



Learner Information Handbook

Welcome to Accell.

Accell are one of the largest Rail Industry Training providers in QLD. Our experience and knowledge make us your number one choice for workshops and small courses.

We pride ourselves on being closely linked with industry and the ability to offer up to date tailored workshops to provide you with strong skills for your career.

Accell offer flexible solutions, including eLearning supported by moodle integration, to all learners.

We would like to wish you the very best through your learning journey.

Acknowledgements

Accell Pty Ltd would like to acknowledge the following external references which have been used in the development of this Handbook.

- Australian Skills Quality Authority
- RTO Standards 2015
- Department of Education and Training (DET)
- ComLaw, Australian Government, 2014
- Training.gov
- Queensland Legislation, Office of the Queensland Parliamentary Counsel, 2014

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All enquiries relating to this Handbook should be directed in writing to:

Accell Pty Ltd
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Mapleton QLD 4560
Australia

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About Accell

Locations

Accell offer various training locations to suit all learners.

We have two main training centres but also provide onsite training.



Queensland

Sunshine Coast
3 Obi Obi Road
Mapleton, 4560

Rockhampton
147b Kent Street
Rockhampton 4700

Contact Number for Training and Enquiries – **07 5445 7998**

Registration

Accell Pty Ltd (Accell) is a Registered Training Organisation- RTO #32213. As an RTO we comply with all legislative and requirements of the VET Quality Framework including:

1. Standards for NVR Registered Training Organisations (SNRs)
2. Australian Qualification Framework (AQF)
3. Any other all conditions of Registration.

Australian Skills Quality Authority (ASQA) is Australia's National Regulator. For more information regarding ASQA please visit: www.asqa.gov.gov.au

About Our Business

Accell bring together a group of professionals who have extensive experience within the Rail Infrastructure, Construction and Maintenance sectors. We are a professional business that operates within the rail sector offering services that set us above our competitors.

Accell engage industry experts to support our business commitment to provide current quality resources, training, assessment and consultancy services.




Each of our trainers is highly respected for their experience in the Rail Infrastructure / Operations, Construction and Maintenance sector. Each of the Accell's workplace trainers and assessors are qualified to train and/or assess in accordance with the NVR / SNR Standards and conditions for RTO registration.

Services

Accell offers a wide range of services however, our core business is the delivery of Nationally Recognised Training in the following subject areas:

Our Training areas include:

 **Rail Infrastructure**
 **Rail Structures**
 **Track Protection**
 **Rail Track Surfacing**

 **Mechanical Signalling**
 **ARTC Accredited**
 **Electrical**

Our level of Scope of registration includes full Qualifications, from Certificates to individual units of competency. We also offer Non Accredited training to selected networks (Enterprise Training).

Our services are targeting to all Rail workers, existing or new. We deliver both public and in-house courses to meet the needs of our students.

Legislative Requirements

Accell complies with all Commonwealth and State legislation ensuring that management, staff and students are informed of their obligations.

This includes but is not limited to:

- Anti-Discrimination Act 1991
- Competition and Consumer Act 2010 (Cth)
- Copyright Act 1968 (Cth)
- Corporations Act 2001 (Cth)
- Disability Services Act 2006
- Explosives Act 1999
- Fair Trading Act 1989
- Fire and Rescue Service Act 1990
- Industrial Relations Act 1999
- National VET Regulator Act 2011 (Cth)
- Privacy Act 1988 (Cth)
- Security Providers Act 1993
- Transport Operations (Road Use Management) Act 1995
- Vocational Education and Training Act 2000
- Weapons Act 1990
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Commission for Children and Young People and Child Guardian Act 2000

Current legislation is available online at www.austlii.edu.au

Work Health and Safety

Accell is committed to ensuring the health & safety of its staff and learners at all times. This includes meeting our legislative obligations to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

All learners will participate in an induction at the commencement of their course which will outline the specific work health and safety requirements for their course and the specific training facility where the training is taking place.

If a learner is found to breach any of Accell's Work Health and Safety standards or commit any act which may endanger the safety of themselves, staff, other students or members of the general public, the learner will be excluded from any further training and assessment activities.

Harassment, Discrimination and Bullying

Accell has a zero-tolerance policy for harassment, discrimination and bullying. All employees and learners are entitled to a workplace and training environment that is free from all forms of harassment, discrimination and bullying. All employees and learners are to be treated fairly and have the opportunity to feel safe, valued and respected.

