



STUDENT HANDBOOK

Welcome

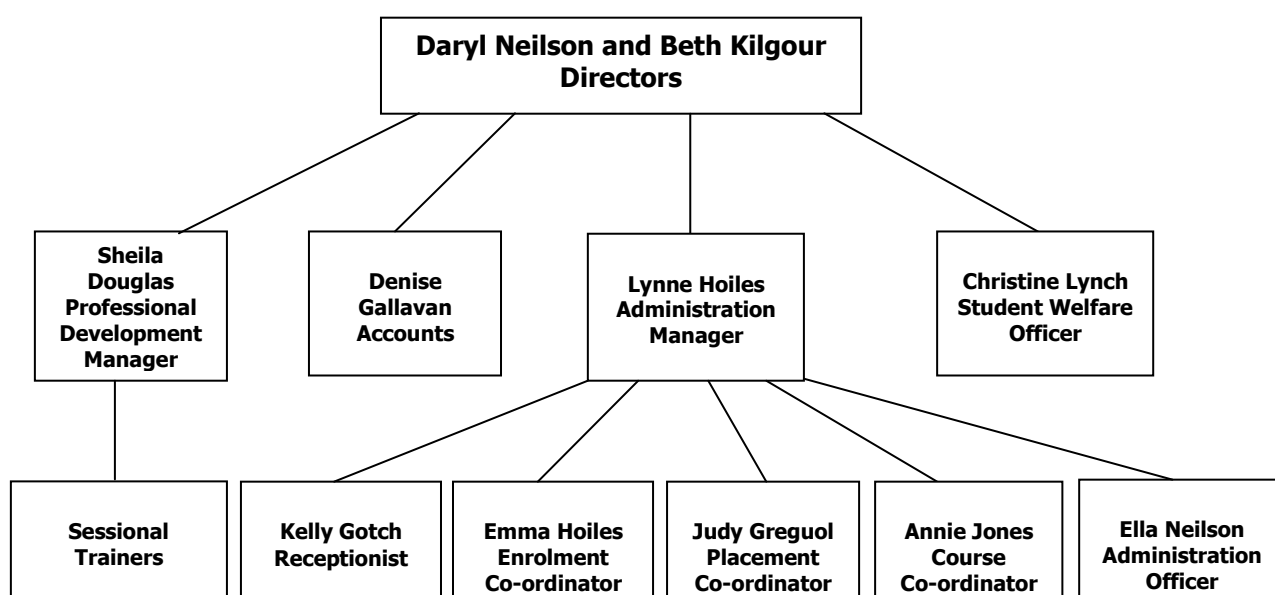
The management and staff of Employ-ease would like to welcome you. As a student undertaking accredited training with us, you have chosen to explore new options and acquire new or updated skills that will enhance your opportunities for employment.

Employ-ease is a Registered Training Organisation. The training you receive is accredited and will provide you with a nationally recognised qualification upon successful completion of all the appropriate modules.

This handbook is designed to provide you with the information you need to successfully undertake and complete your studies.

Whether you are completing your training at our premises in Boronia or Cranbourne or at one of our many community based venues please remember that we are here to support you and that you should address any questions immediately to our staff in attendance or contact our main campus in Boronia for assistance. You can reach us on 9761 2156 during office hours from 8:30am to 5:00pm Monday to Friday.

Employ-ease Pty. Ltd. Organisation Chart



Competency Based Training & Assessment

Competency based training and assessment is a key feature of the VET system. The major emphasis of a competency-based system is on what an individual can do as a result of training.

The concept of competency focuses on what the employee is expected to do in the workplace rather than on the learning process. It also embodies the ability to transfer and apply skills, knowledge and attitudes to new situations and environments. This is a broad concept of competency in that all aspects of work performance are included and not just narrow task skills.

One of the most important characteristics of competency-based training is that it is focused on training individuals for actual jobs in the workplace. The training, therefore, has relevance to the individual and thus serves as a major source of incentive.

