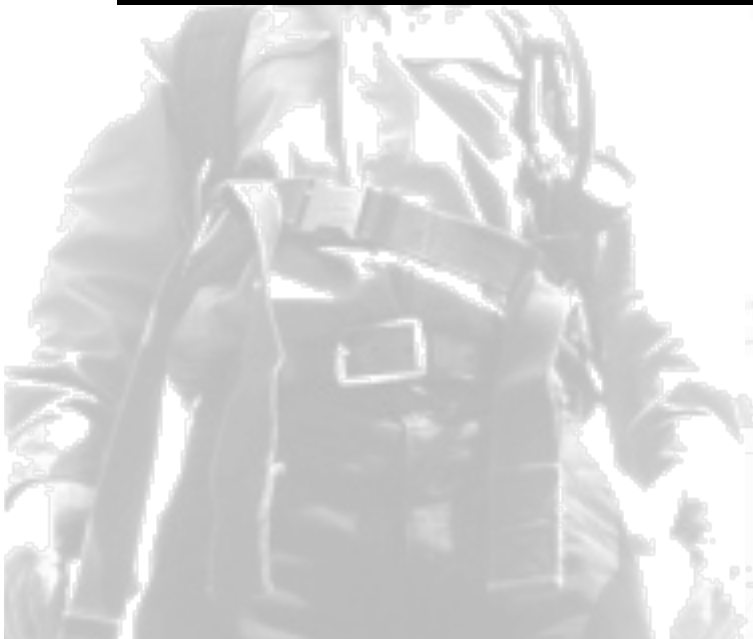




Emergency Management Services

Participant Handbook



Infinitas Pty Ltd trading as Emergency Management Services

ABN: 39 090 127 889

RTO ID: 91763

Contact Details

EMS Office

Phone: 1300 133 302

Email: info@ems.edu.au

Mail: PO Box 4805 North Rocks NSW 2151

Web: www.ems.edu.au

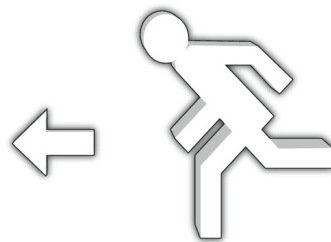


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DOCUMENT PURPOSE

The purpose of this document is to assist participants understand their rights and responsibilities whilst undertaking training with EMS.

Please read this Participant Handbook and ensure that you understand its contents prior to completing and signing the Enrolment Form. By signing the Enrolment Form the participant acknowledges that they have read and understood the Participant Handbook and will abide by its contents.

If you have any questions, please do not hesitate to contact the EMS office for further explanation.

ABOUT EMERGENCY MANAGEMENT SERVICES

Emergency Management Services (EMS) is a National VET Regulator (NVR) Registered Training Organisation (RTO Number 91763) compliant with the National Standards.

EMS provides specialist emergency response and risk management training courses across multiple industries and public sectors.

At EMS, our reputation is built on the dedication and commitment to provide outstanding service to our clients and participants with an emphasis on practical training and live scenarios. Our strength lies not only in the quality of our training but in understanding the client and participant's requirements and tailoring training to meet the client's specific needs.

The team at EMS thank you for choosing our company to undertake your selected training, we know you will find our training to be efficient, professional and compliant all whilst being delivered with a hands on approach in a controlled, safe environment conducted by highly skilled training staff.

TRAINERS AND ASSESSORS

All EMS staff are carefully selected and recruited based on their qualifications, skills, knowledge, experience and attitude. EMS follows employment legislation and promotes EEO principles in its Recruitment Policy.

All Trainer/Assessors of EMS must, as a minimum, meet the requirements stated under the Australian Quality Training Framework including competencies determined by the National Quality Council or its successors and requirements stated to apply under the Standards for NVR Registered Training Organisations which are in effect at the time at which delivery and assessment is conducted.

EMS will ensure all Trainer/Assessors, as a minimum, will hold the following:

- Relevant vocational competencies with the minimum level of that being assessed
- All necessary training and assessment competencies as per the National Skill Standards Council
- Knowledge of the Equal Employment Opportunity and Workplace Health and Safety principles
- Demonstrated current industry, training and vocational education and training knowledge and skills
- Current working with children checks

COURSES

EMS provides specialist emergency response and risk management training across multiple industries and public sectors.

Whilst complying with all relevant governance requirements as a Registered Training Organisation, EMS tailors each training course to meet the client's specific requirements. This includes bundling of specific units of competency to build knowledge and skills relevant to the work place in addition to delivering training at the client's premises using state of the art training methods and simulations.

EMS recognises that training participants have a wealth of knowledge and draw upon their skills and experience during training, using the E3 training model. EMS training is guaranteed to be Enjoyable, Educational and Entertaining.

A list of EMS training courses is provided below. For further information, including current course outlines and requirements visit www.ems.edu.au or contact the EMS office.

