in the construction industry

## Supervise Asbestos Removal

Even with the required tickets and asbestos removal training, a team of tradespeople cannot legally undertake large-scale (10sqm+) asbestos removal work without the presence of a qualified Asbestos Safety Supervisor on site.

This course covers the specified outcomes required to supervise the removal process for friable and non-friable asbestos containing material (ACM). The unit includes planning for and supervising the removal process, including preparing the work area and the work site, using safe and compliant removal practices, maintaining safety procedures, and supervising the decontamination and removal processes.

National unit/s of competency issued.

- CPCBC4051A Supervise Asbestos Removal

It is a pre-requisite of this course that you must have previously completed the following unit/s;

- CPCWHS1001 Prepare to Work safely in the construction industry

## Provide Responsible Service of Alcohol

In Melbourne and the rest of Victoria, it is a mandatory legal requirement to hold valid Victorian RSA certificate for licensees and staff who are selling, offering or serving liquor in the establishments with the general, on-premises, late night and packaged liquor licenses.

Those types of licenses cover most of the places where alcohol is served or sold.

So, if you are looking for a job in the places such as pub, restaurant, night club, concert hall, sport stadium or music festival where you'll be serving alcohol, you'll be required to hold Victorian RSA certificate.

National unit/s of competency issued.

- VCGLR Victorian RSA certificate (which allows to work in Victoria)
- SITHFAB201 Provide Responsible Service of Alcohol



EDWAY shall at all times, act with integrity in dealings with all clients and members of the community.

1. EDWAY shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - a) Australian Quality Framework (AQF)
  - b) Australian Skills Quality Authority (ASQA) Standards for Registration
  - c) Commonwealth/State legislation and regulatory requirements
2. EDWAY will ensure:
  - a) The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an ongoing basis
  - b) The accuracy of any marketing and promotional advertising material
  - c) Compliance with an acceptable refund policy
  - d) Compliance with current Occupational Health and Safety and Duty of Care requirements
  - e) The maintenance of adequate records and security of all current and archival records
  - f) Client access to their records upon request
  - g) The maintenance and continual improvement of a Quality Assurance system
  - h) Issue qualifications and statements of attainment according to our scope of registration
  - i) Deal with complaints, grievances and appeals in a systematic manner
  - j) Provide the option where applicable for Recognition of Prior Learning (RPL/RCC)
3. EDWAY undertakes to maintain quality training and to uphold the highest ethical standards.
4. EDWAY undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
5. EDWAY shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.

## CONTACT INFORMATION

EDWAY staff are there to help you with any enquiry, question or problem. You can contact our friendly staff during working hours 9:00am – 5:00pm either by phone, email or in person on the below details.

## EDWAY STAFF

At Edway everyone on the staff is always willing to help you. The table below explains everyone’s title, name and what they do.

Title	Name	Looks after....
Director/CEO	Andrey Petrushko	..everything that happens in the College
National Training Manager	Warwick Smith	... All course delivery and participants welfare
Administration Officer	Caroline Wilson	Enrolments, attendance, medical insurance, personal advice, homestay academic advice, career guidance, welfare and personl advice
Marketing	Ekaterina Kholodilova	Website and Marketing Promotions

### Phone

1300 663 350

### E-mail

[sydney@edway.edu.au](mailto:sydney@edway.edu.au)

[melbourne@edway.edu.au](mailto:melbourne@edway.edu.au)

## COLLEGE LOCATION

### Facilities

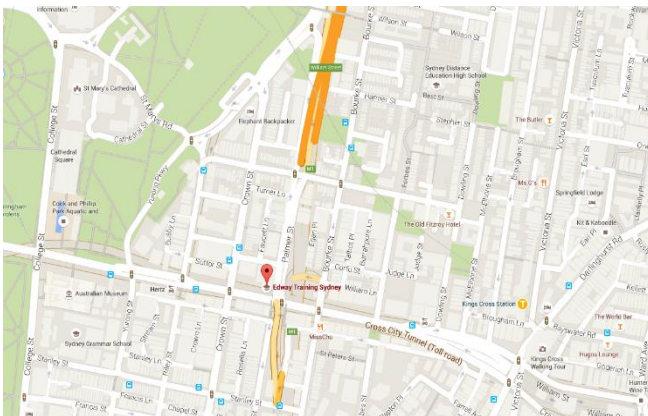
All of EDWAY facilities are smoke free with smoking not permitted within the buildings or within or alone their boundary’s.

