

iNTER**G**ROUP
Training Services



Learner
Handbook

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Welcome to InterGroup Training Services

InterGroup Training Services would like to take the opportunity to introduce our organization and services.

InterGroup Training is a progressive Registered Training Organisation that specializes in delivering quality training solutions across Queensland.

InterGroup Training offers flexible training packages designed to motivate, educate and inspire individuals to achieve their personal goals.

By undertaking the challenge of ongoing education and professional development you are displaying a high level of commitment to your career and personal growth.

Enjoy the learning programmes you undertake, consider the trainers and staff at InterGroup Training as a valuable resource waiting to assist you in achieving your goals.

Innocent Maramba

Director

InterGroup Training Services Pty Ltd

About this Handbook

This handbook provides details of policies and procedures relevant to your studies with InterGroup Training, as a learner with InterGroup Training you are expected to comply with the policies and procedures detailed within. If you are unclear about any matters contained in the handbook, please talk to your trainer or staff at the Brisbane office.

InterGroup Training updates the handbook to reflect changes in the Vocational Education and Training Sector as well as internal changes. InterGroup reserves the right to modify, revise or supplement policies and procedures in this handbook at its sole discretion. Learners will be provided with updates for significant changes to policies or procedures during the course of their studies.

About InterGroup Training Services

InterGroup Training is a Registered Training Organisation (RTO) delivering a range of innovative, customised programs through the delivery of face to face training.

As an RTO, InterGroup Training delivers nationally accredited courses within its scope of registration.

From your initial enquiry through to completion of your study with us, there will always be a supportive team member to assist you.

Commitment to Learners

InterGroup Training is committed to its learners. We will:

- Provide professional development opportunities that instil a sense of ethical behaviour based on practice standards within your industry. To this end the educational programs are industry based and delivered by qualified trainers with the necessary training, professional and practical skills and experience
- Ensure that all levels and all perceived needs are catered for in regard to your career development through education and training
- Ensure all professional development and educational programs follow clear objectives and course delivery and review is continually monitored based on relevant changes within industry and educational structures, whilst taking into account learner requirements
- Maintain an effective learning environment

Contact Details

Head Office – Brisbane

Address: Level 10, 87 Wickham Terrace Spring Hill QLD 4000

Phone: 0400 923 010

Email:

Website:

Code of Practice

Educational Standards

Intergroup Training maintains high standards in the provision of vocational education and training and other learner services. We have policies and procedures in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our learners.

At Intergroup Training we maintain a learning environment that supports the success of our learners and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

Quality Management Focus

Intergroup Training is committed to providing a quality service with a focus on continuous improvement. We value feedback from learners, trainers and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to learner needs.

Marketing and Advertising

At Intergroup Training we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to learners has no false or misleading comparisons with other providers or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

Course/Program Information

Learners will receive the following information prior to enrolment:

- Learner selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes
- Competencies to be achieved through training and the certification to be issued to the trainee on completion or partial completion of the course
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Facilities and equipment
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy, and numeracy assessment
- Learner support, including any external support for learners
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course

Enrolment

Learner Selection and Recruitment

Recruitment of learners will be responsible, ethical and consistent with training package requirements at all times. Intergroup Training is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program.

Appropriately, qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

Entry Requirements

Please contact InterGroup Training to check for any pre-requisites that are required for entry.

Enrolment Procedure

A completed enrolment form is required to advise all details necessary to register a learner. All questions should be answered and the learner's signature should appear under the certification section or electronic acceptance acknowledged.

The enrolment form will be provided by your training at your induction meeting. Arrangements are then made for the payment of course fees.

When the completed enrolment information is received, the learner is allocated a permanent identification number and enrolled into their allocated course.

A copy of this Learner Handbook is available to all learners prior to commencement of study. The Learner Handbook also advises about certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and learner support services.