Courses containing nationally recognised units of competency:

Emergency Response Training

Emergency Response Training – General
Emergency Response Training – Chief Warden

Emergency Response Training - ECO (Warden)
First Attack Firefighting

Confined Space Training

Confined Space Training – Atmospheric Monitoring & Breathing Apparatus

Confined Space Training – Confined Space Rescue
Confined Space Training – Confined Space Entry

Height Safety Training

Safe Working at Heights

Working at Heights – Wind Turbine Operator

First Aid and Training

Basic First Aid*^{RTOP}
Advanced First Aid*^{RTOP}
Cardio Pulmonary Resuscitation*^{RTOP}
Administer Oxygen*^{RTOP}

First Aid Management of Anaphylaxis*^{RTOP}
Emergency Asthma Management in the Workplace*^{RTOP}
Advanced Resuscitation*^{RTOP}

A nationally recognised statement of attainment will be awarded for the above courses.

The following courses do not include nationally recognised units of competency:

Emergency Response Training

Emergency Response Training – General
Emergency Response Training – Chief Warden

Emergency Response Training - ECO (Warden)
First Attack Firefighting

Emergency Response Training

Practical Evacuations and Simulations
Bomb Threat Management
Emergency Response – Healthcare
Road Crash & Industrial Rescue
Conflict Management – Violent offenders
Emergency Planning Committee

EWIS/ BOWS Evacuation and Response System
Armed Hold Up Response
Emergency Response – Childcare
Initial Spill Response (Spill Kits)
Industrial Fire Team

Workplace Health and Safety

Manual Handling – General

Manual Handling – Healthcare

**RTOP – Units of competency awarded through RTO partnership - Allen's Training RTO 90909*

PREPARATION FOR TRAINING

This section outlines the requirements for the participant prior to training and what can be expected upon arriving at the training course.

Further and more detailed information regarding participant rights, responsibilities and support and can be found in later sections of the Participant Handbook.

If there are any questions or concerns regarding training preparation, please contact the Client Liaison Officer.

PRIOR TO THE COURSE

The following list outlines the activities that should be completed by a participant prior to attending a course:

1. Review all course materials and confirm that the course meets all relevant requirements.
2. Read the Participant Handbook and ensure that all content is understood.
3. Obtain Unique Student Identifier (USI).
4. Notify EMS of the following, as applicable:
 - application for recognition of prior learning (RPL) or credit transfer (early notice required);
 - any medical conditions/clearances that may be relevant to course participation; and
 - any special needs for learning or support requirements.
5. Comply with any specific course requirements e.g. standard of dress or completion of pre-learning packages.
6. Confirm course location and commencement time (arrive 15 minutes prior to scheduled time).
7. Pay all relevant training fees.

COURSE INDUCTION

Upon arrival, participants are required to identify themselves with photo identification to the Trainer/Assessor. At this time participants should also advise of any specific requirements that may need to be accommodated e.g. approved application recognition of prior learning, known medical conditions/clearances or special learning and support needs. All relevant information should also be documented in the Enrolment Form.

The Trainer/Assessor will provide an induction into the training course, including:

- Introduction of the Trainer/Assessor including vocational background.
- Overview of emergency and evacuation procedures and direction to the amenities.
- Course outline, including content, training/assessment methods and award/qualification to be issued.
- Participant introduction including training aims, expectations and vocational backgrounds.
- Overview of the course schedule, timings and house keeping requirements.

PARTICIPANT RIGHTS AND RESPONSIBILITIES

The following section outlines the rights and responsibilities of the participant and the Trainer/Assessor whilst undertaking selection, training and assessment through EMS.

It is imperative that participants understand their rights and responsibilities whilst selecting and engaging EMS as a training provider.

PARTICIPANT RIGHTS

EMS is aware that participants have a right to:

- The highest quality of training.
- Support services which take into consideration the requirements or learning needs of all participants.
- A study environment free from discrimination, bullying or harassment.
- Access to all equipment to allow the completion of training.
- Appeal for a review of their assessment results.
- Receive training and support from qualified Trainer/Assessors.
- A duty of care.
- Privacy and confidentiality.
- Diversity and fairness.

PARTICIPANT RESPONSIBILITIES

It is the responsibility of the participant to:

- Review all course materials and confirm that the course meets all relevant requirements.
- Read the Participant Handbook and ensure that all content is understood.
- Obtain and provide a Unique Student Identifier (USI) number.
- Notify EMS if an application for recognition of prior learning (RPL) or credit transfer is required.
- Notify EMS of any medical conditions/clearances that may be relevant to course participation.
- Notify EMS of any special learning needs or support requirements.
- Ensure punctuality and attendance throughout the full course duration.
- Pay all fees on time for training courses or other products as requested.
- Provide photo identification to the Trainer/Assessor and advise of any specific requirements.
- Provide honest and accurate information at time of enrolment and advise EMS of any changes to personal details within seven (7) days of any change.
- Adhere to any specific requirements outlined in the course brochure e.g. standard of dress or completion of pre-learning packages.
- Treat EMS staff and other participants with respect, confidentiality and dignity at all times.
- Report any form of harassment, bullying or discrimination immediately.
- Ensure the security of personal possessions whilst attending a course.
- Respect all property belonging to EMS and follow all instructions whilst using any EMS equipment.
- Attend all training sessions free from the influence of alcohol or recreational drugs.
- Smoke only in designated areas and away from other people at appropriate break times.

