



POLICY MANUAL

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POLICIES

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ACCESS AND EQUITY

Access and equity policies are incorporated into operational procedures. Allens Training Pty Ltd prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical / intellectual / psychiatric disability / organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement) other than that we offer courses for adults (defined as persons over 14 years of age)

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery order to maximise the opportunity for access and participation by disadvantaged students, subject to the modifications retaining:

- Course content and
- Assessment strategies

Within the criteria set by the training package.

Our Access and Equity Policy will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background and regardless of age other than that we offer courses for adults (defined as persons over 14 years old)

The organisation endeavours to provide access to our courses for all people with a disability whenever possible. Special arrangements will be made whenever it is practicable. All Staff will:

- Uphold best practice principles and have a commitment to quality and excellence in administration and teaching activities
- Consult with the General Manager and implement curriculum designed to meet the individual needs of the student within the constraints of the training package parameters.
- Promote a positive image of people with disabilities
- Provide a service which does not over protect or under support the student
- Assist student to develop/maintain skills that will enhance their independence and participation
- Ensure the skills and competency development take place in real settings
- Provide a service that is designed and administered so as to promote the competence and self reliance of the student
- Develop a positive learning environment
- Evaluate and monitor all courses

Refer to:

- Student Handbook
- Code of Practice

ADMINISTRATIVE AND RECORDS MANAGEMENT

The General Manager is responsible for ensuring that delivery staff record attendance/enrolments, training and assessment activities, resources and outcomes, and forward these records for filing and archiving.

Administration

The student is required to complete an application form. On completion of the course the application form and Student Written Assessment sheet is taken back to the office where all documentation and assessments are checked and centrally marked. The participant's marks and details are entered into our database and if the participant has successfully met the learning outcomes then a certificate of attainment/qualification is printed and sent to the student. If the participant has not passed the assessment, they will be notified and given the opportunity to re-sit the assessment. The electronic result is kept for 30 years.

External Reporting

The Allens Administrative Assistant is responsible for ensuring that records required for external authorities (e.g. VETAB or WorkCover, etc) are kept accurate and up to date. Program managers are responsible for ensuring that data needed for such records is forwarded to the Allens Administrative Assistant in a timely manner.

Records and Archives

Records are maintained of program development, program delivery, students, human and physical resources, financial and management activities. Records are kept accurate and up to date. The Business Administration Manager is responsible for record maintenance. (Refer to Document Control)

The Business Administration Manager is responsible for archival of closed files and past records. Physical records are archived/scanned systematically and consistently, and stored in a secure location. Electronic records are backed up and copies maintained in a secure location off site. Archives are stored in scanned document files indefinitely in the case of academic records and certification issued and for ten years or as required by regulation in the case of other records.

All records are kept in a secure and confidential environment. Access to files is limited to staff involved in their maintenance and appropriate program personnel.

Assessments

Allens maintains a copy of all assessment instruments in a central location and version control protocols are used to ensure the appropriate instruments are used at all times.

Teaching notes, learning guides and other aids are accessible on the Allens website or in hard copy form from our Head Office. Version control protocols are strictly adhered to.

Trainers are requested to provide a copy of all such items to the Business Administration Manager who shall maintain a library of them in a central location. The library shall be accessible by staff.

AQTF POLICY

Allens Training will recognise and comply with the policies and procedures embodied in regulation and training package guidelines for any and all AQF qualifications

Definition of AQF Qualification: -

That Qualification issued to a student at the successful completion of an AQF endorsed course of training. The Certificate/statement of attainment issued includes, the National competency code, the national course code, and the RTO by its National provider number. The certificate will also include a list of competencies achieved.

Refer to:

Code of Practice

ASSESSMENT POLICY

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. All assessment materials must be appropriate to students' needs and program delivery methods.

Assessors are required to have the correct qualifications to assess the course and :

- To be fair and reasonable during assessment
- Have appropriate industry/field experience.
- To be familiar with the field, with relevant industry standards and OH&S requirements and
- To be up to date with assessment methods and procedures appropriate for the students and learning environment
- To advise students regarding RPL processes
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delay.
- To consider the authenticity, validity, reliability, relevance to the learning outcomes, currency and variety of assessment evidence.

ASSESSMENT APPEALS POLICY

We will ensure that grievances or appeals regarding assessment outcomes are dealt with fairly and with high regard to the student's level of understanding and needs. Where grievances and appeals cannot be resolved between Allens Training and the student, other options including independent mediation and/or referral to the appropriate governing or regulatory body are available.

At Allens we ensure that students expressing grievances or appealing decisions are fairly represented either by their staff representative or by any other person they may wish to have present.

1. Appeal against an assessment at a course.

Following the assessment process undertaken during a course, the student will have access to the assessment on the assessment/enrolment form and Student Detail Sheet which records the results of their practical assessment.

If the student does appeal for reassessment the instructor will ask that student to contact the office who will organize a time, date and different assessor. If the student is still not satisfied they will have the opportunity to make a complaint or schedule a meeting with the General Manager. If we are not able to resolve the situation independent mediation will be organised.

2. Appeal against an RPL assessment.

If the student is not satisfied with the documented assessment outcome after discussing the matter with the assessor, the student will have the opportunity to:

- a. Make a formal written complaint explaining the issues that are in dispute
- or
- b. Schedule a meeting with the General Manager to review the assessment.

If we are not able to resolve the situation independent mediation will be organised.

Refer to:

Code of Practice

BACK UP POLICY

All electronic information is to be backed up on a daily basis. The Backup copies are to be stored on an offsite location and locked in a safe. Refer to back-up procedure for processing and control details.

CLIENT SELECTION/ENROLMENT

Client Selection

Our Courses are open to applicants over the age of 14. Some courses require additional requirements, eg drivers license. All requirements are specified on the enrolment form/student information and is available in hard copy form for classroom programs or on line for computer based training programs

Enrolment and Induction Procedures

Prior to the commencement of the course the student is required to complete an enrolment form, which includes student contact details, course type and date.

Once enrolled into a course the student will be given appropriate materials for the course enrolled in.

Following enrolment students are advised to read our Code of Practice and Student Handbook a copy of which is available at our counter or from our Website.

Some courses require Proof Of Identity for enrolment and information on the type of documentation that is acceptable is available at any time.

PRIVACY AND PERSONAL INFORMATION POLICY

Collecting Personal Information

Personal Information is defined as information or opinion, whether true or not, about whose identity can be ascertained from the information or opinion.

Personal information must be collected with the individual's consent.

Questions cannot be asked nor information gained just for personal interest, nor can they be gained for a purpose that has not been disclosed to the individual.

Only lawful and fair means must be used to collect information.

Personal information can only be collected directly from an individual when it is reasonable and practical to do so, and is not unduly inconveniencing the individual, and only when it is necessary for service activities.

At the time the personal information is being collected the individual must be informed of:

- Our contact details;
- How they can access the information;
- Why the organization or Instructor is collecting this information about them;
- How the information will be used or disclosed;
- Any law regarding the collection of the information and the consequences of not providing the information.

Even if an individual's personal information is collected from someone else the individual must still be made aware of all the information stated above.

Use and Disclosure

Information can only be used or disclosed for its original purpose of collection.

Information will only be used or disclosed for other or secondary purposes when:

The individual has consented to its use for a secondary purpose;

The secondary purpose is related to the primary purpose and the individual would reasonably expect the service or worker to use or disclose the information for that secondary purpose;

Information given indicates potential or intent to harm others or self or commit a criminal act;

Information given results in the disclosure of a child protection issue

The use or disclosure is required by law.

If disclosure of personal information is necessary the person involved must make a written note of such a disclosure.

Data Quality

All information must be recorded without bias, feeling, assumption and undue subjectivity

The office must ensure all information collected and held after 21 December 2001 is accurate, complete and up-to-date.

The worker recording the personal information should always be identifiable on the record.

Data Security

Allens Training will take reasonable precautions to protect personal information so that it is not misused, lost, accessed by unauthorised people, modified or disclosed.

Filing cabinets containing personal and sensitive information need to be locked when not in use, and keys to these filing cabinets held only by relevant authorised employees.

Files and information should be filed away when not in use, and should never be left on desks or in areas where other people can read or access it.

Computers that store, or can access other computers that store personal information should have password access.

Each computer user should have a password.

Offices and rooms with personal and sensitive information should be locked when not in use.

Archive areas must be secured.

Proper records of where files are archived must be held.

All personal and sensitive information should be securely destroyed when no longer needed or statutory times for holding have passed. Personal and sensitive information should never be disposed of by general disposal methods.

Reasonable steps must be taken to destroy or de-identify personal information that is no longer needed.

Practices of security will be monitored to ensure compliance with policies.

Student Files

- All personal and identifying information shall be regarded as confidential between the service and the student.
- All students have the right of access to their files.
- If required, Personal Information relating to the student may only be discussed with the Managing Director. The exceptions to this are:
 - a) Where the student consents in writing to the release of information;
 - b) A Report is being made to the NSW Department of Community Services or ACT Family Services;
 - c) Information has to be given to comply with legal requirements;
 - d) Where a student discloses intent/action to harm others or self.
- The file is and remains the property of Allens Training should only leave the premises under subpoena by a court.
- All student file entries are to be signed by the source. It is the responsibility of service coordinators to preserve the security of written records.
- The coordinator shall be notified prior to student access to any file.
- An employee in a supervisory position shall be present to assist the student when accessing information in his/her file.
- Written permission from the student must be obtained before information in a file is transmitted to another professional person. This may require consent from a parent or guardian in the case of a person who cannot demonstrate an understanding of the concepts of consent, personal information and privacy.
- Information required for statistical purposes, research and evaluation will not identify individuals and wherever possible students shall be informed for what purpose information is being collected.
- A breach of confidentiality will result in disciplinary action, including suspension or dismissal.

Availability

- Services must be able to document their practices and make this information available to all who request it.
- This Privacy Policy & Procedures document must be made available to all who request it.
- If an individual does not ask what sort of personal information is held on them then the service generally should take reasonable steps to let them know what information is held, the purposes for which it is held and how it is/was collected, used, disclosed and stored.

Access and Correction

- Allens Training will take all reasonable steps to allow people to access their personal information unless the law does not allow it.
- Access will be arranged within five (5) working days of a request.
- Services may deny access if there is, in the considered opinion of the service coordinator and manager jointly, that::

- a) Providing access would pose a serious or imminent threat to the life or health of any individual;
 - b) The privacy of others would be unreasonably affected;
 - c) The request is shown to be frivolous or vexatious;
 - d) The personal information relates to existing or anticipated legal proceedings with the individual and the information would not be discoverable through discovery;
 - e) Providing access would be unlawful or denying access is required and authorised by law;
 - f) Providing access would be likely to prejudice an investigation of unlawful activity or law enforcement, public revenue protection, prevention and remedying of seriously improper conduct, or preparation or conduct of court or tribunal proceedings, either by or on behalf of an enforcement body.
 - g) An enforcement body performing a lawful security function requests denial of access to protect national security.
- A service will always explain reason/s for denial of access.
 - When information held is found to be incorrect, or shown by an individual to be incorrect, it will then be corrected.
 - If an individual requests the correction of information held about them and the service does not believe it is incorrect then it will be explained to the individual why the information will not be corrected. If requested, the service will keep a statement from the individual on file noting their view that the information is not correct.

Identifiers

- Government Agency identifiers cannot be used as service identifiers. This includes Medicare numbers, tax file numbers, Health Care Card numbers or future identity numbers assigned by Government Agencies
- Services are sometimes required to collect identifiers but will not use them to identify people.
- Identifiers will only be disclosed if required by law or where an individual requests, in writing, for the service to disclose the identifier.

Anonymity

Services must give people the option of interacting anonymously with the service if it is lawful and practicable to do so.

Trans-border Data Flows

Services can only transfer personal information overseas with the consent of the individual, or when it is required through law.

Sensitive Information

- Collection of sensitive information will occur with an individual's consent, unless the collection is; required by law to establish, exercise or defend a legal or equitable claim, or; necessary to prevent or lessen a serious or imminent threat to the life or health of the individual who is the subject of the information.
- Sensitive information includes information about a person's:
 - a) Racial or ethnic origin;
 - b) Political opinions;
 - c) Membership of a political association;
 - d) Religious beliefs or affiliations;
 - e) Philosophical beliefs;

- f) Membership of a professional or trade association;
- g) Membership of a trade union;
- h) Sexual preferences or practices;
- i) Criminal record;
- j) Health, including information or an opinion about the health or a disability of an individual, an individual's expressed wishes about the future provision of their health services, a health service provided or to be provided to an individual, other personal information about an individual collected in connection with their donation or intended donation of body parts, organs or body substances;
- k) Any other information deemed sensitive by Agency policies.

Privacy Complaints

An individual has a right to make a complaint about their treatment in regards to any part of Allens Training's privacy policy and procedures.

Refer to:

Code of Practice

COMPLIANCE WITH GOVERNMENT REGULATIONS POLICY

Allens Training Pty Ltd complies with all relevant local, state and federal government regulations covering this type of training and complies with WorkCover requirements

COMPUTER USAGE POLICY

General

Allens Training encourages the use of computers in the work place for efficient communication, networking and information-sharing purposes.

For the purposes of this policy, the term 'computer' includes all components of a computer work station and all associated software and hardware peripherals, including printers, modems, scanners, digital and web cameras, microphones, speakers and any other such device that may operate in conjunction with a work station.

Workplace computers must never be used to access, download, store, print, scan, alter, create, manipulate or view:

1. Illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data or
2. Myspace, Facebook or Twitter.

The consequence of not adhering to the conditions described above will be dismissal from the employment of Allen's Training

No software is to be loaded onto computers without first seeking permission from supervisors. If supervisors are unsure of the suitability or safety of a piece of software they should seek advice from the General Manager.

Computers provided in the workplace by Allens Training should be used for work purposes only, except in instances where:

- An employee is having a designated break and may then use their computer for recreational, research or domestic purposes, as long as their computer activity is not disruptive to the work environment and will not incur a great cost to the service;
- An employee has obtained permission from their supervisor to use their work computer outside of normal working hours for non-work purposes;
- An employee has obtained permission from their supervisor to use their work computer during working hours for non-work purposes for a justifiable urgent reason;
- An employee is using their work computer to play music from a personal CD while they work, as long as they gain approval from co-workers.

