



Australian Alpine Training Institute

CODE OF PRACTICE

This Code of Practice has been developed to provide students and clients with a commitment to the maintenance of high standards in the provision of vocational education and training and other client services.

Our standards of quality are in compliance with the AQTF 2010 Essential Standards for Continuing Registration

The Code of Practice is available to all clients and is enforced by all at the ASPA Training College

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CODE OF PRACTICE

MISSION STATEMENT

See Business Plan

ACCESS and EQUITY

The Australian Alpine Training Institutes commitment to the principles of access and equity in vocational education and training gives practical expression to Department of Education, Science and Trainings (DESTs) goal of improving the knowledge, skills and quality of life for Australians, having regard to the particular needs, of target groups.

In keeping with this commitment the Australian Alpine Training Institute will strive to ensure that its training and assessment programs are relevant fair and inclusive. The Australian Alpine Training Institute will achieve this by promoting education to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options that are available to meet their individual training needs.

The Australian Alpine Training Institute will implement fair educational programs and geographic resource allocation practices to maximize the participation of target groups. The Australian Alpine Training Institute will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

The Australian Alpine Training Institute is firmly committed to providing equal employment opportunities and educational outcomes for all staff all students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

The Australian Alpine Training Institute recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

We are committed to providing a friendly, educational environment for your time at the Australian Alpine Training Institute.

We guarantee you of our full support for the entire duration of your course of study through to your completion.

WHAT IS THE Australian Alpine Training Institute's POLICY ON EQUAL OPPORTUNITY?

The Australian Alpine Training Institute is an Equal Opportunity employer.

The Australian Alpine Training Institute has in place corporate policies, in accordance with government legislation, which ensure that employees and consultants are not discriminated against.

All employees and consultants are made aware of their obligations under the relevant Commonwealth and State Anti-Discrimination legislation.

The Australian Alpine Training Institute is committed to preventing unlawful discrimination, sexual harassment, victimisation and vilification in its workplaces. It is also committed to preventing bullying.

Each of The Australian Alpine Training Institute's workplace participants is required to ensure that they do not unlawfully discriminate, harass, victimise, vilify or bully any other workplace participant.

For the purposes of this policy, a workplace participant is:

- All employees of The Australian Alpine Training Institute (including non-permanents);
- Contractors to The Australian Alpine Training Institute;
- Applicants for jobs with The Australian Alpine Training Institute; and
- People who work in the same workplace but for a different employer.

A failure to comply with this Equal Opportunity Policy may result in disciplinary action up to and including dismissal.

It is the responsibility of all The Australian Alpine Training Institute management and staff to treat all workplace participants and equipment with courtesy and respect and to behave in accordance with this policy.

The Australian Alpine Training Institute supports the concept of equal opportunity in employment and is committed to a program, which will ensure compliance with both the letter and the spirit of the relevant legislation.

The Australian Alpine Training Institute believes all workplace participants should be treated with respect and fairness and that everyone will be afforded natural justice.

The Australian Alpine Training Institute values and respects the diversity of its workforce.

The Company believes that diversity creates a competitive advantage and enhances employee participation.

POLICY OBJECTIVES

The objectives of this Equal Opportunity Policy are to:

- Ensure a work environment free from discrimination, harassment, victimisation and vilification for all workplace participants;
- Ensure that bullying does not occur;
- Provide a procedure for dealing with complaints of discrimination, harassment, victimisation, vilification or bullying if they occur;
- Provide information to all workplace participants in relation to their rights and responsibilities concerning discrimination, harassment, victimisation and vilification in the workplace; and
- Ensure that employment is based on the principle of merit and that employees are not treated less favourably on the basis of an irrelevant characteristic during the course of employment.

WHAT SITUATIONS ARE COVERED BY THIS POLICY?

This policy aims to prevent discrimination, harassment, victimisation and vilification in the workplace. This can occur:

- During recruitment;
- In the course of employment at any location;
- In the termination of employment; and
- At work related functions (e.g. Christmas party);

Further, when using labour hire or temporary staff The Australian Alpine Training Institute will request that the agencies being used apply non-discriminatory screening and interviewing processes to ensure selection is from a diverse pool of candidates. This ensures The Australian Alpine Training Institute employs the best person for the position.

WHAT IS UNLAWFUL DISCRIMINATION?

Discrimination is essentially any practice that makes distinctions between individuals or groups, so as to disadvantage some and advantage others. Federal, State and Territory legislation prohibits both direct and indirect discrimination on various grounds.

Direct discrimination is when a person, or group of people, receive less favourable treatment than others on the basis of:

- Personal attributes
 - Age
 - Race
 - Sex
- Personal characteristics, particular to people with one of the above mentioned attributes

Indirect discrimination is the imposition of a condition on a person, or group of people, which, on face value appears not to be discriminatory, however it has an adverse effect on a particular group of people.

A person indirectly discriminates against another person or group when:

- They are required to comply with a particular condition which a substantially higher proportion of people cannot comply
- The condition is not reasonable having regard to all circumstances

The Australian Alpine Training Institute adheres to Federal, State and Territory legislation, which prohibits discrimination in employment on the following grounds:

- Sex
- Religion and/or Political opinion

- Medical record
- Irrelevant criminal record
- Creed
- Mental, intellectual or psychiatric impairment
- Family responsibilities and status as a parent or carer
- Disability
- Age
- Sexuality/sexual orientation
- Physical impairment, *Disability Discrimination Act 1992 (D.D.A.)*
- Pregnancy or potential pregnancy
- Race, nationality or ethnic origin
- Marital status
- Transgender or gender identity
- Trade union activity
- Physical features
- Breast feeding in the work place
- Lawful sexual activity
- Association with a person who has such characteristics

Discrimination on any of these grounds is prohibited in all areas of employment, including:

- Recruitment
- Terms and conditions of employment
- Access to promotion, transfer or training or other employment benefits
- Unfavourable treatment
- Appropriate workplace behaviour
- Termination of employment
- Commission agents
- Contract workers; and
- Casual and part-time workers

The Australian Alpine Training Institute aims to provide equal opportunity for all workplace participants and to comply with all anti-discrimination laws.

Discrimination by one workplace participant against another will not be tolerated. A workplace participant who discriminates against another may be subject to disciplinary action up to and including dismissal.

Discrimination can occur either directly or indirectly.

Direct discrimination is any action, which specifically excludes a person, or a group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it because a personal characteristic, irrelevant to the situation, is applied as a barrier. That is, a person, (or group of people) is treated less favourably because they possess a characteristic listed as a reason for discrimination, e.g. age, sex, race, disability or marital status.

Indirect discrimination occurs when an action, policy or practice appears to treat people equally, but actually disadvantages a person or group of people, and those people are

disadvantaged because of their sex or their race or one of the other prohibited grounds of discrimination.