Induction/Orientation

By the first day of the course (at the latest), learners are to receive induction and/or orientation appropriate to their course, and which ensures they:

- Understand the information contained in the student handbook and course information

- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration and support people
- Have necessary course materials
- Know where to access more information

Vocational Outcomes

When graduates have completed their studies with InterGroup Training, a register of the competencies achieved by the graduate will be maintained for future reference and evidence archived.

Learner Resources

All learners are provided with various resources throughout the duration of their course. It is the learner's full responsibility to maintain the resources provided to them by InterGroup Training.

Please note that charges may be incurred for replacement of any learner resources. Please contact InterGroup Training for further information.

Fees and Charges

A copy of our current fees and charges can be obtained by contacting InterGroup Training Services.

Fees and Refund Policy

Fees are levied on all courses, details of which are contained in the relevant course information sheets / fees overview.

Applications are taken via an online form and then confirmed with potential learners confirming enrolment in a course once all documentation has been submitted.

The following document / online forms are required to be submitted to InterGroup Training:

- Enrolment form

Payment of Fees

Course fees can only be paid by credit card and must be made at the time of enrolment and when subsequent payments are due.

Tax Invoices will be issued on payment of fees. Accredited training is GST free.

Clients/ Learners are liable for the financial commitment to INTERGROUP TRAINING for the duration of their course.

Payment schedule

Fees in Advance

There is an initial payment required of \$1,000 on enrolment and the balance of course fees are invoiced monthly for a period of four months. The total amount of fees paid in advance for services to be delivered will at no time exceed \$1,500.

Refund Policy

Course cancelled by the RTO - learner will be provided with a refund of fees on hold or offered a transfer to another course.

Learner withdraws from course with more than one week's notice prior to course commencement – full refund

Learner withdraws from a course between 5 – 2 days of course commencement date- refund any course fees paid less an administration fee of 15%

Learner withdraws from a course with less than 2 days' notice – refund any course application fee less an administration fee of 25%

If you fail to commence the course you will forfeit all monies paid*.

Learners who have any queries regarding eligibility for refunds should contact the Director in the first instance.

**NOTE: This means that in the case:*

Where you do not commence the course;

We are unable to contact you after all reasonable attempts have been made;

That we do not hear from you with sufficient evidence or reason

Applying for a Refund

To apply for a refund, a written claim must be submitted on the Application for Refund Form to the Director of InterGroup Training.

An application for a refund will be processed within 4 weeks after a claim has been received. Refund is assessed on a case by case basis.

Refunds will only be refunded to the person who entered into the contract with InterGroup Training and will not be provided to a third party.

All refunds are paid electronically; no refunds will be in cash.

Agreeing to the Refund policy does not remove the right of the learner to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please see Complaints Policy. The processes in this Complaints policy do not circumscribe the learner's right to pursue other legal remedies.

Refusal to provide service

InterGroup Training has the right to refuse to provide services (including training, assessment, and course materials) to learners who have outstanding accounts. InterGroup Training shall not be liable for any failure to provide services.

Language, Literacy and Numeracy Support

Learners may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Learners are encouraged to self-identify if they believe they will need assistance to improve their language, literacy and numeracy skills. InterGroup will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

Individuals who require help with their literacy and numeracy that exceed our skills will be referred to an external support provider such as their local TAFE campus.

Learner Services, Welfare, and Guidance

InterGroup Training Services uses quality management practices to ensure effective learner services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All learner results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Learners can access their files by request, with 24 hours of lodgement of request in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

InterGroup Training has learner welfare and guidance services relevant to its training products. Where necessary, learners requiring literacy and/or numeracy support are referred to relevant qualified experts.

InterGroup Training has access to personnel with experience in developing diagnostic assessment services for diverse learner needs.

InterGroup Training informs learners of all fees and charges prior to enrolment. Learners are also advised of course content, outcomes and assessment procedures before training commences.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of InterGroup Training's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

InterGroup Training's quality focus includes access and equity ensuring that no learner is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the learner to the relevant agency or expert.

Procedure for Learner Support

InterGroup Training is at all times concerned with the welfare of our learners. Staff will counsel learners as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by learners, and to actively render appropriate assistance.