ALCOHOL AND DRUGS

Under no circumstances will alcohol be permitted in the training area. Any participant who appears to be under the influence of alcohol will be removed from the training area and their enrolment cancelled without refund.

The use or possession of illegal drugs is prohibited at all times whilst undertaking training with EMS. Any incidences where a participant has used or is in possession of an illegal drug will result in immediate expulsion from the course and all details of the incident will be reported to the Police.

If a participant is suspected of being under the influence of substances, the Trainer/Assessor may deem it necessary to expel the participant from the course or advise that they cannot continue the course for the remainder of that day. This decision is based on potential risks to the Trainer/Assessor, participant and/or fellow course participants.

Further attendance by the participant at that course or the resit of any training/assessments is at the discretion of EMS Management. EMS may withhold the issuing of units of competency, require resit of assessments or re-enrolment of the full course. Participants will be required to pay any associated fees.

CARRYING OF WEAPONS

Under no circumstances can a firearm, knife or any other weapon be brought into the training course. It is against the law to carry firearms and knives in a public place and possession of these will not be allowed at any time. If anyone is found to have a firearm or knife in their possession, they will be immediately reported to the Police.

Where course training and assessment involves the use of knives (e.g. Confined Space Rescue) the knives are to remain under the care and management of the Trainer/Assessor when not in use. This includes prompt return of knives at the cessation of activities and confirmation of return to the Trainer/Assessor when required.

THEFT

As the training facility may be easily accessible, participants are advised not to leave personal possessions or valuables unattended during the training course. EMS cannot be held responsible for the loss of any personal possessions or valuables that may be stolen during the course of EMS training.

Participants are also advised not to leave EMS training equipment placed in their care (e.g. Confined Space harnesses) unattended during the training course. All EMS equipment must be returned to the Trainer/Assessor when not in active use and prior to the end of each day for the course.

If theft is suspected for any personal possessions, valuables or EMS equipment, it will be immediately reported to the Police.

MOBILE DEVICES

Participants are requested to refrain from the use of any personal mobile devices (including mobile telephones and tablets) whilst participating in EMS training sessions. If a participant is expecting an urgent call, it is asked that they advise the Trainer/Assessor prior to the training session commencement and manage any communications in a courteous manner.

RECORDING DEVICES

EMS strictly prohibits the unauthorised or secret recording and reproduction of any course material, including EMS confidential, proprietary and personal information. There is to be no recording of images or voices belonging to EMS or related employees, participants, customers or clients without explicit and current written consent by EMS Management.

BULLYING AND HARASSMENT

EMS provides a safe, inclusive, supportive and ordered learning environment free from bullying, harassment and violence. Bullying, including cyber bullying, harassment and violence is not acceptable in an EMS training environment and will be dealt with seriously and expediently.

Any bullying or harassment must be reported to the Trainer/Assessor or the EMS office immediately. Where bullying and harassment is an issue, the Trainer/Assessor may deem it necessary to expel a participant from the course or advise that they cannot continue the course for the remainder of that day. This decision is based on potential risks to the Trainer/Assessor, participant and/or fellow course participants.

Further attendance by the participant at that course or the resit of any training/assessments is at the discretion of EMS Management. EMS may withhold the issuing of units of competency, require resit of assessments or re-enrolment of the full course. Participants will be required to pay any associated fees.

PUNCTUALITY AND ATTENDANCE

All participants are expected to attend for the entire course duration, including all training and assessment activities, this includes:

- Arriving a **minimum of fifteen (15) minutes** prior to course commencement
- Returning from breaks at the scheduled time(s)
- Ensuring that the EMS Trainer/Assessor has confirmed that all training and assessment activities have been completed, prior to departure.

The Trainer/Assessor will outline key timings at the beginning of each course. If there are any concerns or issues the participant should advise the Trainer/Assessor at that time.

Where a participant cannot attend training or assessment due to unforeseen circumstances (e.g. rapid onset illness) the participant must advise the EMS office or EMS Trainer/Assessor onsite immediately.

If a participant is deemed to be absent from core training and assessment activities, EMS may withhold the issuing of units of competency, require resit of assessments or re-enrolment of the full course. Participants will be required to pay any associated fees.

STANDARD OF DRESS

It is requested that all participants dress in a clean, tidy and appropriate manner for the course that they are attending in order to fully and safely participate.

EMS recommends that all participants wear long pants as most courses incorporate some element of practical work, such as, working on the ground completing first aid scenarios or practicing cardiopulmonary resuscitation.

Additional personal protective equipment (PPE) may be required/provided by EMS for specific courses, such as Confined Space and Height Safety. PPE may include high visibility clothing, protective footwear, eyewear and/or gloves.

The PPE required will be advised prior to course commencement and will depend on practical activities undertaken and the type or location of the site where the course is being held. If the participant has any questions then they may contact the Client Liaison Officer at the EMS office.