Discrimination is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Bullying is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

In the event that a learner believes they are or have been discriminated against, harassed or bullied they should be encouraged to inform the other party that their behaviour is offensive and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or employee should be informed of the situation. In this case it becomes the responsibility of the relevant employees to follow Accell policy and procedures to rectify the situation.

All learners and employees working with Accell have the right to discuss matters of harassment, discrimination and bullying with the relevant members of employees without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Accell policy and procedures.

Working with Persons under 18 Years of Age

Accell complies with all Commonwealth and State legislation concerning working with children.

Students under the age of 18 must have parent or guardian consent to enrol in a course with Accell. Parental supervision is not generally required while undertaking training and assessment however, Accell employees may at their discretion request that a minor be accompanied by a responsible adult. Parents or guardians must be contactable at all times throughout the training and assessment.

Consumer Rights

Accell complies with the provisions of Australian Consumer Law including the Competition and Consumer Act 2010 (Cth) and Fair Trading Act 1989. This includes providing information to perspective learners in clear English prior to enrolment, clearly explaining disclaimers, not behaving in a misleading or deceiving manner, not making any actions or omissions that may force or coerce a learner's decision and providing fair dealings for all learners.

Learners enrolling into Accell Pty Ltd courses are entering into a contractual agreement. All learners have access to and are provided with relevant information pertaining to their enrolment and contractual obligations before commencing the course. This information is publically available on Accell Pty Ltd Website www.accell.com.au

For more information on consumer rights, please refer to www.consumerlaw.gov.au

Privacy

Accell collects personal information about learners directly from the learners, authorised representative and third parties such as providers, employers and Government bodies. Information may also be collected from public sources. We only collect personal information for purposes which are directly related to our provision of training and assessment in accordance with the VET Quality Framework, and only where it is necessary for such purposes.

We do not give personal information about an individual to Government agencies, private sector organisations or anyone else unless one of the following applies:

- the individual has consented
- the individual would reasonably expect, or has been told, that information of that kind is usually passed to
- those individuals, bodies or agencies
- it is otherwise required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health, or
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. When the personal information that we collect is no longer required, we destroy or delete it in a secure manner.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Access to Records Policy in this document or contact us for an Access to Information Form.

Accell Pty Ltd follows all Legislation including the Privacy Principles in the Privacy Act 1988 (Cth).

Financial Requirements

Accell operates as a 'fee for service' training business. This means all training programs attract fees. These fees are paid by / charged to the student, a government agency or the student's employer. Fee information is available via:

- Website
- Direct email from Accell

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees.

All fees will be paid after the commencement of training unless prior arrangements are made with management.

Fees and charges are subject to change without notice at the discretion of Accell.

Fee Structure

Total Course Fee

Each training program offered by Accell may attract the following fees:

- a. an Enrolment Fee (payable at the time of booking the training/assessment and prior to commencing a course, this fee ensures your place on the course)
- b. a Course Fee (training programs, RPL, VOCs, enterprise training – payable at the commencement of the training, includes all administration, record keeping and certification of your completed course)
- c. a Competency Completion Card Fee (optional)

Other fees may include:

- d. a Reissuance Fee (for lost or damaged certificates, cards etc)
- e. a Retrieval Fee (retrieve and copy of archived learner records/results)
- f. a Data Management Fee (for organisations who request Accell to manage the organisations training records)

Each training program offered by Accell has a specific course fee. The course fee is the maximum fee that will be charged to the student for his / her selected training program. This fee is inclusive of:

- Tuition and assessment
- Support
- Reference materials and mandatory textbooks
- Access to resources and equipment

Where additional resources are required such as optional textbooks and reference documents or own computer, the student will be required to supply these at their own expense.

Accell may be able to supply some of these resources at an additional cost to the total course fee on request. In these circumstances, Accell will notify learners before commencement.

Making Payments

Learners may make payments by any of the following methods:

- EFTPOS
- Credit Card (MasterCard and VISA only)
- Direct Deposit (phone 07 5445 7998 for account details)

Payment Receipts

A tax invoice / receipt will be issued for all payments made.

Refunds

Please see our Refund Policy location on our website.

Certificate 3 Guarantee

The Certificate 3 Guarantee is a key initiative under the Queensland Government's five year reform action plan for the vocational education and training sector – Great Skills. Real Opportunities. For further information please visit:

<http://training.qld.gov.au/information/investing-in-skills/certificate3/students.htm>

Accell offer two Certificate 3 Guarantee qualifications:

1. TLI21311 Certificate II Rail Infrastructure
2. TLI32511 Certificate III Rail Infrastructure

Who is Eligible?