In competency based training the emphasis is on:

- Identifying what people need to do in their jobs
- Identifying what they need to know to do their job
- Indicating clearly the standard of performance required in the job by the industry or enterprise
- Indicating how, when, where and by whom assessment will occur

Vocational Education Training Requirements

Vocational Education and Training (VET) in Australia comprises of Commonwealth, State and Territory public systems and training provided by private providers and employers. The National system operates according to a set of shared principles and agreements. The AQTF 07 system comprises of standards which all RTOs must adhere to.

Under the Australian Qualifications Framework (AQF) only RTOs can issue Nationally Recognised Qualifications and Statements of Attainment for training and assessment against the Assessment and Workplace Training Competency Standards.

Vocational Education & Training

Employ-Ease Pty Ltd as a Registered Training Organisation will comply with the following:

- The AQTF Standards for Registered Training Organisations
- Privacy of trainee information
- Comply with all requirements of any Performance Agreements it has with Government Departments or bodies
- Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration
- Maintain a student management recording and reporting system
- Maintain its registration
- Marketing and advertising material is accurate and ethical.

The VET sector framework is established by both State and Commonwealth legislation. The Commonwealth Acts are:

- the Australian National Training Authority Act 1992, which established the functions and powers of the Australian National Training Authority
- the Vocational Education and Training Funding Act 1992, which sets out the funding of VET in Australia.

In Victoria the Victorian Vocational Education and Training Act 1990 governs VET. This Act:

- establishes the LESC as the State Training Authority and specifies its powers and functions in the promotion, planning, coordination and administration of VET in Victoria
- provides for the regulation of apprenticeships and other work place training
- establishes and governs the function and operations of TAFE Institutes.

In Victoria the Victorian Qualifications Authority Act 2000:

- governs the registration and suspension of RTOs, and
- regulates course accreditation

Access and Equity

Employ-ease has a responsibility and a commitment to the provision of services to all eligible participants. Disabled access and facilities are available and people with a disability are encouraged to apply for courses that are relevant to their employment goals.

Trainers are encouraged to seek out resources and, where appropriate, support for participants. Participants should contact their trainer if they are struggling with the course content or any physical aspects of the training. If the trainer is unavailable, participants should contact the Administration Manager, who will endeavour to support them through any difficulty.

Course Information

You may obtain a copy of the course outline from the Employ-ease web site, www.employease.com.au prior to enrolling for the course.

Information sessions are held weekly at our training rooms in Boronia and Cranbourne (and other locations when required). These sessions are designed to provide potential participants with general information about the organisation, courses available, how these courses are run and opportunities for funding assistance.

Client Selection

Fee for service and Government funded courses are offered regularly by Employ-ease. Registrations of interest can be made by contacting the Administration staff on 9761 2156 and registering to attend an Information Session.

- **Fee for service courses:** participants will be selected on the basis of availability of places within a particular course.
- **Government funded courses:** participants will be selected based on the specific selection criteria of that course.

Fees and Charges

Tuition fees are charged for the provision of training and are determined by Employ-ease Pty Ltd. Students who are eligible for government funding will be charged an amount calculated in accordance with the guidelines outlined in the 2009 Ministerial Directions about Fees. Annual minimum and maximum limits will be adhered to.

Employ-Ease Pty Ltd will calculate RPL fees based on the hours of RPL applied for, at the same hourly rate as is charged for tuition for a course in the same category. RPL fees must meet the cost of the service provided therefore a minimum fee is applied.

Service and amenities/materials fees may be charged to cover the cost of items such as graduation, study support, student welfare, tea, coffee, lunches, photocopies, handouts, student handbooks, workbooks, lanyards, police checks, uniforms etc.

Whilst all course materials and textbooks are provided by Employ-ease at cost price students have the option of purchasing equivalent resources elsewhere.

Replacement Certificates or Statements of Attainment are available free of charge.

Students experiencing financial hardship should discuss these charges with the Administration Manager.

Refunds

Government funded enrolments:

When a student requests cancellation of an enrolment prior to the course commencement date all tuition fees and service and amenities fees will be refunded less a \$50 administration fee.