Indirect discrimination occurs where there is a requirement, rule, policy, practice or procedure that is the same for everyone but has an unequal effect on particular groups. This type of requirement is likely to be indirect discrimination unless the requirement is reasonable in all the circumstances.

REFUND OF FEES POLICY

Purpose

The AQTF 2010 Essential Standards for Continuing Registration requires that Australian Alpine Training Institutes protect fees paid in advance and have a fair and reasonable refund policy.

Payment of Enrolment Fees

An initial non-refundable administration fee of \$300 applies to all courses. This fee is payable in advance before course commences.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates.

Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card).

Course Fees

The Australian Alpine Training Institute will charge a nominal fee per course enrolled. This fee must be paid in advance of course start date.

Refund of Fees

Employer sponsored courses and traineeships:

Administration fee may be refunded under the following circumstances:

1. If a trainee leaves employer more than (7) days prior to the commencement of the course, full administration fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.
2. If a trainee leaves employer more than (1) one day prior to commencement of the course 20% of administration fee will be forfeited, 80% of administration fee will be refunded, commencement date will be the first scheduled structured training session date booked by the trainer.

3. No refunds will be granted from the date of the commencement of course.

Refund of Fees

Student Funded Courses (not traineeships)

Course fees may be refunded or reallocated under the following circumstances:

1. If the Australian Alpine Training Institute cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund), the Australian Alpine Training Institute may also offer the student a transfer to another course, this choice is for the student to make.
2. If a refund is requested more than 14 days before course commences, a full refund, less the administration fee will be given.
3. If a refund is requested between 14 days of course commencement and the day of commencement, 40% of the course fees will be refunded, less the administration fee.
4. If the student wishes to change their enrolment into another course at same Australian Alpine Training Institute the course fees paid will be transferred to new course.
5. If a student applies for RPL and the application is unsuccessful, there will be no refund.

No Refund

1. If a student applies for RPL and the application is unsuccessful, there will be no refund.
2. Once Training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to school at a later date, this will also be approved by Australian Alpine Training Institute (the student must return within 1 year to complete course).
3. The student fails to comply with terms and conditions of enrolment and college policies and procedures as provided in the Student Handbook
4. The student provides false or misleading information

Progress Payments

Generally the Australian Alpine Training Institute requires upfront payment of course fees. In line with our values on equity and access, students may approach the Australian Alpine Training Institute if they have circumstances that warrant an alternative payment structure being agreed.

In some instances the Australian Alpine Training Institute may offer a payment plan, where students may make progress payments for example: course cost is \$6000 for 1 year. The Australian Alpine Training Institute may allow student to pay \$1000 every 2 months in advance.

How to apply for refund

Complete the Request for Refund form RfR.

Note: Refunds due to the student will be paid within 2 weeks of receiving written application on the appropriate form available from Student Support Manager

Fees Protection

The Australian Alpine Training Institute has established an insurance policy with ACPET (Australian Council for Private Education and Training) to cover fees paid in advance by students, insurance policy noted ASTAS (Australian Student Tuition Assurance Scheme).

WHAT IS SEXUAL HARASSMENT?

Sexual Harassment is defined as any uninvited, unwelcome behaviour of a sexual nature involving written, visual or physical affront against another person. Sexual harassment may include:

- Requests for sexual favours;
- Leering, unwanted physical contact, wolf-whistles, obscene gestures or noises;
- Persistent requests for a social "date";
- Sending or displaying to other workplace participants pornographic pictures or jokes by email;
- Comments or questions about a person's sex life;
- Offensive posters, pictures or graffiti;
- Sexual jokes, sexually suggestive telephone calls;

Sexual harassment within the Company will not be tolerated and any workplace participant who sexually harasses another will be subject to disciplinary act which may include dismissal.

WHAT IS VICTIMISATION?

Victimisation is the term used to describe any paybacks, retribution or intimidation associated with a discrimination or harassment complaint. Victimisation refers not only to intimidation of complainants or potential complaints, but also to the alleged harasser or discriminator, witnesses, supporters and those resolving or investigating any complaints.

The Australian Alpine Training Institute will take all reasonable steps to ensure victimisation does not occur. Workplace participants found guilty of victimisation will be subject to disciplinary action up to and including dismissal.

WHAT IS VILIFICATION?

Vilification is a public act which incites, encourages or urges others to hate, have serious contempt for, or severely ridicule, a person, or group of people because they are (or thought to be) members of a particular group. Acceptable forms of lawful free speech will not include any form of vilification.

Any workplace participant that vilifies another workplace participant will be subject to disciplinary action up to and including dismissal.

RACISM

The Australian Alpine Training Institute is firmly committed to providing a working teaching and learning environment that is free from racism. Racism not only denies a person's fundamental human right to respect, it reduces their opportunity to gain a fair share of society's valued resources such as education and employment.

The Australian Alpine Training Institute recognises that the achievement of equal employment opportunities and equal educational outcomes is dependent on the provision of a discrimination and harassment free environment.

The Australian Alpine Training Institute recognises the community's racial and ethnic diversity.

The Australian Alpine Training Institute expresses unconditional rejection of racist behaviour and its commitment to eliminate racism in its organisational structure through the provision of training programs that are equitable, accessible and culturally inclusive.

BULLYING

Workplace participants are expected to treat each other with dignity and respect. The Australian Alpine Training Institute values individual differences and expects that all workplace participants will work together.

Bullying is inappropriate behaviour aimed to demean and humiliate workplace participants, either as individuals or as a group. Examples of bullying behaviour include:

- Manipulation;
- Intimidation;
- Belittling remarks;
- Persistent criticisms, nit picking or fault finding;
- Verbal and/or physical abuse;
- Isolation from colleagues;
- Withholding information; or
- Setting unrealistic targets.

Although bullying may not be specifically in breach of anti-discrimination laws, a workplace participant who bullies a fellow workplace participant may be subject to disciplinary action up to and including dismissal.

WHY IS THE Australian Alpine Training Institute INVOLVED?

Anti-discrimination laws and vilification laws place obligations on The Australian Alpine Training Institute to ensure that it prevents:

- Discrimination
- Harassment
- Victimisation; and
- Vilification

Primarily, the person who discriminates, harasses, victimises or vilifies is liable for their actions. However, The Australian Alpine Training Institute may be held vicariously liable for the actions of its employees unless it has taken “all reasonable steps” to prevent the discrimination, harassment, victimisation or vilification.

RELEVANT LEGISLATION

The Australian Alpine Training Institute and its workplace participants are subject in Victoria, to the following pieces of legislation applying to harassment, discrimination and equal opportunity in the workplace.

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Equal Opportunity for Women in the Workplace Act 1999
- Equal Opportunity Act 1995 (Vic)
- Anti- Discrimination Act 1997
- Spent Criminal Records Act 1991 (NSW)
- Workplace Relations Act
- Industrial Relations Act 1996 (NSW)

WHAT IS THE “COMPLAINT, CONCERN & APPEAL HANDLING SYSTEM”?