### New South Wales Location:

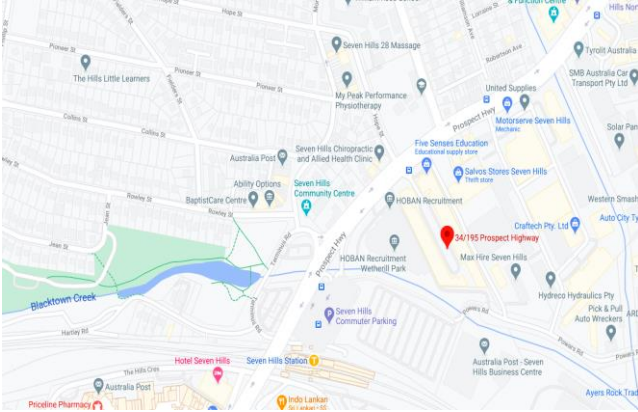
#### Darlinghurst

155-159 William Street

DARLINGHURST NSW 2010



Unit 34/195 Prospect Hwy  
SEVEN HILLS NSW 2147

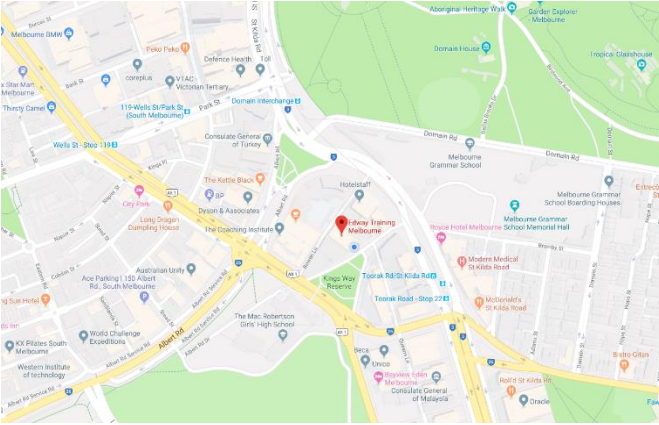


**Mona Vale Bowling Club**  
1598 Pittwater Road  
Mona Vale NSW 2103



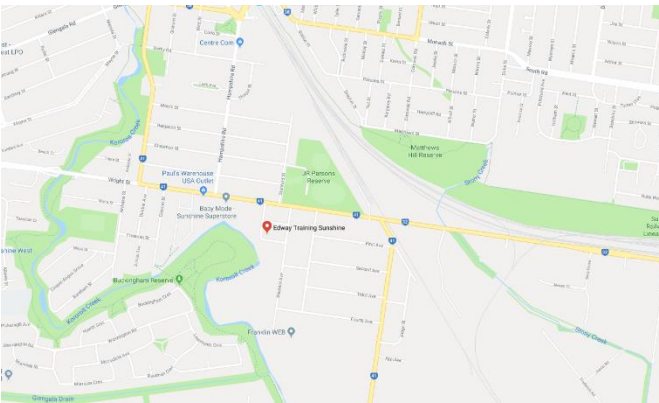
**Melbourne**

Level 1,  
 3 Bowen Crescent  
 MELBOURNE VIC 3004



**Sunshine**

2 Hampton Avenue  
 SUNSHINE VIC 3020



**Hallam**

2/35 Rimfire Drive  
 HALLAM VIC 3803



## SELECTION AND ENROLMENT

Participants apply through the website or by contacting EDWAY by phone. Course information, information about EDWAY and this participant handbook are all available prior to enrolment.

EDWAY provides an opportunity for any person regardless of race, gender, or cultural background to attend and undertake the training courses. Persons with disabilities are also encouraged to attend and undertake the training as long as it does not place the Participant at risk of injury and the Participant can demonstrate they have the ability to obtain the skills required for a career in the relevant industry. You must make an informed decision on the best course for you and your interests before you enroll.

## UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.

Employers will benefit through access to better information on skill levels and the training needs of their workforce, and an authoritative source of the training records of job applicants and staff. The USI will improve the VET sector's transparency and responsiveness, enable more evidence-based policy intervention by Governments and support the management of government funded student subsidy programs.

Over time the USI will make record keeping, information exchange and business practice in the Australian VET sector easier and smoother in a range of ways. The Australian Office of Best Practice Regulation has examined the USI and has designated it as deregulatory. The majority of information that is required for a USI is collected and reported through AVETMISS, as well as being used for a training organisation's day to day business.

### ***Who needs a USI?***

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time;
- School students completing nationally recognised training; and
- Students continuing with nationally recognised training.
- A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.
- Control access to their transcript from 2016.

Training organisations have an important role to play in either collecting and verifying or creating USIs on behalf of their students.

Most students will be able to obtain their USI on their own, although it will be important for each Training Organisation to prompt them to do this before they enrol.

Training organisations should record a USI for their students at the time of enrolment. However, they must ensure that they have recorded a valid USI for each student when they report on training activities or issue an AQF certification document, such as a qualification, statement of attainment or testamur.

You need only create or verify a student's USI once.

### **Create a USI**

To create a USI or to obtain further information please refer to the USI website, <https://www.usi.gov.au>

## **RECOGNITION OF YOUR PAST TRAINING AND SKILLS**

Your course length can be adjusted if you gain credit or advanced standing. To gain credit or advanced standing participants go through a 'Recognition' application. You may have to submit evidence that demonstrates that you have the required knowledge, work experience or life experience that matches Edway courses (units of competency). Recognition can take place before you enrol – by interview with an Edway representative or at our offices and require you to complete an application and submit your proof or evidence.

**Recognition of Prior Learning** is available to Participants who believe they can demonstrate the required knowledge, skills and training in the relevant unit(s) of competency. The Participant will be required to fill out a separate application form. The Participant may also be required to produce a portfolio of knowledge and experience (whether formal or informal training, work experience, life experience) and be willing to be interviewed/observed undertaking tasks in a simulated or real workplace. Some units of competency do not allow RPL due to state and territory legislation and regulations.

**Mutual Recognition** is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations. EDWAY will recognise a trainee's existing competence against the competencies listed in an endorsed qualification or accredited course and issue AQF qualifications and Statements of Attainment.

## The benefits of Recognition for all participants:

Some extra work in putting your evidence together

A reduce course load – less course content to complete and an adjusted timetable.

If you feel you are eligible for recognition you will need to inquire with the trainer/training manager.

## THE ORIENTATION PROGRAM

We regularly conduct the orientation program for new course participants

Time	Topic
5 minutes	Greetings and introduction to Edway and your course by your Trainer
	Going over the Participant Handbook, any extra information Rules and responsibilities of participants at EDWAY, EDWAY facilities.

## COURSE TIMETABLE

Each course has a different timetable.

Current timetables can be downloaded from the EDWAY website ([www.edway.edu.au](http://www.edway.edu.au))

## PARTICIPANT CODE OF CONDUCT

The Participant Code of Conduct applies to all EDWAY'S Participants' staff and management personnel.