If you require extra support or counselling, please make contact with a member of our team who will be eager to assist you.

Counselling/Personal Support

If you require counselling or personal support please contact one of the below organisations:

Lifeline – 13 11 14 or www.lifeline.org.au

Beyond Blue – 1300 224 636 or www.beyondblue.org.au

Access and Equity

InterGroup training is committed to providing access and equity in all aspects of training. In accordance with the relevant equal employment legislation, InterGroup Training will not discriminate unlawfully against any person in the processes of skill development opportunities. At InterGroup Training we understand that some learners have different needs, and as a result we may be able to offer a range of different study options to cater for these various needs and extenuating circumstances.

Intergroup Training undertakes to:

- Promote access to training for all people regardless of gender, socio economic background, disability, ethnic origin, sexual orientation , age or race
- Ensure training services are delivered in a non-discriminatory, open and respectful manner
- Train all staff members so that they are appropriately skilled in access and equity issues
- Conduct learner selection in a manner that includes and reflects the diverse learner population
- Actively encourage the participation of learners from traditionally disadvantaged groups

Anti-Discrimination, Human Rights and Equal Opportunity

InterGroup Training takes great care to ensure that all Learners and staff members are treated fairly and equitably and that everyone on InterGroup Training's premises complies with the Queensland Anti-Discrimination Act 2001. Discrimination means treating someone unfairly because they belong in a particular group of people. Harassment is unwelcome, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical.

As in any area of human interaction, the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. Employees and students of InterGroup Training will recognise and respect the boundaries set by others.

If you believe you are experiencing harassment or discrimination refer the matter to the Director immediately.

All people associated with Intergroup Training may expect the same rights:

- The right to learn, teach or carry out their duties
- The right to be treated fairly and with respect
- The right to be safe in the workplace
- The right to have all reports of harassment to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated

- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Learners have the responsibility to:

- Allow others to learn
- Make InterGroup Training a safe place to study by not threatening, bullying, or hurting others in any way
- Make the classroom safe by obeying instructions
- Make InterGroup Training premises safe by not bringing illegal substances or weapons onto our premises: and
- Not steal, damage or destroy the belongings of others

It is expected that all staff will:

- When acting in the course of their employment, comply with all applicable Australian laws
- Maintain appropriate confidentiality
- Disclose, and take reasonable steps to avoid any conflict of interest in connection with their employment
- Not use status, power or authority, in order to gain, or seek to gain a benefit or advantage for the employee or for any other person.

Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint will be victimised.

Harassment should not be confused with legitimate comment and advice which may include feedback given appropriately by management or trainers and assessors.

Sexual Harassment

A person sexually harasses another person if:

- The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed or

Engages in other unwelcome conduct of a sexual nature in relation to the Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. This kind of behaviour will not be tolerated.

If you believe you are experiencing harassment refer the matter to the Director.

Discrimination

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination.

Under the Fair Work Act 2009, discrimination is disadvantaging someone in the workplace or education because of their:

- race and/or colour
- sex
- sexual preference
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion
- person harassed

Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each learner has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification.

Each course is made up of the required number of core units and elective subjects which have been chosen to offer you the best all-around knowledge and skills base.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course. InterGroup Training applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the learner to show that they have achieved competency in the unit(s). Learners may be assessed by one or more of the following methods.

- Demonstration

- Interviewing
- Role Play
- Written Test
- Assignment/Workbook
- Questioning
- Scenario/Problem Solving
- Case Study/Fault Finding

Or any other method outlined in the Training and Assessment Strategy (TAS).

Learners will be advised of the assessment methodology before training commences.

Training and Assessment Standards

InterGroup Training staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program. Appeals procedures are in place for learners who are not satisfied with assessment or training.

Flexible Learning

InterGroup Training provides learners with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements agreed to must still adhere to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace a mix of all methods; it may be delivered in various modes including face to face interaction or correspondence.

Learners should initially discuss possible flexible arrangements with their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the Director.