This Policy sets out the procedure to be followed if a workplace participant wants to make a formal or informal complaint of discrimination, harassment, victimisation, vilification or bullying.

The Australian Alpine Training Institute also provides the same system to review and address student concerns.

The Australian Alpine Training Institute also provides the same system to review and address appeals.

The Australian Alpine Training Institute will carry out the complaint, concern handling process and appeal process as quickly as possible given the individual circumstances of the complaint, concern or appeal. The Australian Alpine Training Institute will act on each substantiated issue. This process will be at little or no cost to the student.

WHAT IS THE Australian Alpine Training Institute's POLICY ON CONFIDENTIALITY IN ITS COMPLAINT HANDLING SYSTEM?

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for an employer to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

The Australian Alpine Training Institute wants to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

The Australian Alpine Training Institute also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work.

In trying to balance these competing considerations, The Australian Alpine Training Institute will so far as is possible respect a wish for confidentiality. For example, The Australian Alpine Training Institute may not take specific action against the alleged discriminator/harasser because the substance of the allegations cannot be established/validated and procedural fairness cannot be afforded. In these types of situations, the Australian Alpine Training Institute would only be able to take general preventative action and monitor the situation.

However, there will be times when this may not be possible and due to the nature of the complaint the Australian Alpine Training Institute may be required to act on the information provided.

CUSTOMER SERVICE CODE

"We recognise that the customer is the most vital element of our business, and we seek to understand, anticipate and be responsive to our customer needs."

The Australian Alpine Training Institute is committed to:

- Answering the telephone within three rings;
- Answering the telephone politely, stating our name with the Australian Alpine Training Institute greeting;
- Recognising that customer complaints are our opportunity to show outstanding service in dealing with these complaints, efficiently, effectively and in a friendly manner;
- Constantly thinking of different ways to assist and attain our customers with our new ideas to ensure our training is more effective;
- Recognising that each customer contact is our opportunity to forge a positive and ongoing relationship, as well as demonstrating our abilities to assist and provide outstanding service;

FINANCIAL STANDARDS

1. In the case of student funded courses, the Australian Alpine Training Institute has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of the Australian Alpine Training Institute; see Refund Policy.
2. The Australian Alpine Training Institute will adopt a refund policy that is fair and equitable both to the student and The Australian Alpine Training Institute.
3. The Australian Alpine Training Institute will ensure that the contractual and financial relationship between the student and the Australian Alpine Training Institute is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.
4. In the case where the employer is funding the cost of training, information of such funding will be provided to the trainee at the discretion of the employer only.

STUDENTS CONCERNS, COMPLAINTS AND APPEALS MECHANISM

1. The Australian Alpine Training Institute ensures that all students will have access to a fair and equitable process for dealing with grievances and will provide an avenue for students to appeal against such decisions, which affect the student's progress.
2. Every effort will be made by The Australian Alpine Training Institute to resolve the student's complaints, concerns or appeals. To this end, the Training Manager is the person to refer above issues to. At the time of enrolment this complaints, concerns or appeals procedure will be outlined to students.
3. Should a student have a complaint or concern they should first bring this to the attention of their trainer. If the issue has not been dealt with to their satisfaction, the next step is to complete the Notice of Complaint Concern Form NG in writing and lodge document with the Training Manager who will contact the trainee within twenty-four hours.
4. Where complaints, concerns and/or appeals cannot be resolved internally, The Australian Alpine Training Institute will provide an outside independent person to hear the case. The current independent person is [insert independent person].

Student Concerns

Students should advise their Training Manager of any concerns that they may have regarding their progress though out their Training Program. The Australian Alpine Training Institute has a process in place for managing student concerns.

STUDENTS CONCERNS, COMPLAINTS AND APPEALS POLICY

We ensure that:

- All prospective course participants will be provided with a copy of the Complaints and Appeals Policy and Procedure document.
- All concerns, disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the procedure.
- Course participants will be provided with details and as efficiently as possible.
- All concerns, disputes or complaints and outcomes will be documented in writing.
- The Australian Alpine Training Institute will attempt to resolve concerns, disputes or complaints fairly and equitably within 10 working days from receipt of notice.

PROCEDURE

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participant's amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most grievances to be addressed. However in some cases alternative measures need to be explored.

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

For training related matters

Steps

- Discuss the matter with your Trainer. If not satisfied the course participant may then:
- Have the matter referred to the Training Manager for consideration. The student/trainee must send a letter or email to The Australian Alpine Training Institute addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the grievance. The Training Manager will discuss the circumstances with another Trainer and contact the student/trainee with the result within 10 working days of receipt of appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided). Please email to: rtoceo@skipatrol.org.au or Mail to: The Training Manager.
- Where a concerns, disputes or complaints cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. The Australian Alpine Training Institute will provide an outside independent person to hear the case. The current independent person is [insert independent arbitrator].

For assessment related matters

If you are advised that a Unit is Not Yet Competent, but you believe that

- You genuinely do have the required degree of competency; and
- That you have provided reasonable proof of this to The Australian Alpine Training Institute

Then you may query or appeal that result.

The process is quite simple, and is allowed by The Australian Alpine Training Institute to ensure that all students/students are fully satisfied with the fairness and accuracy of our assessment processes.

To appeal a decision:

Steps

1. Discuss the matter with the Trainer. If not satisfied the course participant may then
2. Have the matter referred to the Training Manager/ The Australian Alpine Training Institute Training Committee for consideration. The student must send a letter or email to The Australian Alpine Training Institute addressed to the Training Manager.
3. Ensure that you provide sufficient details about yourself and your course, and the circumstances. You will need to explain why you feel the Not Yet Competent result is not appropriate, and also send a copy of your original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact you with the result within 10 working days of receipt of your appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided).

Please email to: rtoceo@skipatrol.org.au or Mail to: The Training Manager

Where a concerns, disputes or complaints cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. The Australian Alpine Training Institute will provide an outside independent person to hear the case..

The Australian Alpine Training Institute will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record (Form CG) will be raised and filed in the Quality Compliance Folder for future reference.

The matter may be resolved by:

1. Granting the appeal, or
2. Rejecting the appeal, or
3. Referring the matter to an independent external assessor for resolution.
4. A written statement of the appeal outcome including reasons for the decision will be documented and provided.

INTERNAL CUSTOMER SERVICE POLICY

All members of The Australian Alpine Training Institute have the right to be treated with respect, be free from sexual and racial harassment and rude or impolite behaviour.