RUBBISH

Participants are requested to remove any rubbish that they have produced at the end of each training session. All recyclable items should be disposed of in an environmentally friendly manner.

PARTICIPANT MISCONDUCT AND DISCIPLINARY PROCEDURES

If an EMS Trainer/Assessor is unhappy or dissatisfied with the behaviour of a participant, the Trainer/Assessor has the authority to:

- warn the participant that their behaviour is unsuitable;
- ask a participant to leave the course; and/or
- immediately cancel the course with no refunds or recognition of competencies.

If the participant wishes to lodge a complaint in relation to the disciplinary action taken, they may follow the EMS Complaints Procedure.

EMS has a Bullying and Harassment Policy in place in order to create a safe environment for all staff and participants. The aim of this policy is to give any staff member or participant who has a harassment concern access to a fair and confidential process. For more information contact the EMS office.

COMPLAINTS

If a participant wishes to make a complaint, we ask that you discuss this with the trainer or alternatively the Participant may wish to contact the EMS office on 1300 133 302 directly. Where possible, all non-formal attempts shall be made to resolve the issue. When a complaint cannot be resolved through informal discussion, the complainant is asked to complete a Complaints Form, stating their case and providing as much detail as possible, and submit this to the Operations Manager either by email or post. The organisation encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

A letter acknowledging receipt of the complaint will be sent by the Operations Manager to the complainant and, where a complaint refers to an individual, the individual will be informed by the Operations Manager of the complaint and will be invited to respond to the allegation either through discussion, or (written) correspondence.

If the Operations Manager considers more than sixty (60) calendar days are required to process and finalise the complaint, EMS will inform the complainant in writing, including reasons why more than sixty (60) calendar days are required. During the sixty (60) days, the complainant will be updated as to the progress of the matter.

Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they require.

A fully copy of the EMS Complaints Policy is available upon request from the EMS office.

If the participant feels that the matter has not been resolved adequately, they may contact the National Training Complaints Hotline on 13 38 73 to register a formal complaint.

MEDICAL CONDITIONS

Some EMS courses include participation in strenuous physical activities. Therefore, participants must consider course requirements and where necessary, consult/obtain relevant medical clearance prior to course enrolment.

All participants must notify EMS of any existing medical issues/clearances at the time of course enrolment and also inform the Trainer/Assessor prior to course commencement on the day.

All EMS Trainers/Assessors are qualified First Aiders and may provide first aid assistance if required.

EMS reserves the right to call 000 for emergency medical assistance if deemed necessary.

PARTICIPANT SUPPORT

EMS strives to provide participants with any support required to successfully complete their course/qualification.

PARTICIPANT WELFARE

If a participant experiences any problems with training or requires additional assistance and support, they should speak with the Trainer/Assessor in the first instance and/or contact the Client Liaison Officer at the EMS office.

EMS may facilitate the following support types for participants:

- Special needs support during courses
- Mentoring and additional training
- Study skills programs
- Personal counseling

LANGUAGE, LITERACY & NUMERACY (LLN)

EMS recognises that not all participants are able to read, write and perform calculations to the same standards. EMS endeavours to assist participants and accommodate persons with difficulties in language, literacy or numeracy. All delivery, assessment and instructions are carried out in English unless otherwise stated.

Examples of ways that EMS makes reasonable adjustments to our training packages for LLN support:

- Allowing the use of an interpreter/ electronic interpreter
- Producing documents written in plain English
- Reading aloud written material
- The use of signs, pictures and graphics
- Interviewing the participant in regards to their work
- Allowing participants to demonstrate their skills
- Using clear headings, highlighting certain key words and phrases
- Asking questions to ensure understanding
- Providing practical examples

If a participant is unsure of their LLN skills, they may request a basic LLN Screen Test from EMS that will assist them in determining their skill level for the course they are undertaking and what assistance, if any, would be required. This can be requested from the EMS office or Client Liaison Officer.

In the event that a participant's needs exceed EMS's skills and capabilities, the participant will be referred to an external support provider.

Examples of external support providers:

- Sign Language Communications (SLC) – Specialising in Auslan (02) 8833 3611
- AMES Australia - English Language and Literacy Assistance (02) 9926 4088
- TIS National (Translating and Interpreting Service) – Language Services 13 14 50

SPECIAL NEEDS

EMS supports diverse learning needs, including those persons with special needs.

The Disability Discrimination Act 1992 protects a person with a special need from discrimination against and ensures they are entitled to the same opportunities and education as those without a special need.

It is recommended that participants identify special needs at the time of enrolment and to the Trainer/Assessor prior to course commencement. Participants are also encouraged to raise any issues directly to the Trainer/Assessor during the course if any concerns arise.

ASSESSMENT

EMS has a structured assessment process to ensure the competency of participants and to ensure training has met the requirements of the relevant training package(s).

TRAINING & ASSESSMENT OUTCOMES

The outcome of EMS's training is to provide vocational skills and competency to participants, supported by one or more of the following certifications:

- Nationally Recognised Qualification
- Statement of Attainment
- Certificate of Attendance

Delivery and assessment will be conducted according to the competency unit criteria as per the training package or accredited course.