Employees may keep personal files on work computers only if:

- They have obtained permission from their supervisor; The employee has subjected the files to a virus scan *before* transferring them to a work computer;
- The files are not excessively large;
- The files do not contain illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data;
- The files do not cause conflicts with existing files, programs or operating systems.

Employees must never log on and use a work computer using another employee's name, password, setting or identification.

Allens Training will not take responsibility for any damage, corruption, alteration, loss or deletion of any personal file or data an employee has chosen to store on a work computer.

Employees may not remove work computers, including laptops, from the workplace for personal use.

The consequence of not adhering to the above guidelines may lead to dismissal from the employment of Allen's training

Security

Allens Training owns all files on our computers, and therefore is responsible for their safety and security.

It is essential that all employees have their own access passwords to their work computer, where the operating system allows this function. Employees must not share passwords with other staff.

Any Allens Training workplace that operates a local area network (LAN) must provide each employee with a separate access password, and all employees must save their work to their network drive.

A regular back-up of all work files is undertaken at least weekly.

Any work computer operating as a network server must be located in a secure, lockable location.

- Services must provide adequate back up tools for work computers. If an employee is expected to create and work with multi-linked files or files larger than 1.4 megabytes then Allens will provide a zip-drive, DAT tape, network share or CD-RW back-up system for their computer.
- Employees must log off and turn off their computers when finishing work, unless their computer operates as a server or connecting internet port and must remain on for the benefit of other employees.
- Clients are not permitted to use workplace computers. The only exception is if a computer has been designated for specific client use and cannot access any other work computer.
- For privacy and confidentiality reasons, case management files should not be available for general access over a network.
- Any work computer with internet and/or email access must have adequate virus protection software loaded and active.

Electronic Mail

- Allens Training encourages the use of electronic mail (e-mail) in the work place for efficient communication, networking and information-sharing purposes.
- Allens Training does *not* recognise e-mail as a secure, confidential or private means of communication, and therefore e-mail must not be used to transfer or comment on any sensitive, confidential or private information.
- E-mail sent or received at work, whether work-based or personal, must not contain illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.
- Employees are permitted to use email at work for personal purposes, such as confirming appointments or receiving information, as long as their email activity is not disruptive to the work environment and does not incur a great cost to the service.
- When receiving an email with attached files a virus-protection scan should be completed on the attached files before they are accessed.
- When an employee receives unsolicited email of an illegal, criminal, pornographic or offensive nature, the email must be deleted immediately and a return email made to inform the sender that they must discontinue sending the employee offending mail.

The Internet

- Allens Training encourages the use of the internet in the work place for effective research, publicity, networking and information-sharing purposes.
- Allens Training does *not* recognise the internet (otherwise known as the world wide web) as a secure, confidential or private means of communication, and therefore the internet must not be used to transfer, comment on, store or display any sensitive, confidential or private information.
- At no time, whether during or outside normal working hours, may employees use the internet to access, download, store, print, scan, alter, create, manipulate or view illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.
- At all times employees should be mindful of the accumulated size of files they download, recognising the cost of downloading from the internet as an additional expense to the service.

- If for specific research or work purposes an employee deems it necessary to view internet sites that may be considered offensive due to their explicit sexual, violent, anti-social, unethical or prohibited content, permission to access such sites must be sought and gained from the General Manager. Information, cookies, links, data, files and images downloaded from such sites must be deleted immediately after use.
- The internet should not be accessed at work for personal use, except in instances where:
 - a) An employee is having a designated break and may then use their computer to access the internet for recreational, research or domestic purposes, such as paying a bill or investigating real estate, as long as their internet activity is not disruptive to the work environment and will not incur a great cost to Allens Training;
 - b) An employee has obtained permission from their supervisor to use their work computer to access the internet outside of normal working hours for non-work purposes, such as undertaking research;
 - c) An employee has obtained special permission from their supervisor to use their work computer to access the internet during working hours for non-work purposes for a justifiable urgent reason;
- It is Allens Training's responsibility to ensure work computers that store sensitive, confidential and private information only have internet access, or be connected to a local area network that has internet access, if the computer and/or the Allens network has significant virus-protection and hacker-protection software installed and active.
- For security and connection-cost reasons, work computers and networks connected to the internet through a modem should only maintain a dial-up connection when an employee is using e-mail or the internet.

Occupational Health and Safety

Desks, alcoves and tables that have computer workstations on them must also be equipped with an ergonomic chair.

Employees should feel at all times comfortable when using a computer, and not feel strain on their lower back, wrists, hands, eyes or legs.

Employees should not position themselves closer than 60 cm to a monitor.

The optimum eye level when using a monitor is for a person's natural eye level when sitting in a relaxed position to be roughly at the same level as the middle of the monitor screen.

Employees must undertake another activity for at least 5 minutes after working on a computer for more than 50 minutes continuously.

If the need is identified, services must purchase computer peripherals that lessen discomfort for employees working on computers. Such peripherals might include ergonomic keyboards, wrist mats, leg rests, anti-glare screen filters, desk lamps and paper stands.

Computer monitors purchased by Allens Training after the 31 October 2002 must not have a smaller screen size than 17 inches, except for laptop computers that come with predetermined screen sizes.

Software and Upgrading

Allens Training recognises the importance of equipping its services with up-to-date IT hardware and software.

Services should plan to upgrade their work computers regularly as part of a cyclical maintenance plan.

To ensure a uniform service standard and maintain the ability for Allens services to share documents, memos, minutes, statistics, budgets, papers, policies and other information on-line, all services should be equipped with a current or recent version of Microsoft Word, Microsoft Excel and Adobe Reader.

COMPLAINTS POLICY

At Allen's, we are committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, Allen's is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair complaints process. Allen's views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into client (Student employer and instructor) levels of satisfaction. It is an integral part of Allens Continuous Improvement Policy.

WHAT IS A COMPLAINT?

A complaint is a statement expressing dissatisfaction made to a manager or other person in authority at Allen's that requires action or response. The person making the complaint ("the complainant") will have to be identified to the person complained about ("the respondent"), unless the facts of the complaint are not disputed.

In a large and complex community such as Allen's, interactions between students and other students and staff are many and varied. Allen's recognises that critical comment and response are an important part of the collective endeavour to improve the quality of training programs and community life. Feedback from students about administrative and academic programs and services offered by Allen's is encouraged, and would not normally be viewed as a complaint unless specific action was requested. In some cases however, students may feel that they have experienced unreasonable treatment, disadvantage or distress, which they want to make a complaint about.

RESPONSIBILITIES OF MANAGERS, STAFF AND STUDENTS

Managers and other designated staff at Allen's are responsible for responding appropriately to complaints. A designated manager is responsible for coordinating the resolution process in keeping with Allen's complaint handling principles, relevant policies and procedures. The designated manager is also responsible for ensuring that staff and complainants involved in the complaint resolution process understand their rights and responsibilities in relation to this policy.

All students and staff have a responsibility to contribute to the achievement of a productive, safe and equitable study and work environment at Allen's. In particular, students and staff have a responsibility to

- Participate in the complaint resolution process in good faith
- Co-operate fully in any investigation process
- Assist the complaint handler in reaching satisfactory resolution wherever possible
- Avoid complaining about the same matter to several different units or individuals at the same time
- Avoid making complaints or counter-complaints with a mischievous or malicious intent.

SCOPE OF THE POLICY

This policy applies to all aspects of training at Allen's. Students may make a complaint about

- The actions/performance of people involved in the delivery and management of training.
- The quality, content and relevance of training programs.
- The support services provided by Allens Training

Students may make a complaint about any matter, which relates to their program of study at Allen's, even if the incident, which is the basis of the complaint, did not occur on a course. The scope of this policy includes incidents arising from field trips, external placements, exchanges, Allen's social functions, offshore or distance education courses, etc

ACCOUNTABILITY FOR STUDENT COMPLAINTS

A key principle in the Allen's complaint resolution process is that complaints are resolved wherever possible at the lowest appropriate level of management. A good guiding principle is for students to consider who would be the person most likely to have the relevant information to assist them in resolving their concern.

Students are encouraged to raise their complaint in the first instance directly with the person concerned. This is appropriate in matters where the student feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).

Where it is not appropriate for the student to raise the issue directly with the other person/s, they can make a complaint to the Business Administration Manager or other person in authority at Allen's.

- At Allen's the other authority may be the instructor and State Manager.
- The Business Administration Manager of Allen's is responsible for receiving and investigating complaints from students.
- All students have the option of making a formal written complaint to the Business Administration Manager. The Business Administration Manager will gather information and seek advice from all parties before responding to the complaint

ASSISTANCE FOR STUDENTS IN MAKING A COMPLAINT

Students may wish to seek advice and assistance in lodging a complaint from one of the instructors at Allen's or by contacting our head office in Goulburn. The head office can assist if the complaint relates to unlawful discrimination or harassment.

HOW TO MAKE A COMPLAINT

A complaint to a person in authority can either be made verbally or in writing, and due to the requirements of procedural fairness the complainant will have to be identified unless the facts of the matter are not in dispute.

The complaint form is Form O160 which is reprinted at the rear of this policy.

Often the complainant may not wish to complete a customer complaint form and so makes the complaint verbally to a member of staff. It is the duty of the member of staff to document this complaint.

- If the complaint is about a staff member, the complaint should be made to the Business Administration Manager and/or the Managing Director.
- If the complaint is about another Allen's student, the complaint should be made to the Instructor and/or the State Manager and/or the Business Administration Manager, and the complaint will then be reviewed and resolved.
- If the complaint relates to behaviour by a person external to Allen's who the student is interacting with in the course ie the assessor or a training instructor, the complaint should be made to the State Manager and/or the Business Administration Manager who will then follow the policy and take appropriate action.

COMPLAINTS - PRINCIPLES FOR HANDLING A COMPLAINT

Allen's procedures for handling student complaints are based on confidentiality, impartiality, procedural fairness and prompt resolution.

- Where appropriate, complaints will be resolved at the lowest possible level of management or in accordance with the hierarchy above. However, all complaints will be recorded in Allen's complaints register so that all levels of management are aware of complaints made. The Business Administration Manager monitor progress, engage all relevant levels of management and ensure that action is taken in each case.
- Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption, misadministration or serious waste.
- All complaints will be dealt with in accordance with Allens Training Pty Ltd Policy and procedures.

- Management have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances, and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, Allen's will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe the complainant will be advised of this, and will be kept informed of the progress of the matter. Students should be aware that if the matter has been lodged initially at an inappropriate level of authority, it might take longer to respond to the complaint.
- Management will ensure that they have no conflict of interest or bias in relation to any party to the complaint, and that there is no perception by the parties that they have a conflict of interest or bias. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their supervisor. In the case of a conflict of interest or an inability to resolve the complaint, the complaint should be referred to the relevant governing/regulatory body for mediation.
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint, and matters pertaining to the complaint will not be discussed beyond the parties to the complaint and staff involved in resolving the complaint. In some cases resolution of the complaint may also involve appropriate bodies external to the Allen's, e.g. trade unions or statutory bodies.
- Resolution of the complaint will usually take into account the preferred process of resolution of the person who made the complaint. However, there may be instances where a complaint is of such a serious nature that formal action is required that is beyond the wishes of the complainant, e.g. when a complaint raises or relates to allegations of unlawful behaviour or corruption or when Allen's duty of care to staff or students may be compromised if no action is taken.

Outcomes of the complaint resolution process

Complainants will receive a written statement documenting the outcome of their complaint unless resolved at the time the complaint is raised and further correspondence would serve no purpose. The outcome will be in keeping with the seriousness of the incident, which was the basis of the complaint, and outcomes will be applied consistently across Allen's. Some of the possible outcomes of a student complaint include:

- Through the resolution process the student gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation.
- The complainant receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.
- In some cases, the complaint cannot be substantiated and no further action will result.
- In more serious cases, Allen's formal disciplinary processes will be invoked. Any disciplinary action will be undertaken in accordance with the processes prescribed in relevant industrial agreements (for staff) or Allen's Rules (for students). Formal warnings about inappropriate behaviour are a common outcome in the first instance, unless the behaviour is of a very serious nature (for example, involving repeated incidents of inappropriate behaviour or serious breaches of the code of conduct). Serious staff and instructor breaches will result in immediate dismissal.
- If the complaint is not resolved in the methods stated in this policy the matter will be referred to an external third party (the external authority as our solicitor. Johnson and Sendall Po Box 150 Goulburn).

Documentation

All documentation relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student and/or personnel file in accordance with the

requirements of the Policy on Employee Records and the Policy on the Privacy of Student Records, and will only be accessible to authorised officers of Allen's and the individual concerned.

Relationship to other Allen's policies

This policy does not over-ride the established administrative or appeal procedures which would normally be followed in relation to academic matters, e.g. appeals against assessment grades, exclusion, etc.

CONTEXTUALISING TRAINING MATERIAL FOR SPECIFIC CLIENT/LEARNER NEEDS

Once Allen's Training Pty Ltd has established the needs of the Client/learner, and using the information collected during that process Allen's Training Pty Ltd will contextualize units of competency to suit the particular workplace or job role by:

- Including extra information to explain how to apply an element of performance criteria to a specific workplace, delivery method, learner profile or job role
- Giving guidance on how a unit can be used in the specific workplace or job role
- Identify features of the range statement and evidence guide in the context of the particular workplace and the outcomes to be achieved.

Contextualisation will identify unique aspects that apply to an industry area, enterprise or particular client group.

All contextualisation will follow the training package rules.

Contextualisation may take place by:

- Adding specific industry terminology to the performance criteria so long as competency outcomes are not altered
- Amending or adding to the range statement as long as the breadth of application of the competency is not diminished
- Adding detail to the evidence guide in areas such as the critical aspects of evidence or resources and infrastructure required, where the competency is expanded and not limited by the changes

Where an element of competency and performance criteria relates to or incorporates the workplace policies and procedures trainer will make themselves familiar with these policies and procedures

A contextualisation table will be completed by all trainers contextualising any aspect of a training package and that table will be maintained as evidence for compliance with AQTF standards.

Each Contextualisation exercise impacting accredited courses must be approved by the RTO (General Manager Allens Training) before delivery takes place.

Examples of contextualisation include but are not limited to case studies, scenarios, simulations.

CONTINUOUS IMPROVEMENT POLICY

At Allens continuous improvement is a management process that allows us to monitor and manage feedback from key stakeholders. We review all feedback from:

- Students
- Clients
- Instructors.