Assessment Presentation

Your trainer will provide information regarding how assessments should be presented.

Reasonable Adjustment

Where learners are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date. In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

Resitting Assessments

In the event of a 'not yet competent' outcome the learner will have an opportunity to re-do the assessments for that unit at no cost. Every effort will be made by the staff of InterGroup Training to ensure a successful outcome for its learners.

INTERGROUP TRAINING will ensure that Recognition of Prior Learning (RPL) is offered to all applicants on enrolment and that the process is structured to minimise time to applicant, and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

RPL Process

Applicants who consider that they have completed appropriate training or have skills gained through prior learning and experience stipulated for the unit of the course may be granted RPL upon substantiation of that claim.

The RPL application process identifies what a person has learned from life experience and work experience and measures these experiences against the learning outcomes of the course the student is doing or wants to do.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

- Evidence of prior learning may include:
- Evidence of current competence
- Performance , demonstration or skill test
- Portfolio, logbook, task book, projects or assignments.
- Written presentation
- Interview
- Case studies
- In house training courses

RPL is available for all subject units. The performance criteria of each unit provide the RPL benchmarks. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If sufficient evidence is not provided an assessment may be negotiated with the learner and may consist of interview, written assignment, exam or other. Assessment conducted by a qualified assessor.

Successful students are notified promptly of the RPL outcome. The assessor advises unsuccessful learners of the reason for non-recognition and steps they can take to have a successful RPL claim, including appeal mechanism.

RPL Procedure

INTERGROUP TRAINING will provide a 30 minute diagnostic interview where feedback, including possible strategies to overcome any gaps, where applicable, will be provided to the applicant so that they can decide to enroll and get formal recognition of existing skills and knowledge.

If a candidate is applying for RPL, the candidate must complete RPL Recognition Guide and submit evidence such as statements of attainment, certificates, work experience and/or academic transcripts of competence against the program's learning outcomes.

An application for RPL can be made at any time prior to the commencement of a course or during the course.

Attending an Interview

Candidates may be asked to attend an interview, which offers the opportunity to talk through the application. If he/she does not understand something in the interview, they should ask the person to explain more clearly. If they have any other concerns, they are welcome to raise them with the reviewer. Candidates should bring to the interview anything which they believe could assist their claim, for example:

- Copies of any statements, reference or articles about employment or community involvement
- Copies of college reports, certificates or statement about education and training
- Relevant work samples such as memos, essays, completed work products
- Outlines of any courses undertaken
- Any other information which might aid the assessment of the request

Evidence Checklist

Listed below is a range of evidence that may be used in support of an application for RPL. This list should be used as a guide only.

- Certificate of achievement
- Reference /letter of support –work/social

- Demonstration of skill
- Record of academic results
- Video/Audio/photos
- Duty statement/job specifications
- Letter/memos at work
- Curriculum vitae
- Portfolio

The applicant is to be advised within 15 working days from the submission date of the application, of the outcomes of the application

Any applicant may appeal a decision not to grant RPL (Complaints and Appeals Policy)

National Recognition

Recognition of qualifications issued by other Registered Training Organisations is the acceptance by one RTO of a qualification or Statement of Attainment issued to a student by a different RTO.

This acceptance is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by other RTO's.

This Recognition process does not require the RTO to recognise the qualifications / Statements of Attainment issued by another RTO for any purposes other than training with that RTO, i.e. licensing or employment arrangements, e.g. industrial award classifications.

Procedure

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment. The RTO must then verify the certificate to ensure its legitimacy and currency. The RTO will write on the copy of the certificate the date and person they spoke to when verifying the qualification.

The outcome of the application will then be communicated to the applicant.

Complaints and Appeals Policy

InterGroup Training recognises the need for learners, staff and other learners to have confidence that the Registered Training Organisation (RTO) will deal with grievances in a

fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

InterGroup Training has a duty of care in ensuring learners study in a happy environment, free of coercion, unfair treatment or harassment.

Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws.