### *Requirements*

### *Participant Expectations*

While training or studying participants can expect EDWAY will provide the following:

### *Policies and Procedures*

- Selection, enrolment, assessment and academic progress policies and procedures that are fair and equitable.
- A guarantee that changes to courses, administrative policies and procedures directly affecting Participants will be communicated and advised to Participants and will not disadvantage currently enrolled Participants, provided that satisfactory academic progress is made.
- Assurance that grievances / complaints will be dealt with quickly and satisfactorily through a clear set of policies and procedures.
- A learning environment in which occupational health and safety standards are maintained and safety and security issues addressed.
- Assurance that EDWAY complies with the Privacy and Data Protection Act (VIC)2014 The Privacy and Personal Information Protection Act 1998 (PIIP Act), the Freedom of Information Act (VIC) 1982 and that Participants have access to information held about them in accordance with these Acts.
- Assurance that EDWAY complies with all relevant legislative requirements.

- Access to accurate and timely information about subjects and courses, course content, assessment, requirements and attendance requirements.
- Access to accurate and clear information about course costs.
- Dissemination of results within a reasonable time from completion of subjects and feedback on those results.

## ***Quality of Study Programs***

- Course and subject content that is up-to-date and valid.
- A training and learning environment that meets quality standards appropriate for its course.
- A learning environment in which Participants are able to engage in rational debate and freely express alternative points of view in that debate.
- Support and guidance from training staff.

## ***Participant Participation and Feedback***

- The opportunity for Participants to provide considered feedback on their training and learning experience in subjects and courses.
- Assurance that feedback provided by Participants will be incorporated into EDWAY'S quality management system.

## ***Human Rights***

- A study environment that is free from harassment, discrimination and abuse of power, and one that respects the privacy of individuals.
- Participants are treated with courtesy and respect.
- Equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction or socio-economic status.

## **PARTICIPANT RESPONSIBILITIES**

During their time at EDWAY, EDWAY expects Participants to assume the following responsibilities:

### ***Regular and Punctual Attendance***

- Arrive on time to class.
- Notice in advance of known absence, lateness or early departure.
- Explain late arrival to your trainer on arrival or return to the classroom.

### ***Completion of All Class, Homework and Assessment Tasks by The Due Date***

- Contact your trainer between classes if you are experiencing difficulty with the homework or course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support your absence.
- Negotiate a time with your trainer to catch up on any tasks.



## ***Responsible, Respectful and Cooperative Behaviour***

- Treat staff and fellow participants in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- Come to class appropriately dressed.
- Switch mobile phones to silent or vibrate during class time.
- No form of bullying, harassment or discrimination will be tolerated.
- Consumption, or being under the influence of alcohol or illicit substances during the training hours is prohibited and unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Course.
- If found with illicit drugs or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, you may be reported to the police.
- Failure to comply with the last two points will result in your suspension and/or expulsion from the Course and refund of monies paid will be forfeited.

## ***Preparedness to Work Effectively in Class***

Participate in all learning activities to the best of your ability.

Bring all necessary materials to class including textbooks, homework, folders, notes and stationery.

- Respect training facilities.
- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at the end of classes.
- Do not interfere with equipment or materials on display in classrooms.
- Treat the surrounding grounds and car parks with respect: place rubbish in bins, drive in a considerate manner and obey signs.

## ***Safety Considerations***

Safety is everyone responsibility therefore you must;

- **Not** conduct in behaviour that may or will lead to harm of yourself or others
- **Not** attend classes if you are sick or unwell.
- All equipment must be used **only** in the manner in which it was intended.
- Follow all instructions of a reasonable nature from trainers and staff of Edway
- For your own safety it is **not** permitted to sleep on Edway premises at any time.
- Notify Edway of any perceived hazards.
- Always wait in a well-lit area before and after class.
- Notify the trainer of any visitors to the class.
- **If you are found in breach of the Participant's Code of Conduct, you may be asked to leave the course.**

## EXPULSION OF A PARTICIPANT BY THE COLLEGE

EDWAY reserves the right to expel a participant. Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at EDWAY or is in breach of EDWAY'S code of conduct.

Incidents leading to expulsion from the College include but are not limited to:

- Assaults a person on the premises of EDWAY.
- Unlawfully removes, damages or uses any property of another person or EDWAY.
- Behaves inappropriately or threatens the safety of other participants.
- Obstructs staff of EDWAY in the performance of their duties.
- Obstructs the teaching / training of a group or an assessment activity.
- Commits or engages in any dishonest or unfair act in relation to an assessment activity.
- Wilfully disobeys or disregards any lawful order or direction given by an EDWAY member of staff.
- Enters locations of EDWAY'S premises when directed not to do so by an EDWAY member of staff.
- Fails to leave locations of EDWAY'S premises when directed to do so by an EDWAY member of staff.
- Fails to return EDWAY property or pay replacement costs when instructed to do so.
- Fails to pay financial commitments to EDWAY.
- Enters locations of EDWAY Training's premises whilst under the influence of alcohol or drugs.
- Engages in any unlawful activity on EDWAY Training's premises such as using, possessing or supplying any prohibited drug, substance or weapon.
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, sexual preference, transgender, marital status, physical or intellectual disability or religion of the person or members of the group

EDWAY is committed to the principle of ensuring that every participant / trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals. Staff and participants have a responsibility to prevent minor behavioural problems from becoming larger ones.

Participants are encouraged to solve behavioural problems through discussion and mediation with staff of EDWAY before the provision of more formal procedure is invoked.