Through survey responses we are able to measure customer satisfaction with our course materials, contact experience with our staff and trainers, the quality of the training delivered and whether the training addressed the student needs.

Each item of feedback is reviewed and any adverse comments are assessed and investigated to ensure issues are dealt with in a timely and orderly fashion. We retain a register of all adverse responses and track investigations to ensure the matter reaches a conclusion . These issues may include:

- System issues being addressed.
- Support services needing attention.
- Course material matters needing review with subject matter experts and in consultation with GM changes are made as needed.
- Instructor performance issues are reviewed with the instructor and corrective action taken if appropriate. The register also allows us to track performance over time and therefore if adverse feedback is repeated, observation of the instructors is arranged with a qualified member of the Allens Management team or a person with appropriate skills is engaged to make an independent assessment of the instructors performance. The result of the review process may be to put in place a mentoring plan, an understanding that the issue does not require further action or in serious circumstances where remedial training is deemed inappropriate, Allens may remove the instructor from their current register of trainers.

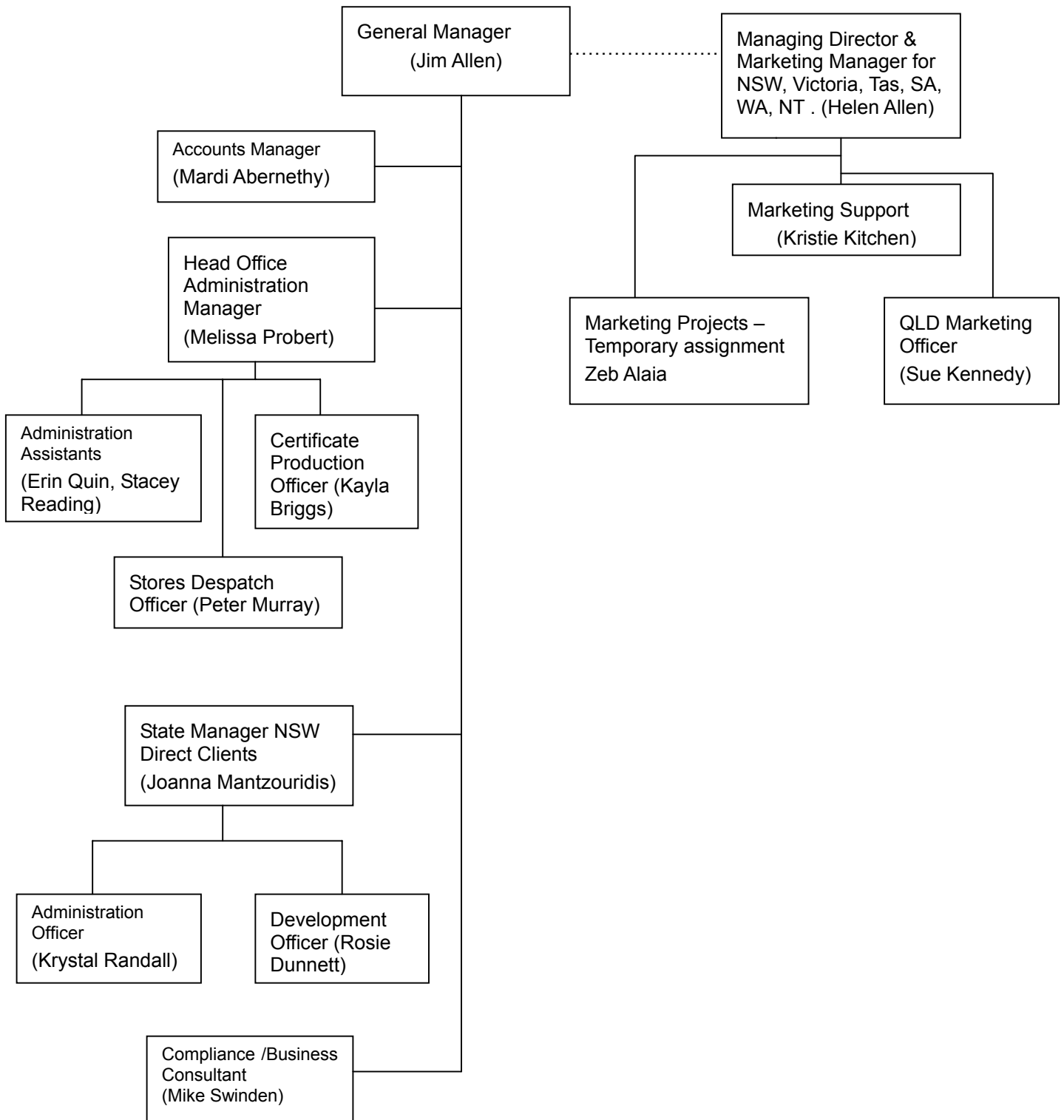
DOCUMENT CONTROL POLICY

Document control involves both text and electronic media. Allens maintains master copies of financial and management documents and master copies of curriculum and course related documents, although their maintenance may be delegated to course managers. Allens holds originals of student data (e.g. evaluation feedback, surveys, etc). The person assigned to manage version control is responsible for maintenance of electronic media.

All documents carry a version number and date. The delegated employee maintains a list of current document version numbers and dates responsible for master copies. Refer to the Version Control Policy for more detail.

Refer to Code of Practice.

ORGANISATIONAL CHART



DUTY STATEMENT – ACCOUNTS MANAGER

Role: To manage the financial records of the company, record and reconcile the day to day financial transactions.

Accountable to: General Manager

Responsible for: Ensure the financial records are maintained up to date, accurate and fulfill the regulatory reporting requirements.

Duties:

1. Conduct the petty cash reconciliation.
2. Accounts Payable:
 - a. Initiate and approve cheques.
3. Enter Accounts received details or check details entered by other staff. Issue cheques for checked accounts.
 - a. Check stores orders for stamp to verify receipt of goods
4. Accounts Receivable:
 - a. Check invoices issued.
 - b. Reconcile direct payments credited to bank account against invoices.
 - c. Transfer undeposited funds from MYOB to bank accounts and reconcile.
 - d. Reconcile online orders against deposits received.
 - e. Check and transfer EFTPOS credits into bank account.
5. Issue monthly statements for contractors and direct clients (reconciling payments against certificates issued).
6. Payroll
 - a. Calculate and deposit pays in bank accounts.
 - b. Deduct and withhold PAYG tax monthly.
 - c. Set aside Superannuation contributions and pay monthly or quarterly.
 - d. Submit the BAS return quarterly.
 - e. Set aside corporate tax and pay quarterly.
7. Check refund requests and issue refunds of course fees within guidelines.
8. Coordinate the version control of all documents for office, training package and marketing material.

Essential Requirements:

1. Comprehensive knowledge of and experience with accounting requirements for small business.
2. Thorough understanding of MYOB accounting system..
3. Thorough understanding of Payroll accounting.
4. Formal qualifications in accounting at least to Diploma level.
5. At least 2 years experience working in an RTO in an accounting or administrative capacity.

Desirable Requirements:

1. Degree in accounting.
2. Cert VI in Assessment and Workplace Training.

DUTY STATEMENT – BUSINESS ADMINISTRATION MANAGER

Position Objective: To ensure: The smooth day-to-day running of administrative activity required to run the business profitably within the regulatory constraints applied to RTOs.

Accountable to: The Managing Director

Responsible for: Managing Administrative Support Staff.

Duties:

1. Prepare and submit the daily banking for Goulburn Office (1).
2. Oversee reconciliation of the cash float for Goulburn Office (2).
3. Day to day management of Administration Support Staff (M).
4. Approving the ordering of supplies to meet course and office needs (M).
5. Managing supplies to ensure the following activities are completed by the Stores Officer (M):
 - a. Reorder levels are adhered to at all times.
 - b. Reorder levels are reviewed as business demands change and at least quarterly to ensure they meet business needs.
 - c. Special needs are understood that may require extra supplies to be on hand at specific times.
 - d. Check stores supplies ordered from all sources prior to issue.
6. Monitor policies and procedures to ensure we (M):
 - a. Cover all tasks undertaken by Allens.
 - b. Are updated as changes occur.
 - c. Are communicated to all impacted staff.
7. Review and distribute non-standard mail (3).
8. Monitor and action all web based mail with Admin Support Staff as required (4).
9. Deal with Accounts inquiries in the absence of the Accounts Manager or refer to the Accounts Manager for action. See notes below (5).
10. Manage the company's complaints management system (6).
11. Support Continuous Improvement program (M).
12. Reboot remote access server when system fails (27)

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or requests that are not clearly of a routine nature to your supervisor of the GM.

Essential Requirements:

1. Qualifications in Business or Administration Management.
2. Relevant commercial business experience.
3. Experience in people management in a commercial environment.
4. High level of interpersonal, oral, and written communication skills.
5. Demonstrated ability to use office technology.
6. Excellent customer services skills.
7. High level of organisational and coordination skills.
8. Cert V1 in Assessment and Workplace Training.

Desirable requirements:

1. Previous experience in training.
2. Knowledge of the regulatory requirements for RTOs.

DUTY STATEMENT – STORES OFFICER GOULBURN

Role:	Provide administrative support, and customer service to internal and external customers.
Position Objective:	Promote Allens Training Pty Ltd by providing a high level of customer service to all internal and external customers by effectively dealing with a range of administrative, building and support services.
Accountable to:	Business Administration Manager

Duties:

1. Arrange stores required for courses held at our office- Goulburn (7)
2. Arrange stores for Instructors to collect for courses at other location (7)
3. Coordinate the issue of supplies from ground floor storeroom to front office and externally to all instructors and other venues as required (7).
4. Prepare and issue invoices with stores orders where applicable (8).
5. Arrange pickup of stores by courier (9)
6. Monitor reorder levels on all stores kept at Goulburn and advise the Business Administration Manager when reordering is needed (10).
7. Support front office staff by answering telephones – see note below (11)
8. Maintain the office environment to ensure the public access areas are neat and tidy and well provisioned with all necessary supplies (12), including:
 - a. Cleaning shop /office/ toilets
 - b. Cleaning manikins faces
9. Provide handyman services as required and directed by Business Administration Manager (14)
10. Provide other clerical and administrative support to all staff as directed by the Business Administration Manager.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or request that are not clearly of a routine nature to your supervisor of the GM.

Selection Criteria:

Essential:

1. School certificate or equivalent.
2. A basic knowledge of office organisation and administrative functions including ability to use a computer, operate office machinery and undertake filing.
3. A basic knowledge of financial procedures.
4. Good communication, organisation skills and ability to work in a team environment.
5. Ability to work unsupervised when necessary.
6. General handyman skills.

DUTY STATEMENT – CERTIFICATE PRODUCTION OFFICER

Role:	Check course and student details submitted to ensure certificates and statements of attainment issued are valid and in accordance with program and training package requirements.
Position Objective:	Ensure Allens Training Pty Ltd issues documentation that is accurate and reflects the standards of performance required to attain qualifications for each course.
Accountable to:	Business Administration Manager

Duties:

1. Check details submitted for completed courses by mail and email (15).
2. Liaise with instructors regarding incomplete or missing details.
3. Create invoices for client-based courses (refer Entering course from booking sheet procedure - 28).
4. Enter course and student details on the database (15).
5. Produce accurate certificates and statements of attainment for issue to students (15).
6. Answer queries from instructors and students regarding the requirements that must be submitted to attain course qualifications (16).
7. Manage the processing of courses and student details to ensure qualifications are issued within 3 days of receipt of all requirements (15).
8. Monitor student records held with outstanding requirements that prevent the issue of qualifications and liaise with instructors and students to ensure requirements are understood and provided in a timely way (15).
9. Reboot remote access server when system fails (27)
10. Maintain supplies of the following items ensuring supplies do not fall below reorder levels:
 - a. Certificate blanks
 - b. Pre printed "Congratulations " letters.
 - c. Plastic wallet card blanks.
 - d. Promotional folders
 - e. Printer inks for job related printers.

Selection Criteria:

Essential:

1. School certificate or equivalent.
2. A good knowledge of office organisation and administrative functions including ability to use a computer, operate office machinery and undertake filing.
3. A basic knowledge of financial procedures.
4. Good communication and organisation skills.
5. Ability to work in a team environment.
6. Ability to work unsupervised when necessary.

Desirable:

1. Previous customer service/retail experience.
2. Previous experience with and RTO in a similar role.
3. Keyboard skills at 30 words per minute

DUTY STATEMENT – ADMINISTRATION SUPPORT #1 GOULBURN

- Role:** Provide administrative support and customer service to internal and external customers.
- Position Objective:** Promote Allens Training Pty Ltd by providing a high level of customer service to all internal and external customers by effectively dealing with inbound telephone calls and satisfying retail customer inquiries.
- Accountable to:** Business Administration Manager

Duties:

1. Act as first point of contact for general inbound telephone and face-to-face inquiries. See note below (11).
2. Manage the typing test (17).
3. Scan and archive files (18).
4. Support course, student and trainer records as directed.
5. Support the ordering and issue of admin office supplies and First Aid retail material for ground floor storeroom and front office in accordance with defined reorder level.
6. Maintain the office environment to ensure the public access areas are neat and tidy and well provisioned with all necessary supplies (12).
7. Deal with initial course enquiries(19).
8. Reconciliation of the cash float for Goulburn Office (2).
9. Collect mail and submit to post office (20)
10. Provide other clerical and administrative support to all staff as directed by the Business Administration Manager.
11. Report weekly activity to Business Administration Manager.
12. Set up classroom environment for courses run at Goulburn (including the provision of refreshments for course participants) (13).

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or request that are not clearly of a routine nature to your supervisor of the GM.

Selection Criteria:

Essential:

1. School certificate or equivalent.
2. A basic knowledge of office organisation and administrative functions including ability to use a computer, operate office machinery and undertake filing.
3. A basic knowledge of financial procedures.
4. Good communication and organisation skills.
5. Ability to work in a team environment.
6. Ability to work unsupervised when necessary.

Desirable:

1. Previous customer service/retail experience.
2. Keyboard skills at 30 words per minute.

DUTY STATEMENT MARKETING SUPPORT

Role: To provide administrative support to the MD and coordinate marketing related administrative issues.

Accountable to: Managing Director

Responsible for: Ensuring marketing related issues are dealt with in a timely and efficient way.