ASSESSMENT PROCESSES

All assessments conducted by EMS will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package, including Trainer/Assessor qualification requirements.
- Lead to the issuing of a Statement of Attainment or a qualification under the AQF where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.
- Follow the required principles of assessment, being:

Fairness: Fairness requires consideration of the individual participant's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. The participant is fully informed about, understands and is able to participate in the assessment process and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible: To be flexible, assessment should reflect the participant's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

Validity: Validity is concerned with the extent to which an assessment decision about a participant (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified.

Reliability: Reliability is concerned with how much error is included in the evidence. This is an estimate of how accurate or precise the task is as a measurement instrument.

EMS will achieve this through assessment review, validation and moderation of materials prior to first use and during the annual review.

ASSESSMENT METHODS

The Assessment methods selected by EMS focus on the application of the skills and knowledge relevant to the training package, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job role environment skills (managing your job and its interaction with others around you)

EMS ensures that participants are assessed in sufficient detail to ensure that Trainers/Assessors can make a fully informed judgement of competence.

All assessment tasks will consider any language or literacy issues, cultural issues or any other individual needs related to the assessment (refer to the support section contained in this document).

Once competency is achieved in all the performance criteria for a unit, participants will be marked C for Competent, if they do not achieve competency they will be marked NYC for Not Yet Competent.

Participants should contact the EMS office if they have any concerns or enquiries regarding the assessment process.

ASSESSMENT COMPLETION TIMEFRAME

Participants have thirty (30) days to complete the chosen qualification from date of enrolment. This includes all assessments, reassessments and any additional training required.

Any applications for extensions should be directed to the EMS office in writing.

ASSESSMENT RESIT PROCEDURE

The following procedure is available for participants to resit assessments where they are deemed Not Yet Competent.

Reassessments must be undertaken within twenty-one (21) days of course completion or course re-enrolment is required. It is noted that charges may apply to resit assessments.

Step 1: Participant undertakes first assessment as part of scheduled course

Results of performance will be sent within fourteen (14) days of undertaking assessment.

Step 2: Where the Participant is deemed Not Yet Competent in the first assessment

The participant will be advised of the outcome and details of the unit in which they failed to achieve competency. The participant then has the opportunity to repeat the assessment task by contacting EMS office to arrange an appropriate time to resit the assessment with an EMS Trainer/Assessor.

Step 3: Where the Participant is deemed Not Yet Competent in First Resit

If the participant is deemed Not Yet Competent as a result of the first assessment resit, they will be advised of the outcome and details of the unit in which they failed to achieve competency. The participant then has the opportunity to repeat the assessment task by contacting EMS office to arrange an appropriate time to resit the assessment for a second time with an EMS Trainer/Assessor. A fee will apply to resit the assessment.

Step 4: Where the Participant is deemed Not Yet Competent in Second Resit

If the participant is still unable to reach competency after the second resit, the participant will be required to repeat the full unit of competency. A fee will apply to re-enrol in the unit of competency.

VALIDATION AND MODERATION

EMS ensures that all assessments have been validated, moderated and improvements are incorporated into course assessment materials to ensure that they remain current, reliable, valid and fair.

By validation and moderation we mean:

- Validation is a process of quality review that checks that the assessment tools produce valid, reliable, sufficient, current and authentic evidence to allow judgments to be made about whether the requirements of the relevant training package or accredited course have been met.
- Moderation is our policy of quality control whereby we will examine the assessment decision of Trainer/Assessor and check for consistency (or lack thereof) between different Trainers/Assessors in respect to the same unit of competencies.

This process is completed yearly and conducted by the Chief Executive Officer, Client Liaison Officer and at least one Trainer/Assessor.

AUTHENTICITY

All assessments must be undertaken by and be the work of the individual enrolled in the course.

Should any information be derived from an external source, this should be identified to the Trainer/Assessor, in addition to being noted and referenced on the assessment paper, as applicable.

If any work is identified as not being the participant's own work and is not disclosed, the participant will be required to re-enrol in the relevant units. Re-enrolment fees will apply.

APPEALS

Where the participant is not satisfied with the outcome of an assessment, appeals for further re-assessment can be made. Participants should:

- Discuss outcomes/options for reassessment with the Trainer/Assessor whilst on site.

- Contact the Client Liaison Officer on 1300 133 302 to discuss issues/reassessment options.
- If a resolution cannot be found, the participant may wish to lodge an appeal by completing an Appeals Form which can be obtained by contacting the Client Liaison Officer on 1300 133 302.
- Upon receipt, the EMS Operations Manager will inform the participant of the progress of their appeal and if they consider more than sixty (60) calendar days are required to process and finalise the appeal, EMS will also inform the participant in writing, including reasons why more than sixty (60) calendar days are required. During the sixty (60) days, the participant will be regularly updated as to the progress of the matter.
- If the participant feels that the matter has not been resolved adequately, they may contact the National Training Complaints Hotline on 13 38 73 to register a formal complaint.