When a student provides written notice of withdrawal from a course within 4 weeks of course commencement date, Employ-ease will refund any tuition fee paid in excess of the minimum tuition fee (minimum tuition fee is set by the Ministerial Directions About Fees). Service and amenities fees paid by or on behalf of the student will also be refunded less a \$50 administration fee.

If a student withdraws from only part of an enrolment, then Employ-ease will refund only the portion of the tuition fee and service and amenities fees applicable to that part of the training. A \$100 administration fee will be incurred.

Manuals are non-refundable.

Non Government funded enrolments:

When a student requests cancellation of an enrolment prior to the course commencement date all tuition fees and service and amenities fees will be refunded less a \$50 administration fee.

During the first half of a course, when a student provides written notice of withdrawal a refund will be calculated on a pro-rata basis less a \$100 administration fee.

No refund is available after the first half of a course.

Manuals are non-refundable.

Enrolment

You must complete an enrolment form and attend an information session held prior to course commencement.

If more than the maximum number of participants registers for a course, the Training Manager and/or Administration Manager will conduct applicant interviews to determine allocation of places.

The criteria include:

- Principles of access and equity
- Commitment to complete the course

Successful applicants will, wherever possible, be advised in writing prior to course commencement.

Recognition of Prior Learning.

Introduction

There are different terms used to refer to the recognition of an individual's learning and skills. These include Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC).

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved, through formal or informal learning and experience, the required learning outcomes of a unit/units.

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Credit Transfer is the process where units already held by a student, can be credited again their current course.

Employ-ease has a policy of mutual recognition and recognises qualifications issued by other Registered Training Organisations under the Australian Qualifications Framework. Students holding current qualifications may apply for a credit transfer.

Policy:

Students can obtain information on the Recognition of Prior Learning Policy and Procedure by contacting the office.

Skills recognition assessment (including RPL) shall be available to all prospective students.

Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise. Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic.

Employ-ease Pty. Ltd. will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken;
- Work and life experiences;
- Non-formally recognised training undertaken

Skills recognition assessments and outcomes will be recorded and relevant qualifications and/or Statements of Attainment will be issued where applicable.

Procedure:

Information and advice on making application for Recognition of Prior Learning assessment can be obtained from the Administration Manager or Professional Development Manager.

There isn't a fee charged for the administration and assessment of a Recognition of Prior Learning assessment application. Students may make application prior to the commencement of training and should lodge their application with the Professional Development Manager or Administration Manager no later than seven days prior to course commencement at Employ-ease, 284 Dorset Road, Boronia, 3155.

Applications should be made in writing requesting a skills recognition assessment and detailing the reason/s for the request. The application should include documentary evidence of certificates or Statements of Attainment, which clearly identify the Certificate Course or module undertaken.

Students will be required to attend an interview process to discuss the application. Further information/documentation may be requested. An assessment and verification of the application will be undertaken.

Applicants will be notified of the assessment decision. Where applicable, exemptions and/or credits will be given and recorded, and qualifications/Statements of Attainment issued.

Students may appeal a decision. Appeals should be lodged with the Administration Manager, Employ-ease Pty. Ltd.

Flexible Learning and Assessment

Employ-ease is committed to providing a flexible and equitable process for learning and assessment. It is committed to the provision of quality training, with the ultimate goal being the participant gaining on-going employment in their chosen industry.

If at any time you are struggling with your studies, it is imperative that you talk with your trainer or Student Welfare Officer on 9761 2156 before you get too far behind.

If you are not coping, there may be other learning or assessment methods that we can explore. Please talk to us; we are as interested in your success as you are.

Language, Literacy & Numeracy

Employ-ease aims to provide a positive learning experience for all of its clients.

The Employ-ease Course Enrolment Form asks students to provide information regarding their language literacy and numeracy requirements or any special learning needs. In the event of language literacy and numeracy being an issue, the Student Welfare Officer will contact the participant to discuss their requirements.

Participants must ensure that they have discussed with the Student Welfare Officer any concerns they may have about their capacity to participate because of Language or Literacy difficulties.