Duties:

1. Provide typing support to the MD (21).
2. Answer the MD's telephone when she is unavailable, taking messages and answering inquiries that fall within the scope of the administrative duties assigned to the role. See note below.
3. Carry out tasks delegated by the MD.
4. Do backups for database files on a weekly basis (22).
5. Deal with potential instructor inquiries when the MD is unavailable (23).
6. Set up new contractors in all states (24):
 - a. Make candidates aware of the requirements to apply for instructor roles.
 - b. Refer them to the Allen's website.
 - c. Collate documentation for the appointment of new instructors.
 - d. If all paper work is in hand (based on course guidance criteria), refer to MD and then set up instructor records.
 - e. Issue letters of appointment.
 - f. Monitor completion of on line induction program.
7. Coordinate the Continuous Improvement program (25):
 - a. Collate, manage and report on student feedback
 - b. Monitor and report on contractor surveys
 - c. Monitor and report on client surveys
 - d. Report weekly on progress towards survey targets
 - e. Report monthly on results of CI program and improvements identified, implemented or in progress.
8. Coordinate, update and report on the company's PD program (26)
9. Reboot remote access server when system fails (27)

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or request that are not clearly of a routine nature to your supervisor or the GM.

Essential requirements:

1. School certificate or equivalent.
2. Good understanding of office organisation and administrative functions.
3. An understanding of Allen's products and the qualifications needed to enable instructors to qualify to teach the programs.
4. Basic understanding of financial procedures.
5. Ability to work in a team environment and to deadlines.
6. Ability to work unsupervised and able to prioritise competing requirements.

DUTY STATEMENT – MARKETING PROJECTS OFFICER

Role: To provide administrative and project support to the MD and coordinate marketing related administrative issues.

Accountable to: Managing Director

Responsible for: Ensuring marketing related issues are dealt with in a timely and efficient way.

Duties:

1. Carry out marketing projects delegated by MD.
2. Provide typing support to the MD (21).
3. Deal with potential instructor inquiries when the MD and Marketing Support person is unavailable (23).
4. Support Certificate Production Officer with training and handling complex/non-standard matters related to the Certificate Production role.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or request that are not clearly of a routine nature to your supervisor of the GM.

Essential requirements:

1. School certificate or equivalent.
2. Good understanding of office organisation and administrative functions.
3. An understanding of Allen's products and the qualifications needed to enable instructors to qualify to teach the programs.
4. Basic understanding of financial procedures.
5. Ability to work in a team environment and to deadlines.
6. Ability to work unsupervised and able to prioritise competing requirements.

DUTY STATEMENT – QLD MARKETING OFFICER

Role: To manage the quality services and promote the business activities of Allens Training within the state through ongoing marketing of its products to customers and recruitment of Instructors.

Accountable to: Managing Director

Responsible for: Ensuring the business development, profitability and quality of services of Allen's training through our client base and trainer network in the state.

Duties:

1. Develop an annual state marketing plan to achieve new business targets.
2. Maintain a relationship with new and existing clients to support business activity targets and to monitor the quality of course delivery.
3. Conduct direct mail programs to extend Allen's new client base.
4. Initiate advertising campaigns to attract new contractor and employee trainers.
5. Act as first point of contact for inquiries from prospective new trainers.
6. Attend appropriate business network functions to promote Allen's Training in the market place.
7. Attend appropriate seminars relating to the products offered by Allen's training.
8. Coordinate courses and infrastructure required to ensure the smooth running of courses for direct clients in the state.
9. Report to MD and GM on the business activity within the state on a weekly basis.

Essential Requirements:

1. A good working knowledge of all products Allen's offer, including:
 - a. Knowledge of the product area covered
 - b. Course cost structures
 - c. Qualifications needed to enable a trainer to be accredited to run the courses
 - d. Course expiry parameters and reaccreditation protocols.
2. An understanding of the regulatory frame work within which Allens operates as an RTO.

Desirable Requirements:

1. Marketing qualifications or experience

DUTY STATEMENT – ADMINISTRATION SUPPORT #3 WAGGA

- Role:** Provide administrative support and customer service to internal and external customers.
- Position Objective:** Promote Allens Training Pty Ltd by providing a high level of customer service to all internal and external customers by effectively dealing with inbound telephone calls and satisfying retail customer inquiries.
- Accountable to:** State Manager NSW Direct Clients

Duties:

1. Act as first point of contact for general inbound telephone and face-to-face inquiries. See note below.
2. Coordinate the ordering and issue of stock supplies (including all training course related material).
3. Maintain the office environment to ensure the public access areas are neat and tidy and well provisioned with all necessary supplies.
4. Deal with initial course enquiries.
5. Report weekly activity to State Manager NSW Direct Clients
6. Scanning and archiving files as required
7. Maintain course, student and trainer records as directed.
8. Work on business and marketing projects allocated by the State Manager NSW Direct Clients
9. Provide other clerical and administrative support to all staff as directed by the State Manager NSW Direct Clients.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or requests that are not clearly of a routine nature to your supervisor of the GM.

Selection Criteria:**Essential:**

1. School certificate or equivalent.
2. A basic knowledge of office organisation and administrative functions including ability to use a computer, operate office machinery and undertake filing.
3. A basic knowledge of financial procedures.
4. Good communication and organisation skills.
5. Ability to work in a team environment.
6. Ability to work unsupervised when necessary.

Desirable:

1. Previous customer service/retail experience.
2. Keyboard skills at 30 words per minute.

DUTY STATEMENT – COMPLIANCE CONSULTANT

Role: Review the structure and working practices of Allens Training against the regulations governing RTOs.

Position Objective: Support the development of work practices and procedures within the organisation to ensure compliance with the regulatory framework and mentor key staff to improve management skills.

Accountable to: **General Manager**

Duties:

1. Conduct a self-assessment within the organization according to VETAB Guidelines.
2. Mentor key staff to improve management and technical skills.
3. Work with other staff members to develop, recommend and implement new procedures/practices/policies and amend existing procedures/practices/policies, the aim being to improve the quality and productivity of the organization and demonstrate compliance with regulations.

Selection Criteria:

Essential:

1. Experience in workplace training and development in a commercial environment.
2. Broad range of management experience.
3. Project management experience.
4. Formal tertiary qualifications in management, and learning and development.
5. Experience in compliance activities related to workplace training.
6. Good communication and organization skills.
7. Ability to work in a team environment.
8. Ability to work unsupervised.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or requests that are not clearly of a routine nature to your supervisor of the GM.

Desirable:

1. Previous experience working in an RTO as a trainer and in management roles.

DUTY STATEMENT – GENERAL MANAGER

- Role:** To monitor the overall efficient operation of the organisation.
- Position Objective:** To provide guidance to the management team to ensure the profitable operation of the organisation within the regulatory framework.
- Accountable:** With the Managing Director Responsible for the effective running of the organisation.
- Responsible for:** Ensuring compliance of the organisation within the standards for registered training organisations through the effective supervision of compliance activity carried out by the management team.

Duties:

1. Monitor the actions of the management team to ensure they provide evidence that they are carrying out their duties to meet the organisational need to meet regulatory standards.
2. To ensure Workers compensation, Public Liability and Professional Indemnity insurance are kept current and adequate coverage is maintained.
3. Monitor advertising policies to ensure Allens training abides by the ethical marketing and advertising standards.
4. Oversee the financial management of the business.
5. Review all applications for extensions of scope.
6. Liase with government bodies as required.
7. Advise authorities of any changes as described in the VETAB documentation.
8. Oversee the development of Allens strategic business plan on an annual basis in consultation with the management team.

Essential Criteria:

1. Experience in the development of and management of a small to medium size business.
2. Working knowledge of the financial systems and reporting required to support the running of a small to medium size business.
3. Ability to interpret financial data to ensure the effective and profitable ongoing management of the business.

DUTY STATEMENT – EMPLOYEE INSTRUCTOR

Position Objective. To provide accredited training to clients. Preparing and teaching classes in accordance with all relevant legislation, and Allens Training Pty Ltd policies and procedures.

Accountable to State Manager NSW Direct Clients

Responsible for Providing accredited training and assessment in a professional manner and in accordance with Allens Training Pty Ltd policies and procedures.

Duties:

1. Arrange with State Manager NSW Direct Client to ensure appropriate stores for course are available at the training venue.
2. Collect all relevant information in regards to the location of course and, if required, accommodation.
3. Arrive at least half an hour before course is due to start to set up equipment and to welcome students.
4. Teach course in accordance with the Australian Resuscitation Council guidelines.
5. Return all paperwork and stores to the office as soon as practicable.
6. Undertake professional development each year to maintain and enhance training skills and knowledge and understanding of the field covering courses approved to teach.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or requests that are not clearly of a routine nature to the GM.

Selection Criteria

Essential:

1. Hold a Certificate IV in Assessment and Workplace Training BSZ40198
Or
 - BSZ401A: Plan Assessment
 - BSZ420A: Conduct Assessment
 - BSZ430A: Review Assessment
 - And be under the supervision of a full Certificate IV holder.Or
2. Hold the following competencies from the Training and Assessment Training Package (or is able to demonstrate equivalent competencies)
 - TAAASS401A Plan and organise assessment
 - TAAASS402A Assess competence
 - TAAASS404A Participate in assessment validationAnd
 - Have acquired vocational competencies at least to the level being assessed.
3. Hold a current accredited Senior or Level 2 first aid certificate OR be an Ambulance Officer OR have a nursing background to deliver First Aid Training

4. Be willing to complete a 'Working With Children' background check.
5. Excellent communication skills including the ability to address large groups in a training circumstance
6. Excellent presentation and the ability to use a variety of training aids.

Desirable

1. Previous experience in a training role.

DUTY STATEMENT – MANAGING DIRECTOR

Role: Develop and manage the implementation of marketing strategies to ensure the growth and profitability of Allens Training Pty Ltd.

Position Objective: Profitably develop Allens business base through its distribution channels.

Accountable with: The General Manager for the overall operation of Allens Training Pty Ltd.

Duties:

1. Achieve new business goals consistent with the business strategic plan.
2. Maintain relationships with key business partners.
3. Manage and develop the overall relationship with all training practitioners with the support of State Managers.
4. Oversee the recruitment of administrative staff and training practitioners with the support of the Business Administration Manager and State Managers.
5. Promote Allens Training through participation in trade fairs and industry forums.
6. Attend appropriate business networking functions and seminars.
7. Monitor the quality of training delivered on behalf of Allens training to ensure quality outcomes and compliance with industry standards.
8. Monitor the professional development of staff to ensure the ongoing improvement of service delivery by all staff.

Selection Criteria:

Essential:

1. Experience in the day to day management of a small to medium size business
2. Marketing qualifications or experience.
3. High level of communication, time management and planning skills.
4. Cert IV in Workplace Training and Assessment.

Desirable:

1. Previous experience working in an RTO as a trainer and in management roles.

DUTY STATEMENT – MARKETING SUPPORT

- Role:** To provide administrative support to the MD and coordinate marketing related administrative issues.
- Accountable to:** Managing Director.
- Responsible for:** Ensuring marketing administrative issues are dealt with in a timely and efficient way.

Duties:

1. Provide typing support to the MD.
2. Answer the MD's telephone when unavailable, taking messages and satisfying inquiries that falls within the range of administrative duties.
3. Carry out tasks delegated by the MD.
4. Do Back ups for database files on a weekly basis
5. Review and monitor the advertisements placed for public courses run at Goulburn.
6. Initiate the purchasing of office supplies (other than materials related to training courses, trainers and associated products)
7. Support the Business Administration Manager by providing administrative support when other administrative staff are unable to carry out the prescribed duties.

Essential Requirements:

1. School Certificate or equivalent.
2. A good understanding of office organisation and administrative functions including intermediate ability to use a computer, operate office machinery and able to undertake filing.
3. An understanding of Allens products.
4. Basic knowledge of general financial procedures.
5. Ability to work in a team environment.
6. Ability to work unsupervised and prioritises competing requirements.
7. Ability to promote and maintain professional relationships while representing Allens Training Pty Ltd.

DUTY STATEMENT - STATE MANAGER (NOT CURRENT)

- Role:** To manage the quality services and promote the business activities of Allens Training within the state through ongoing marketing of its products to customers.
- Accountable to:** Managing Director (all states except QLD which reports to General Manager).
- Responsible for:** Ensuring the business development, profitability and quality of services of Allen's training through our client base and trainer network in the state.

Duties:

10. Develop an annual state marketing plan to achieve new business targets.
11. Maintain a relationship with new and existing clients to support business activity targets and to monitor the quality of course delivery.
12. Conduct direct mail programs to extend Allen's new client base.
13. Initiate advertising campaigns to attract new contractor and employee trainers.
14. Act as first point of contact for inquiries from prospective new trainers.
15. Induct new trainers ensuring they are fully aware of the product knowledge, policies, procedures and performance standards required of them to meet job requirements.
16. Manage the records for new and existing contractors and employee trainers in the state to ensure the information is complete, accurate and meets regulatory standards required of an RTO.
17. Attend appropriate business network functions to promote Allen's Training in the market place.
18. Attend appropriate seminars relating to:
 - a. The effective running of an RTO and
 - b. The products offered by Allen's training.
19. Coordinate courses and infrastructure required to ensure the smooth running of courses for direct clients in the state.
20. Prepare and maintain a course calendar for direct client courses in the state.
21. Report to MD and GM on the business activity within the state on a weekly basis.

Essential Requirements:

3. A good working knowledge of all products Allen's offer, including:
 - a. Knowledge of the product area covered
 - b. Course cost structures
 - c. Qualifications needed to enable a trainer to be accredited to run the courses
 - d. Course expiry parameters and reaccreditation protocols.
4. Previous experience with RTOs and an understanding of the regulatory frame work within which they operate.

Desirable Requirements:

2. Marketing qualifications or experience

DUTY STATEMENT – STATE MANAGER NSW: DIRECT CLIENTS

Role: Manage and promote direct client courses in NSW and develop the profile of Allens training in the Wagga area.

Accountable to: Managing Director.

Responsible For: Direct client course co-ordination, marketing products to direct clients in NSW.