ISSUING OF QUALIFICATIONS

Upon successful completion of a course, participants will be issued with the appropriate qualification/award within fourteen (14) days of completion of the training course. The Trainer/Assessor will complete all required documentation and forward to the Client Liaison Officer for review and entry into the training database. On successful completion, the participant will be issued with the relevant qualification or Statement of Attainment.

If a participant fails to meet all the requirements for the course they are undertaking, they will not be eligible for the qualification/award but may be issued with a Statement of Attainment/Certificate of Attendance for the units/course components that they have successfully completed.

All certificates will be issued without alteration or amendment and be identified by a unique number.

The validity of certificates can be verified on the EMS website home page (www.ems.edu.au). The unique certificate number and participant name must be entered into the fields under EMS Home/Verify a Certificate.

A record of all certificates issued by EMS will be maintained for a period of thirty (30) years.

EMS LEGISLATION AND COMPLIANCE REQUIREMENTS

As a Registered Training Organisation, EMS must meet the requirements set out in legislation by Commonwealth, State and Territory bodies.

This includes Standards for Registered Training Organisations and compliance with the Australian Quality Training Framework.

EMS complies with the requirements through a variety of means, including but not limited to:

- Appointment of a Compliance Officer to ensure that all legislative changes are effectively monitored and implemented (including updates to policies and procedures).
- Engagement of EMS staff through monthly team meetings, updates to the Policy Manual and memorandums regarding legislative changes and compliance requirements.
- Employment condition of all EMS staff to stay abreast of legislative changes and industry trends.
- All training, including course delivery and assessment comply with the requirements of nationally accredited training packages.
- Engagement with industry bodies and skills councils to identify continuous improvement opportunities to training content and delivery.

Through ongoing focus on compliance and continuous improvement, EMS clients benefit from best practice training in accordance with current legislation and industry requirements.

ACCESS AND EQUITY

EMS is committed to and supports all principles of access and equity. This includes the provision of all information participants require to make an informed decision regarding the selection of EMS courses.

- Before participants enrol or enter into an agreement, EMS informs them about the training, assessment and support services to be provided, and about their rights and obligations.
- Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- Participants receive training, assessment and support services that meet their individual needs.

Any issues or questions relating to access or equity may be directed to the Client Liaison Officer.

CONSUMER RIGHTS

On 1 January 2011, the Australian Consumer Law (ACL) commenced. The ACL includes:

- A national unfair contract terms law covering standard form consumer contract
- A national law guaranteeing consumer rights when buying goods and services
- A national product safety law and enforcement system
- A national law for unsolicited consumer agreements covering door to door sales and telephone sales
- Simple national rules for lay-by agreements
- New penalties, enforcement powers and consumer redress options

The ACL applies nationally and in all States and Territories and to all Australian businesses. EMS complies with the ACL and in addition, offers a money back guarantee for any training that may not meet the participant's expectation.

WORKPLACE HEALTH AND SAFETY (WHS)

Creating a safe working environment for all our clients and staff is of paramount importance. EMS observes all WHS legislation and copies of the relevant Act and Regulations are readily available to staff and clients via our website. The NSW Workplace Health & Safety Act is available at www.legislation.nsw.gov.au.

EMS is committed to:

- Providing and maintaining safe equipment and systems of work.
- Providing adequate facilities to protect the welfare of all employees and participants.
- Providing, monitoring and maintaining systems or safe use, handling, storage and transportation of equipment and substances.
- Maintaining the workplace in a safe and healthy condition.
- Checking WHS system compliance via ongoing auditing.

Participants as well as Trainers/Assessors share responsibility for ensuring the health and safety of all impacted persons, including staff, participants and contractors. EMS encourages all participants to regard accident prevention and working safely as both a collective and individual responsibility.

Any incidents that might occur should be reported immediately to the Trainer/Assessor and an Incident Form will be required to be completed. Please see the Trainer/Assessor to obtain a form should this be needed.

If first aid treatment is required, a suitably qualified Trainer/Assessor or First Aid Officer will conduct it. An Incident Form must also be completed. If further medical attention is required, the participant will be referred to the local GP

or in the case of an emergency, an ambulance will be called. All EMS Trainers/Assessors are fully qualified first aid officers.

WORKING WITH PERSONS UNDER 18 YEARS OF AGE

EMS is committed to ensuring the safety and wellbeing of children. According to the law, a child is considered any individual less than 18 years of age. EMS requires all employees engaged in child-related employment to comply with legislative requirements and obtain appropriate documentation and approval prior to commencing work with children and young people.

PRIVACY

At EMS, protecting the privacy and the confidentiality of personal information is very important and fundamental to the service we provide. EMS complies with all the requirements of the National Privacy Principles of the Commonwealth Privacy Act 1988 and where applicable, also our dealings with participants.