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

1. Be aged 15 years or above and no longer at school (with the exception of VET in School (VETiS) students — see the VETiS fact sheet for more information);
2. Permanently reside in Queensland;
3. Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
4. Not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

<http://www.training.qld.gov.au/resources/training-organisations/pdf/c3g-policy.pdf>

Contribution Fees

Training costs for this program are covered in 2 parts:

1. contribution from government; and
2. contribution from the learner (which can be paid by the employer).

The Queensland Government pays a higher level of subsidy for qualifications undertaken by concessional students. This enables Accell to reduce fee costs for these participants and/or provide extra learning support. The following students are entitled to concessions:

1. The student holds a health care concession card or pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care concession card or pensioner concession card and is named on the card.
2. The student provides the PQS with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a health care or pensioner concession card.
3. The student is an Aboriginal or Torres Strait Islander
4. The student has a disability
5. The student is an adult prisoner

Students will be required to contribute to the costs of their training through a co-contribution fee.

Certificate 3 Guarantee Entitlement

Eligible participants will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee once they complete a Certificate Level III qualification.

Government Contribution

The government will contribute the following amounts for each qualification (as at 13/11/15).

<http://www.skillsgateway.training.qld.gov.au/content/user/subsidy/SUBSIDIES-LIST.pdf>

	Non-Concessional Students	Concessional Students
TLI21311	\$2,864	\$3,580
TLI32511	\$2,296	\$2,583

Learner Contribution

	Non-Concessional Students	Concessional Students
TLI21311	\$10 per unit	\$5 per unit
	\$160 full qualification	\$80 full qualification
TLI32511	\$10 per unit	\$5 per unit
	\$130 full qualification	\$65 full qualification

Student Services

Accell is committed to providing high quality training for all learners throughout the training process. Our commitment to training means that learners will receive the best possible outcome. Learners will receive every opportunity to successfully complete the chosen training program.

Accell recognises that all learners have different needs and strive to accommodate to every need. If a learners need is outside our scope or skills, they will be referred to an appropriate service or training.

Customer Service Focus

Accell delivers flexible training and assessment services to support this it is important that all learners are fully informed and understand the training course they have enrolled into. Accell ensures that all clients understand the training process as well as their rights and responsibilities upon entering into a contractual agreement.

Accell will supply:

- ✓ Training programs free from discrimination
- ✓ Support services, training, assessment and delivery that will meet a variety of individual learners.
- ✓ Take into consideration each learner as an individual

Enrolment

Enrolment into some of Accell training programs may be subject to meeting certain entry requirements. Specific details of the entry requirements to these training programs are made available prior to enrolment. In the case that a potential learner does not meet the entry requirements, Accell will assist them in understanding their options in regards to meeting the standards.

Enrolment

To enrol, learners will need to contact the Accell Office on 07 5445 7998. Course information and the learner handbook are available prior to enrolment.

Accell ensures all learners have equal opportunity regardless of race, gender and or cultural background. Persons with disabilities are also encouraged to enquire and undertake the training if:

- a) it does not put the learner at risk..
- b) it meets the workplace requirements (ie not under constraints of WorkCover).
- c) is permitted by the employer to take to undertake the training program/assessment.

The learner must make an informed decision on the best course for their interest before enrolment. Learners will then be informed of successful enrolment and sent information on the course and their course induction.

Learners who do not meet the entry requirements for the selected course will be notified of their unsuccessful enrolment and invited to contact Accell to further discuss their training needs and alternative opportunities.

USI Numbers

From 1 January 2015, millions of Australians can build an online record of their VET attainments and qualifications. Every new and existing VET student will be issued a unique student identifier. This number is retained by a student throughout his or her lifetime. By gaining greater control over their VET records, student access to information for course enrolment will improve. Establishing credit for recognised prior learning will be simpler, and it will be easier for students to show employers this information during interviews.

From January 1st, 2015 Learners who undertake any VET training (Vocational Education and Training) which includes all of the nationally recognised courses we offer, will require a UNIQUE STUDENT IDENTITY (USI). This USI number must accompany any training undertaken or Learners must submit information to Accell to apply on their behalf. All information provided is adhered to under strict Privacy Laws. Learners can find this information on their enrolment form.

Learners can create their own USI by visiting www.usi.gov.au and clicking on the box that says CREATE A USI and follow the prompts. Learners will only be required to do this once. Please keep a record of this number as you will be required to give this number everytime you complete any nationally recognised training.