Where language, literacy and numeracy competency is essential for course participants, Employ-ease will make every effort to ensure participants are adequately supported to enable them to complete their training. Some examples of this support could be:

Literacy

- Give participants only essential writing tasks
- Consider group exercises so that the responsibility for writing rests with more than one person
- Provide models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and explain technical terms

Language

- Present information in small chunks
- Speak clearly and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage participants to ask questions
- Ask questions to ensure participants understand

Numeracy

- Ask participants to identify in words, what the problem is and how they might solve it
- Show participants how to do the calculations step by step
- Help participants work out what maths/calculations/measurements are required
- Encourage the use of calculators and demonstrate how to use them.

If the teaching methods being used are not appropriate for you, there may be other learning or assessment methods that we can explore. Please talk to us; we are as interested in your success as you are.

Course Orientation

A full course orientation will be conducted during the first session of training. At this time you will be provided with course contact details, student handbook (which contains policy information) and any other relevant materials.

You must attend this session, regardless whether you are undertaking all or part of a training program.

Attendance

Attendance as per timetable is required to support you in successfully completing each unit. Where a significant amount of time has been missed, you may be required to repeat the unit in another course to be eligible for assessment.

If you are unable to attend a session, contact the office to advise of your inability to attend.

Assignment Requirements Policy and Procedure

Employ-ease is committed to providing a flexible and equitable process for learning and assessment. It is committed to the provision of quality training.

Guidelines for assignments

To assist you in successfully completing your assignments, you need to consider that your assignments need to be completed to a standard that would be accepted in the workplace. To assist you to achieve this, the following guidelines apply:

Original submission of an assignment

Must be presented with a completed cover sheet. (both sides)

Need to be stapled in the top left hand corner. You can put your assignment into a clear plastic sleeve, but assignments **MUST NOT BE PRESENTED IN A DISPLAY BOOK OR FOLDER.**

All pages must be numbered eg: Page 1 of 5, page 2 of 5 etc.

All answers must be numbered (and answered in order) with the question written out first, followed by your answer.

Ensure you leave at least three blank lines between your answers (this allows space for trainers to provide you with feedback comments.)

Handwritten assignments must only use one side of the paper, do not write on the back of the page.

Write in blue or black pen only.

Your handwriting must be clear and legible. Assignments not meeting this criteria will not be accepted.

Messy work, large amounts of "Whiteout" or "Tippex" are not acceptable, as they do not meet the workplace standard.

Completed assignments are to be placed in the locked "red box" at your training venue. These boxes are cleared weekly and your completed assignment date stamped as to when it was received.

RESUBMITTED ASSIGNMENTS NEED TO:

Be handed in with the original copy of your assignment.
Be submitted with the original cover sheet with tutors comments.
Indicated on the appropriate area that the assignment is a resubmit.
By the resubmit due date.

REMEMBER THAT IT IS YOUR RESPONSIBILITY TO KEEP A COPY OF YOUR ASSIGNMENTS. YOU ARE REQUIRED TO SIGN THE BACK OF YOUR COVER SHEET TO CONFIRM THAT YOU HAVE KEPT A COPY.

Assignment Extensions:

It is imperative that all assignments are submitted by due dates. Adequate periods of time will be allowed to complete assignments and all assignments will clearly indicate due dates. If, for any reason you are unable to complete assignments by the due date, you must contact your Trainer or the Administration Manager to negotiate an extension.

The maximum period for extensions to due dates of assignments is one month. Assignments will not be accepted after this date. If you wish to complete the Certificate after this point will be required to re-enrol in a new course and pay fees as appropriate.

A Statement of Attainment will be issued for units which have been successfully completed.

If at any time you are falling behind with your studies, it is imperative that you talk with your Trainer, the Administration Manager or Student Welfare Officer on 9761 2156.

All assignments must be submitted prior to end of course. Failure to do so may require re-enrolment into new course, and payment for second set of course fees.

