

Griffith Adult Learning Association Inc.

Course Participant Handbook For training activity delivered by Griffith Adult Learning Association Inc



Griffith Adult Learning Association Inc is funded and supported by the
NSW DEPARTMENT OF EDUCATION AND TRAINING
(*Adult and Community Education*) as a recognised NSW Provider of Adult
and Community Education.

TABLE OF CONTENTS

WELCOME TO PARTICIPANTS	3
GENERAL INFORMATION.....	4
GALA'S PURPOSE VISION AND ORGANISATIONAL GOALS	5
ACCREDITED QUALIFICATIONS/COURSES OFFERED BY THE ORGANISATION.....	6
STUDENTS RIGHTS AND RESPONSIBILITIES	7
STUDENT RECORDS	8
OCCUPATIONAL HEALTH AND SAFETY	9
INCIDENT REPORTING AND INVESTIGATION	10
VOCATIONAL EDUCATION AND TRAINING POLICY	13
GRIEVANCE POLICY	14
CODE OF PRACTICE	15
STUDENT DECLARATION	20

WELCOME TO PARTICIPANTS

Welcome to Griffith Adult Learning Association's Vocational Education and Training Program. We sincerely hope you will gain great benefit from the course/s that you have enrolled in or will be enrolling in. At GALA, we encourage and foster pathways towards long life learning, and we aim to meet your expectations and training needs.

This participant handbook has been put together to ensure participants have access to the information they will need.

Please feel free to call our CEO if you have any queries regarding the information contained or not contained in this booklet.

We encourage feedback regarding GALA's Vocational Educational Training, so please fill out course evaluation forms at the completion of your course, or feel free to talk with the CEO.

WHAT THE LOGOS MEAN



GALA Inc's logos – you will see them on documents from GALA including letters, envelopes, flyers, pamphlets, credentials issued by GALA and other forms. These logos are used by GALA Inc. in all its programs, not just the Vocational Education and Training Program.



The logo indicates that the course is officially recognised Australia wide



This is the NSW accrediting body's official logo. VETAB NSW



NSW
Department of
Education and
Training
**(Adult and
Community
Education)**

This logo represents Community Colleges NSW our industry peak body



GENERAL INFORMATION

This handbook is to give you a guide on what to expect at GALA Inc. We have included in this Handbook policies and procedures that are relevant to YOU the student. Should you need more information please let your trainer/assessor, tutor know or contact the CEO.

Student enrolment conditions will be clearly stated in the course program and where there are pre-requisites for enrolment, then that will be stated in the course details or brochure.

Courses will be delivered primarily in a teacher directed classroom style however flexible delivery methods, including workplace experience and assessment, recognition of prior learning and distance education may also be used if appropriate and within the organisation's resources.

Assessments will be carried out in accordance with the National Principles against the stated learning outcomes or competencies in the accredited curriculum.

Course fees will be clearly stated in the course program and an estimate of any additional costs will be advised prior to enrolment.

Students will be given every opportunity to achieve a satisfactory learning outcome including the development of educational pathways. Where we cannot assist, referral to other agencies will be made.

We hope that your learning experience is a pleasant one. If you have any issues regarding the course content and/or assessment please refer them to your tutor, trainer/assessor immediately. If you are not satisfied with the response please make an appointment to see the CEO.

GALA Inc. is committed to constantly reviewing the quality in all our operations through the ongoing improvement of:- Educational Planning and Delivery, Financial Management, Human Resources, Administration, Marketing and Liaison. Please take the time to complete the Student Exit Evaluation forms in hard copy or visit the website www.gala.nsw.edu.au. Click on the link to courses.

GALA'S PURPOSE VISION and ORGANISATIONAL GOALS

The Griffith Adult Learning Association Inc. has a formal commitment to implementing quality management practices.

Vision

Griffith Adult Learning Association Inc ... ***A Brilliant Learning Experience... Developing People Developing Community.***

Purpose

Griffith Adult Learning Association Inc offers a broad range of quality courses and programs to meet the needs of the community

Organisational Goals

- **Continue to provide quality customer service in every thing we do**
- **Contribute to community development in Griffith**
- **Contribute to learning environment which is safe and conducive to quality learning**
- **Promote our services & achievements to the people of our community**