If you would like more information, please visit the website www.usi.gov.au .

Please feel free to contact us if you have any questions.

Confirmation

Accell will email or phone confirmation prior to the commencement of training. Information will be included such as the time, date and location of training, any additional resources the learner should bring to the course and an overview of the units of competency to be studied and the format / style of training to be provided.

All learners enrolled with Accell have the right to discuss any matters of concern over access and equity with the relevant persons in an informal manner; all discussions are dealt with confidentiality. Accell seeks to allay any concerns however if a learner feels their concern needs to be taken a step further they have the right to lodge a formal complaint. This process is explained in the Accell Complaints Procedure (further on in this Handbook).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process for giving learners credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

Learners may apply for RPL through a formal process of an RPL Application. This process guides them through the evidence gathering they need to complete, along with an interview process, with a qualified Assessor. Once sufficient, reliable evidence is gathered to support the RPL Application and it is approved by the Assessor then the learner's current training may be adjusted to recognise this advance standing.

Learners will be asked to submit a portfolio of evidence that demonstrates required knowledge, work experience or life experience that matches units chosen for study. The RPL Application should be enquired about at the point of Enrolment and the learner will be guided through the process by a Trainer/assessor. This will be in the form of an information session to discuss the process and the submission of evidence that will required to be supplied by the learner.

The benefits of recognition will mean less overall time for completion of study. If the learner feels they are eligible for recognition enquiries should be made at time of enrolment.

Please Note: Fees apply for RPL Applications and are subject to the qualification and number of units of competency, the learner is applying for. These fees will be discussed with the learner prior to the RPL Application commencing.

If the learner feels they are eligible for recognition enquiries should be made at time of enrolment.

Accell will accept all other Qualifications and Statements of Attainments issued by accredited Registered Training Organisations (RTO). However each qualification must be certified by a Justice of the Peace or Commissioner of Declarations, to ensure it is an authentic copy. Accell will verify these qualifications through the issuing RTO.

Language, Literacy and Numeracy (LLN)

Accell has an obligation to ensure that all learners are given the best and fairest opportunity in their completed their selected training program. To enable this to take place all learners will undertake a Language, Literacy and Numeracy assessment prior to any training course being conducted. It is a requirement of entry to all courses that every Learner must complete a LLN assessment.

Learners may wish to discuss with their Trainer/Assessor any concerns that they may have about their capacity to participate because of any Language, Literacy and Numeracy requirements. Accell will either provide assistance to support learners, if it is within our capacity to do so, or referral the learner to another organisation who can assist the learner. Discretion and confidentiality will be observed at all times

Rights and Responsibilities for Learner's

Learner's must:

- ✓ Treat all staff, learners and general public with respect, fairness and courtesy
- ✓ Be punctual and regular in my attendance
- ✓ Submit my assessment tasks by the due dates
- ✓ Contribute equally to any group assessment which receive a group mark
- ✓ Use protective equipment where required and follow all workplace health and safety (WHS) procedures
- ✓ Report any WHS incidents to the Trainer or to the RTO Manager

Learner's must not:

- ✓ Plagiarise, collude or cheat in any assessments events or examination
- ✓ Illegally copy or download any workbooks or assessments
- ✓ Use offensive language
- ✓ Smoke in any designated non smoking areas
- ✓ Harasses or discriminate against fellow learners or trainers
- ✓ Use cameras or recording devices including mobile phones without the consent of the person being photographed or recorded
- ✓ Damage or misuse any of Accell Pty Ltd or Clients property
- ✓ Be under the influence of alcohol or illegal drugs in the learning environment
- ✓ Engage in behaviour which may offend, embarrass

Learners have the right to:

- ✓ Be treated fairly and with respect by trainers and other learners
- ✓ Learn in an environment free of discrimination and harassment
- ✓ Pursue educational goals in a encouraging and professional environment
- ✓ Receive information about the course in a timely manner

Training and Assessment

Accell is committed to delivering high quality training and assessment services that exceed the expectations of their learners. To ensure this, Accell has implemented continuous improvement procedures within its training programs.

Continuous improvement processes includes data analysis of feedback questionnaires which is gathered at the conclusion of a training session. This information together with feedback from employers, industry bodies, trainer/assessors and content experts, is collated passed through to Accell's management and quality system. Informed decisions can then be made to improve Accell's products and services.