EDWAY National Training Manager may apply any of the following penalties where he/she are satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand
- Exclusion from the course or any other EDWAY course
- Payment of compensation by Participant for damages or loss of resources
- Restitution of property removed or damaged
- A referral to attend counselling at a specified time and place

The Participant may appeal the penalty under EDWAY'S Complaints and Appeals Policy. Participants terminated by EDWAY will forfeit fees.

## PARTICIPANT WELFARE

EDWAY is concerned about the welfare of Participants and offers support through our trainers and Training Coordinator. We will assist all Participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from Participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our policies and procedures. Training and administration staffs are aware of their responsibilities to ensure that Participants feel safe and supported at EDWAY

## TRAINING PACKAGES

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills and knowledge needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. You can view training packages at [www.training.gov.au](http://www.training.gov.au) by searching under the category "Training Packages" or you can ask EDWAY staff. The Training.gov.au website is the official national register of information on courses, qualifications, Training Packages, competency standards and training organisations. Teachers and trainers develop learning strategies depending on learners' needs, abilities and circumstances.

Training Packages are developed by industry through National Industry Skills Councils, recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training packages specify the combination of competency standards required to achieve a particular qualification. For example, the Certificate IV Training and Assessment standards are contained in the Training Package titled (TAE10) Training and Assessment. Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

Training Packages complete a quality assurance process and are then endorsed by the National Training Quality Council (NTQC) and placed on the [training.gov.au](http://training.gov.au) website. Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

## RELEVANT WEBSITES

- Department of Education, Science and Training [www.dest.gov.au](http://www.dest.gov.au)
- [Training.gov.au](http://Training.gov.au)
- The Australian Qualification Framework [www.aqf.edu.au](http://www.aqf.edu.au)
- Resource and Infrastructure Industry Skills Council [www.riisc.com.au](http://www.riisc.com.au)

## COURSE COMPLETION

All participants training with EDWAY shall be issued with either a

- Full AQF Certificate, or
- Statement of Attainment, or
- Certificate of Attendance/Completion

To receive a qualification from EDWAY participants must achieve competency in their course. Statements of Attainment will be issued and presented at completion of the course or posted by arrangement.

### Full AQF Certificate

A full AQF Certificate is issued when the trainee has completed all requirements for a qualification as listed in the curriculum document. The certificate lists the modules or units of competency completed.

### Statement of Attainment

A statement of Attainment is issued where participants have partially completed a qualification. This may be done if

1. The participant did not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered program.

The code and title of all units successfully completed by the participant are listed on the Statement of Attainment.

### Certificate of Attendance/Completion

This is a Statement of Attendance issued where participants have attended a program that is not a nationally recognised qualification.

### Information appearing on certificates

Certificates and Statements of Attainment will include the following:

- RTO's name and logo
- Name of the person receiving the credential
- Name and code of the accredited course and units
- Certificate number
- Date of issue
- Signature/s of the RTO's authorised signatory
- NRT logo

## SPECIAL LEARNING NEEDS

EDWAY recognises that there will be cultural diversity and a range of education and learning backgrounds amongst Participants. It is EDWAY policy to ensure all people have an equal Opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from the EDWAY facilitators and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

Should you require additional support during the term of your course, please advise your Trainer / Assessor who will endeavour to refer you to an appropriate support service.

EDWAY offers a free training support service available to all Participants who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide Participants with the information they need to help their own academic and career path. Our staff can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by Participants in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

We will respect your right to privacy. Any information disclosed will remain strictly confidential.

## LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES

EDWAY is committed to assisting Participants with differing abilities to succeed. Participants individual needs will be assessed prior to training. Requirements such as alternative formats, adaptive technology and adjustments for other disabilities will be identified and provided where practicable.

Participants requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist Participants and where required, if necessary, Participants will be referred to organisations that can provide specialist training and language, literacy and numeracy assistance.

**Language** involves the words, verbal structures and gestures we use to convey meaning. In using language, we generally use a combination of communication forms such as speaking, listening, reading, writing and visual communication. Language may also relate to industry jargon, technical terms and acronyms that workers must understand.

**Literacy** is the ability to read and use written information as well as to write appropriately, in a range of contexts. Literacy involves the integration of speaking, listening, and critical thinking with reading and writing and enable us to interact with one another to achieve particular purposes: to explain, debate, retrieve and provide information.

**Numeracy** involves the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Depending on the context this can include basic number skills, spatial and graphical concepts, the use of measurement and problem solving.

## SPECIALIST LLN SUPPORT SERVICES

LLN Support Services	Contact Details
The Reading Writing Hotline	1300 6555 06  <a href="https://www.readingwritinghotline.edu.au">https://www.readingwritinghotline.edu.au</a>
Skills for Education and Employment (SEE)	<a href="https://www.education.gov.au/see-providers">https://www.education.gov.au/see-providers</a>

## ASSESSMENT

The aim of this section is to outline the broad assessment policy for EDWAY and provide guidelines for all Participants enrolled in the courses. It is expected that assessors will conduct assessment in accordance with National Assessor Code of Practice.

EDWAY ensures that only Participants who hold the required skills and knowledge, as set out in the unit of competency, are marked as Competent.

EDWAY does this by:

- Ensuring that its assessment processes meet the requirements of the Training Package or Accredited Course Guidelines.
- Ensuring its assessment processes is valid, fair, flexible, and reliable.
- Ensuring assessment processes are carried out in a way that is consistent with the Training and Assessment Strategy documented during course development and regularly updated.

- Providing comprehensive assessment tools and clear information to Trainers and Assessors.
- Ensuring its assessment processes effectively cover all dimensions of competency as outlined in the competency standards and assessment guidelines of each unit.
- Continually reviewing and improving assessment processes, tools and records.
- Having a planned schedule of moderation and validation activities that ensures all units are moderated and validated at least annually.
- Ensuring that assessors follow the rules of assessment and sight current, sufficient, authentic and valid evidence when forming their assessment decision.
- Implementing a Participant Code of Conduct and a Participant Plagiarism and Academic Collusion Policy with which all Participants must comply.