We Achieve These Goals Through

- Friendly and efficient frontline staff
- Continue to recruit Trainers and Assessors with appropriate qualifications and experience
- Providing ongoing training to all employees of the Association
- Listening to and responding to our Clients needs
- Gaining feedback from our clients to make our courses more relevant and valuable
- Excellence in financial management and budgeting
- Continued membership of peak body organizations e.g. Community Colleges NSW and Community Colleges Australia.
- Compliance with relevant Industrial Legislation.
- Is an employer of choice
- Surveying, liaising and consulting with the community, business and industry to identify their learning and development needs
- Documenting, participation and community benefits from our programs and services
- Maintain current community partnerships
- Maintain representation in appropriate organizations in the community
- Identify possible new partnerships
- Actively participate in Community Action and NSW State plans
- Investigate funding opportunities for different target groups
- Recruit board members from as many sectors of the community as possible
- Complying with OH & S legislation.
- Up to date state of the art equipment and facilities.
- Complying with AQTF requirements particularly as they relate to accredited training delivery, assessment and validation.
- Friendly and stimulating learning environment.
- Responding to and acting where necessary to feedback about the learning environment.
- Review and evaluation of statistics data process
- Brand all activities of the Association with the Associations vision motto and logo
- Publishing course brochures
- Maintaining our website
- Advertise using the media
- Participate in key marketing activities e.g. Adult Learners Week
- News releases publishing achievements or major initiatives
- Feedback letters to former students
- Cross representation on other boards
- Guest speaking at community events
- Encourage our employees, board members to actively promote the Association
- Student testimonials

NATIONALLY RECOGNISED AND VETAB ACCREDITED QUALIFICATIONS/COURSES OFFERED BY THE ORGANISATION

GALA offers the following accredited qualifications and their associated units of competence/modules in short course format and full qualification from the following Certificates:

Training Package Qualifications

Code	Qualification Name	Training Package
BSB10107	Certificate II in Business	BSB07
BSB20107	Certificate II in Business	BSB07
BSB30407	Certificate III in Business	BSB07

Nationally Accredited Courses

Code	Qualification Name	Expiry date
21770VIC	Course in Initial General Education for Adults	31/12/2011
21771VIC	Certificate I in General Education for Adults (Introductory)	31/12/2011
21772VIC	Certificate I in General Education for Adults	31/12/2011
21773VIC	Certificate II in General Education for Adults	31/12/2011
21774VIC	Certificate III in General Education for Adults	31/12/2011
91418NSW	Course in Preliminary Spoken and Written English	22/01/2013
91421NSW	Certificate I in Spoken and Written English	22/01/2013
91422NSW	Certificate II in Spoken and Written English	22/01/2013
91423NSW	Certificate III in Spoken and Written English	22/01/2013

Information specific to a particular accredited short course & Units of competence/modules from full qualifications are available from GALA.

EMPLOYMENT OF TRAINERS/ASSESSORS OF ACCREDITED COURSES

GALA Inc recognises its responsibility in the employment of trainers/assessors, participants and potential employees. Appointments are in adherence with accepted principles of Equal Employment Opportunity.

All trainers, assessors, tutors appointed are qualified in accordance with VETAB requirements.

The CEO is responsible for familiarising new trainer/assessors/tutors to the site and informing them of day to day administrative procedures and ensuring that new trainer/assessors are inducted with regard to educational standards and GALA philosophies and expectations.

COURSE EQUIPMENT AND MATERIALS

In most cases students will be responsible for purchasing their own course materials. Equipment and materials lists are issued at the time of enrolment so please allow for this cost when choosing a course.

STUDENT RIGHTS AND RESPONSIBILITIES

- The Griffith Adult Learning Association Inc. recognises that:
- Students recognise other peoples' human worth and dignity
- The student's right to learn in an appropriate environment and that all people using the GALA Inc. have a right to be free from any form of harassment and/or discrimination.
- Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
- Students should come to class sober and drug free and smoke only in open areas away from other people.
- Students have a right to have their learning needs known and addressed by the teacher
- Students pay all fees and charges associated with the course.
- Students have the right to expect a competent teacher and achieve the expected course outcomes.
- Students have the right to be re-assessed if the competency is not achieved first time.
- Students are responsible for personal possessions while attending the course.
- Students are expected to take responsibility for cleaning and tidying their work area at the end of each session.
- Students have the rights to normal privacy afforded all citizens in personal matters
- Students have a right to a prompt refund of course fees in accordance with the refund policy
- Students should report all injuries or incidents of harassment by another student or tutor promptly to the coordinator and ensure a written report is kept in the incident record book.

Disciplinary procedures make take place if students do not conform to these responsibilities.