Workplacement Guidelines

If your course has a workplacement component, the following procedure applies:

A workplacement opportunity will be set up for you by the Placement Co-ordinator. Every effort will be made to obtain a placement within a reasonable distance from your home. However, dependent on appropriate placement availability, you may need to travel a further distance to your workplacement.

If you have specific issues regarding workplacement that need to be taken into consideration, you must identify these to the Placement Co-ordinator **at the beginning of the course.**

You are required to undertake the identified hours of industry placement as prescribed by the Placement Co-ordinator.

Aged Care/Disability students please note: Most industry placement shifts start at 7.00am. If you have small children, or do not drive, you will need to consider strategies to address these issues.

Information on Industry Placement:

You are required to undertake a 120 hour industry placement.

Aged Care Students: Placement will be undertaken in a Nursing Home.

Disability Students: Placement will be undertaken in either a Day Service setting or a Community Residential Unit.

Details of placement will be provided during the course. Please note all placement hours are unpaid.

The aim of the placement is for you to have the opportunity to integrate the theory learned in the classroom with how you will undertake your role as a Professional Carer.

This placement will allow you to become confident with all aspects of your role and will provide you with the opportunity to familiarise yourself with what is required prior to being assessed.

You will be assessed on the practical aspects of your course during your workplacement by your Workplace Mentor.

Please note: It is advisable to obtain a Hepatitis A and Hepatitis B vaccination prior to commencing your workplacement.

Important things to be aware of regarding work placement:

1. The 120 hour placement is unpaid.
2. The placement is undertaken in either a high care facility (Nursing Home) or a disability service.
3. Employ-ease Training will organise a placement for you.
4. If you do not drive, or any specific issues that relate to your ability to attend placement, you need to contact the Placement Co-ordinator at the beginning of your course to see how we can best help you address these issues.
5. You will be required to attend an interview with your placement facility prior to starting your shifts.
6. You will ensure that your workplacement contract is signed by yourself and a representative of your workplacement facility at this interview.
7. Once the contract is signed, it needs to be returned to Employ-ease Training Dorset Rd office asap.
8. You will need to have your police check processed prior to starting placement.
9. The times you work are negotiated between yourselves and the manager of the facility.
10. You will need to attend your placement complying with the appropriate dress code of that facility.
11. Most hours need to be worked during morning shifts.
12. Morning shifts generally start at 7.00am and finish at 3.30pm.
13. You may need to start thinking about childcare issues if you have young children.
14. You can do some shifts in the afternoon.
15. Most facilities will allow you to undertake shifts on a weekend.
16. You are not able to undertake any of your placement hours during night shift.

Note: Workplacement can only be started once Employ-ease has received your current Police Check, your signed contract and you have been assessed as competent in your Manual Handling unit.

Course Evaluations and Suggestions

Employ-ease welcomes the feed back of participants. During and/or at the completion of your course you will be asked to complete a student evaluation survey. Please take the time to complete this and return it to your trainer.

You don't have to wait until the course has finished before you tell us what you think. If you have any suggestions while you are undertaking training, please speak with the Administration Manager or the Professional Development Manager who can be contacted on 9761 2156.

Skills Victoria may choose to send you a course survey.

Occupational Health & Safety

All employees have the responsibility to:

- Adhere to safe work practices, instructions and rules;
- Immediately report any unsafe work condition or equipment to management;
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety;
- Perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- Encourage fellow employees to create and maintain a safe and healthy work environment;
- Co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved

Employ-Ease Pty Ltd is committed to providing a safe and healthy work environment for all students / trainees. Our policy is to make every reasonable effort to prevent accidents, protect trainees from injury and promote the health, safety and welfare of all trainees.

The relevant act in Victoria is the Occupational Health and Safety Act 1985.

Workplace Harassment, Victimisation & Equal Opportunity

Employ-Ease Pty Ltd aim to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995
- Victorian Racial and Religious Tolerance Act 2001

Welfare

If participants have any concerns regarding their study, or any other concerns, the Student Welfare Officer or Administration Manager will be able to offer support and referral to other services as appropriate.

Employ-ease has an extensive database of services and a well-developed protocol for reference to these services.