Assessments

Assessments should be:

Fair	Flexible	Valid	Reliable	Sufficient
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Evidence should be:

Valid	Sufficient	Authentic	Current
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Assessments are part of all courses at Accell and come in many and varied forms according to what is the most effective and fairest way to assess a particular unit of competency which is deemed appropriate to a workplace requirement, making the experience 'real'. It is expected that Assessors will perform assessments in accordance with the Training Package requirements.

Accell ensures that only learners who hold the required skills and knowledge, and who are ready to be assessed, are given an assessment opportunity.

Accell ensures that:

- ✓ Assessment processes meet the requirements of the training package.
- ✓ The assessment process is valid, fair, flexible, valid, reliable and sufficient.
- ✓ Assessment processes are carried out in a way that is consistent with the Strategy documented.
- ✓ Assessors are provided with tools and clear information.
- ✓ Assessment meet the requirements of the units of competency.
- ✓ Validation and moderation meetings are conducted between Assessors to ensure quality and consistency during the assessment process and to aid continuous improvement of resources and processes.
- ✓ That all learners follow the Code of Conduct during all assessments.

Learners will be made aware of all assessment requirements during the introduction of all courses. All results are treated with confidentiality and feedback provides will be either verbally or written.

Method of assessment may include:

- ✚ Multiple choices: is a form of assessment in which learners are asked to select the best possible answer (or answers) out of choice from a list.
- ✚ Written short answers: require the learner to write a response to fulfil the requirements of the question.
- ✚ Role Play: Learners will be asked to perform the task as a simulated activity in the classroom.
- ✚ Practical activities: The completion of written paperwork may require practical evidence. In this practical activity the learner will physically show the assessor how he/she performs the task required

A minimum of two forms of evidence are required to be able to make an informed assessment decision on the competency of the learner. It is common for learners to complete a theory assessment (written) in the classroom and a practical assessment in the field or workplace

Assessment Appeal

If a learner feels that the assessment results are not justified and they contest the outcome of that assessment, then they are invited to make an appeal. It is important to Accell that an Appeal is settled quickly; therefore this process takes high priority and is attended to immediately.

Appeals Process

The Appeals Process is a formal procedure to assist all parties resolve any issues/incidents that have not been resolved in an informal manner. It may be a complaint which has not been resolved within a reasonable timeframe, or if the processes (including an assessment outcome) have been defective, a request for an Appeal can be lodged with the RTO Manager or Managing Director.

1. An appeal must be lodged with the RTO Manager or Managing Director, within 25 working days of notification of the outcome of the complaint and/or an appeal of an assessment outcome.
2. The grounds for appeal must be clearly set out in writing, giving as much detail as possible.
3. Upon receipt of the appeal the RTO Manager or Managing Director, will undertake a preliminary review to determine the validity of the appeal. Once determined, and within 10 days of receiving the appeal, the following action may occur:
 - a. dismiss the appeal if not valid;
 - b. make a determination in relation to the appeal; or
 - c. refer the appeal to an Appeal Committee.
 - i. If the appeal is referred to an Appeal Committee, it will be determined by a Committee comprising:
 - The Managing Director as the chair;
 - The RTO Manager; and
 - another member from the staff as deemed appropriate by the nature of the original complaint.
4. In considering an appeal the Committee:
 - a. will obtain and consider the written documents of appeal alleging breaches of procedures and/or assessment outcomes; and
 - b. may obtain and consider any other material that in its opinion is relevant to the process.
 - c. Interview parties in relation to the Appeal.

5. Where the Committee finds that the procedures had not been followed, or that an assessment outcome cannot be substantiated it will direct the Accell Manager to take further action as appropriate.

As an RTO it is our responsibility to ensure that all appeals are taken seriously and an investigation occurs. The learner will be notified via email or letter what the outcome is and if any feedback is included.

Course Completion

All Learner's who are training and assessed as competent by Accell, will be issued with either a:

- ✓ Qualification Certificate (have met the full qualification requirements)
- ✓ Statement of Attainment (completion of units of competency only), or
- ✓ Certificate of Attendance (no assessment required)

To receive a qualification from Accell Pty Ltd, learners must successfully achieve competency in their course.

Qualification Certificate

Issued when the learner has completed all requirements for a full qualification as listed qualification packaging rules in the Training Package (refer to www.training.gov.au) and as listed in the learner's profile. The certificate will identify all the completed units of competency/modules successfully completed.

Statement of Attainment

Issued where learners:

- have partially completed a full qualification
- have only complete certain units to achieve a RIW Role or set of required skills
- did not meet all the qualification requirements.