This section outlines:

1. The procedures to support quality assessment
2. Assessment methods and tools
3. Conduct of assessment
4. Feedback
5. Assessor qualifications
6. Assessor responsibilities
7. Appeals procedure
8. Assessment quality – validation processes

Participants will be informed of the assessments to be conducted through the website information and at the start of a course.

They will be given oral instructions by the Trainer.

All assessment results are treated as strictly confidential. We will provide feedback on the assessment and provide further guidance on extra training or evidence if there are gaps in the assessment.

## Assessment methods

EDWAY conducts various methods in the assessment process to gather information to build the evidence pack for the Participant. This gives the best opportunity for the Participant to show their understanding of the training conducted. Methods of assessment may include:

- Written knowledge testing using standard assessment instruments.
- Written assignments and oral questions (multiple choice, true/false, etc.)
- Oral questioning when there is practical demonstration (role plays)
- Case studies and scenarios
- Final observation of skills & knowledge

<b>Multiple Choices:</b>	A question or incomplete statement followed by several options from which the participant selects the best answer/s
<b>Written Short Answers:</b>	A written response item consisting of questions with answers of a single word, a few words, a sentence or a paragraph that the participant must complete
<b>Role Play:</b>	Participants are presented with the opportunity to display behavioural and interpersonal skills in a simulated exercise in the classroom environment. The role-plays are open-ended and are reviewed in a group de-brief
<b>Assignments:</b>	An Assessment instrument that is based on a problem-solving exercise or mini project relating to the subjects covered in the classroom environment. The assignment has strict guidelines and a specific length. The assignment is reviewed by both the individual and as a group

- Discussions:** Active participation in a group discussion regarding role specific topics is encouraged
- Oral Questioning:** Responses are requested to a number of oral questions presented in order for the participant to demonstrate understanding of the principles or explain reasoning
- Practical Demonstration:** The completion of a specific task or procedure, performed under close supervision
- Conditions of Assessment:** The assessment will take place in an environment that is either a real workplace or which simulates, where possible, a real workplace. Participants will be given appropriate documentation and access to required equipment and or materials

### Study includes group work and oral communication

Many courses require participants to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe participants working in small groups. This may be a different way of learning for you, but it is very important in vocational education and part of the competency guidelines.

### Conduct of assessment

The Assessor will check that the Participant is ready for assessment.

The Assessor will provide the candidate with the time to go through all steps as set out in the assessment instrument.

At appropriate points, the Assessor will ask oral questions about skills, knowledge and specific procedures for the equipment testing.

If the Participant shows low literacy levels, the Assessor may stop the assessment and conduct it orally.

### Feedback to Participant

As soon as is reasonably possible at the end of assessment, the Assessor will inform the participant of the result of the assessment.

Feedback will begin with whether the participant achieved the required mark in the written assessment task or demonstrated they were competent or not yet competent.

Feedback will be constructive, and the participant is encouraged to seek clarification if required.

Feedback can be in the form of:

- Oral feedback when results are provided at the end of an observation or in a workshop
- Test results where the participant is debriefed

If any participant is dissatisfied with the results of their assessment, they have the right to access the appeal process.

## PLAGIARISM

The Plagiarism policy will be clearly explained to each Participant at the beginning of each course.

Where Participants complete pre-course questions, such as for the First Aid course, they will be required to sign a declaration on the Assessment Task Cover Sheet that states “I confirm that the attached assignment is my own original work, and that any references used have been cited.”

## Reasonable Adjustment

Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- a) Participants with English as a second language.
- b) Participants with literacy or numeracy difficulties.
- c) Indigenous Participants.
- d) Participants with sensory impairments.
- e) Participants with physical or intellectual disabilities.

Reasonable adjustment may mean:

- a) Making training resources and methods accessible.
- b) Adapting physical facilities, environment and/or equipment.
- c) Making changes to the assessment arrangements.
- d) Making changes to the way evidence for assessment is gathered.

EDWAY will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, EDWAY has developed, for all courses:

- a) Clearly set out instructions about the requirements of assessment for Participants;
- b) Clearly defined assessment criteria;
- c) Documented answer benchmarking guides;
- d) Clear and easy to follow assessment recording tools;
- e) A defined format to be used by Participants to submit their assessment tasks;
- f) A defined format to be used to provide Participants with feedback about their assessments; and
- g) Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

EDWAY takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in its Participant Plagiarism, Cheating and Collusion Policy.



## FEES, CANCELLATION & REFUNDS POLICY

### Fees

1. Participant fees are set down on Edway Training's website.
2. Full payment is required at time of enrolment. Payment can be made by cash, cheque or credit card (PAYPAL). Payment can be made online or at Edway office, prior to commencement of the course.

### Cancellation and refunds

Unless otherwise specified, Edway Training's cancellation policy is applicable for every course. Our cancellation policy is shown below and is also available on our website <http://www.edway.com.au>:

#### 1. Conditional Requirements

All refund requests are conditional on the following:

1. Full payment is required at time of enrolment. Payment can be made by cash, cheque or credit card (PAYPAL). Payment can be made online or at EDWAY office, prior to commencement of the course.
2. EDWAY must have received the fees from the participants in order for any refunds to be made available to them.
3. Any debts to EDWAY by the Participants must be paid in full or the outstanding amounts will be deducted from the refund.
4. All refunds will be charged a \$10 administration fee. (The only exception to this would be if the Course was Cancelled by EDWAY.)
5. All course refunds require 5 working day to be processed.