The relevant privacy principles are summarised as:

Collection	We will collect only the information necessary for our primary function and the participant will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or prescribed exception applies.
Information Quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	EMS will advise participants on how their information will be stored and for what purpose these are retained.
Access and correction	All participants will have access to their personal information upon request and it is their responsibility to advise of any errors that may need to be corrected.
Identifiers	This is the responsibility of the participant to obtain and will only be used for the purpose of which they were issued.
Anonymity	If possible to do so, we will work with participants to conduct training without requiring their identity to be known.
Trans-border data flow	Privacy principles will apply to all documentation nationally and internationally.
Sensitive Information	If sensitive information is required i.e. health, racial or criminal information, this will be requested specifically from the participant.

EMS respects the participants' right to privacy, however, where compelled by Law, EMS must provide participant information to relevant State or Federal authorised personnel for the purposes of compliance audit and/or upholding the law.

PARTICIPANT RECORDS

As per the requirement of the National Standards of Registration, we obtain all participant data at time of enrolment e.g. who the participant is, previous educational experience etc. This is called AVETMISS data (Australian Vocational Education and Training Management Information Statistical Standard). Each participant must provide photo identification upon commencement of their chosen course to confirm their identity. If there is an issue with providing identification, please contact the Client Liaison Officer.

It is the participant's responsibility to provide accurate information on the enrolment form. Any changes to information provided by the participant must be provided in writing to the EMS office within seven (7) days.

RECORDS MANAGEMENT

EMS is committed to maintaining and safe guarding the accuracy, integrity, confidentiality and currency of our company records.

All course information is stored in an online training database for the mandatory time period required by legislation. These files are regularly backed up and stored on various servers. Hard copy documents that are deemed as required to be stored are located in a fireproof safe within a locked room. Hard copy records are retained for a period of six (6) months and then securely destroyed.

Participants may have access to their own personal records upon written request with proof of identity addressed to the office of EMS. It is the participant's responsibility to ensure all contact and personal information remains current and that the address for correspondence used by EMS is accurate. It is the participant's responsibility to ensure any correspondence due to incorrect contact details, this is the full responsibility of the participant/client.

QUALITY ASSURANCE & FEEDBACK FORMS

EMS has embedded a quality assurance program to ensure that course enrolment, training delivery and follow up activities are of a high quality and continuously improve over time.

Part of the quality assurance program is gaining valuable feedback from participants. This feedback may be sought formally through Feedback Forms at the conclusion of each course or provided through informal means (such as direct verbal feedback from the participant to the Client Liaison Officer).

If for any reason a participant is uncomfortable or unable to complete a Feedback Form and submit it to EMS staff at the conclusion of a course, participants are welcome to contact the Client Liaison Officer on 1300 133 302 or post the form to PO Box 4805 North Rocks NSW 2151.

Participants are under no obligation to undertake quality assurance surveys and may refuse to provide input at anytime.

CONNECTING TRAINING AND ASSESSMENT WITH THE WORKPLACE

At EMS, we give careful consideration to the needs and requirements of the workplace. We obtain a clear understanding of the work environment and the training goals that each workplace requires. We do this by consulting with key workplace personnel, reviewing the workplace, in addition to reviewing key policies and procedures, such as evacuation plans.

EMS staff members regularly meet with industry representatives to ensure that training is relevant and meets the current business demands and skill requirements. In doing this, EMS ensures that all participants are job ready and employers can be confident that participants are capable of applying their skills in the workplace.

SUPERSEDED UNITS/ QUALIFICATIONS

EMS is required to provide the current national qualification for each training package within twelve (12) months of release.

EMS investigates and updates superseded training materials in accordance with the above requirements, including implementing a transition program to accommodate the new updates, this may include:

- Amendments to learning materials, assessment materials and/or promotional and advertising materials.
- Professional development and training of staff and contractors, including upgrade of vocational competencies.
- Additional or alternative delivery modes and resources.
- Provision of information to clients and current participants regarding the changes and potential impacts.

Client and participant feedback is closely monitored during the transition period to ensure that any additional changes are captured and implemented effectively.

INDUSTRY CONSULTATION

EMS works closely with industry bodies to ensure that all training materials are current and meet the requirements and demands of the industry. This consultation ensures that training packages reflect the skills that employers need and ensures the qualifications are valued by the industry.

REASONABLE ADJUSTMENT

Reasonable adjustment is a term used to refer to any modification made to the learning environment, certification requirements, training delivery or assessment method used to help participants with a special need to access and participate in education and training on the same basis as those without a special need.

If a participant meets essential entry requirements, we will make reasonable adjustment to ensure maximum participation of participants with a special need in teaching, learning and assessment activities. This includes:

- flexible course activities;
- additional support; and
- offer a reasonable substitute of the course content where a participant cannot participate.

In most situations, the participant with a special need will be able to inform EMS what he or she requires to be able to study. If necessary, we also seek advice from special need areas within Government departments or organisations that represent or provide services to people with a special need.

DIVERSE PARTICIPANTS LEARNING NEEDS

EMS seeks to identify diverse learning needs prior to the commencement of each course in order to effectively tailor course delivery and methods to cater for any special requirements. Furthermore, at the commencement of training, Trainers/Assessors work with the participants to identify specific learning requirements and engage participants through group discussion. This includes engaging individual participants to understand their motivations for attending the course and through general questioning and discussion.