STUDENT ATTENDANCE AND MONITORING

All course attendances at GALA Inc. are recorded on Class Rolls. Tutors, Trainers/Assessors are responsible for keeping rolls up to date and securing rolls while courses are in progress. At the end of the course, GALA Inc. retains the Roll. Course Rolls for Accredited courses are retained for 30 years. Where courses have an attendance component, the tutor is responsible for warning students when attendance problems may jeopardise the student being able to complete the course or to receive the appropriate credential.

STUDENT RECORDS

Student Privacy

Information concerning students, including information submitted on enrolment forms, will be used by GALA Inc or other authorised organisations for the purposes of general student administration, communication, state and national reporting, program monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys. The provision of this information is necessary for both enrolment and re-enrolment.

Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting GALA Inc on (02) 6964 5334.

With the exception of disclosure to government organisations for statistical purposes the following procedures apply GALA recognises its responsibility to provide secure and safe storage of student records in accordance with VETAB directives.

Student's records and results are available to that student on request. People/Organisations other than the student must have signed/written confirmation from the Student to release records/results.

No information about any student (or staff member) (including address and telephone number) is given to any other person or organisation unable to produce written proof of legal right to that information without the written permission of student (or staff member).

All details on both staff and students are stored in accordance with relevant Privacy and Security legislation.

OCCUPATIONAL HEALTH AND SAFETY

Griffith Adult Learning Association Inc is committed to take reasonable care of Health and Safety of its students and staff and will comply with all regulations of the NSW Occupational health and Safety Act 2000. The emergency Exit Plan is displayed in all rooms of the GALA INC.

Fire fighting equipment will be available at all times on the GALA Inc premises.

Griffith Adult Learning Association Inc will maintain safety by:

- Providing and maintaining equipment and systems of work that are safe and without risk to the health of everyone
- Making arrangement for ensuring the safe use, transport and storing of equipment.
- Providing information, instruction, training and supervision necessary to ensure health and safety of students and staff.

The NSW Occupational Health and Safety Act aim to protect the health, safety and welfare of people at work and lays down general requirements which must be met at place at work in NSW. The Griffith Adult Learning Association Inc is committed to fulfilling its responsibilities under the Act.

Further information is available from Workcover www.workcover.nsw.gov.au

Griffith Adult Learning Association Incorporated

EMERGENCY EVACUATION POLICY/PROCEDURE 51 Yambil St Griffith NSW

Emergency Evacuation Procedure of Griffith Adult Learning Association Incorporated

On being advised that there is a real or potential emergency in the building;

Or on being instructed to evacuate by *The CEO, Riverina Community College (RCC) Staff representative*, or your Tutor, all other Employees & Students should:

1. Prepare for an evacuation by putting away any important documents, collecting class role if applicable to take with the Tutor on evacuation
2. Obey any directions given by Tutors and or GALA/RCC Staff.
3. Assemble at the nearest emergency exit - all emergency exits are clearly marked.
4. Assist mobility-impaired employee's students to the appropriate Emergency Exit.
5. Follow the instructions of GALA/ RCC Employees or Tutors
6. Exit the building in a calm and orderly, but quick fashion.
7. High-heeled shoes should be removed before leaving the building in the case of an Emergency.
8. When out of the building, move well clear of the building to avoid hindering those coming behind you.
9. Proceed immediately to the designated assembly identified in the evacuation map located within the building.
10. Return to the building only when instructed by Your Tutor, GALA/ RCC Employee.
11. Report any person not accounted for to your Tutor or GALA/ RCC Employee.

David Martin

Centre CEO

GALA Inc

3 February 2006

Accident & incident Policy and procedure

INCIDENT REPORTING AND INVESTIGATION

Why is this Important?

An incident is an unplanned event that has resulted in, or has the potential to result in injury, illness, damage or loss. The term 'incident' includes accidents and near hits.

Incidents should be reported and investigated as soon as practical after the event to prevent re-occurrences. The aim of incident investigation is to identify deficiencies in the occupational health and safety management system and improve the existing system to prevent further incidents, not to assign blame. For example did the incident occur as a result of unguarded machinery, poor maintenance, safe work procedures not followed, lack of training and supervision, etc.

INCIDENT REPORTING & INVESTIGATION PROCEDURE

To prevent re-occurrences of incidents *Griffith Adult Learning Association Inc* encourages our employees and contractors and course participants to report all incidents.

From the information gained off the report we can establish what caused the problem and prevent it from happening again.

