

# CLIENT INFORMATION HANDBOOK

## Welcome to A Plus Training Solutions Pty Ltd

At A Plus Training Solutions we strive to provide a supportive environment to help you learn, we pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding A Plus Training Solutions' policies and procedures, available services and requirements, which are designed to ensure everyone training with A Plus Training Solutions is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to us.

## Client Feedback

A Plus Training Solutions seeks feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

## Services

A Plus Training Solutions provides training and/or assessment services in two (2) areas:

- Certificates of Competency,
- Verifications of Competency, and

Our available courses page lists the courses that we currently deliver.

## Course Information

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.

## Booking a Course

- Booking enquiries may be made verbally by phone, text message or by email.
- All prospective learners will then be emailed a confirmation and enrolment form, or the enrolment form can be downloaded from the A Plus Training Solutions website for completion.
- A Plus Training Solutions will confirm your booking by email.

## Identification Requirements

Identification may be Driver's licence (From any State or Territory), Passport Photo card (Issued by the Department of Transport in WA) or other Australian Proof of Age card.

## PAYMENT OF COURSE FEES

Payment is to be made prior to undertaking a course. Payment may be made by cash, cheque, debit/credit card or direct debit. If paying by direct debit, A Plus Training Solutions' bank account details are available by phoning/emailing A Plus Training Solutions. These bank details are also on our invoice.

In some circumstances A Plus Training Solutions will invoice companies after training has been undertaken. This will be agreed upon between A Plus Training Solutions and the company. A Plus Training Solutions does prefer purchase orders in this instance prior to training commencing.

## Cancellations, Refunds or Transfer of Courses

In the event that an individual student cancels or postpones a booking the following applies:

- More than 48 hours' notice given to A Plus Training Solutions: Full refund or credit.
- Less than 48 hours (2 business days) notice given to A Plus Training Solutions: 50% of course cost will be charged.
- Less than 24 hours (1 business day) notice given: 100% of course cost will be charged.
- No refund will be given for withdrawal after a course has commenced.
- If a participant wishes to postpone to another date no additional charges are incurred, but this must be done at least two business days before the course commences.
- A Plus Training Solutions usually does not cancel a course once it has been confirmed. This will only be done due to extreme circumstances beyond our control, and not because of insufficient bookings. A Plus Training Solutions will always run a scheduled course, even if the class size is minimal.

## How to Request a Refund

Individuals: A Plus Training Solutions understands that the circumstances under which an individual may need to cancel a course and request a refund vary so whilst written advice (email or txt) is preferred we will accept telephone notification.

Companies: Companies that cancel a course and require refunds must make the request in writing (email).

## YOUR CONSUMER RIGHTS

Prospective learners have rights as consumers and Australian Consumer Law provides protection for consumers who purchase services. A full explanation of your rights as a consumer can be found at this [location: Personal Services a Guide to the Australian Consumer Law](#)

Further information regarding cooling off periods can be obtained from the Department of Commerce, [Consumer Protection](#).

## MODES OF DELIVERY

A delivery mode describes the way training will be delivered to support and enable learning. Broadly speaking, there are three delivery modes:

- face-to-face
- self-paced, and
- blended learning

A Plus Training Solutions provides training to its learners predominately through face-to-face delivery.

## Assessment

Assessment or competency-based assessment is, *“The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.”*

Individuals are required to undertake assessments to demonstrate competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Australian Standard, Codes of Practice or other guidelines for the course.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency, including the opportunity to be re-assessed if required.
- A Plus Training Solutions supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

**Competent [C]:** Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued with a PDF Electronic Certificate of Competency.

**Not Yet Competent [NYC]:** Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.

At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, A Plus Training Solutions offers further training at a later date. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

## Complaints and Appeals

A Plus Training Solutions views all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels they have cause to raise an issue we encourage them to do so.

We will finalise complaints and appeals as soon as practicable (as quickly as reasonably possible).

This policy covers managing and responding to allegations involving:

- Conduct of our organisation including, our trainers, assessors and other staff,
- Conduct of our learners.
- Requests for review of decisions, including assessment decisions, made by our organisation.

In all cases we ask that if you feel comfortable doing so you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak should be the person concerned, if not that person then someone you believe to be their supervisor or another person in authority.

Put simply, this means there are two views to every situation; yours and the other persons. So we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

## Occupational Safety and Health

A Plus Training Solutions is committed to providing a safe and healthy work and training environment for all participants and trainers. A Plus Training Solutions makes every reasonable effort to prevent accidents and injuries to both participants and trainers. A Plus Training Solutions promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any physical disabilities need to be advised prior to the course. This will assist A Plus Training Solutions to make a judgment to ensure that they are capable to undertake the course.

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

P.P.E (Personal Protective Equipment) e.g. hard hats, hi-vis, etc., can provided by A Plus Training Solutions on the day(s) of training. Participants may provide their own P.P.E if preferred.

First Aid: A Plus Training Solutions' staff are registered first aiders. If you are in need of first aid, please speak to your lecturer.