- It is the responsibility of all employees to represent The Australian Alpine Training Institute in a positive light in all circumstances and maintain the confidentiality agreement as prescribed in the contract of employment;
- It is important to maintain a respectful rapport with all external clients, agencies and competitors;
- The Employer has the right to expect that work be completed within a timeframe to the required standard; and
- The Employee has the right to expect to be treated fairly at all times by the employer and to be paid on time.

MARKETING OF EDUCATION AND TRAINING SERVICE

The Australian Alpine Training Institute will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses. No false or misleading comparisons will be drawn with any reference to the provider or course. There may be some cases where marketing and promotional activities may be carried out by authorised Government bodies. In these instances permission in writing is obtained by all parties.

OCCUPATIONAL HEALTH AND SAFETY POLICY

The Australian Alpine Training Institute has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the Occupational Health and Safety Act (1991) or its successor.

IMPLEMENTATION PROCEDURES

Introduction

Providing and maintaining a healthy and safe work environment is a leadership responsibility. Ongoing support of The Australian Alpine Training Institute's Health and Safety program is the responsibility of everyone.

RESPONSIBILITIES

Members of Management

Members of Management are held accountable for their performance in managing occupational health and safety in areas under their control.

They must also ensure that adequate provision is made to enable occupational health and safety standards to meet policy objectives. It is The Australian Alpine Training Institute's policy in the allocation of resources that a high priority should be given to items with significant occupational health and safety implications.

Occupational health and safety issues must be included on meeting agendas at regular intervals.

While the Chief Executive has the final responsibility for the occupational health and safety of staff at The Australian Alpine Training Institute, all supervisors are responsible for planning, implementing and maintaining occupational health and safety standards and practices in all areas and activities under their control.

This responsibility includes the need to look to the welfare of, and to provide a healthy and safe environment for, their staff, visitors and contractors and to ensure that the standards and practices adopted are in conformity with statutory requirements and the provisions of The Australian Alpine Training Institute's policy. In particular, it is their role to:

- Lead by example in relation to occupational health and safety standards and awareness;
- Familiarize themselves with the Occupational Health and Safety Act, 1985 and in particular with those sections relating to employer responsibilities and the powers and rights of health and safety representatives;
- Establish occupational health and safety committees and ensure that members attend appropriate training;
- Appoint appropriate safety officers and adequate numbers of emergency personnel and ensure that they receive adequate training;
- Deal with health and safety issues raised by health and safety representatives;
- Consult with the relevant health and safety representatives, where practicable, on all changes which may affect the occupational health and safety of staff, visitors or contractors;
- Ensure that occupational health and safety appears on the agenda of departmental or equivalent meetings at regular intervals, at a frequency consistent with the number of hazards and degree of risk;
- Arrange for occupational health and safety rules to be developed, documented and issued to all staff and where appropriate, visitors and contractors;
- Ensure that all staff, visitors and contractors receive a safety induction that includes information pertaining to emergency response procedures and personnel;
- Ensure that all staff, visitors and contractors receive the appropriate information, instruction and training necessary for them to perform work safely and with the hazards to which they are exposed;
- Ensure that adequate emergency equipment is provided and properly maintained, that regular training in the use of the equipment is carried out and that at least two emergency evacuation exercises per annum take place;
- Ensure that the occupational health and safety implications of all new work and building alterations are fully assessed at the planning stage;
- Ensure that the health and safety implications of new equipment and new materials are fully assessed prior to purchase;
- Ensure that adequate financial provisions are made for occupational health and safety equipment and materials and the maintenance of occupational health and safety standards;
- Ensure that hazard identification and risk assessment procedures are developed, documented and maintained for the use, handling, storage, transport and disposal of equipment, materials and substances, and that appropriate risk controls are implemented and maintained;
- Ensure that the facilities and equipment provided are safe and suitable for the types of work to be carried out and that healthy and safe work methods are developed and adopted;
- Ensure that records are maintained in relation to all of the above;
- Indicate safety compliance as part of staff performance appraisal.

Supervisors

Supervisors have a particular responsibility for ensuring that the work for which they are responsible is carried out in ways which safeguard the occupational health and safety of staff in their charge and contractors that they are supervising managing.

Supervisors should:

- Actively practice and develop in their staff proper attitudes towards occupational health and safety matters;
- Control the risks associated with the work that they supervise using a documented risk management process;
- Ensure that safe work practices are developed and maintained at all times;
- Arrange for their staff to be instructed in safe and healthy work procedures, and ensure that they are fully informed about particular hazards, and to avoid, eliminate or minimize them;
- Ensure that good housekeeping standards are developed and maintained in the areas under their control;
- Ensure that staff under their control use safety equipment provided when required and in a correct manner;
- Gain a knowledge of employer responsibilities and the powers and rights of health and safety representatives under the Occupational Health and Safety Act 1985 or its successor, through attendance at an OHS training course or by other means; and
- Indicate safety compliance as part of staff performance appraisal.

THE Australian Alpine Training Institute staff who engage or manage contractors

The OHS Act states that independent contractors and their employees are to be regarded as employees of the organisation engaging the independent contractor in terms of responsibility for occupational health and safety. The Australian Alpine Training Institute's staff who engage or manage contractors are therefore responsible for the health and safety of the contractor and the contractor's employees, in relation to all matters over which The Australian Alpine Training Institute control.

The Australian Alpine Training Institute staff that engage or manage contractors must therefore ensure that:

- Contractors and their employees receive a site specific safety induction which includes The Australian Alpine Training Institute's emergency response and incident reporting procedures and information on site specific hazards;
- The equipment and material used by contractors are safe and are used in a manner that does not pose a risk to the contractor(s) or to The Australian Alpine Training Institute staff and visitors;
- The contractors are not exposed to health and safety risks arising out of the activities of The Australian Alpine Training Institute;
- The contractors use appropriate personal protective equipment and safety equipment at all times;
- The contractors use safe work methods at all times;
- All contractors have statutory compensation and liability insurance.

Individual

While responsibility for occupational health and safety at the Australian Alpine Training Institute is a prime function of all levels of management, each member of staff has an overriding moral and legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Taking action to avoid, eliminate or minimise hazards of which he or she is aware;
- Complying with all occupational health and safety instructions, policies and procedures including departmental safety manuals;
- Making proper use of all safety devices and personal protective equipment;
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders;
- Not willfully placing at risk the health and safety of any person at the workplace;
- Seeking information or advice where necessary before carrying out new or unfamiliar work;
- Maintaining dress standards appropriate for the work being done. Appropriate protective clothing and footwear must be worn at all times;
- Consuming or storing food and drink in only those areas designated;
- Being familiar with emergency and evacuation procedures and the location of, and if appropriately trained, in the use of, emergency equipment.

Safety Officers

Management is responsible for appointing a suitable safety officer for the areas under their control.

The safety officer is deemed to be the employer's representative (as required by the OHS Act) at the local level.

Safety Officers should be free to devote as much time as necessary to occupational health and safety matters. All staff should have direct access to their safety officer.