Duties:

1. Develop an annual marketing plan for direct clients in NSW for submission to the Managing Director.
2. Implement the approved marketing plan, monitoring the activity and reporting on the outcome of each initiative.
3. Daily Management of the Wagga office.
4. Managing the delivery of direct client courses in NSW which includes:
 - a. Preparation and maintenance of course calendar for direct clients in NSW.
 - b. Rostering of instructors for courses.
 - c. Booking of venues for courses.
 - d. Booking of accommodation for instructors as required.
 - e. Confirmation of courses with instructors and clients regularly.
 - f. Liaising with head office to ensure that stores and all requirements for courses are organised.
 - g. Perform other administrative tasks necessary to ensure the smooth running of courses.
 - h. Ensure that all course and trainee records are properly maintained to meet business and regulatory requirements.
5. Monitoring the quality of course delivery by:
 - a. Liaising with clients.
 - b. Reviewing feedback.
 - c. Conducting a program of course observationTo ensure courses are delivered to the required standards, comply with all regulations and take remedial action as required.
6. Coordinate updates to the Procedure and Policy manuals
7. Undertaking projects for the General Manager as required.
8. Marketing and continual improvement of the Wagga Wagga office as an instrument for course promotion and delivery.
9. Banking and Maintenance of Petty Cash at the Wagga Wagga office.
10. Maintenance of the Wagga Wagga training room in accordance with course requirements.
11. Co-ordinate update of website content and liaise with graphic designer as directed by Admin/Marketing.

Note: We must not answer inquiries that lead us to divulge information about a person's personal details (without written authority from the person concerned) to anyone other than the person themselves or their Instructors and only then subject to a security check - this is a requirement of the Privacy Act. We must not divulge matters relating to the business that are not publicly available. This includes inquiries from all government authorities or members of professional bodies who may claim to have authority to acquire such information. Refer all requests described above or requests that are not clearly of a routine nature to your supervisor of the GM.

Essential Skills And Experience

- 1) Proven ability to liaise with and coordinate a variety of stakeholders.
- 2) Proven administrative skills, maintaining accurate records, easily understood by others.
- 3) Good skills in Microsoft Office and Databases, some web design skills.

- 4) Experience in operation of a phone system and excellent/professional phone manner and customer service skills.
- 5) Proven ability to work effectively with others in a team spirit to achieve the aims of the organisation.
- 6) Well organised with the ability to plan and prioritise work to meet deadlines.
- 7) Willingness to use initiative, to refine processes and procedures and make recommendations for improvement.
- 8) Demonstrated ability to initiate and undertake continual professional improvement.

EQUAL OPPORTUNITIES POLICY

Allens is committed to non-discrimination in any form and at all times comply with equal opportunity and anti-discrimination legislation.

Refer to:

- Code of Practice
- Student Handbook

FINANCIAL MANAGEMENT POLICY

Policy

The financial management will be accurate and have systems and procedures in place for the protection of and full accountability for Government and community funds (should Allens be engaged in government or community sponsored projects).

Proper books of account, either manual or computerised format, shall be properly maintained and conform to any recommendations of the Auditor, to Australian Accounting Standards and in accordance with directions of any funding body.

Procedure

The systems will comply with the requirements of the Incorporations Act and Government funding accountability. The system will be rigorous enough to ensure fraud and misappropriation does not occur whilst being administratively simple and understandable to all stakeholders in the organisation. The system will ensure the protection of the Association, its members and staff from accusation of fraud and/or misappropriation.

All expenditure must have a direct relationship to the administration and management of our company, the establishment of community learning needs, the provision of courses and publicity and/or promotion of such activities.

Budgets

The GM has the responsibility to oversight the finances and report to the management Committee on performance. Reporting on budget performance should occur at monthly/quarterly intervals.

Accounts

- An operating cheque account will be held at the bank (Westpac) to enable the Company's general income and expenditure activity. All income received and all moneys paid shall be processed through this account
- An additional account will be held at the bank (Westpac) to enable the Company to deposit all monies received in advance for courses. Once a course is conducted the monies related to that course will be transferred to the general income account.
- The GM may authorise an account will be held at the bank, generally attracting a higher interest rate, for money which is surplus to short term need on terms and conditions approved by the GM.
- The GM may authorise an account will be held at the bank for financial provisions such as long service leave, capital equipment and/or depreciation provisions.

Accounting methods used will be on a cash accounting basis whereby income is recorded when it is received and expenditure is recorded when it is paid.

Cash Handling

Systems will be in place to ensure an accurate audit trail can be followed and to minimise opportunities and/or accusations of fraud and misappropriation.

- All income will be immediately received and banked without deduction
- Routine checks will be made by the GM and Accounts Manager to reconcile receipts with banking and class rolls
- All outgoing transactions will be by cheque or credit card
- Supporting documentation is required for all expenditure
- All receipts and expenditure documentation is to be filed in numerical and date order for the annual audit and retained for 7 years.
- Month reconciliation of bank statements to cash book/cash journal is required.
- Normal accounting practices, on a cash (or accrual) accounting basis, will be followed using computer program.
- Column/category headings will be explicit to allow separation of expenditure for different types of expenditure.
- All cheques and payment authorisations require 1 signatures of the Managing Director.

Payment of Staff

All staff shall maintain an appropriate record of attendance. A responsible officer (Accounts Manager) shall authorise payment of staff in accordance with Industrial Awards or Agreements or in accordance with agreed Contracts.

A record of tax deducted shall be maintained. Payments to the Australian Taxation Office shall be made at the required time.

Delegations

The GM will give clear expenditure delegations to the Accounts Manager. This delegation will include the type of expenditure allowed within the delegation and maximum value. Any expenditure outside the delegation must have prior approval from the GM.

Petty Cash

Petty cash transactions must be kept to a minimum. Wherever possible all expenditure must be on account or against an invoice.

All petty cash transactions must have supporting receipts. The petty cash will be reconciled each month to ensure its accuracy and monitor its use.

Petty cash expenditure will be allocated back into the cash book/ cash journal in the appropriate categories/columns

Audit

Internal

Routine monitoring of all documentation and systems will be carried out by the Accounts Manager and Accountant to ensure the system is not breached and all staff are adhering to the correct procedures.

If deficiencies are found within the system a revised procedure should be developed by the Accounts Manager and Accountant immediately and introduced on a trial basis with both people responsible to monitor the new system for efficiency. After a trial period the new system is to be formally adopted by the GM allowing for its inclusion in the Policy and Procedure Manual.

External

An external audit will be carried out each year at the end of the Company's financial year by a qualified and practising accountant. Herries Davidson is the Accountant of Allens Training. The audit will be carried out in accordance with Australian Auditing Standards on a test basis to provide a reasonable assurance to the members that the report is free of material misstatement.

Documentation to be provided to the Auditor include;

- Full register report/ cash book/journal
- Profit and loss statement
- Income and expenditure report for each grant
- Balance sheet
- (Report of cheques for each category)
- All receipt books
- All bank deposit books
- All paid accounts and payment vouchers
- All cheque book stubs
- All bank statements for each account in the Company's name
- Records of payments to the Taxation Department
- Records of superannuation payments
- Assets Register

Fraud and/or Misappropriation

In the event that a suspicion or accusation of fraud or misappropriation is made against a member of staff or member of the Management Committee the following process should occur;

- 1 Investigate the matter thoroughly and gather the evidence. If the suspicion is confirmed,
- 2 arrange a meeting with the staff member as soon as possible. It would be advisable also to have a Management Committee member or third party present. It would be advisable for a decision to have been made that, in the event the staff member confesses to the fraud and/or misappropriation, whether further action will involve dismissal and/or criminal charges or acceptance of resignation.
- 3 Have a written statement prepared, in the employee's name, outlining the situation and acknowledging their part in the offence. The statement should give an indication of the value and/or extent of the fraud or misappropriation and be signed by those present at the meeting.
- 4 When the staff member arrives for the meeting briefly outline the issues and allegations and offer to arrange for them to have an independent person present.
- 5 When all parties are present commence the meeting by fully outlining the issues and allegations and substantiate these with the evidence. With the permission of all parties it may be decided to tape record the meeting. Alternately a precise written record should be made of the meeting.

- 6 Give the staff member the opportunity to explain his/her actions
- 7 If they confess to the accusation, request they sign the statement and proceed with further action as previously decided.

If the staff member denies the accusation call the Police and arrange for the person to be charged. Stand the staff member down immediately on full pay until such time as the Court has decided the matter.

Inform your insurance broker of the circumstances and the possibility of a claim against your policy.

If, in the initial investigation, proof is not absolute a full review of the procedures should occur immediately and changes made to ensure the situation cannot occur. The new procedures should be monitored closely to establish their efficacy

Refer to Office Forms and Descriptions

HARRASSMENT POLICY

Rationale

Allens has in place an Harassment policy and procedure in order to create a safe environment for staff and students. The aim of these procedures is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Allens. .

This policy describes forms of harassment and the procedures for dealing with allegations of harassment at Allens.

Sexual Harassment

Sexual Harassment is spoken, written, visual or physical behaviour of a sexual nature which is unwelcome, embarrassing, intrusive, offensive or threatening to the receiver. It is unlawful to:

- Make a request for any form of sexual activity with implied or overt promises or threats of preferential or detrimental treatment.
- Use language (written or spoken), visual material or physical behaviour of a sexual nature, that is both :
- Unwelcome and offensive and
- Either repeated or is of such a significant nature that it has a detrimental effect

Forms of Sexual Harassment:

- Requests for sexual activity with threats or promises
- Sexually oriented visuals - eg cartoons, posters, pin ups, computer images
- Sexually offensive questions, comments, jokes, abuse, leering, wolf whistles
- Unwanted and deliberate physical contact, eg touching, pinching
- Suggestive remarks, questions and comments about one's private life
- Repeated invitations to social events

Sex Discrimination Act 1984

Sex discrimination occurs when a person is treated less fairly than another person because of their sex or marital status or because they are pregnant. This is **direct** discrimination. **Indirect** discrimination can also occur when a requirement that is the same for everyone has an unfair effect on some people because of their sex, marital status, pregnancy or potential pregnancy.

The Sex Discrimination Act 1984 makes sex discrimination against the law. The Act gives effect to Australia's obligations under the Convention on the Elimination of All Forms of Discrimination Against Women and parts of International Labour Organisation Convention 156. Its major objectives are to:

- Promote equality between men and women;
- Eliminate discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities; and eliminate sexual harassment at work, in educational institutions, in the provision of goods and service, in the provision of accommodation and the administration of federal programs

Racial Harassment

Racial Harassment is the use of spoken or written language, visual material or physical behaviour which:

- Expresses hostility, or brings into contempt or ridicule, any person, on the basis of their race, colour, ethnic or national origins and
- Is hurtful or offensive and
- Is either repeated, or is of such a significant nature, that it has a detrimental effect on a person or person's work performance / education.

Racial discrimination occurs when a person is treated less favourably than someone else in a similar situation because of their race, colour, descent or national or ethnic origin. This is **direct** discrimination. **Indirect** discrimination can also occur when the operation of a particular rule or policy disadvantages more people of a particular race, colour, descent or national or ethnic origin than other people.

The *Racial Discrimination Act 1975* (the RDA) makes racial discrimination against the law. The Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin; and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

General Harassment

General Harassment is the use of verbal or written language, visual material or physical behaviour that is:

- Unwelcome, offensive, and
- Either repeated, or is of such a significant nature, that it has a detrimental effect on a
- person or person's work performance / education.

The grounds on which this harassment may occur include a person's :

- Gender
- Colour
- Disability
- Ethnic or national origin
- Age
- Family or marital status
- Sexual orientation
- Political opinion
- Religion or ethical belief
- Employment status

And all other forms of harassment which involve the improper use of power, either personal or institutional, by one person over another, or others.

Disability Discrimination Act 1992

For the purpose of this act, a person cannot treat a person with a disability differently than others.

Anti-Discrimination Act 1977

New South Wales has a single statute which prohibits discrimination on the grounds of sex, race, racial vilification, age, compulsory retirement, pregnancy, marital status, transgender, transgender vilification, homosexuality, homosexual vilification, disability, HIV/AIDS vilification and who you are related to or associated with. The Act covers discrimination in employment, partnerships, trade unions, qualifying bodies, employment agencies, education, access to places and vehicles, provision of goods and services, accommodation and registered clubs. Both direct and indirect discrimination is prohibited. This Act also provides for the establishment of the Equal Opportunity Tribunal, the Anti-Discrimination Board and the Office of the Director of Equal Opportunity in Public Employment.

Disability Services Act

The DSA sets out a series of principles relating to the rights of people with a disability. It also states how these principles should be applied in services for people with disabilities which are funded by the State government.

The Act says: Persons with disabilities have the same basic human rights as other members of Australian society. They also have the same rights needed to ensure that their specific needs are met. Their rights which apply irrespective of the nature, origin, type or degree of disability, include the following:

Persons with disabilities:

- are individuals who have the inherent right to respect for their human worth and dignity;
- have the right to live in and be part of the community;
- have the right to realise their individual capacities for physical, social, emotional and intellectual development;
- have the same rights as other members of Australian society to services which will support their attaining a reasonable quality of life;
- have the right to choose their own lifestyle and to have access to information, provided in a manner appropriate to their disability and their cultural background, necessary to allow informed choice;
- have the same right as other members of Australian society to participate in the decisions which affect their lives;
- have the same right as other members of Australian society to receive those services in a manner which results in the least restriction of their rights and opportunities;
- have the right to pursue any grievance in relation to services without fear of the services being discontinued or recrimination from service providers;
- have the right to protection from neglect, abuse and exploitation

Allens Management Responsibilities

No form of Harassment will be tolerated by Allens. Allens' key responsibilities include:

- The administration of a fair Harassment procedure
- Taking any complaint of harassment seriously, and resolving it as effectively and timely as possible
- Protection of the complainant(s) from recrimination, once a complaint has been made
- Ensuring appropriate disciplinary penalties are carried out.

- working to prevent harassment by making known staff and student rights, and encouraging codes of conduct which promote appropriate behaviour.

Who Can Make A Complaint And When?

Any person who is, or has been, a staff member or student (either full-time or part-time) may lay a complaint within a period of twelve (12) months after the last incident of harassment. This time lapse may be extended at the discretion of the Coordinator. Refer to the form O160 Complaints Forms-Customers/staff/general

Procedures

The implementation of the Harassment Procedures is the responsibility of the MD.

In order that any student or staff member who believes that they have a complaint may be heard in a fair and humane manner, Allens has a structure to handle complaints.

All parties (includes both respondent and complainant), involved in a harassment case must ensure all aspects of the case are kept confidential.