### Ambulance Cover

In the event of a student requiring emergency medical treatment, A Plus Training Solutions has a duty of care to call an ambulance.

As the cost of student ambulance or medical expenses are not able to be covered by A Plus Training Solutions, it is strongly recommended that all students obtain personal medical insurance and / or ambulance cover.

## Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. A Plus Training Solutions expects the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- **Kitchen Area** – Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- **Toilets** – Toilet facilities are provided for males and females. The facilities need to be kept clean and hygienic at all times.
- **Smoking** – Smoking is not permitted in part of our premises for safety and health reasons. If you wish to smoke please do so outside and well away from any doors.
- **Other Classes** – Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- **Panadol** and other medical drugs cannot be issued to clients according to OSH&W regulations.
- **Parking** – Parking is available at our Welshpool site and detailed information will be provided when your booking is confirmed.
- **Dress Code** – Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Occupational Safety and Health](#))
- **Mobile Phones** – We ask that mobiles phones not be used for any reason during class times and are to be turned off or put on silent.
- **Respect** – Please respect fellow classmates and A Plus Training Solutions staff at all times.
- **Drugs and alcohol** – A Plus Training Solutions does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are you will be asked to leave our workplace immediately.

## Information for Enrolment

A Plus Training Solutions will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken
- Use and care of equipment
- General housekeeping
- Certificates of Competency etc. to be issued/offered

## Access and Equity

A Plus Training Solutions will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

A Plus Training Solutions provides an opportunity for persons regardless of cultural background and gender to attend and undertake training. A Plus Training Solutions also allows participants with disabilities to attend as long as they do not put themselves or fellow participants at risk of injury, and they are of the understanding that they have the ability to obtain and undertake the skills required.

## Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development, Reasonable adjustment: A guide to working with students with disability, 2<sup>nd</sup> Edition 2013, will be used where appropriate. (i.e., extracted from page 13 of the document)

*The kinds of reasonable adjustment that can be made*

*Reasonable adjustment as it applies to participation in learning and assessment activities may include:*

- *customising resources or activities within a training package or accredited course;*
- *modifying a presentation medium;*
- *providing additional support;*
- *providing assistive or adaptive technologies;*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the student's needs continue to be met.*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

## Student Support

A Plus Training Solutions is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, A Plus Training Solutions may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** A Plus Training Solutions can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the student, unless other arrangements are made with A Plus Training Solutions.

## **Privacy and Storage of Records**

A Plus Training Solutions ensures that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. A Plus Training Solutions only collects information that is necessary to comply with their obligations within the Standards.

All assessment information is securely stored; electronic records in password protected databases, and physical records in a restricted/secure location. Should a participant wish to view his/her assessment at a later date, this may be done so by contacting A Plus Training Solutions directly in writing or in person. Some form of identification will be required to verify the participant. Should a third party wish to view any assessment, permission needs to be granted by the participant who undertook the assessment. 48 hours may be required for A Plus Training Solutions to retrieve these assessments from archives.

## **Certification Documents**

A Plus Training Solutions (Pty Ltd) will provide exceptional training and may issue Certificates of Competency (not nationally recognised) to indicate the certain competencies that have been achieved on completion of training course.

A Certificate of Competency will only be issued upon successful completion of the required course and assessment, and when full monies have been paid to A Plus Training Solutions.

### **Loss of Certificate**

In the event of loss of your Certificate please contact A Plus Training Solutions. Your Certificate can be reissued. To have either your Certificate or Statement of Attainment reissued you will need to apply in writing and provide ID, preferably photographic in the form of a drivers licence, passport or proof of age.

### **Cost of Re-issuing Certificates**

If your certificate is lost or stolen and you require a replacement copy certificate there will be a cost involved. At present the pdf copy cost is \$27.50 (Inc GST) per certificate.

## Legislation

A Plus Training Solutions is subject to a variety of legislation related to training and assessment as well as general business practices and will monitor changes to this legislation. This legislation includes:

- Equal Opportunity Act 1984 (WA)
- Health Act 1911 (WA)
- Workers' Compensation and Injury Management Act 1981 (WA)
- Workplace Safety and Health Act 2020 (WA)
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Privacy Act 1988 (Cth)
- Copyright Act 1968 (Cth)
- Industrial Relations Act 1979 (WA)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Disability Standards for Education 2005 (Cth)
- Student Identifiers Act (2014)

All legislation can be accessed via [www.comlaw.gov.au](http://www.comlaw.gov.au) and [www.slp.wa.gov.au](http://www.slp.wa.gov.au).

## Further Inquiries

If you have any further questions pertaining to your enrolment, course or learning, please do not hesitate to contact A Plus Training Solutions.

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| Address: | Office: 30 Peppermint Drive, Thornlie, WA, 6108                            |
| Contact: | Peter Tutt   |
| Phone:   | 0403 782 013   |
| Email:   | <a href="mailto:admin@aplustraining.com.au">admin@aplustraining.com.au</a> |
| Website: | <a href="http://www.aplustraining.com.au">www.aplustraining.com.au</a>     |