**All accidents
and incidents
MUST be
reported.**

- All accidents and incidents are to be reported, from minor injury to equipment damage.
- Incident report forms are to be completed within 24 hours of incident.
- Assign an incident number for internal reference only.
- Incident investigations for all incidents are to be undertaken, with recommendations generated from Management to prevent a re-occurrence.
- A follow-up system is in place including corrective actions issued by Management to a nominated person.
- Actions must be completed and noted on the [Incident Report Form](#).
- Lost time injuries and any medical or first aid treatment received by employees is recorded, on the [Incident Report Form](#) and incident report book.
- The relevant statutory authorities are to be informed of all reportable accidents/incidents notifiable under the legislation.

STEPS FOR INCIDENT REPORTING & INVESTIGATION

**IT IS IMPERATIVE
THAT ALL
ACCIDENTS AND
INCIDENTS ARE
REPORTED
IMMEDIATELY.**

- All incidents requiring first aid or medical treatment must be recorded on the incident report form.
- All incidents will be investigated by the CEO and, where necessary, by the relevant Employee Representative.
- Incident investigation has three (3) purposes. They are:
 - to establish causes;
 - identify contributing factors; and
 - Implement strategies to prevent a recurrence.
- Incident investigation is **NOT** about apportioning blame.
- When an incident investigation is conducted, the Incident Report form will be used.
- All incidents, injuries and near misses should be investigated. The Company will request copies of external investigation reports.
- The Incident Report form will be signed by the person conducting the investigation, passed on to the CEO.
- All notifiable injuries and diseases will be reported to the relevant statutory bodies, in the prescribed format.

**Griffith Adult Learning Association Inc
Accident/Incident Report Form
GALA Inc Po Box 1588 Griffith NSW 2680
Phone 02 6964 5334 Fax 02 6962 4404**

Date: /.... /.....

PERSON INVOLVED DETAILS

Surname:.....Given Names:.....Sex (M/F).....

Address:.....

City :.....State:.....P/Code:.....Phone:.....

Date of Birth:.../.../.... Occupation:.....

ACCIDENT INCIDENT DETAILS

Date of event .../.../... Time of eventam/pm

Activity and area in which person was engaged at the time of the event

.....
.....
.....

Type of injury and part of the body injured/nature of incident describe location injury in detail

.....

.....where did the Injury occur address of the location

.....

Cause of injury

.....
.....
.....
.....

Treatment given action taken

.....
.....
.....

Name of person administering first Aid

.....Any referral treatment

.....

Did the injured person cease the activity YES / NO

TimeAM / PM

Date.../.../....

Name Signature

Person completing this form

David Martin
CEO
GALA Inc

VOCATIONAL EDUCATION AND TRAINING (VET) Policy

GALA Inc aims to develop and improve its delivery of vocational education and training in Griffith by

- Planning for and implementing continuous improvement in the provision of training services
- Planning for people in these communities to have access to vocational education and training
- Encouraging people in these communities to access, participate and succeed in vocational education and training
- Offering a varied selection of accredited courses and training package competencies (single competencies or certificates) which reflect these communities' needs
- Promoting vocational education and training
- Maintaining and accessing venues and equipment which reflects the best possible available for vocational education and training in these communities
- Offering an ACE service which continues to be flexible and welcoming in its delivery

RECOGNITION OF PRIOR LEARNING Policy

GALA Inc recognises that current and future applicants to accredited courses and competencies in training packages may already have skills and knowledge that satisfy some or all of the competencies in that course or competency in the training package.

GALA Inc will assess and recognise current competencies held by applicants who apply for RPL in courses or competencies of training packages the centre is registered by VETAB to provide.

GALA Inc. also recognizes qualifications issued by other Registered Training Organisations. If you have qualifications from other organisations please refer them to the CEO.

If you would like more information about recognition of prior learning, ask the Centre CEO for advice about the assessment procedure. Fees will apply.

REGISTRATION Policy

All information on Competency-based components of any course is made available in the brochure prior to enrolment. This is to ensure that students do not enrol in courses with an inaccurate view of any Competency based training skills (and appropriate accreditation) that may be necessary to the successful completion of any course.

GALA Inc. makes available to students, information on provisions of contract regarding cost, concessions, responsibilities for course delivery, refund arrangements (where applicable), and procedures in the event of premature cessation of any course.

GALA undertakes to inform all students on the status and outcomes of any course in which they may be enrolled, should these change after enrolment.

ACCESS AND EQUITY Policy

See Code of Practice.....