The main role of a Safety Officer is to act as a focal point for all occupational health and safety matters arising at the particular location. Carrying out the role involves:

- Identifying hazards and making recommendations to eliminate or reduce risks associated with those hazards;
- Providing advice on local occupational health and safety matters and obtaining advice on areas outside their expertise from OHS or other sources;
- Bringing to the attention of occupational health and safety hazards associated with their work;
- Monitoring health and safety standards and compliance with OHS rules, policies and procedures;
- Bringing to the attention of Management unresolved occupational health and safety matters;
- Investigating and reporting on all incidents, injuries and occupational health problems and notifying OHS of incidents and hazards in line with reporting requirements;
- Assisting with the promotion of occupational health and safety awareness.

ADMINISTRATION

The Australian Alpine Training Institute will:

Maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of Prior Learning), qualifications issued, complaints, concerns, appeals and the archiving of records.

In the event that the Australian Alpine Training Institute ceases operation, all records of student achievement of awards (Certificates or Statements of Attainment issued) dating from the school became registered, for all training covered by the registration, will be sent to the regulatory body on computer disc.

QUALIFICATIONS

The Australian Alpine Training Institute will:

- Issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of registration, Credentials and Statements of Attainment will include the following:
 - Name of the provider as shown on the Certificate of Registration;
 - Name of the person receiving the qualification;
 - Name of the course/Training Package qualification as shown on the Scope of Registration;
 - Date issued;
 - Authorised signatory of the Registered Training Organisation;
 - Where courses are nationally recognised, imprint certificates with the nationally recognised training logo;
 - Identify units of competency on any certification issued in relation to courses based on national competency standards; and
 - Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Re-issuing Qualifications

If you're Certificate or equivalent document is misplaced or damaged, contact your Training Consultant to order a replacement.

Please note that The Australian Alpine Training Institute **will not** re-issue a Certificate or Statement of Attainment. If your original Certificate is lost, we will issue you with a Certified Copy of your original Certificate or Statement of Attainment, the cost being \$20.00.

TRAINING ENVIRONMENT

The Australian Alpine Training Institute undertakes to:

- Comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations;

- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

PERFORMANCE MANAGEMENT SYSTEM

The Australian Alpine Training Institute has implemented a Performance Management System, which allows for accurate measurement of each member of staff's effectiveness, and ability to provide service to the internal and external clients within the resources and constraints that preside.

The concept of this system will highlight where a process has fallen or not met expectations due to a variety of reasons including, but not limited to:

- Lacking skill base of the employee;
- The process was not complete;
- The procedure no longer meets the requirement; and
- A lack of understanding in the processes.

Once this has been highlighted a process of rectifying the issue would be implemented resulting in and not limited to the following possible remedies:

- Implementing a training and development program; and
- Evaluation of the procedure.

The aim of the program is to adjust policy and processes in meeting the needs of the employer, employee, and the requirements of the clients. Within this realm The Australian Alpine Training Institute is committed to the development of all staff within the area of duty. The area of duty is the development of the skills and abilities for individuals to be able to carry out the assigned tasks and duties within their Job Description Form.

PROVISION OF EDUCATION AND TRAINING SERVICES

1. The Australian Alpine Training Institute will adopt policies and management practices which maintain high quality professional standards in the delivery of education and training services, and which safeguard the interests and welfare of students.
2. The Australian Alpine Training Institute will maintain a learning environment that is conducive to the success of students. The Australian Alpine Training Institute will have the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of students. The Australian Alpine Training Institute will monitor and assess the performance of its students.
3. The Australian Alpine Training Institute will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required.

4. Assessment practices will be in line with the national assessment principles.

PROVISION OF INFORMATION

The Australian Alpine Training Institute will supply accurate, relevant and up-to-date information to prospective students covering, but not limited to, the matters listed in this code. The Australian Alpine Training Institute will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance.

RECRUITMENT

Recruitment of students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which qualification proficiency and aspirations of the applicant are matched by the training opportunity offered.

The Australian Alpine Training Institute will ensure that suitably qualified staff and/or agents assess the education background of the intended students, and provide for the training of such staff and agents, as appropriate. The Australian Alpine Training Institute observes all modern practices concerning Equal Opportunity issues and makes no discrimination on the basis of age, race, gender, or religious preferences in the application and enrolment of students in any training course.

RECOGNITION OF PRIOR LEARNING (RPL)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

Students wishing to apply for RPL should speak to the Training Manager at the time of 'enrolment'. If they wish to apply for Recognition of either past qualifications or experience they will need to do so within two weeks of enrolment.

The Training Manager will provide the relevant application form. He/she will also inform student as to the performance criteria and outcomes of units within the course, so that student may decide if application is warranted or not.

Please Note: the fee to assess students for RPL is \$300 per unit of competency. There is no refund of the RPL fee should the student be deemed as unsuccessful in RPL.

If recognition of previous learning is assessed as unfavourable, the student will have the chance to appeal decision at little or no cost. Refer to the complaints and appeals policy and subsequent complaints and appeals application form.

If student has a prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory, The Australian Alpine Training Institute

will automatically give exemptions for those units of competency. Credit transfer will be provided at no cost to student.

RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- A. Review of Evidence including relevant Formal Qualifications.
- B. Interviews
- C. Confirmation of Testimonials
- D. Validated Workplace Logbooks
- E. Skills/Challenge testing
- F. Written/Oral reviews

The steps for RPL

1. Student/trainee requests recognition at enrolment
2. Appropriate qualification is identified at enrolment
3. Appropriate competency is identified at enrolment
4. Training Manager will advise student/trainee of evidence required; The student/trainee will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have to apply;
5. Student/trainee completes the RPL Application form.
6. The fee to assess students for RPL is \$300 per unit of competency. There is no refund of the RPL fee should the student be deemed as unsuccessful in RPL
7. Student/trainee collects evidence to support claim for RPL, which must be submitted to Australian Alpine Training Institute within two weeks. An application form should be completed and forwarded, with any supporting evidence, and application fee to the Training Manager.
8. Australian Alpine Training Institute will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements, the Training Manager and support staff will complete this process
9. If claim matches learning outcomes/competencies then full recognition is granted
10. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks
11. If further evidence is not recognised then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way.
12. If student/trainee wishes to appeal decision he/she must inform the Australian Alpine Training Institute in writing within 1 week of rejection letter
13. Student/trainee may appeal decision following the complaints and appeals process. The cost will be little or no cost to student.
14. Letter of advice will be forwarded to student/trainee outlining the costs (if any) of appeal process. Once student/trainee has paid his/her share of

- cost for further process (*must be received within 1 week of request for payment*). The appeal will progress forward.
15. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision.
 16. Completed RPL Application Form (Form Gx) with attachments will be placed on the student/trainees file and results of application
 17. The RPL Assessment register will be updated and placed into the RPL Assessment Register
 18. Details of the Application recorded on the RPL Register (Form Gz).
 19. Appeal details will be documented in the Corrective Action Record (Form CG) and filed in the Quality Compliance Folder for future reference.