Rights of Complainant and Respondent

These include:

- the right to be accompanied by a support person
- the right to be informed of the nature and extent of the complaint
- the right to respond to all relevant evidence
- the right to have all contributing factors taken into account
- the right to be heard before any decision is made about the respondent, and before any person's identity is known to anyone outside the complaints procedure.

Contact People

There shall be a number of contact people within Allens .

The role of the Contact Person is to provide the first point of contact for a person who feels s/he has been harassed. The Contact Person will listen to and advise the complainant on the options open to them. The complainant may wish just to talk. Every effort will be made to resolve the matter in a low-key manner. This may involve the complainant approaching the respondent. The complainant must not speak to anyone other than the alleged harasser, or to those with a 'genuine need to know'. The Contact Person will not have direct contact with the respondent.

A Contact Person should help a complainant by providing guidance on any further course of action which may be available, or by providing support to a complainant during any subsequent procedure. Contact people will not be involved in mediation, or the procedures of the Grievance Committee, unless invited to participate.

Any complainant may request a meeting with a mediator by making a formal complaint to the Coordinator using the appropriate form.

If the complaint is to proceed into mediation ,the respondent is to be informed by the Coordinator, of the allegations made against him/her.

Mediation

An appropriate mediator will be selected for each case by the MD who will inform the complainant and the respondent. Where a party has strong grounds for opposing the choice of mediator, an alternative mediator, acceptable to both parties, will be appointed from the list.

The complainant and the mediator are to meet. The complainant has the right to request the presence of a support person.

The respondent and the mediator are to meet. The respondent has the right to request the presence of a support person.

Where possible the mediator is to effect conciliation by any method which appears appropriate. Methods may include:

- Hearing the complainant alone and the respondent alone.
- Mediating between the parties together.

Possible Outcomes

The respondent agreeing to apologise in writing and giving an assurance that there will be no repetition of the behaviour.

Requiring that the respondent undertake counselling or training.

Enabling the complainant to have counselling or training.

Remedying any detriment to the complainant's academic or work performance in any way which is appropriate, eg extending deadlines or providing further instruction.

The respondent's personal file should contain a summary of the details of the complaint, the outcome, and details of any penalty. The complete record pertaining to the case will be kept under strict security by the MD with access restricted only to those with an 'genuine need to know'.

The mediator will write a report for the MD.

Refer to

- Code of Practice
- Student Learning contract
- Staff Handbook

RECRUITMENT POLICY

Allen's Training will follow recruitment policies that lead to a high standard of Instructor competence. This in turn will support our goal to ensure that the quality of training delivered to students is of a high quality. Our aim is to ensure that all instructors appointed have:

1. Current qualifications in Workplace Training and Assessment.
2. Current formal qualifications in fields of endeavour that are relevant to the courses they are approved to teach at a level equal to or greater than the qualification they are to teach.
3. Industry and/or community based experience in areas related to the subject matter they seek to teach that are verifiable and sufficient to be able to add context to the courses to be delivered.
4. Successfully undertaken a working with children check for Instructors operating in NSW.
5. Undertake programs of ongoing professional development to maintain and enhance the quality of their skills and experiences.
6. A clear marketing plan and a promotional strategy that will meet regulatory requirements for courses run under the auspices of Allens Training.

Allens will monitor performance through:

1. **Ratio analysis** of students who enter a course compared to the students who do not complete the courses or acquire the qualification.
2. **Frequency of delivery.** If an instructor does not conduct a course for a period of three months, we will review the circumstances and may require further evidence of competence before allowing the instructor to retain current Instructor status.
3. **Student and Client Employer surveys** to ensure that feedback is received regularly and documented through our Continuous Improvement System and our Complaints Management System.

Where issues are identified through surveys or complaints, we will work with the instructor to address the problem. This may include an independent assessment by:

1. A qualified assessor
 2. A qualified member of Allens Training management team
- the assessment will measure the effectiveness of the instructor's performance and recommend remedial action. Approval to conduct courses for Allen's Training may be removed if remedial action does not address the issue or such action is deemed appropriate.
4. Ongoing professional development to ensure skills and competencies remain current and liaise with the instructor to ensure we have evidence of this ongoing development from all sources. Failure to undertake development activity in any given financial year may result in current Instructor status being revoked until activity can be demonstrated

We actively encourage our trainers to attend any information sessions, seminars and conferences conducted by external organizations. Some subsidies are available to assist tutors. Internally generated broadcasts are used to update instructors on new developments and procedural matters. We are concerned to offer our instructors opportunities to stay in touch with new practice such as Training Packages.

INSURANCE POLICY

Allens Training will maintain up to date and adequate insurance cover for the premises and facilities, as well as appropriate workers compensation and public liability insurance and Professional Indemnity. Allens advises all instructors to take independent professional advice on insurance needs relating to courses they conduct.

INTERNAL AUDIT POLICY

Internal

The Manager (or staff member delegated to perform such tasks) will carry out routine monitoring of all documentation and systems and Accounts to ensure the system is not breached and all staff is adhering to the correct procedures as developed under the Standards For Registered Training Organisations.

If deficiencies are found within the system a revised procedure should be drafted and submitted for approval to the General Manager and Accounts Manager immediately and introduced on a trial basis with both people responsible to monitor the new system for efficiency. After a trial period the new system is to be formally adopted by the General Manager.

The General Manager must sign off on all internal audits undertaken within the organisation.

External

A qualified and practising accountant will carry an external audit out each year at the end of the Company's financial year. The audit will be carried out in accordance with Australian Auditing Standards on a test basis to provide a reasonable assurance to the members that the report is free of material misstatement.

Documentation to be provided to the Auditor should include:

- Full register report/ cash book/journal
- Profit and loss statement
- Income and expenditure report for each grant
- Balance sheet
- Report of cheques for each category
- All receipt books
- All bank deposit books
- All paid accounts and payment vouchers
- All cheque book stubs
- All bank statements for each account in the Company's name
- Records of payments to the Taxation Department
- Records of superannuation payments
- Assets Register

INTERNAL MONITORING POLICY

All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review occurs through

- Internal compliance audits.
- Regular staff meetings to review current activities (daily tool box meetings).
- Annual review of business plan and its implementation.
- Program records.
- Student feedback-customer surveys.
- Staff feedback.
- Management monitoring and review.

LEARNING AND ASSESSMENT STRATEGIES

Identifying learners/clients needs

In order to deliver the most appropriate training, Allens Training Pty Ltd will undertake a consultation process with Learners/clients to properly identify their learning needs. This consultation will consist of as many meetings as required to achieve the outcome required.

Identifying these needs will establish the most appropriate:-

- Training Package
- Combination of Units
- Contextualisation of materials to meet individual client needs within the boundaries set by the training package.
- Method of Delivery
- Assessment

Instructors are required to document preliminary discussions with clients and students and submit any changes to the standard deliverable program required to meet training needs to the GM for approval prior to conducting the program.

LEGISLATION POLICY

Allens Training complies with all relevant local, state and federal government regulations covering this type of training and complies with WorkCover requirements. We follow AQTF guidelines in relation to training standards. As such all staff and students need to be aware of the relevant legislation including:

- Occupational Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
- Privacy
- VET

Staff should also make special note of the organisations own policies including Equal Opportunity Policy, Access and Equity Policy, Harassment Policy and the OH&S policy.

Relevant state and commonwealth legislation can be viewed at the following sites: www.legislation.nsw.gov.au/maintop/search/inforce/ for NSW legislation or www.aph.gov.au/library/intguide/law/auslaw.htm#commonwelath for commonwealth legislation.

Staff involved in the instructional and assessment process must possess the appropriate pre-service and/or in-service competencies and knowledge as specified in national principles and standards, industry standards and program curricula. Allens training will ensure that all qualifications or their equivalent will be verified and that all Instructors and Assessors meet the National Standards for Assessment and Workplace training.

LOGO USAGE POLICY

Logo's and Branding are updated from time to time and care needs to be taken to ensure formats being used are current.

Allens Training Logo

The Allens branding and Company logo is to be maintained at all times. Care must be made to ensure that the correct logos, letterheads, and other promotional material are used according to accepted and approved practice.



Other Logos In Accordance With Accreditation

Allens Training will only use the NSW Vocational Education & Training Accreditation Board and National Recognised Training to distinguish national recognised courses and only on material as set out in our ethical marketing policy. Allens adheres to the advertising guidelines set out by VETAB and requires all partners to submit advertising and promotional material to Allens for review before using it when courses are run under the auspices of Allens Training



MARKETING AND ADVERTISING

The purpose of this policy is to confirm Allens Training is committed to only using ethical marketing practices in the advertising and marketing of our products and or services.

Allens training will accurately represent recognized training products to prospective clients and will ensure that clients are provided with full details of conditions of any contractual arrangements with the organisation.

Australian Qualification Framework qualifications will only be advertised if Allens Training is registered to deliver the qualification and nationally accredited products will be identified separately from courses recognized by other bodies without recognition status.

When advertising we will:

- Ensure it is clear, accurate and not misleading.
- Ensure that nationally recognised qualifications are identified separately to other courses.
- Make sure that the names/titles of qualifications or accredited courses are advertised accurately.
- Ensure that the nationally recognized training logo is used only with nationally recognized qualifications/courses that Allens Training Pty Ltd is registered to deliver.
- Not use the word “Government Accredited” or Government Registered” in any advertising.
- Provide templates as guides to administrative staff and partner organizations on the formats to use on request.
- Require administrative staff and partner organizations to submit advertising copy +to the Managing Director for approval prior to submission to the publishing organisation.

Allens Training will obtain prior written permission from any person or organisation for use of any marketing or advertising material that refers to that person or organisation, and abide by any conditions of that permission.

MISSION & VISION POLICY

Mission

Allens mission is to consistently provide “quality, value for money” training to our existing and new customers.

Vision

Allen’s vision is to be the preferred supplier of training in the markets we serve.

Integrity

Allen’s people endeavour to do what they say they will do, and to be open and honest in their dealings.

Initiative

Allens people seek every opportunity to improve and are consciously proactive, rather than reactive.

Innovation

Allen’s people seek to develop more efficient ways to conduct our business, and invest in finding new ways to serve our customers better.

Goodwill

Allen’s people seek to foster goodwill, co-operation and collaboration internally and with our competitors.

Strategy

1. Allens will continue to build a network of trainers and assessors.
2. Allens will continue to attract, develop and retain high calibre people in the industry.
3. Allen’s people strive to provide a level of service to all that will exceed customer expectations and gain respect of fellow professionals.

Responsibility

Allen’s people try to accept responsibility for their activities using their best endeavours in all they do.

Contribution

Allen’s people participate in the company, constructively sharing their ideas and expertise individually and in teams, to further the direction of the Group.

Shared Rewards

Allens is an environment that encourages earned rewards and recognition.

Perpetual Improvement

Allens has a culture that relishes the fact that we will fulfil our vision to be the preferred supplier of training in the markets we serve.

NEGOTIATING ON THE JOB

The employer, the student, and Allens Training (the supervising registered training organisation or training provider) must negotiate and sign a training plan at the commencement of training.

Allens Training will be required to assess the employer's resources to ensure the provision of the facilities, range of work, supervision and training necessary to achieve the outcomes of the training plan for the student.

A correctly negotiated training plan will:

- provide an opportunity to select what, how, where and when skills will be achieved
- provide a measure to assess the progress of the candidate
- assist the parties to manage, plan and map the work rotation of the candidate
- identify a timeframe by which skills must be demonstrated
- detail the training methods to be undertaken and the monitoring arrangements (i.e. how and when assessment will occur).

When developing the training plan, the parties should bear in mind that the assessment schedule should allow sufficient time for the candidate to achieve each competency. The training plan should also allow time for the candidate to undertake further tuition, training delivery and reassessment by the date for achieving competence (to allow for cases where the candidate fails to achieve competence on the first attempt).

The training plan should specify:

- the qualification issued on completion of the training plan
- all skills required by the candidate to perform the job competently
- the training to be delivered by the employer
- the training to be delivered by the RTO
- the end date of the training
- units of competency that the candidate must achieve together with the expected completion date for each
- any units of competency that the candidate has already completed that are of relevance (recognition of prior learning)
- learning resources that will be provided to the candidate
- any additional support the candidate may require if there are identified barriers to learning, for example poor literacy and numeracy skills
- how and when the RTO plans to monitor and assess the candidate's progress
- arrangements the RTO will use to report back on progress with the training.

OH&S POLICY

The safety of staff and students is of primary importance in all activities carried out by the Allen's. Allens observes all occupational health and safety legislation and copies of the relevant Act are available to staff and students. Trainers must incorporate OH&S considerations when planning and delivering training, and students must be advised of the OH&S requirements of their programs and supervised accordingly.

The organisation's policy is to ensure, as far as practicable, the health, safety and welfare at work of all personnel. All employees, however, have a responsibility for their own health and safety and the health and safety of other staff for which they have responsibility. An experienced OH&S Officer has been appointed to oversee our adherence to all OH&S practices.

Duty of Care

All employees must take care to ensure their own and others health and safety is not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times.

The organization will ensure all employees and volunteers have access to first aid equipment within the workplace in accordance with the WorkCover Act.

An incident form to report incidents such as OH&S issues and accidents causing injury to students should be used.

All incidents/accidents must be recorded as soon as practicable with time, date, location and description of the incident/accident.

Allen's Training is committed to the improvement of workplace health and safety through the reporting and monitoring of work related incidents.

By adopting a risk management approach Allen's Training will enhance the quality of care, safety and service delivery and reduce incidents and their high associated costs.

For the purposes of this policy an 'Incident' is any event resulting in, or having a potential to cause injury, ill health, damage or other loss.

For the purposes of this policy an 'injury' includes any and all physical, psychological and emotional effects resulting from any of the above incidents that are detrimental to the well being of the person affected.

Documentation of Incidents

- Each incident will be described on the form E88 Incident Form.
- A copy (fax or email) is to be provided to the Managing Director immediately.
- The originals are to be forwarded immediately to the Managing Director
- Original copies provided to the Manager – Human Resources would be recorded in a database, analysed and information provided to Workers Compensation and Public Liability Insurer's where appropriate and to the Occupational Health and Safety Committee.
- A copy is to be kept at the location.

Incident Investigation and Risk Management Process

All incidents are to be reported to the Managing Director as soon as possible and control measures are to be implemented.