#### 2. Withdrawal from the course

Where written notice (email acceptable) of withdrawal is received by EDWAY prior to the day of training, EDWAY will refund the full fees (minus Admin fee). Withdrawal notice given on the day of training will be subject to a cost of 50% of the course fee.

EDWAY cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a Course.

- EDWAY reserves the right to place a default with 'Baycorp Advantage' if the paid funds are withdrawn by yourself or your bank.

#### 3. Special circumstances

Where a participant withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, all cases will be assessed by EDWAY on an individual basis.

Based on the Refund eligibility presented above, appropriate amount will be refunded and processed by the accounting department.

#### 4. Course Cancelled by EDWAY

EDWAY reserves the right to cancel any training at any time. If a class is cancelled by EDWAY, participants have the option of rescheduling to the next available date or to receive a **full refund** of the course fees paid.

## 5. LLN Ineligibility

Full refund is provided, when participant made a pre-payment for the training course and did not pass the, Language Literacy and Numeracy test.

- If participant fails the assessment, refund is not provided. However, participant can re-book the training course.

## 6. NO Refund

EDWAY will not offer refunds under the following circumstances;

- If participant has been removed from the training room due to the disorderly behaviour (refer to the Participant Book).
- Participant attends training course under the influence of alcohol or other substances.
- Participant is more than 20 minutes late on arrival for training.
- If course prerequisites are not met, no refund will be issued.

## 8. Rescheduling

Rescheduling is implemented when participant would like to reschedule the date of the training course. Fees and conditions associated with the rescheduling process are following:

- Where written notice (email acceptable) of rescheduling is requested prior to the day of training there will be no rescheduling fee charged.
- Rescheduling requested on the day of training will be subject to a cost of 30% of the course fee.
- Rescheduling fee does not apply, if participant made a pre-payment for the training course, and requested a rescheduling more than one day prior to the date of the training,
- Rescheduling fee does not apply, if participant made a pre-payment and missed the training due to the significant reason. Supporting documentation (e.g. medical certificate) **must** be provided.
- Rescheduling fee of 30% of the course fee does apply, when participant made a pre-payment for the training course and requested rescheduling on or after the day of the course commencement.

## Additional fees and charges

Additional fees and charges that may apply are as followed:

	Cost
Reissue of certificate via email	\$0
Reissue of certificate via post	\$25
Reissue of Plastic cards issued by EDWAY	\$25

- Where notice of cancellation is given within 2 working days prior to course commencement there is **No Refund.**
- Where notice of cancellation is given more than 2 working days prior to course commencement – there is a **Full refund.**
- EDWAY cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a Course.
- To reschedule notice must be given more than 2 working days prior to the course commencement. If rescheduling notice is given less than 2 working days prior the course commencement, an administrative fee of 50% of course cost will apply.

- EDWAY reserves the right to cancel any training at any time. If a class is cancelled by Edway Training, participants have the option of rescheduling to the next available date or to receive a full refund of the course fees paid. If participant fails to attend the course, course fee will be forfeited.
- EDWAY reserves the right to place a default with Baycorp Advantage if the paid funds are withdrawn by yourself or your bank.

## Employability Skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

## Client Feedback and Quality Improvement

Edway Training's continuous improvement policy strongly encourages verbal and/or written feedback from its clients. EDWAY collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

If you have any feedback to offer, please speak with any staff member or trainer. You can also anonymously complete a Client Feedback form to express your views. Your assistance and feedback will enable us to continue to provide a high standard of service, we value and welcome constructive feedback from our clients and staff concerning educational and service improvements or changes that would improve our existing educational and client services provided.

## PRIVACY POLICY

The Privacy Act 1988 applies to Participants and employees of the Edway Training. The Privacy Act 1988 can be accessed via [www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/)

Information related to personal details of any Participant is protected under the Privacy Act 1988. Edway Training is committed to adhering to the Australian Privacy Principles (APP's) contained in the Act. These principles can be viewed via <https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference/>

The APP's are principles or rules about collecting, using and disclosing personal information.

The APP's also cover keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information to others. We make every endeavour to ensure that the principle of security is incorporated into our data collection and storage procedures:

Edway will:

- a) Have secure computer passwords and lockable filing cabinets.
- b) Check an individual's identity when they ask for access to the personal information, we hold about them.
- c) Keep personal information away from those who do not need to see it - staff as well as customers.
- d) Destroy information securely.
- e) Raise security awareness with all staff.
- f) Review procedures from time to time.

Information regarding Participants, Participant results or other personal information may not be released to any third party without the express written permission from the Participant.

Participants may access their personal records and files and any other information held by the organisation by making a request in writing to the management.

Full details of Edway Training's Privacy policy and procedures can be accessed via Edway's internet site under Policy's.

## QUALIFICATIONS OF TRAINERS AND ASSESSORS

In compliance with ASQA standards of continuing registration EDWAY ensures that all trainers and assessors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved. All trainers and assessors employed by the organisation will:

- g) Have the required training and assessment competencies as determined by the National Skill Standards Council or its successors, all of the EDWAY staff hold a minimum TAE40110 Certificate IV in Training and Assessment; and
- a) Hold the relevant vocational competencies or demonstrated equivalence to the competencies at least to the level they deliver and/or assess; and
- b) Maintain currency in industry skills directly related to the training and assessment they undertake; and
- c) Continue to develop their Vocational Education and Training (VET) sector knowledge and skills as well as their industry and trainer/assessor competence.

Our trainers have a great deal of experience within their field of expertise as well as many years of training experience. All of the Edway Training's teaching staff are very approachable and if you have any concerns with your training and/or assessments please feel free to discuss these with your trainer.