GRIEVANCE Policy

Student grievances will be treated seriously and the procedure will endeavour to ensure that the grievance is resolved quickly and harmoniously.

Procedure

In the first instance attempts will be made to resolve the issue locally and informally. If the dispute is not resolved at an informal level the following process should be followed; The student will be informed that GALA Inc. has a grievance policy and procedure. This will be made available on request.

The student is to write a letter outlining the complaint and send it to the CEO. The CEO shall acknowledge the letter by phone and attempt to resolve the grievance and reach a verbal agreement. Through this process, the CEO will try to ascertain what the aggrieved student wants to achieve through the grievance process, and to promote resolution. The student may use the services of an independent advocate at this time. If unsuccessful;

If a resolution cannot be reached, the CEO will refer the grievance to the next stage. The student will be notified in writing, by the CEO, of the decision in regard to the complaint.

Student complaints will be reviewed annually by the Management of GALA Inc's part of its review of service and customer satisfaction.

VET ASSESSMENT Policy

See Code of practice

GRIFFITH ADULT LEARNING ASSOCIATION INC CODE OF PRACTICE

Griffith Adult Learning Association Inc has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff abide by it.

LEGISLATION

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

NSW Vocational Education and Training Act: provides for the administration of a vocational education and training system and oversees the provision of post-Year 10 education and training in NSW.

NSW Occupational Health and Safety Act: provides for duties and obligations related to workplace health and safety.

NSW Anti-Discrimination Act: provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation (points 17 and 18)

All of the above are available on: www.legislation.nsw.gov.au

Federal Privacy Act: Relating to the collection, use and storage of personal data is available on: www.privacy.gov.au

ACCESS, EQUITY, CLIENT SELECTION AND ADMISSION

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program.

Griffith Adult Learning Association Inc incorporates the principles of equity into all programs.

Griffith Adult Learning Association's staff have been instructed in their responsibilities with regards to Access and Equity principles.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

RECOGNITION OF CREDENTIALS

Griffith Adult Learning Association Inc recognises the AQF qualifications and statements of attainment issued by any other Australian Registered Training Organisation.

CREDIT TRANSFER

Griffith Adult Learning Association Inc may provide credit transfer for any formal learning that a client has undertaken.

ENROLMENT, INDUCTION AND ORIENTATION

Griffith Adult Learning Association Inc conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

The completion of an Enrolment Form and any specific needs of the individual client with regard to:
Language, Literacy and Numeracy support;
venue safety and facility arrangements;

relevant legislative requirements and accessibility;
review of the training and assessment program and flexible learning and assessment;
client support, welfare and guidance services arrangements;
appeals and complaints procedures;
disciplinary procedures; and
Recognition arrangements and Credit Transfer.

MARKETING

Should Griffith Adult Learning Association Inc market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. Griffith Adult Learning Association Inc will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is available prior to enrolment.

Ethical Marketing Practices

Griffith Adult Learning Association Inc will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

Griffith Adult Learning Association Inc will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

Griffith Adult Learning Association Inc will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

Griffith Adult Learning Association Inc will always accurately represent training products and services to prospective clients.

Griffith Adult Learning Association Inc ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and Clear Marketing:

Where advertisements and/or advertising materials refer to Griffith Adult Learning Association's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. Griffith Adult Learning Association Inc only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Griffith Adult Learning Association Inc identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Griffith Adult Learning Association Inc comply with the names/titles recognised by the State Registration Authority.

Full information on specific courses is available from Griffith Adult Learning Association Inc prior to enrolment.

LANGUAGE, LITERACY AND NUMERACY

Griffith Adult Learning Association Inc recognises that all vocational training includes language, literacy and numeracy tasks and all Griffith Adult Learning Association Inc trainers and assessors provide:

materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;

clear models of the language/literacy/numeracy task;

Opportunities for repeated and supported practice; and

Opportunities for independent practice.

Where some clients require additional practice and training Griffith Adult Learning Association Inc arranges appropriate language, literacy and numeracy support.

DELIVERY

Griffith Adult Learning Association Inc ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications,

Griffith Adult Learning Association Inc affirms that it has in place and applies the following resources: delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;

delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and

Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Griffith Adult Learning Association Inc are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

ASSESSMENT

Griffith Adult Learning Association Inc has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

Griffith Adult Learning Association Inc is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Griffith Adult Learning Association Inc remains consistent with the National Assessment Principles and the requirements of Training Packages and accredited Courses.