Participants are requested to identify any specific learning needs at the time of booking and at the time of enrolment. Participants are also encouraged to raise any concerns directly to the Trainer/Assessor at the commencement of training or during the course (if and when any concerns arise).

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

Recognition of prior learning (RPL) is an assessment process that involves the assessment of formal, informal and non-formal training that an individual may have previously undertaken. This means that the training previously undertaken by a participant may be taken into account to satisfy some or all of the course requirements.

A Credit transfer allows the participant to receive credit for unit/s of competency previously successfully completed.

A formal application, in addition to the provision of supporting evidence, is required for a RPL or credit transfer to be considered by EMS. It is requested that the participant contact EMS and request an application form as soon as an RPL requirement is identified. We recommend this to be completed at least two weeks prior to course commencement in order for EMS to effectively review and assess the application.

It is important to note that a RPL or credit transfer will not automatically be granted. EMS will evaluate all information supplied and ensure the participant is competent in the areas that credits are being sought.

A 'RPL and Credit Transfer Application' is available for participant use and any enquiries should be addressed directly to the Operations Manager at the EMS office.

Varying fees apply for the RPL service and can be discussed with EMS at the time of application.

COURSE FEES

All fees are made available prior to entering into a training arrangement and signing the Participant Enrolment Form. There will be no further fees applicable for training. Additional cancellation fees may apply should the training not go ahead. A fee to reissue a certificate would apply, should this need to be replaced or amended due to an error from another party other than EMS.

PAYMENTS

All payments must be made prior to course commencement. Payment is accepted via credit card (MasterCard or VISA only), direct credit or personal cheque.

A thirty (30) day account is available for approved clients from the date of invoice. Late payment fees apply for unpaid accounts.

Any products that may be ordered during or after completion of training must be fully paid for prior to processing.

CANCELLATION POLICY

Courses that are cancelled may incur a cancellation fee. The following charges apply:

Full Cancellation	Greater than 14 days	No Charge
	Between 7 -14 days	30% of course fee
	Less than 7 days	100% of course fee
Rescheduling	Greater than 7 days	No Charge
	Less than 7 days	20% of course fee
	24 hours or less	100% of course fee

CERTIFICATE REISSUE

If a certificate reissue is requested, a nominal fee will be charged. Please contact our office on 1300 133 302 to obtain a Request for Certificate Reprint Form for completion and return to the EMS office. Upon receipt of the completed form, we will arrange the reprint and reissue of the certificate. This will be generally be completed within seven (7) days.

REFUNDS

EMS offers a 100% money back guarantee for all training courses. If you are not satisfied with the training you received, EMS will refund you the full cost of your training. You will be required to contact the EMS office within forty-eight (48) hours of completion of your course to obtain a copy of the Application for Refund Form to complete and return to the EMS office for assessment. If your application is successful, this will be processed and refunded within fourteen (14) days.

In the unlikely event that EMS are unable to deliver training that has been paid in full, a full refund will be issued or alternative arrangements made.

Any additional refunds will be in accordance with the requirements under the Australian Consumer Law.

UNIQUE STUDENT IDENTIFIER

Effective from January 1st 2015, if you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

To obtain a USI, you will need to visit www.usi.gov.au and have at least one form of ID ready: Driver's License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate and follow the prompts. You will need to bring this number with you when completing your enrolment.

APPENDIX

APPENDIX A - DEFINITIONS

Staff and Participants should be aware of the following definitions:

Bullying: Bullying is repeated verbal, physical, social or psychological behavior that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying can involve humiliation, domination, intimidation, victimisation and all forms of harassment including that based on sex, race, disability, homosexuality or transgender.

Confidentiality: Refers to information kept in trust and divulged only to those who need to know.

Discrimination: Unfair treatment of a person or group on the basis of prejudice. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family, responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment: Covers a wide range of behaviours of an offensive nature. It is a behaviour intended to disturb or upset and characteristically repetitive and is an intentional behavior which is found threatening or disturbing.

Industry: Bodies that have a stake in the services provided by RTOs, including, but not limited to; industry regulators, industry skills councils, industry training advisory bodies, unions and employers, etc.

Racial Harassment: Is any verbal, physical or written act that is based on a person's race, ethnic background, nationality, language or cultural background, and is unwanted, unacceptable and offensive to the person.

Recording: Means the use of any device to capture images or voices, regardless of whether in person, by telephone or by other means, such as videoconferencing, screen shots or in writing.

Sexual Harassment: Is any unwanted or unwelcome sexual behavior, which makes a person feel offended, humiliated or intimidated. This can be verbal or physical and may include kissing, embracing, patting, pinching, touching, questions about a person's private or sexual life, phone calls, emails displays, sexually graphic or suggestive material.

Unauthorised: Refers to not having official permission or approval for use by EMS management.

Victimisation: Is punishing or treating an individual unfairly because they have made a complaint, or believes to have made a complaint, or to have supported someone who has made a complaint. If a staff member or participant feels they have been victimised or harassed in any way, then they should report this to the Chief Executive Officer who will initiate an investigation. The Client Liaison Officer will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.