

1. Access & Equity

- 1.1. ACTU Organising Centre policy prohibits discrimination towards any group or individual.
- 1.2. We are committed to ensuring all participants have reasonable access to training irrespective of their sexual preferences, culture, age, race, socio-economic background or disability.
- 1.3. ACTU Organising Centre will make reasonable adjustments to facilities and program delivery in order to maximise access and participation by all participants. This includes providing, where necessary and appropriate:
 - language, literacy and numeracy assistance
 - client support, including any external support the Centre may arrange
 - flexible learning and assessment procedures
 - welfare and guidance services

2. Privacy

- 2.1. ACTU Organising Centre respects the privacy of all clients and is committed to protecting personal information provided to us.
- 2.2. We disclose personal information only for government reporting and statistical purposes. Participants sign their consent for this on the 'Accredited Training Participant Details' form and the Course Participant List.
- 2.3. ACTU Organising Centre ensures information provided to us remains private and protected from misuse, loss, unauthorized access, modification or disclosure.
- 2.4. Participants may access their own training files by making a request in writing (signed and dated).

3. Participant Selection, Enrolment and Induction

- 3.1. ACTU Organising Centre courses are open to all Unions.
- 3.2. Our selection, enrolment and induction practices are ethical, responsible and consistent with the requirements of courses and adhere to equity and access principles.
- 3.3. During recruitment and selection, ACTU Organising Centre advises prospective participants of:
 - Our Scope of Registration (ie: the national qualifications we are registered to deliver);
 - application processes and selection criteria, including pre-requisites;
 - fees and costs involved in undertaking training;
 - qualifications to be issued on completion or partial completion of courses;
 - competencies to be achieved during training;
 - assessment procedures, including recognition of prior learning;
 - grievance procedures
 - available services should the participant require support.
- 3.4. For most courses participants must be nominated by their union.
- 3.5. For some courses, selection interviews or other processes are undertaken to determine suitability.

3.6. Participants of qualification courses undergo an induction at commencement of training. The induction enables them (and their Mentors, where appropriate) to become familiar with the program requirements. A Course Handbook is given out with:

- a) Details of how the course will be delivered;
- b) Details of competencies they will be trained and assessed in;
- c) An individual Training Plan, where appropriate;
- d) An RPL application (where applicable);
- e) The ACTU Organising Centre 'Training Code of Practice - Participant Information' document;
- f) Attendance requirements and protocols for:
 - Absences from training;
 - Requesting extensions for submission of assignment.

The induction also allows the Educator to arrange support for individual participants if assistance is necessary because of special needs.

4. Complaints, Grievances and Appeals Procedure

- 4.1. ACTU Organising Centre will record the concern in writing and will refer any situation involving a breach of the law to the appropriate legal agency.
- 4.2. We will organise discussion and resolution with all relevant parties and give the client opportunity to formally present his/her case.
- 4.3. If the concern involves an appeal against an assessment decision, we will review the assessment immediately and conduct a re-assessment by another Assessor.
- 4.4. If the concern is unable to be resolved, it can be referred to the National Training Manager or Director. If the concern is unable to be unresolved at this level, it may be referred to the union secretary and raised in Committee of Management.
- 4.5. If the concern is unable to be resolved internally, ACTU Organising Centre will approach an appropriate legal or independently impartial body to act as arbiter. We will consult the client about the selection and invite the client to also seek representation by an impartial body.
- 4.6. We will record all actions to be taken to resolve the complaint and will inform the client of the outcome in writing, including reasons for the decision.
- 4.7. We will keep all records relating to the concern in the Complaints file.

5. Participant Discipline

- 5.1. All participants of ACTU Organising Centre are responsible for helping to maintain both a positive and safe learning environment.

Code of Conduct

- 5.2. Under our Code of Conduct, participants are expected to:
 - Follow attendance requirements and observe punctuality for all training sessions;
 - Show respect for each other and for the Educators;
 - Take care of training facilities

Disciplinary Procedure

5.3. If a participant fails to observe the Code of Conduct he/she will be subject to disciplinary counseling.

5.4. The Disciplinary Counseling Procedure is as follows:

- The participant is spoken to on a one-to-one basis;
- The participant is given the opportunity to respond and if they wish, someone of their choice may be in attendance;
- If the matter cannot be resolved or a further incident occurs, the matter is taken up with the mentor (if applicable) and/or union concerned;
- If the matter still cannot be resolved, the participant is formally counselled and their ongoing participation in the program examined;
- The participant is given opportunity to see recorded file notes.

6. Recognition of Prior Learning (RPL)

6.1. ACTU Organising Centre offers Recognition of Prior Learning (RPL) to all participants of qualification courses.

6.2. Applicants need to complete an RPL Application form available from our website, or from the Educator upon request.

7. Recognition of Qualifications

7.1. ACTU Organising Centre recognizes AQF Qualifications and Statements of Attainment issued by any other RTO.

7.2. Participants requesting credit transfer must provide original certificates (qualifications and/or statements of attainment). We will examine original documentation and determine if credit transfer applies.

8. Fees and Refunds

8.1. ACTU Organising Centre fees, charges and refunds are fair and reasonable.

8.2. Fees are listed on our website. If training is nationally accredited (ie: a qualification course), GST is not payable on fees.

8.3. For each participant, fees are payable on enrolment by the participant or their union.

8.4. Cancellation of a course enrolment must be received in writing from the participant or the union.

8.5. If an enrolment is cancelled, a refund is given according to the following policy:

- More than 14 days before course commencement date - full refund
- Between 7 - 14 days before commencement date - 50% refund
- Less than 7 days - no refund
- For On-line courses, no refund is given once a participant has been assigned a User Name and Password.
- For funded courses, refunds are according to the Government policy.