Assessment Principles:

Griffith Adult Learning Association Inc ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

Reliable

All assessment methods and procedures will ensure that units of competency or modules related to accredited courses are assessed consistently and that there is always consistency in the interpretation of evidence.

Flexible

Assessment will be offered, in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. Griffith Adult Learning Association Inc will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.

Fair

Assessment methods and procedures will not, under any circumstance, disadvantage any client.

Valid

Assessment activities will always meet the requirements as specified in the unit of competency or accredited modules. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

Griffith Adult Learning Association Inc offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

off-the-job training and assessment

workplace assessment

recognition of prior learning/recognition of current competence

credit transfer

Assessor Qualifications:

Griffith Adult Learning Association Inc ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

the assessment guidelines of training packages; and/or

the assessment requirements of accredited courses;

If staff members of Griffith Adult Learning Association Inc do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Griffith Adult Learning Association Inc may also utilise auspiced

assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve Griffith Adult Learning Association Inc staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Assessment Resources:

Griffith Adult Learning Association, when designing assessment resources, ensures that all aspects of competence are covered, including:

task skills (performance of individual tasks);

task management skills (managing a number of different tasks within the job);

contingency management skills (responding to problems, breakdowns and changes in routine); and
Job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

Conducting Assessment:

When conducting assessment, Griffith Adult Learning Association Inc ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Australian Qualifications Training Framework Standards for Registered Training Organisations.

Griffith Adult Learning Association Inc ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Griffith Adult Learning Association Inc always follow the methodology outlined below:

Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.

Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.

The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.

All evidence-gathering methods remain reliable, flexible, fair and valid.

As assessments are undertaken, Griffith Adult Learning Association Inc trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.

Post-assessment guidance is always available to clients.

A fair and impartial appeals process is always available.

Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by Griffith Adult Learning Association Inc include, but are in no way limited to:

demonstration

questioning

workplace performance

role-play

simulation

oral presentation

graphic presentation

projects/assignments

audio/visual display

written tests

skills portfolio

APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to clients of Griffith Adult Learning Association. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. Griffith Adult Learning Association's time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and Griffith Adult Learning Association's satisfaction. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client,

they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

FEES, CHARGES & REFUNDS

Courses offered/delivered through the Griffith Adult Learning Association Inc are charged at the advertised rate. Whilst Griffith Adult Learning Association Inc endeavours to maintain advertised course fees, these fees may be subject to change without notice.

Refunds If Griffith Adult Learning Association Inc. (GALA Inc) cancels a course; fees will be fully refunded within fourteen (14) days of course cancellation. Course fees will be refunded if advice of withdrawal is received seven (7) days before commencement of course. A \$25.00 administration charge will apply. GALA Inc cannot accept responsibility for changes to a participant's personal circumstances. There will be no refund if withdrawal is less than seven days before commencement of course, as funds are committed. GALA Inc is not responsible for any outlays made by students for books or materials for courses.

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients of the Griffith Adult Learning Association Inc RTO are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Griffith Adult Learning Association Inc does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

DISCIPLINARY PROCEDURES

All Griffith Adult Learning Association Inc clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

ACCESS TO CLIENTS' RECORDS

Each client's records are available to them on request. Clients' records are not available to other people unless Griffith Adult Learning Association Inc is requested in writing by the client to allow such access.

RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE

Recognition of prior learning/current competence assessment is available to all clients. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for Recognition should contact their trainer/assessor.

Declaration

Please sign and complete the following declaration stating that you have read and understand the terms conditions as laid out in the GALA Inc course participant hand book

I.....of

City/Town.....

P/code.....

Have read and understand my rights and responsibilities as a student and my responsibilities in relation to Occupational Health and Safety. This has included evacuation procedures, student rights and responsibilities, including accident and incidents notification.

I have read the GALA Inc Student Handbook and agree to abide by the terms and conditions as outlined in this handbook. With particular reference to the provisions of the Occupational Health and safety policies and procedures of the Griffith Adult Learning Association Inc including situations where there are potential OH&S issues, these are to be reported to my tutor or to the CEO of GALA Inc or any other GALA Inc Employee. In addition as a student, GALA Inc is willing to consult with me re all OH&S matters via the CEO, Tutor, or any other GALA Inc employee.

I also declare that any work presented by myself in relation to gaining full qualifications and or associated Units of Competence or Modules is my own work which I have produced in order to meet the requirements of gaining accredited outcomes in respect of the course enrolled.

Print name.....Signed.....

Date.....

Please return this form to your Tutor at the beginning of your course

Thank you

David Martin
CEO
GALA Inc