- The investigation process must establish the facts of the incident, including:
 - a) Who was involved in the incident;
 - b) What occurred before, during and after the incident;
 - c) What events and/or actions triggered the incident;
 - d) When the incident occurred;
 - e) Where the incident occurred;
 - f) The details of what happened;

- g) The identification of any ongoing risks or the likelihood of the incident happening again.
- A risk management process is to be followed including:
 - a) A risk assessment form to be completed.
 - b) A risk control form to be completed and controls implemented.
 - c) A talk to be conducted with all relevant staff.
 - d) Staff who fail to comply with controls implemented are to receive a Staff Improvement Notice.
 - e) Any subsequent failures to comply will be managed according to the Personnel Policy: disciplinary policy.

Management Responsibilities

Managers and Coordinators are responsible for ensuring:

- All staff in their area are informed of the need for incident reporting and the procedures to follow;
- All staff have easy access to reporting forms;
- The procedure for documentation of Incidents is followed;
- The secure storage of Incident Reports;
- Incident investigation processes include risk identification, employee consultation, risk assessment and risk control;
- Staff, students and visitors receive appropriate support following an incident

Media Involvement

- No employee has authority to discuss any incident with the media unless specifically given that task by the Managing Director.
- A media contact person can only be appointed by the Managing Director. That person must advise the Managing Director of any media statements prior to release.

The Incident Report Form may be used to provide the briefing format.

Refer to Code of Practice, Staff Handbook, Student Handbook

Refer to:

- Code of Practice
- Staff Handbook

POSTAGE AND HANDLING POLICY

At Allens we endeavour to give our partners excellence in service. We offer, where possible, same day service on the despatch of stores purchased.

All goods are despatched to the address we hold in our database for the partner who is purchasing the materials unless otherwise stipulated in the order. Unless the request is received at the end of the day (generally after 2.30pm) when there is insufficient time to prepare the order for the freight carrier, all orders will be prepared and despatched on the day the order is received. If for any reason, on rare occasions, we cannot meet this commitment, we will advise the partner of the delay.

Delivery from Allens to the requested destination is a more complex issue and cannot be guaranteed. Although we can track the movement of orders once they leave Allens, the actual movement of materials is out of our control. This is why we recommend orders are placed two weeks in advance of the date they are required to ensure materials are available for course delivery. We want to provide the best service possible to partners and therefore their cooperation in allowing sufficient time for the order to be despatched and delivered is essential for this to happen.

All deliveries are free of charge and our preferred freight carrier is Startrack. It is important to note that we do need a street name and number to enable us to utilise the services of Startrack. They deliver to a specific address. If partners only provide a "PO BOX" number we will not be able to utilise Startrack services and will have to send orders through the normal postal system. We do not have the same capacity to track orders when the normal postal system is used and so a vital control is lost.

All certificates and written correspondence will be sent through the regular post.

Any item can be Express Posted at the request of the partner/clients request. However, the partner/client will be charged for costs incurred with this service unless waived by the Business Administration Manager (usually this will only occur when the need for express postage can be demonstrated to have been as a result of an administrative issue causing delay in despatching the order). Despite the expected speeding up of delivery through Express Post, Allens cannot guarantee delivery dates or times, particularly as Goulburn is not an express post centre.

Guides to costs associated with Express Postage can be obtained from the Australia Post website or by contacting Allens at our Goulburn Office on (02) 48228066

PLANNING POLICY

A planning day will be held annually, usually late in the calendar year, to plan for the coming year. The planning process must be consultative and opportunities for participation should be inclusive of all stakeholders

The day will be advertised by sending invitations to members, management committee, staff, instructors and students.

The purpose of the day is to highlight management issues, which need to be addressed in the coming 12 months and identify present and emerging education needs of the community.

The day will commence with an evaluation of the organization's performance over the previous 12 months. This will be followed by a brainstorming session of what everyone would like to see happen in the next 12 months.

A planning committee will be established to draw all the information together, develop a list of objectives, strategies and resources which will be needed. The planning committee will need to ensure the objectives are within the organisation's mission and vision.

A draft plan will be circulated to all stakeholders at a second meeting for discussion and further input. The plan will be redrafted and presented to the Management Committee for further input and final approval.

The final management plan is to be available for all staff who should have a clear understanding of their role in fulfilling aims the plan and how their job contributes to the business of the organisation.

The plan will be subject to regular review and staff should ensure their reports to the Management Committee reflect the aims of the plan. A major review of the plan should be carried out annually ensuring any changes and/or expected changes of funding and/or programming are included.

Refer to Code of Practice

REFUND POLICY

IF A STUDENT IS NOT SATISFIED WITH THE COURSE CONTENT AND DELIVERY OF OUR CLASS, A FULL REFUND WILL BE GIVEN TO THE STUDENT.

Applications for refunds can be made to Allens Training, and addressed to the Accounts Manager. All refunds will be considered within 7 days and successful applications will have cheques issued within the 7 days of receiving the request.

An administration fee will apply to cover bank and administration charges associated with the processing of refunds where the request relates to being unable to attend courses. This fee will be deducted from the original amount paid and the balance refunded by cheque.

The fee will be \$15.00

All refunds are to be actioned through the Accounts Manager.

Students should be encouraged to complete the Request for Refund form if they apply in person or the Staff member taking the details should complete the form.

RISK MANAGEMENT POLICY

Allens Training has put in place policies, which meet the VETAB guidelines and AQTF Standards. These policies are there to minimise the risk of not complying with the Standards for Registered Training Organisations. A risk Identification register was completed May 2005 and was updated in Nov 2006. The following risks may occur:

Risk: Training material and course content used in conjunction our courses may not be up to Industry Standards

Corrective Action: Allens Training is a member of the Australian Resuscitation Council, and is therefore regularly advised of any changes and will address these changes accordingly. Allens Training will purchase the nationally recognised training package

Risk: Trainers who teach these courses may not receive the latest changes to policies and guidelines

Corrective Action: Allens Training regularly sends out newsletters, e-mails etc to all staff and trainers and holds regular meetings detailing all changes to guidelines and policies as they occur – items issued to trainers held in an on line folder as evidence of items issued and confirmation that the document has been authorised by the General Manager.

Risk: Students complain about the delivery of the course or are not satisfied with the way the course has been run.

Corrective Action: Any complaints that Allens Training receives from any students, other trainers or clients will be dealt with swiftly and thoroughly with discussions being held with firstly the complainant and then the trainer to work out the problem.

Some problems arise without warning or fore planning. If any of the above risks or sudden problems occur, they will be dealt with straight away and a preventative action will be put in place to prevent the problem or risk from occurring again

Risk: Vocational Education and Training guidelines are not being recognised and used as a standard in conjunction with the AQTF.

Corrective Action: To ensure all training complies with AQTF guidelines as determined during our annual internal audit.

Risk: First Aid trainer's accreditation expires and this is undetected leading to courses being run with participants unable to receive certificates for course completion.

Corrective Action: Report run monthly, (one month in advance of the expiry date) and issued to SMS to follow up. The report is generated by Admin Support with a copy to the Business Administration Manager to ensure status of trainers is followed up to ensure status of trainers is updated before the actual expiry date. Refer to: Procedure\Contractors / Instructors – Monitor Expiry Dates

RECOGNITION OF PRIOR LEARNING POLICY

Principles Of Mutual Recognition

These principles underpin the operation of mutual recognition processes by State and Territory Recognition Authorities in the context of the Australian Recognition Framework. They should be read in conjunction with the Principles for Registration, the National Standards for Registration and the Operational Protocols.

Mutual recognition is applied within the context of the particular legislative, occupational licensing, reporting and accountability requirements of each State and Territory

Recognition of Qualifications/Statements of Attainment by RTOs

A Registered Training Organisation (RTO) must accept and mutually recognise the decisions and outcomes of any other registered training organisation or body in partnership with a registered training organisation thereby ensuring the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by registered training organisations.

Mutual Recognition of Registration Decisions by STAs/Recognition Authorities

Each State and Territory will always mutually recognise the decisions of all other States and Territories in registering a training organisation, thereby ensuring the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by the registered training organisation.

Mutual Recognition of RTOs by Other STAs/SRAs

Mutual recognition enables a registered training organisation to operate within other States or Territories within the original scope of registration without a further formal recognition process or payment of additional fees.

Mutual Recognition through Primary Recognition Authority

Registered training organisations wishing to operate in more than one State/Territory should, in general, only be required to communicate with a single recognition authority (the primary recognition authority) unless they wish to do otherwise. The primary recognition authority will usually be the one in which the organisation was first registered and/or in which it has major focus of operations. Registered training organisations may elect to change their primary recognition authority.

Provision of Information by Primary Recognition Authorities

When a registered training organisation wishes to operate in other States/Territories within the scope of their original registration, the primary recognition authority will supply the recognition authorities in these States/Territories (the reciprocal recognition authorities) with the following information:

- The RTO's name and legal status (company and trading name) exactly as shown in their primary registration;
- The full street address (and postal address if available) and telecommunications address(es) - e-mail, facsimile and telephone;
- The name, position or title, telephone/facsimile numbers (and address if different from the RTO's registered address) of a contact for day-to-day dealings; and
- The defined scope of primary registration and expiry dates and the full address/es of permanent sites. This includes products/services which the organisation is registered to provide and the areas of operation - training package, industry or course based information (including course titles, codes, national codes and accreditation expiry dates).

The primary recognition authority will advise the reciprocal recognition authorities promptly of any subsequent changes to the above information and enter the information on the national register. (This protocol will be modified when the National Training Information Service, the NTIS, is fully operational).

Authority to Issue Qualifications

Qualifications and Statements of Attainment awarded by a registered training organisation operating in other States and Territories are issued under the authority of the primary recognition authority and are "nationally recognised".

Monitoring/Audit

The monitoring/auditing of RTOs is managed by the primary recognition authority which may come to working arrangements with the reciprocal recognition authority(ies) to undertake monitoring/auditing functions.

Complaints Management

Where a complaint is made in relation to the application of the mutual recognition process(es) or in relation to the operation/activities of a mutually recognised RTO, in the first instance, the State/Territory in which the complaint is made should advise the primary recognition authority of the complaint. Based on the nature of the complaint, the primary recognition authority and the recognition authority to which the complaint was made will agree on an appropriate strategy and responsibilities for investigation of the complaint.

However, after consultation, reciprocal recognition authorities reserve the right to initiate an investigation of a complaint, take appropriate remedial action, suspend or withdraw a registered training organisation's mutual recognition.

Information Management

The primary recognition authority is responsible for maintaining relevant statistical information on the operations of RTOs except where services have been purchased by State/Territories in which the RTO is operating through mutual recognition. The primary recognition authority is also responsible for amendments to information in relation to registration for the purposes of the National Training Information Service.

At Allens, RPL is available for all subject modules EXCEPT first Aid (workcover requirement). The learning outcomes of each module provide the RPL benchmarks. Candidates may receive full recognition or high standing for the competencies required for a course or module. High standing recognises attainment of some but not all competencies for the course or module. Candidates initially self assess against learning outcomes and assessment criteria of relevant modules. The trainer advises and assists them to prepare application and documentation to support their self-assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, workplace assessment, exam, or other method. Assessment must be conducted by a qualified assessor or assessment panel, under the supervision of the course manager.

In cases where the student provides adequate written evidence the Allens nevertheless may require the student to demonstrate the relevant skills. In certain cases the Allens may counsel the student to reconsider the skill level.

Fees may be charged for the RPL service. Refer to current fees and charges. The appropriate form is O152

Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, collection of other material.

Successful candidates are notified promptly of the RPL outcome. The RPL officer advises unsuccessful candidates of reasons for non recognition and steps they can take, including remedial training and appeal mechanisms.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS (INCLUDING CREDIT TRANSFER)

This policy is to confirm that Mutual Recognition is available to any student enrolling with Allens Training.

Mutual recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's, enabling individuals to receive national recognition of their achievements

The purpose of this policy is also to confirm that Credit Transfer is available to any student enrolling with Allens Training.

Credit Transfer means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or training packages with another Registered Training Provider.

All employees should be made aware of the Record of Application for Mutual Recognition Form and should actively encourage any clients in their enquiries.

The completed form should be given to the Managing Director for sign off. As a means of determining the authenticity of the qualification there should be communication with the issuing RTO requesting provision of written confirmation of the clients qualification. This is a mandatory requirement to ensure that only authentic qualifications are recognised and stamp out any fraudulent applications.

It is essential that copies of the transcript qualification of certificates, application forms or evidence for mutual recognition are retained and filed.

SCOPE OF REGISTRATION POLICY

It is the responsibility of the Managing Director to oversee that the RTO must only issue AQTF qualifications and Statements of Attainment that are within its scope of registration.

It is the responsibility of the Managing Director, or their designated officer, to adhere to the following procedure in relation to making changes to the organisations Scope of Training. No changes will be authorised without the proposal being reviewed and discussed with The First Aid Advisory Committee.

To increase scope:

- Apply to VETAB.
- Use the Application Guide available at the Website www.vetab.nsw.gov.au
- Follow guidelines in the guide to ensure the appropriate evidence is supplied to support the application.

To decrease scope:

- Ensure that all appropriate qualifications have been issued to students, or ensure that transfer arrangements have been finalised.
- Ensure that records of students in relation to the qualification being removed from scope should be securely stored.
- Complete application.
- Visit website to lodge application online. www.vetab.nsw.gov.au
- Follow Steps set out on website

STAFF CODE OF CONDUCT POLICY

Code of Conduct

This Code of Conduct applies to all Management and Staff, volunteers, or persons who have been engaged to provide certain services for, or on behalf of, Allens Training such as contractors and consultants.

- This Code of Conduct provides all staff with a framework for their decisions and actions. It underpins commitment to a duty of care to all staff and to all students receiving our services.
- Staff are expected to observe the Code of Conduct as part of the conditions of their employment/engagement.