PRIVACY POLICY

The Australian Alpine Training Institute will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles. The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

The Australian Alpine Training Institute will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law. For example student information is only given to the following bodies where required:

- DET Department of Education & Training
- VROA Victorian Registration and Qualifications Authority
- STA State Training Authorities
- Employers where the student is a Trainee

Trainee/student will sign an Authority to Release Form that authorises release of their details.

All employer information obtained will be treated as "commercial in confidence" whether so marked or not.

The Australian Alpine Training Institute collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registered authority. The

requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want.

No cost will be charged for them accessing their information.

While you are undertaking your training program, there will be times when the Australian Alpine Training Institute and/or its Training Manager, Business Development Consultant, Administration Officer may need to discuss your situation with others.

The Australian Alpine Training Institute is required to ask for your permission in writing with reference to release of information, a form titled "Authority to Release Information" (Form HA), will need to be signed prior to the course starting.

QUALITY ASSURANCE POLICY

The quality procedures for the training function clearly identify the lines of responsibility and processes for managing, monitoring and improving all training and support operations and for reviewing student/client satisfaction.

Reporting Relationship

The Training Manager is responsible for, and reports directly to the Training Director of the Australian Alpine Training Institute for all training and training related issues. Trainers report directly to the Training Manager.

Quality Procedures

Trainers employed by the Australian Alpine Training Institute must have as a minimum:

- A qualification or competencies to the level being delivered;
- Demonstrated achievement of TAA 40104 Certificate IV in Workplace Training and Assessor;
- Industrial experience that is current and relevant to the particular courses or modules being delivered; and
- Be able to demonstrate current industry skills directly relevant to the training/assessment being undertaken and
- Continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence and
- Any special qualification/s and experience specified in the curriculum concerned.

From time to time, the Australian Alpine Training Institute may employ specialist trainers, expert in their field, who will train under the supervision of a Certificate IV Trainer.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the Training Program.

All students will be provided with the information listed above (Refer Student Information), and receive an orientation program prior to Training Program commencement.

Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at the conclusion of each Training Program.

The Training Manager, who will apprise the Chief Executive of their findings, will review a summary of the results of each evaluation.

The Training Manager together with the Chief Executive Officer, determine any action to be implemented as a result of evaluation.

The Training Manager will ensure that:

- All staff are fully prepared for their duty and have access to the current Training Packages, all the necessary course material, facilities, equipment and support resources; and
- Training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

Quality Administration

The Training Manager is responsible for.

- Maintenance and safe backup of records and the record keeping system, qualifications issued, RPL applications, complaints, concerns, appeals and evidence of quality practices);
- Ensuring full VETTrack reporting capability (as required);
- Compliance with the Conditions of Registration;
- Achievement of the requirements of training contracts;
- Selection of training staff and maintenance of relevant records;
- Professional development;
- Developing Delivery and Assessment Strategies and aligning them to the needs of clients
- Assessment, including RPL validations
- Assessment moderations and evaluation strategies;
- RPL assessments; and
- The maintenance of the Scope of Registration including obtaining copyright clearances and ensuring courses are current;
- Advise the State or Territory registering body that has registered it that the Australian Alpine Training Institute has commenced operations in any other State or Territory within 21 days of commencing the interstate operations and/or within 3 months of ceasing delivery and/or assessment in a location the state or territory of registration;
- Applying to the State or Territory registering body for any extension to scope of registration.

CONTINUOUS IMPROVEMENT POLICY

Policy

The CEO and Training Manager will conduct an internal audit of the Australian Alpine Training Institute compliance with the AQTF 2010 Standards and government funding agreements annually or as required.

The CEO and Training Manager will analyse the internal audit outcomes and all/any non-conformances with the AOTF Standards and government funding agreements and will devise a strategy and time frame to correct any/all non-conformances found.

The Training Manager will collect and analyse stakeholder and client feedback and satisfaction data on the services provided by The Australian Alpine Training Institute. The Quality Assurance committee will consider all information received from clients and stakeholders and review its policies and procedures in the light of the information received.

PROCEDURES

Development of Client Satisfaction Survey and Feedback Tools

The Client Satisfaction Survey and other Feedback/Evaluation Tools will be developed by the CEO. The agreed Surveys and Feedback Tools will be documented and disseminated in an agreed upon frequency or in line with State Performance Agreement or AOTF requirements.

Other Surveys have been developed by ACER and must also be provided to students, employers. This task is the role of the Training Manager to ensure the process is completed within the timelines set and analysis of the data for improvements is completed and a report provided to CEO and back to registering authority.

Client and Stakeholder Feedback

Employers, Students, Trainer/Assessors, Administration staff and other stakeholders are to be asked to complete satisfaction surveys as follows:

Students

- Students will complete a satisfaction survey at the halfway mark of each certificate that he/she is enrolled in with The Australian Alpine Training Institute. (Roughly 6-8 months after the commencement of each certificate).

Trainer/Assessors

- Trainer/Assessors will complete a satisfaction survey every six months, prior to their performance appraisal.

Client

- Clients will complete a satisfaction survey every six months

Collection of Trainee/Client Satisfaction Surveys

Trainee Satisfaction Surveys

Students will be asked to complete the survey in their own time and submit the survey anonymously. Once they have done this, the trainee is then requested to contact The Australian Alpine Training Institute to confirm that they have completed the survey so the administrative staff can document it on their file. Students who do not have internet access will receive a satisfaction survey via mail with a self addressed envelope enclosed.

The feedback is to be summarised on a "response template" as follows:

- Student feedback reviewed by the CEO and Training Manager and is made available to Trainer/Assessors
- Client feedback is summarised by CEO and Training Manager and attached to the original satisfaction surveys
- Unsolicited feedback received by any member of staff is to be referred to CEO and Training Manager who will compile a list of any such feedback
- The CEO will convene regular meetings of the Quality Assurance committee to review The Australian Alpine Training Institutes policies and procedures in the light of all feedback received
- The CEO will advise all Managers, Students, Trainer/Assessors of any/all changes to policy and procedures as agreed by the Quality Assurance committee and endorsed by the Directors. Note that Trainers and Assessors will be involved in the management meetings so that they may provide their own experience to the findings so that decisions will be relevant to the needs of the client.