### Role of Assessors

The role of an Assessor in assessing Participant work is to objectively assess a Participant's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be skilled in and have a sound knowledge of the industry area they are assessing.

The assessor will be a qualified and skilled assessor and will:

- a) Ensure Participant work meets the requirements of the competency standards.
- b) Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- c) Use their expertise to make a fair and object assessment decision.
- d) Provide constructive feedback to the Participant.

### Moderation and Validation of Assessment

EDWAY ensures its Trainers and Assessors participate in regular moderation, validation and benchmarking activities to ensure their training practices and assessment decisions:

- a) Are consistent between assessors;
- b) Are valid, flexible, reliable and fair;
- c) Are based on evidence that is sufficient, authentic, valid and current; and

The assessment processes used by EDWAY includes the collection of a broad range of evidence for the assessor to base their decision on. In general terms, assessment tasks may require Participants to:

- a) Respond to oral questioning;
- b) Provide written responses to questions, scenarios and case studies - Participants may be given a range of options about the method in which they wish to provide the responses;

## ACCESS AND EQUITY POLICY

EDWAY is committed to providing all Participants with equal opportunity to pursue their training and development. The purpose of this policy is to ensure that EDWAY provides fair and equitable access and opportunity to its student and staff regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

This policy applies to all enrolled students and prospective students in all modes of delivery as well as the staff members.

This policy also ensures:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be rated the same. Fairness is considered in the context of relevant circumstances.
- Decisions regarding student's entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working and studying with EDWAY and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
- Students can access relevant policies, procedures and form through EDWAY's website, and a hard copy can be requested from any EDWAY campus.
- Students are also provided with all relevant policies, procedures during the enrolment/ induction process in the form of 'Student Handbook'.
- Staff can access relevant policies, procedures and form through EDWAY's website.
- Staff are inducted in relation to all relevant policies and procedures during their induction process.
- Staff are updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

## SUPPORTING STUDENTS TO SUCCEED

- EDWAY acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
- EDWAY undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

## RECRUITMENT, ADMISSIONS AND ENROLMENT

- Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples.

## STUDENT SERVICES

- Students have equal access to learning and assessment materials and support services.

## ACADEMIC AND LEARNING SUPPORT

- Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:
  - Additional academic and learning support, including literacy and numeracy support.
  - Alternative methods of assessment where reasonable. Extra time to complete assessments.
  - Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
- Students may appeal assessment decisions through the Complaints, Grievance and Appeals Policy and Procedure.
- Special consideration may apply for extenuating circumstances.

## SUPPORT IS PROVIDED TO THOSE WITH SPECIAL NEEDS.

Reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- Educational support
- Alternative assessment methods
- Learning and assessment aids such as papers in large print or the use of scribes or interpreters
- Extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

EDWAY's premises provide appropriate access to those with a physical disability. Where EDWAY provides training and assessment at other venues, EDWAY will ensure to the best of its ability that venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use EDWAY's student complaints and appeals procedures. EDWAY will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures according to their Complaints and Appeals Policy and Procedures.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

## LEGISLATION

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at EDWAY:

- Anti-Discrimination Act 1977
- Disability Act 2006

- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Working with Children Act 2005

## ASSESSMENT APPEALS

From time to time, a participant may be dissatisfied with the results of a major assessment and wish to appeal the decision; all participants have the right to appeal assessment results. It is important that the appeal is settled as quickly as possible.

### 1. Resubmission or a second testing.

In the first instance, the trainer will consult with the Training Manager and depending on the circumstances will provide an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked.

The request and reasons will be recorded in writing.

### 2. A second Assessor will be asked to re-mark the work

The trainer should immediately inform the Training Manager if a re-sit or re-submit is not recommended or if the participant has a grievance, disagreement or dispute about the results. The appeal issues will be discussed with the participant and trainer recorded in writing, and if appropriate we will make arrangements for re-assessment by another Assessor.

### 3. A written assessment appeal with an assessment panel

If the participant is still not satisfied with the re-submission process and second marking the participant must put their appeal in writing. An appeal panel will be set up by the Training Manager.

The participant has the right to formally present his case and may bring a support person to that meeting.

Details of the meeting will be recorded in writing and the participant informed. The participant will be given a written statement of the final appeal outcomes, including reasons for the decision by Edway Training within 14 days.

4. The participant has the right to take an appeal related to a VET qualification to ASQA when other avenues have failed. Participants have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The participant will be notified of this follow up and corrective action. Where appropriate, trainers will be involved in a validation of the course assessment plan and assessment activities to benchmark their assessment practice with other trainers.

## GRIEVANCE, COMPLAINTS AND APPEALS PROCESS

**Grievances (complaints and appeals)** include but are not restricted to matters of concern to a trainee relating to training delivery and assessment; the quality of the training; trainee support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused

EDWAY recognises that disputes can arise from time to time and will manage all complaints or appeals as fairly, equitably and efficiently as possible and without prejudice or fear of reprisal or victimisation. EDWAY will encourage the parties to approach the complaint or appeal with an open mind and resolve problems through discussion and conciliation in a quick and timely manner.

Every Participant will be offered an opportunity to formally present their complaint or appeal. Where a complaint or appeal cannot be resolved through discussion and conciliation, EDWAY acknowledges the need for an appropriate external and independent person to mediate between the parties.

Confidentiality should be maintained throughout the process of making and resolving complaints. EDWAY seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

Details of EDWAY Complaints and Appeal's Policy and Procedures can also be accessed on EDWAY's web site under Policy's.

Complaints and appeals can be made by accessing and filling out the online Complaints and Appeals Form through EDWAY website. Complaints or appeals can also be made in writing and addressed to the National Training Manager at Edway Training.