Privacy

Employ-Ease Pty Ltd will follow the ten national privacy principles in the handling of personal information of trainees / employees.

1. Collection - The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - The organisation will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
4. Data Security - The organisation will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - The organisation will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. The organisation will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The organisation will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying himself or herself.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - The organisation will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Training Records

Definitions:

Training Records covers all documentation and information relating to training and assessment activities. It includes but is not limited to:

- student enrolment data;
- commencement and completion dates for individuals of all competency units;
- individual student assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual student participation data (assignments / assessments where practicable, attendance);

- documentation / records of grievances, complaints, appeals;
- recognition (RPL/RCC) process documents (application and results).

Policy:

1. Employ-Ease Pty Ltd is committed to maintain and safeguard the confidentiality and privacy of all individual student information. It will document and implement procedures to assure the integrity, accuracy and currency of records.
2. Individual student records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.
3. Student results will be archived for a period of not less than 30 years.
4. Training records will be collected and stored to meet the requirements of external reporting requirements.
5. Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:
 - Individuals wishing to access their personal records;
 - Individuals authorising releases of specific information to third parties;
 - Employ-Ease Pty Ltd staff that require the information for their job role;
 - Office of Training and Tertiary Education or their representative for activities under the Standards for Registered Training Organisations;
 - Legal requirements (eg. subpoena / search warrants / social service benefits / evidence act).
6. Employ-Ease Pty Ltd's Administration Manager will be the person responsible for the implementation and maintenance of the policy.

Procedure:

1. Each individual student will have a personal file for storage of training records.
2. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password).
3. All trainers / assessors involved in the program will be informed of their responsibilities under this policy.
4. Requests for access to the information must be in writing and the release of information is the decision of Employ-Ease Pty Ltd's Administration Manager.
5. Records of student results for each unit of competency will be as per Skills Victoria requirements so as to limit the amount of rework.

Discipline

Policy:

Employ-ease attempts to provide its training in a spirit of co-operation and mutual respect. There are times however when disciplinary action must be taken to ensure the safety and well being of participants and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be taken include when a participant:

- Fails to attend the prescribed minimum number of classes for any course without reasonable excuse.
- Brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner).
- Brings onto or consumes on the premises any alcohol.
- Exhibits behaviour adversely affected by the influence of drugs or alcohol.
- Damages or removes any property or resource of Employ-ease or any training venue.
- Assaults (physically or verbally) any person on the premises of Employ-ease or any training venue.
- Fails to comply with any instruction by a member of staff relating to the safety of any person on the premises.
- Exhibits conduct within the premises that is aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Enters any part of the premises or any other place to which participants have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave.

Procedure:

When disciplinary action is taken, the Administration Manager or Director will notify the participant of the reason for the action.

1. A verbal warning will be given and documented on the participant's record.
2. Where the behaviour continues, the Director will counsel the participant and a written warning will be provided. Copy of this warning will be kept on the participant's record.
3. In the event that the behaviour continues beyond the written warning, the participant will be removed from the training program. Notification of their removal will be made in writing.

If a participant wishes to express a grievance in relation to the disciplinary action taken, they have the opportunity to follow the complaints and appeals procedure. Employ-ease expects that its staff will maintain a professional and ethical working relationship with other staff, management and participants. Any breach of this standard will be discussed with the Trainer and the Administration Manager and the appropriate action taken.

Complaints and Appeals

Policy:

All prospective participants will be provided with a copy of the Complaints and Appeals Policy and Procedure document. All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

Outcomes of all complaints/appeals will be notified in writing.

All parties will have a clear understanding of the steps involved in the complaints/appeals procedure.

Students will be provided with details of external authorities they may approach, if required.

All complaints/appeals will be managed fairly and equitably and as efficiently as possible. Employ-ease Pty. Ltd. will strive to resolve any complaints/appeals fairly and equitably within five (5) working days.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues, which may arise.

The policy provides an avenue for most complaints to be addressed. However in some cases alternative measures may need to be explored. Employ-ease Pty. Ltd. will encourage the parties to approach a complaint/appeal with an open view and to attempt to resolve problems through discussion and conciliation.