Use, Collection and Security of Client Feedback

- The Australian Alpine Training Institute will ensure that feedback is used for the appraisal of training conducted and guides future training
- Feedback shall be sought from Trainer/Assessors, Students, and Employers at regular intervals during the training.
- Feedback shall be provided to Trainer/Assessors to guide future training processes by seeking responses on the degree of program success through the Quality Assurance Committee
- Feedback which indicates discrimination, anti-equal opportunity practices shall be acted upon by the CEO immediately
- Feedback shall be maintained in a secure database and hard copies kept in an appropriate and secure feedback folder specific to the particular group's feedback
- The CEO shall use feedback from the particular groups to enhance training delivery and the quality of the training resources

Client Feedback Survey

The Australian Alpine Training Institute will maintain records of Client Feedback on Training Delivery, Training and Assessment Resources and Administrative Procedures:

Clients will be asked to complete and submit the survey. Clients who do not have internet access will receive a satisfaction survey via mail with a self addressed envelope enclosed.

- Client feedback on the suitability of training to meet client and the Australian Alpine Training Institute's needs shall be sought and maintained by the Director during and at the completion of program
- Records of client feedback shall be maintained for the use of the CEOs in guiding training resources and process development

Internal Audits

- The CEO and Training Manager will organise the conduct of an internal audit of the Australian Alpine Training Institute every 12 months as a minimum or more regularly as required, to ensure compliance with the AQTF standards
- The Training Manager will report compliance and non compliance issues and steps to be taken to ensure compliance
- The Training Manager must conduct random AQTF audits
- The Training Manager will implement the Australian Alpine Training Institute audit checklist based on the requirements of the AQTF and the performance agreements associated with State government funded Training
- The Training Manager will advise all personnel of the date and purpose of the audit to ensure that all necessary documentation is available for audit
- Where policies and procedures are not being adhered to, the Training Manager will take appropriate action to ensure those policies and procedures are followed in the future
- Where policies and procedures are lacking or are no longer appropriate to The Australian Alpine Training Institute operations, the audit report recommendations are referred to the Quality Assurance committee for review
- The Australian Alpine Training Institutes Chief Executive will review the Australian Alpine Training Institutes compliance with AQTF Standards at least annually.

A Corrective Action Record (Form CG) will be raised and filed in the Quality Compliance Folder for future reference.

RISK MANAGEMENT

Risk Management is defined as the systematic application of management policies, practices, and procedures to the task of identifying, analysing, assessing, treating and monitoring risk.

Policy

The Australian Alpine Training Institute must document and implement procedures to:

1. Identify and manage risks concerned with compliance with the Standards for Registered Training Organisation and:
2. Correct and prevent any failure to comply with the AQTF Standards for Registered Training Organisation and the Australian Alpine Training Institute's quality system, policies or procedures

Risk

Risk is defined as the chance of something happening that will have an impact on objectives. It is measured in terms of consequence and likelihood.

Procedure

- Develop a Risk Management Plan
- Ensure the delivery of Training undertaken by The Australian Alpine Training Institute is AQTF compliant
- Implement and monitor policies and procedures for ensuring quality training and assessment consistent with scope of registration and scale of operations

- Ensure that The Australian Alpine Training Institute complies with the Standards for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf
- The Australian Alpine Training Institute will conduct an internal audit of its compliance with the National Standards and the policies and procedures
- The Australian Alpine Training Institute will have a written plan for its business that is consistent with its scope of registration and scale of operations
- Correct and prevent any failure to comply with the Standards for registered Training Organisations and the Australian Alpine Training Institute quality system, policies or procedures
- The Australian Alpine Training Institute will develop and implement written procedures relating to continuous improvement of its systems
- The Australian Alpine Training Institute will ensure that its policies and procedures ,meet the requirements of Commonwealth or State/Territory legislation which are relevant to the Australian Alpine Training Institute operations
- The Australian Alpine Training Institute will document and implement procedures to assure the integrity, accuracy and currency of records
- The Australian Alpine Training Institute's policies and procedures will include a requirement that it recognises the AQF qualification and Statements of Attainment issued by any other Australian Alpine Training Institute
- The Australian Alpine Training Institute policies and procedures will incorporate access and equity principles
- The Australian Alpine Training Institute have developed and implemented written procedures for the recruitment, induction and ongoing development of each member of its staff who is involved in training, assessment or client service, encourage and provide relevant opportunities for their professional development, and monitor their performance.
- The Australian Alpine Training Institute has developed and implemented strategies for training delivery and assessment for each Training Package qualification and accredited training program within its scope of registration
- The Australian Alpine Training Institute will comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited training programs
- The Australian Alpine Training Institute accurately represents to prospective clients training products and services that lead to AQF qualifications or Statements of Attainment and ensure that advertised outcomes are consistent with these qualifications
- Progression promoted as Career Opportunities
- Administration and Trainer/Assessors are employed in line with AQTF requirements, Organizational Structure and Student numbers
- The Australian Alpine Training Institute monitors its financial position formally on a monthly basis holding business review meetings with Training Manager and Administrators
- Be proactive in identifying and implementing other training programs that may attract funding from either Government or on a Fee for Service System
- The Australian Alpine Training Institute will develop a working relationship with the training funding authorities in each state and territory

The Australian Alpine Training Institute Risk Management Plan

The Australian Alpine Training Institute has written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations.

The Australian Alpine Training Institute complies with the AQTF 2010 Essential Standards for Continuing Registration across all of its operations and in all of training/assessment activities, including those undertaken by other persons or bodies on its behalf.

The Australian Alpine Training Institute provides for examination of documentation and reasonable access to all areas, records and staff are required by the Australian Alpine Training Institute.

The Australian Alpine Training Institute has an organisational chart and duty statements or terms of reference that show the lines of authority in the organisation, the responsibility and allocation of functions.

The Australian Alpine Training Institute in conjunction with an Australian Alpine Training Institute representative, or an external consultant conducts an internal audit of its compliance with these standards and the policies and procedures at least annually.

The Australian Alpine Training Institute documents and implements policies and procedures for dealing with customers complaints, concerns, and appeals in a constructive and timely manner. The policies and procedures must ensure that:

- 1) Each complaint, concern, appeal and its outcome is recorded in writing
- 2) Each appeal is heard by an independent person or panel, and
- 3) Each appellant:
 - a. Has an opportunity to formally present his/her case, and
 - b. Is given a written statement of the appeal outcomes, including reasons for the decision within 10 days of the appeal.

A Corrective Action Record (Form CG) will be raised and filed in the Quality Compliance Folder for future reference.

The Australian Alpine Training Institute writes plans for its business that is consistent with its scope of registration and scale of operations. This plan is reviewed annually.

The Australian Alpine Training Institute documents and implements procedures to:

- 1) Identify and manage risks concerned with compliance with the AQTF 2010 Essential Standards for Continuing Registration of Registered Training Organisations, and
- 2) Correct and prevent any failure to comply with the AQTF 2010 Essential Standards for Continuing Registration for Registered Training Organisations and the Australian Alpine Training Institute's quality system, policies or procedures

The Australian Alpine Training Institute collects and analyses stakeholder and client feed back and satisfaction data on the services it provides and uses the information to review its policies and procedures.