The Participant should put the following information relating to the complaint in writing:

- Participant's Name and contact details
- Course enrolled in or participated in.
- Course location
- Course Date
- Description of the grievance/complaint/appeal
- Steps he/she have taken to deal with it
- What he/she would like to happen to fix the problem and prevent it from happening again



If the grievance is not dealt with to the trainee's satisfaction, she/he may bring it to the attention of the National Training Manager. The National Training Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week. Within 48 hours of receiving the grievance/complaint/appeal the National Training Manager or other EDWAY representative will contact trainee to discuss the further actions to be taken.

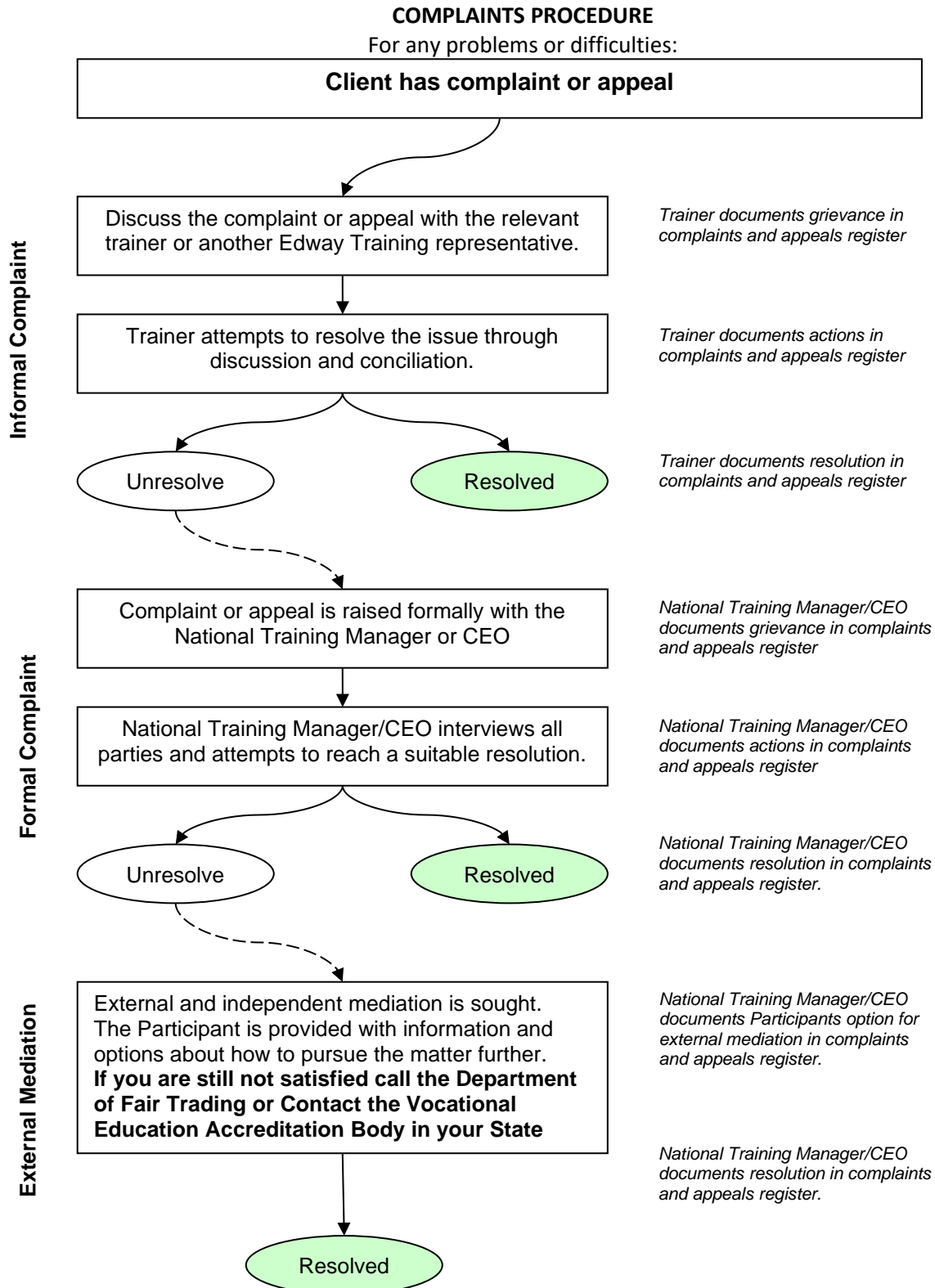
Should the issue still not be resolved to the trainee's satisfaction, the enterprise is bound to make arrangements for an independent external person to resolve the issue.

Complaints or Appeals that cannot be resolved internally can be referred to National Training Complaints hotline on 13 38 73.

All parties involved will receive a written statement of the outcomes, including reasons for the decision. All documentation relating to grievances should be archived for audit purposes.

**Contacts:**

CEO	Andrey Petrushko	<a href="mailto:andrey@edway.edu.au">andrey@edway.edu.au</a>
National Training Manager	Warwick Smith	<a href="mailto:training@edway.edu.au">training@edway.edu.au</a>



Participants have the right to be represented by a nominee at any stage if the participant so chooses. You may use your friend, guardian, or an agent for third party mediation. This dispute resolution procedure does not circumscribe the participant’s right to pursue other legal remedies.

## RIGHT TO ACCESS RECORDS

Individuals have the right to access or obtain a copy of the personal information that EDWAY holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to:

Edway Training Pty Ltd:

Head Office

Suite 1.05, 3 Bowen Crescent

MELBOURNE VIC 3004

There is no charge for a Participant to access personal information that EDWAY holds about them; however, there may be a charge of 20 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

## AMENDMENT TO RECORDS

If an individual considers the personal information that EDWAY holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a Participant requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.