Where a complaint/appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. In this event, each appellant will receive a written statement of the appeal outcomes, including reasons for the decision.

Procedure:

The complaint/appeals procedure relating to the delivery of training and/or assessment involves the participant initiating the following:

- Discussion with relevant trainer about the complaint/appeal. If the complaint/appeal is unable to be resolved, the matter can be taken to the Administration Manager.
- If the complaint/appeal is unable to be resolved at this level, it can then be referred to the Director of Employ-ease Pty. Ltd.
- If the complaint/appeal cannot be resolved internally, Employ-ease Pty. Ltd. will direct the participant to the Dispute Settlement Centre of Victoria. Information about the Dispute Settlement Centre of Victoria can be found at www.justive.vic.gov.au/dispute or www.justice.vic.gov.au/disputeinfo.

The cost of the mediation is borne equally by Employ-Ease Pty. Ltd. and the participant. Please ask our Administration Manager for details for the costs involved.

Support Services

Students who are experiencing difficulties that are impacting on their studies are welcome to talk Chris Lynch, our Student Welfare Officer who will, wherever possible, support and/or refer the participant to appropriate services.

Some useful contact numbers include:

Eastern Suburbs:

Accommodation:

Community Housing Limited:

☎9856 0050

YRCC

☎9739 6400

Tenants Union of Victoria

☎9416 2577

Harrison Community Services

☎9887 1055

Office of Housing (Ringwood)

☎9871 5199

Alcohol and Drugs:

Australian Drug Foundation

☎9278 8100

Eastern Drug and Alcohol Service

☎1300 650 705

Alcoholics Anonymous

☎9429 1833

Counselling:

Anglicare Knox Family Services

☎9720 3488 and ☎9735 4188

Eastern Centre Against Sexual Abuse

☎9870 7330

Regional Extended Family Service (REFS)

☎9879 3634 and ☎9739 4111

Care Ring

☎136 169

Lifeline

☎131 114

Health:

Eastern Access Community Health

☎9879 3933

Monashlink Community Health Svc

☎9568 2599

Ranges Community Health Service

☎9727 2011

Women's Health East

☎1800 069 967

Legal and Consumer Services:

Consumer & Tenant Resource Centre

☎9761 0288

Court Network

☎1800 681 614

Eastern Community Legal Centre

☎9877 5777

Job Watch Inc.

☎9662 1933

Outer Eastern Community Legal Advice Service

☎9735 1311

Victorian Legal Aid (Outer Eastern Suburbs Office)

☎9879 5500

Equal Opportunity Commission Victoria

☎1800 134 142

Commonwealth Ombudsman

☎1300 362 072

Other:

Centrelink

☎132850 Employment Services

☎132490 Youth Allowance and

Austudy

Southern Suburbs:**Accommodation:**

Tenants Union of Victoria

☎9416 2577

Office of Housing (Dandenong)

☎9767 8777

Frankston

☎9784 3100

Alcohol and Drugs:

Australian Drug Foundation

☎9278 8100

South East Alcohol and Drug Service

☎8792 2330

Alcoholics Anonymous

☎9429 1833

Counselling:

Dandenong Community Health Services

☎8792 2200

Frankston Counselling Services

☎9770 6354

Care Ring

☎136 169

Lifeline

☎131 114

Health:

Casey Community Health Centre

Berwick ☎9704 9811

Cranbourne ☎9704 9811

Dandenong ☎9704 9811

Doveton ☎9704 5700

Legal and Consumer Services:

Consumer & Tenant Resource Centre

☎9761 0288

Court Network

☎1800 681 614

Job Watch Inc.

☎9662 1933

Casey Cardinia Legal Advice Service

☎9793 1993

Springvale Monash Legal Service

☎9562 3144

Frankston Financial Counselling Service

☎9784 1888

Equal Opportunity Commission Victoria

☎1800 134 142

Commonwealth Ombudsman

☎1300 362 072

Other:

Centrelink

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