The Australian Alpine Training Institute has developed and implemented written procedures relating to:

- Acting on opportunities for improvement identified by any means, and
- Continuous improvement of its systems

Compliance with Commonwealth, State / Territory legislation and regulatory requirements

The Australian Alpine Training Institute identifies and complies with State or Territory laws including Commonwealth or State / Territory legislation on:

1. Vocational education and training
2. Occupational Health and Safety
3. Studentships
4. Workplace harassment, victimisation and bullying
5. Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination

The Australian Alpine Training Institute ensures that its policies and procedures meet the requirements of Commonwealth or State / Territory legislation which are relevant to the Australian Alpine Training Institute's operations.

The Australian Alpine Training Institute ensures that it has all the insurance cover necessary to carry out its business, including insurance for workers compensation, public liability, professional indemnity, building and contents.

Risk Identification

The CEO will be responsible for the identification and management of risks concerned with compliance with AQTF 2010 Essential Standards for Continuing Registration for Australian Alpine Training Institute's.

In assessing compliance risks we have defined 4 types of risk categories:

- i) People / Staff
- ii) Documents / Paperwork
- iii) Process / Procedure and
- iv) Facilities

We then evaluate each of the AQTF 2010 Essential Standards for Continuing Registration requirements for compliance within each of these categories. After identifying a compliance risk we apply an appropriate compliance control to manage the risk.

This will be documented in the Risk Management Plan (Form CS). Data from the Risk Management Plan will then be transposed into the Risk Management Audit Report (Form CT) where the details of the corrective action will be documented and signed off by responsible authority.

All compliance controls will be documented within our AQTF Policy and Procedures Manual and will be referenced accordingly.

All details of our AQTF risk management are recorded in our AQTF Risk Management Plan. See *AQTF Risk Management Plan (Form_CS)*

RECORD KEEPING

The Australian Alpine Training Institute will keep complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records upon the students request. In the case of an employer providing financial support for training, The Australian Alpine Training Institute will make individual student records available to the student for a period of 2 years from the date of enrolment. After that time records will be archived and a minimal cost of retrieval will apply. Retrieval of records will be available for a period of 30 years from the date of enrolment.

RIGHTS AND RESPONSIBILITIES OF TRAINING PROVIDERS

The Australian Alpine Training Institute will:

- Maintain adequate and appropriate insurance including public liability and work cover;
- Advise VRQA in writing within 10 working days of any change to the information contained in the Registration/Endorsement application; and
- Allow VRQA or its agent's access to training records, delivery locations, staff or students for the purposes of auditing performance or verifying compliance with the conditions of registration.

All training providers are now governed by legislation regarding the quality of services delivered to students.

The Australian Alpine Training Institute is committed to the ongoing continual improvement of its organisation and as such provides considerable information to assist in ensuring that every possible stance is afforded to persons undertaking training with the organisation.

Australian Alpine Training Institute uses strict version control procedures Form CV.

The following information is important and should be filed for future reference

The Australian Alpine Training Institute undertakes to ensure the provision of:

- Support for students as documented in Trainee Rights and Responsibilities;
- Quality of training and trainers commensurate with course level and content;
- Accredited training that is Competency Based and has a Competency Based Assessment procedure; and
- A step-by-step RPL process and policy.

SUPPORT SERVICES

The Australian Alpine Training Institute will provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate support services in terms of academic, personal and career counseling. A job seeker advisory service is available and all students/students enrolled free of charge and a professional resume can be constructed for a fee of \$300.

- A refund and financial policy is outlined in the Student Handbook. (Students who have a complaint of a financial nature that cannot be resolved internally are referred to the Consumer Claims Tribunal through the Department of Public and Consumer Affairs);
- A complaint procedure for training and assessment is outlined in the organisation's code of practice;
- Withdrawal arrangements for students: (students may withdraw from any course at any stage without prejudice and may arrange suitable entry and exit points for any course with the Training Manager); and
- The Australian Alpine Training Institute is committed to providing assistance to students with language, literacy or numeric difficulties. The Australian Alpine Training Institute Student Handbook details how students can access this assistance.

In further accordance with our Quality Assurance procedures The Australian Alpine Training Institute reserves the right to terminate the training for any student that:

- Deliberately endangers the health and safety of another student or trainer;
- Has not attended scheduled training sessions for two or more consecutive sessions without first giving at least 48 hours notice prior to cancelling the scheduled session(s);
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via other person/s;
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes;
- Refuses to abide by the students responsibilities as outlined in "The Rights and Responsibilities of Students";
- Breach the rights of copyright owned by The Australian Alpine Training Institute on any material that is given to the student for use during the course,
- Prevents in any way another student from completing or continuing their training / course in the reasonable peace and privacy assured them by the the Australian Alpine Training Institute Code of Practice;
- Commits Plagiarism and
- Refuses to act according to the reasonable restrictions placed in training venues. E.g. smoking policies, parking, access, etc.

Similarly, any trainer employed by The Australian Alpine Training Institute that violates any student rights or engages in any activity that causes disadvantage to any student will be subject to dismissal. Student should take note of all complaints procedures and whenever in doubt should contact the Training Manager to arrange a confidential interview to discuss their concern or complaint.

STUDENT INFORMATION

The information provided to students will be accurate, relevant and up-to-date. This will as a minimum include:

- Scope of Registration;
- Application processes and selection criteria;
- Facilities and equipment;
- Competencies to be achieved during training;
- Assessment procedures;
- Qualifications to be issued on completion or partial completion of a course; and
- Student support services.

Policies and Procedures for:

- Recognition of Prior Learning;
- Student Complaints, Concerns and Appeals;
- Fees and Charges; and
- Fee Refunds.

STUDENT RIGHTS AND RESPONSIBILITIES

Students are protected under legislation governing Training Providers. Students are entitled to the following for all accredited training undertaken:

- To receive Competency Based Training and Assessment at a level of quality equal to the AQTF competency standards for courses;
- To have the training delivered in comfortable, well, appointed accredited venues with appropriate resources and facilities suit the needs of the training course;
- To receive Equal Opportunity practices from the Training Provider;
- To receive support in learning by having an accessible contact person and number who will assist in clarifying any assessment and pre session tasks; and
- To have the trainer hold the appropriate qualifications and industry current experience relating to the level of your course.

TRAINING AND DEVELOPMENT POLICY

The Australian Alpine Training Institute is committed to the training and development of all employees for the betterment of individuals, clients, and the company as a whole.

TRAINING RESOURCES

The Australian Alpine Training Institute has a comprehensive range of available resources, and brochures to support the delivery of assessment and training for all programs offered.

Welfare and Counselling Services

Counselling services may be contacted using your phone and via the internet, the following contacts may be of service:

CEO