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New Enquiries

Potential students need to know prior to purchase any training product information about:

- The products and services
- The organisation
- Hailer Training policies and procedures.

This information is distributed to Students at the time of enquiry and before accepting the enrolment and/or fee.

This information may be distributed via Hailer Training web-page site or through hard copy postage or collection.

As a minimum the information must contain:

- Course title(s) and units of competency
- Duration
- Training and assessment methods
- Facilities, equipment and learning resources
- Fees
- Refund policy
- Access and equity policies
- Entry requirements
- Enrolment procedures
- Welfare, guidance and LLN support
- Grievance procedures
- Student rights and responsibilities
- Induction procedures
- Flexible learning practices
- Information on Competency based training and assessment requirements
- Offer of RPL

Student Induction

The induction/orientation program is conducted to acquaint Students with their rights and responsibilities, and Hailer Training standards, policies, procedures and evacuation procedure.

All new Students are provided with a copy of Hailer Training Student Information Handbook and a training and assessment delivery schedule/training plan. Students must sign the Receipt of Handbook Acknowledgement and Agreement form. The Handbook includes the following generic information:

- Recognition for prior learning/current competencies
- Language literacy and numeracy requirements
- Learner's rights and responsibilities
- Privacy policy
- Complaints handling and grievance procedure
- Disciplinary actions
- Attendance
- Payment of fees and refund policy

- ❑ Feedback and quality improvement processes
- ❑ Rights of appeal

The Training and Assessment Plan

All Students will be informed at induction the training delivery strategies, and assessment tasks. The training plan will be agreed and cosigned.

LLN Support

Information on LLN assessment services is distributed to each Student before enrolment, eg support to Students of non-English backgrounds who are having difficulties in reading and writing English

Students needing LLN support are identified on enrolment or at Induction before the commencement of the course.

In identifying literacy and numeracy requirements, Students must be able to:

- Count, check and record accurately
- Read and interpret
- Estimate
- Measure
- Calculate

How to identify literacy and numeracy requirements in Training packages?

LLN skills are generally included in training packages and accredited course programs in one or a number of the following ways:

- Integrated with the required technical skills into all parts of the unit
- Put together into one unit that refers only to literacy/numeracy skills
- Contained in a whole element that contains only literacy/numeracy skills
- Covered in the performance criteria
- Referred to in the range of variables and evidence guide statements

For easy reference and identification, trainers should ask the following four questions of each tasks (performance criteria) listed in the training package:

- What does the Student/trainee have to listen to, say, read and write?
- What diagrams, plans, maps, pictures or symbols does the Student/trainee have to interpret and understand?
- What mathematical concepts (concepts of number, space, measurement and pattern) does the worker need to understand and use?

Methods for identifying for LLN requirements in training packages:

1. **Look at the title of the unit and the descriptor:** What literacy and numeracy might be required?
2. **Look at the elements of competency:** Are there any literacy and numeracy mentioned here or, if not mentioned, is any assumed or implied?
3. **Read through the performance criteria:** I any mention made specifically of literacy and/or numeracy? If so, what? If not, is any assumed or implied?
4. **Have a look at the range of variables to check on the scope of the unit:** This can tell you how simple or complex the skills that are needed are and give some guide to the extent of literacy/numeracy required.
5. **In the evidence guide, look at the underpinning knowledge and/or skills:** If there are none, then move on. If there are, is literacy/numeracy mentioned? If not, is any implied or assumed?
6. **Look at the critical aspects of evidence:** Any clues here?
7. **Check the key competencies that refer to literacy and numeracy skills:** If the levels of performance are two or more, there must be significant demands on those skills.

A planning form is available as a guide for trainers to record the evidence of literacy and numeracy extracted from relevant training packages.

Student Counselling and Support

Hailer Training is committed to providing Students requiring additional support, advice or assistance while training. To achieve this and to ensure quality delivery of training and education, we provide:

- **Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with relevant trainers and assessors, trainers are required to monitor learner progress and take immediate appropriate counselling action where the Student's progress demonstrates poor performance.
- **Additional support and services include:**
 - education and career counselling
 - assistance when applying for RPL
 - information for credit transfer
 - articulation/education and training pathways.
- **Personal Counselling Services** are available to all Students and staff and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not limited to:
 - grievance /conflict resolution
 - stress management
 - access and equity issues
 - financial and welfare support

- **Language, Literacy and Numeracy Support** must be identified at the time of enrolment. When constructing training course content and vocational outcome material and information, the level of language, literacy and numeracy (LLN) must be specified as a pre-requisite. While LLN skills are generally included and identified in Training Packages and accredited courses, program and course developers should refer to the LLN Support Policy.
- **Post Program and Exit Counselling Services** includes advice on job seeking, CVs, interview skills, vocational advice and mentoring

Student Certification

Student Records leading to the issue of certification

When preparing to issue certificates and qualifications Student records must contain as a minimum:

- Student name, address and identification number
- commencement and completion date
- qualification or accredited course name and national code
- units of competency or module name and national codes
- progress obtained against each unit of competency or module listed and marked as Competent (C) or Not Yet Competent (NYC)
- the Certificate Validation Checklist must be completed by a qualified assessor to issue the relevant certification.

Issue of certification

When issuing AQF qualifications accredited course certificate or statements of attainment, the organisation must:

- meet the requirements of the AQF Implementation Handbook and the requirements as stated in the relevant training package or accredited course reflected on the College's scope of registration
- only issue AQF qualifications, accredited course certificates or statements of attainment that are within Hailer Training's scope of registration
- list the units of competency or modules by name and national code
- maintain a register of certificates issued
- identify the RTO national provider number

Student Grievances

Hailer Training recognises that differences and grievances can arise from time to time and therefore has a fair and equitable process for dealing with Student grievances.

The quick settlement of any grievances that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

1. As soon as a grievance arises, all employees/Students are invited to discuss matters with their respective supervisors and/or trainers openly and positively, in order to find a solution agreeable to all parties.
2. Grievances must not be discussed openly throughout the College.
3. If matters cannot be resolved efficiently and professionally, the employee/Student may contact their supervisor's and/or trainer's superior for assistance. The superior may see the parties individually, or as a group, to resolve any outstanding matters.
4. If a solution cannot be found Management will further mediate the matter until all parties have agreed upon a resolution.
5. Where a resolution fails to evolve, the superior of the staff member, trainer and/or Management will enforce a solution and/or action to be implemented by all parties.
6. During the course of the resolution, both parties may seek guidance and/or support from a peer, or Management. These people will have no influencing or implementation power, other than to assist the process through its natural course.
7. If the staff member's and/or trainer's superior is party to the grievance, they will not take part in any discussions or decisions made by Management.
8. All stages will be documented and file notes provided to all parties involved and are accessible by those concerned only by contacting Management.
9. Hailer Training is bound by its Code of Practice and if a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.