All units/modules are listed on the Statement of Attainment.

Certificate of Attendance

Issued where the course a learner has attended is not nationally recognised or does not require assessment or the learner only require a awareness of topic.

Information on Certificates

Certificates and Statements of Attainment will include:

- ✓ Name of the person receiving the certificate
- ✓ Accell Pty Ltd name and Logo
- ✓ Name and code of the Accredited course and/or units
- ✓ Certificate Number
- ✓ Date of issue
- ✓ Signature of Accell Pty Ltd Authorised signatories
- ✓ NRT logo

Feedback

Accell is committed to providing improvement for its clients. If you have any feedback we would love to hear it. Accell collect information from feedback questionnaire forms from every training session. This information is analysed through Accell's Continual Improvement process to ensure all learners meet their course requires, learning in a happy and safe environment. If you have any concerns please contact the Accell Office on (07) 5445 7998 or discuss with the Trainer assigned to your course.

Accell Staff

Accell staff are industry experienced and highly qualified in their individual fields. Detail of each member can be found on the Accell website at www.accell.com.au.

Qualification of Trainers/Assessors

All trainers at Accell are nationally accredited to deliver the qualifications, units of competencies and enterprise programs. Trainer/Assessors are required to:

- ✓ Hold a current TAE40110 Certificate IV in Training and Assessment
- ✓ Hold qualification in all units of competency to at the least the level they deliver
- ✓ Hold relevant industry experience (minimum of 3 years)
- ✓ Ensure currency of all qualifications
- ✓ Undertake professional development to maintain currency

In the event that additional expertise is required for a specific topic, the Trainer will be joined by a content (industry) expert, who can lend their in depth industry knowledge to the learning process.

The Role of a Trainer

Although the role of the traditional teacher was to force-feed knowledge to students and jam-pack their brains with information, the role of the trainer has now evolved to cover the following aspects instead:

1. Ignite learner **interest** in the learning/job role with meaningful learning Boost
2. learners self confidence in his/her ability to master the learning/job role
3. Provide learners with a **guidance** to help them wade through an overflow of information
4. Provide learners with **support and mentoring**
5. Provide learners with lots of **practice** opportunities
6. Build learners **capacity** and open up opportunities for further studies.

Complaints procedure

Accell takes all complaints seriously. If you have a complaint that you wish to bring to our attention please contact the RTO manager directly. Every learner will be offered an opportunity to resolve any problem. If the learner or client wishes to make a formal complaints please see the procedure below.

Formal Complaint

Formal Complaint should be made if a complaint has not been resolved at the informal stage, or is otherwise of a more serious nature.

A formal complaint must be submitted on the *Complaints and Appeals Form* by the complainant, in writing, setting out the details of the complaint, including the background, the grounds of the complaint, the facts relied upon (the evidence), and the redress sought, together with all supporting documentation. All the information in support of the complaint should be provided at the beginning of the process.

On receipt of a formal complaint, the RTO Manager or Managing Director will:

1. register and acknowledge receipt of the complaint to the complainant within 24 hours (1 working day);
2. clarify the complainant's issues, consulting with the complainant and other parties where necessary;
3. consider whether the complaint requires or warrants referral due to its nature and subject, such as:
4. is appropriately dealt with under the provisions of another process, such as the Workplace Agreement; or
 - a. is subject to mandatory reporting to an external agency, for example where a complaint concerns potentially criminal acts; corruption; sexual misconduct; or violence which involves children.
 - b. consider whether the complaint requires or warrants consultation with other personnel of the consortium, for example the HR Manager on matters raising questions of procedural fairness, or the lawfulness or validity of administrative actions,
 - c. consider whether the complaint constitutes a protected disclosure;
5. assess the most suitable method for dealing with the complaint, for example whether the complaint is best resolved either by discussion/negotiation, by mediation, or investigation;
6. where **investigation** is appropriate, investigate the complaint directly, documenting all information as evidence of the findings;
7. ensure that steps are taken within 24 hours to begin resolution of the complaint, and inform the complainant and the respondent about the process and the timetable for resolution;
8. when it is not possible to resolve the complaint within the stated timeframe advise the complainant and the respondent on progress every 10 working days (in writing);
9. inform the complainant and the respondent of the outcome (in writing) and the action taken to resolve the complaint;
10. Generally, oversee and/or manage the resolution of the complaint and refer to the Managing Director, as necessary.

Contact

Accell Pty Ltd

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Please contact the office number for specific contact detail of Accell personnel.