InterGroup Training is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Complaint or Appeal:

A complaint would generally be directed at the general performance of InterGroup Training or its staff in the delivery of our services.

In the first instance complaints or appeals should be discussed informally with the staff or trainers involved. Where possible disputes are managed and resolved informally. However if the complaint or appeal cannot be managed informally the learners can submit a formal complaint or appeal statement.

The complaint or appeal will be dealt with promptly. All formal complaints will be dealt with by the Director and contact will be made within 10 working days to arrange a time to discuss your complaint or appeal. You are welcome to bring a friend or advocate to this meeting if that is your choice. Internal complaints and appeal services are free of charge.

You will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

External Appeals:

If a learner is not satisfied with the outcome and the above processes are not effective in resolving the issue, then a suitable independent person or panel will be engaged to aid in the resolution of the issue.

The independent person or panel will need to be agreed upon by both the learner and InterGroup, this could include another external trainer assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via www.leadr.com.au and Intermediate can be contacted via www.intermediate.com.au

Costs for the independent person or panel, will be borne by INTERGROUP TRAINING.

The Director will negotiate the identification and engagement of the mutually agreed person or panel.

Record Keeping:

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the learners file and cannot be accessed without a written request to the Director.

Assessment Appeal:

If a learner does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the learner can lodge an Assessment Appeal Form.

The appeal will follow the same process as a complaint and will be investigated by the Director.

Grounds for Appeal

An application for appeal will be considered where:

- A learner claims a disadvantage because the trainer did not provide a subject outline
- A learner claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A learner claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A learner is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A learner claims that there is a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is proven, INTERGROUP TRAINING will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the learner at a time that is mutually convenient for all parties concerned.

How to make a complaint or appeal:

1. Initial complaint or appeal should be discussed informally with the applicable staff involved.
2. If the complaint or appeal is not resolved informally, the learner may choose to lodge a formal complaint or appeal.

3. The complaint or appeal is recorded and the Director will make contact within 10 working days to arrange a meeting.
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties. All appealed assessments will be re assessed by an alternative trainer/assessor.
5. Written documentation on the outcome and resolution is provided to all parties and actions are immediately implemented.
6. If a learner is not satisfied with the outcome they will be referred to an external body where the matter can be dealt with independently.

Alternatively the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on: 1800 000 674.

Privacy

InterGroup Training abides by the Privacy Act 1988 (Commonwealth) and keeps learner information private. InterGroup Training only collects information that relates to a learner's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

InterGroup Training is required to be audited by ASQA in order to maintain registration and learners' files may be accessed by their representatives.

We will only disclose information about learners to others on an "as needs" basis or where required by law. These people or organisations are:

- Learners authorised representatives or legal advisors
- Credit providers for credit related functions such as the provision of account facilities
- Government and Statutory Authorities, where required by law

Personal Information

Information held by InterGroup Training about learners could include:

- Learner name
- Current & previous address
- Telephone numbers
- Email address
- Drivers licence number

- Assessment results
- Counselling or intervention strategies
- Interim transcripts
- File notes

Have we got the right information?

InterGroup Training takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about learners is correct and current. The accuracy of this information depends largely upon learners providing us with details such as:

- Current address
- Telephone numbers
- Email Address

Access Your Personal Record Policy

A learner may access their files at any time. To request to see their records a learner must apply in writing (request to view documents form) and lodge at Reception and normally access can be provided within 24 hours of the request.

If learners find any errors in the records they are to advise us immediately so that the corrections can be made.

Human Resources

InterGroup Training is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their subjects through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

Physical Resources

Where appropriate, learners have access to, or provision of, the necessary facilities/materials/equipment. These may include (but are not limited to):

- Training Room Facilities

- Resources in line with the field of study being undertaken
- Reference Materials

Legislation

InterGroup Training is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training please contact InterGroup Training.

Legislation we are subject to includes (but is not limited to):

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces.

The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Privacy Act 1988

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit:

<http://www.privacy.gov.au>.

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to: www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

Once again, thank you for
choosing InterGroup Training
Services