Respect for all Persons

Instructors are required to:

- Treat each student with dignity and fairness. Recognise we are all different and have different views on politics, religion and matters of community interest. Acknowledge the adult environment and the experience and life skills, which adults bring to the class.
- Students with a disability are to receive support and positive approaches, which will focus on their abilities and allow them to reach maximum potential.
- Wear clothing that is clean, tidy and appropriate for the type of course, including occupational health and safety requirements if necessary, and in keeping with the image of the organisation. Smoking is not permitted during class time.
- Have prepared a course outline, which details the proposed course outcomes, resources, which are required, and any additional costs, which may be incurred by the students or the organisation.
- Be prepared for each class with adequate copies of notes and/or resources.
- At the first session discuss the proposed course outcomes with the students and seek their input to the program to ensure they achieve the desired learning outcomes.
- Discuss with the course co-ordinator any resources, which are required for the course in sufficient time for such resources to be obtained.
- Arrive at the class 10 minutes prior to the advertised time to ensure the room is ready for the class
- Commence the class on time; because some students are late the rest should not miss out on scheduled time.
- Complete the class roll each session and sign and return it to the co-ordinator at the completion of the course.
- Be watchful for any student being harassed by another and any such incidents are to be reported immediately to the co-ordinator.
- In the event of an unresolved grievance with a student, advise the co-ordinator who will mediate the issue
- Do not sell, or allow for sale within the class time, raffle tickets or other fundraising activities
- Do not sell or promote the sale of materials during class time without prior thorough discussion with and permission from the co-ordinator
- Advise the co-ordinator as soon as possible verbally, and follow up in writing, any incidents and/or potential hazards that have occurred or could occur involving staff or students.

Staff are required to:

- Treat students, colleagues and members of the public with courtesy, respect and dignity.
- Be tolerant of the views held by others that may be different from their own

- Maintain the confidentiality of client and staff information, and only give out such information where there is proper authority to do so.
- Ensure that conduct is not discriminatory or harassing to students, colleagues or members of the public
- Ensure that conduct is not discriminatory or harassing to students, colleagues or members of the public.
- Respect the ethical and legal rights of students, including their rights to make their own decisions and to participate actively in any plans made on their behalf.
- Respect the professional views, experiences, actions and findings of colleagues and members of other professions and programs.
- Ensure that all persons have access to the resources, services and opportunities which contribute to their well-being, irrespective of their socio-economic, community or ethnic group, race, gender or transgender, marital status, personal relationships, cultural background, political or religious beliefs, previous or current vocation, sexuality or H.I.V. status.
- Encourage respect for the diversity of cultures that constitute Australian society.
- Aim to expand choices and opportunities for all people.
- Encourage participation by members of the community in addressing relevant social/personal issues.
- Ensure a safe and healthy workplace for colleagues and visitors.
- Create conditions for the empowerment of individuals, groups and the community.

Personal and Professional Behaviour

All Staff must:

- Apply themselves to their work with diligence, care and attention
- Act in a manner that is consistent with the values of our organisation
- Comply with any relevant legislative, industrial or administrative requirements
- Provide advice, make decisions and take action in an appropriate and timely manner, based on all available relevant information.
- Act honestly, with integrity, with compassion and without bias
- Respect the roles and responsibilities of others working in the Allens Training.
- Actively work towards their own professional development and self-care.
- Ensure that they are not under the influence of alcohol and/or illicit drugs whilst performing their duties.
- Support the objectives of Allens Training by carrying out the duties of their position diligently and with care.
- Must provide services and allocate resources consistent with Allens Training policies.

Dress Standards

Appropriate standards of dress are required to allow easy identification of full time staff by the public consistent with the image Allen's Training wishes to project.

Allen's Training will supply all fulltime staff with three (3) shirts that display the company name and logo. These shirts are to be worn with the following:

- Black skirt (no more than two inches above the knee)/pant/three quarter pants.
- Black shoes
- Black vest/jumper/jacket.

No alterations to the shirts is allowed without supervisory approval.

Please note that if you wish to wear an undershirt, it must be tucked in or does not hang below the uniform shirts and is white in colour so that it cannot be seen through the shirt.

The following items of clothing are not allowed at work or whilst you are representing Allen's Training:

- Thongs.
- Shorts.
- Mini Skirts.

Duty of Care

- Staff must consider properly the impact of their decisions, and seek to minimise any risk of harm or disruption to themselves and others from those decisions.
- Staff must recognise they have a general legal duty to take reasonable care to avoid causing harm to another person. They are required to exercise the degree of care that could reasonably be expected from a competent and skilled person in that job.
- Staff should exercise a high level of care, diligence and professional competence, especially when working with vulnerable or dependent students.
- Staff must take responsibility and give justifications for their decisions and actions, in writing if necessary.

Fairness and Equity

- Staff must maintain open and honest communication
- Staff must follow the rules of procedural fairness (or "natural justice") in coming to decisions by:
 - a) Taking all reasonable steps to find out all the relevant facts;
 - b) Informing those persons whose rights may be affected by the decision, that the matter is being considered;
 - c) providing these persons with any relevant information and giving them the chance to respond and present their case;
 - d) Giving reasons for decisions (if necessary, in writing); and
 - e) Informing the person of any rights of appeal or review concerning those decisions (including the time-limits for appealing or seeking review).
- Staff should strive to ensure decisions are made and actioned without undue delay.
- Staff must ensure proper consideration is given to any adverse affects a decision or action may have on any person or group and the purpose of the power being exercised.

Use of Resources

- Staff are to ensure that financial resources, property and facilities are only used for work related purposes unless authorised in extreme circumstances by the Chief Executive Officer.
- Staff should restrict use of mobile phones to essential calls when a landline phone is not available.
- Staff must restrict use of work computers and peripherals according to the Information Technology Policy.
- Staff must restrict private use of motor vehicles according to the Motor Vehicle Policy.
- Employees may not use Allens Training premises for accommodation.

Intellectual Property

- The Allens Training is the owner of intellectual property created by staff members in the course of employment unless a specific agreement has been made varying the principle.
- The term “intellectual property” includes the rights relating to scientific discoveries, industrial designs, trademarks, service marks, commercial names and designations, inventions in all fields of human endeavour and all other rights resulting from activity in the industrial, scientific, literary or artistic field.
- Any agreement relating to intellectual property must be ratified by the Chief Executive Officer and be consistent with any relevant Allens Training policy.
- Clarification of the intellectual property positions must be made before making use of that property.

Respect for the Law

- All staff in New South Wales must in their work comply with all relevant legislation, including but not limited to those listed below:
 - a) Anti-Discrimination Act 1977
 - b) Industrial Relations Act 1996
 - c) Occupational Health and Safety Act 1983
 - d) Children and Young Persons (Care and Protection) Act 1998
 - e) Child Protection (Prohibited Employment) Act 1998
 - f) Disability Services Act 1993
 - g) Community Services (Complaints, Appeals and Monitoring) Act 1993
 - h) Ombudsman Amendment (Child Protection and community Service) Act 1998
- Managers are to ensure that copies of relevant legislation, delegations and associated administrative procedures are available and accessible to staff under their supervision.
- All staff must endeavour to:
- Carry out all lawful and reasonable instructions related to their work;
- Refuse to comply with an instruction that is, or appears to be, unlawful and report the matter in accordance with the grievance procedure contained within the Allens Training’s personnel policy.
- Have a good working knowledge of the legislation and delegations related to their role.

Reporting Corrupt Conduct

- Staff must report any suspected corrupt conduct, misconduct, serious mismanagement or substantial waste of Allens Training resources.
- Corruption is deliberate dishonesty or deliberate unlawful conduct, including but not limited to:
 - a) taking bribes;
 - b) falsifying or destroying official documents;
 - c) misuse of confidential information;
 - d) physical, emotional or sexual abuse of a client;
 - e) theft of property belonging to the Allens Training or a client;
 - f) serious mismanagement or substantial waste of Allens Training resources.
- Corruption is not the making of honest mistakes that can be addressed through performance management practices.

- Staff must report any suspected incidences of child abuse or misconduct involving child abuse to a supervisor, and refer to the Child Protection Policy
- No person will take any reprisal action against a person who reports any of the above matters.

Conflicts of Interest

- Staff must avoid any situation that could compromise their ability to perform their duties with impartiality
- Conflicts of interest exist when it is likely a worker could be influenced, or there is a reasonable perception that a worker is influenced by a personal interest when carrying out your professional duty.
- Conflicts between personal interests and professional duties that should be declared (and in some cases avoided) include but are not limited to:
 - a) Staff or their families being landlords of a client;
 - b) Relatives or friends of staff being employed to provide a service paid for by a client;
 - c) Staff on a selection panel interviewing a relative or close friend;
 - d) Staff directly engaging relatives or friends to provide contract services for the Allens Training.
- Conflicts of interest that lead to biased decision-making may constitute corrupt conduct.
- It is the responsibility of staff to report any potential or actual conflicts of interest to their supervisor.
- If a staff member is uncertain whether a conflict exists, they should discuss the matter with their supervisor and attempt to resolve any conflicts that may exist.
- Staff must not accept any gifts or benefits, the receipt of which might in any way tend to influence, or appear to influence you in your professional capacity.
- There may be occasions when refusing a gift would offend or upset the giver. On these occasions the worker should:
 - a) Indicate that they are accepting the gift on behalf of the Allens Training or service;
 - b) Report the receipt of the gift to their supervisor to determine how to make use of the gift.
- It is acceptable to receive gifts of a token value from students from time to time for services rendered, such as flowers, cards and other tokens.
- Students should never be encouraged to purchase gifts for staff.

Management

Coordinators, Managers and Directors are accountable for the work-related needs of their staff and are expected to:

- Treat all staff with honesty and respect;
- Promote the Allens Training Mission as the foundation of service and proper conduct;
- Inform staff of this Code of Conduct and set good examples for staff through their own behaviour in upholding the Code's principles and obligations;
- Provide a family-friendly environment supportive of flexible work practices and adaptive to staff needs;
- Ensure staff have an explanation of their position objectives and duties, and have access to and are familiar with any policy and procedure manuals, guidelines and practice frameworks applicable to their area of work;

- Keep staff informed of legislation that applies to them and the consequences if they fail to comply;
- Explain to staff the performance standards expected of them, and objectively assess their performance against those standards;
- Ensure staff have access to training and development, and promote a lifelong learning ethic through offering and actively planning for developmental opportunities;
- Provide the optimum work environment for staff within available resources, and meet occupational health and safety standards;
- Acknowledge and reward individual and team achievements;
- Ensure staff develop and maintain accurate records that document appropriate activities, incidents, decisions and the reasons for them;
- Support the right of staff to pursue grievances using internal and external processes;
- Take appropriate action when staff fail to comply with this Code of Conduct and related standards of conduct, in accordance with the principles of natural justice.

Failure to Comply

- Staff who fail to comply with this Code of Conduct or any other Allens Training policy, or any other lawful directions will be asked to explain their actions.
- Staff whose conduct is contrary to this Code of Conduct or any other Allens Training policy, that does not involve an honest mistake, will be subject to disciplinary action.
- All disciplinary, termination and misconduct policies and procedures are detailed in the related policy document.

STAFF DISPUTES POLICY

A grievance occurs when two or more employees are in conflict and cannot find a way to resolve the issue. The organisation would always encourage the employees to discuss the situation and try to come to some agreement. However, if not possible, then the following procedure should be followed.

The aim of the dispute resolution procedure is to address grievances promptly, fairly and objectively and to encourage those involved to agree on an action plan to resolve the issues by;

- Identifying the work related problem and the members of staff involved
- Discuss the problem with the MD or the GM and all staff involved
- Agree on an objective member of staff or Managing Director to act as facilitator and arrange a meeting to resolve issues using the following guidelines. A report, outlining the agreed action plan, is to be completed by the facilitator and filed in the employees file.
- The decision of the Managing Director is final

Refer to

- Code of Practice

STAFF RECRUITMENT AND INDUCTION POLICY

The purpose of this policy is to establish guidelines for the recruitment, screening and selection of personnel for Allen's Training.

This policy shall apply to all Allen's Training personnel. The recruitment, screening, and selection process is vitally important to any organisation desirous of attracting and appointing qualified personnel. In order for the process to meet desired goals, it must be valid and measurable, with minimum adverse impact. The Managing Director assumes full responsibility for recruitment. It is the policy of Allen's Training to recruit and appoint persons without regard to race, creed, sex, age, national origin, marital status, ancestry, physical or mental disability. Persons seeking appointment shall be treated equally with respect to all appointment practices including screening, advertising, recruitment, selection, appointment, promotion, demotion, assignment, hiring, leave practices, rate of pay, fringe benefits, and other forms of pay or credit for services rendered.

Goals and Objectives

- A properly structured and administered recruitment program will result in applicants who represent a more diverse cross section of the community offering our clients a greater range of experiences that will help provide a high standard of customer service and training delivery.
- The applicant must have the required qualifications. Instructors must hold Training and Assessment qualifications and vocational competence to at least the level being delivered. Instructors should be experienced in conducting competency-based assessments.

Recruitment

Administrative Staff - Practices and Procedures

- Whenever there are actual or forecasted vacancies, the Managing Director shall initiate and maintain an active recruitment program.
- The Managing Director shall be directly involved in all activities critical to the recruitment effort.
- The responsibility for administering the Office's recruitment program shall rest with the Managing Director supported by the Business Administration Manager and State Managers.
- The State Managers or Business Administration Manager shall be responsible for supervision of new employees following recruitment and selection reporting to the Managing Director. The State Managers or Business Administration Manager will arrange the induction process for all new customer service employees, employee trainers and contractors.
- All employees must be prepared to under go and complete "Working with Children" check in NSW.

Employee Trainers and Contractors:

- Recruitment is driven by advertising:
 - Press and recruiting sites eg Seek (refer to Managing Director for guidance)
 - Trade fair exposure and
 - Allen's Website.
- Prospective recruits are referred to the website. The "employment page" explains the need to:
 - Complete the application on line.
 - Provide authority to conduct a working with children check in NSW.
 - Provide certified hard copy evidence of qualifications.
- The application is:
 - Assessed for appropriateness of qualification and industry experience.
 - Referees are checked
 - The candidate is interviewed by a State Manager by telephone or face-to-face before appointment is confirmed.
 - Assessed for marketing material conforming with VETAB and Allens guidelines.
- Final documentation is issued;

- Memorandum of understanding for Contractors
- Letter of appointment, duty statement and contract details for Employee Trainers

Induction

Following recruitment, the administrative staff member, new employee trainer or contractor will undergo the Induction process. The induction program is based on an on line program that includes assessments that verify the process has been undertaken. The Administration Manager or relevant State Manager will be an active participant in the process answering questions, guiding expectations and ensuring a post induction plan of training and/or performance monitoring is put in place.

STAFF TRAINING AND DEVELOPMENT

Staff training is held regularly based around the skills matrix (managed by the Business Administration Manager) to ensure the individual:

1. Is able to demonstrate that the skills and knowledge required to perform the functions set down in the duty statement are acquired and performance is at least at a competent level (3).
2. Is cross-trained to other roles to add flexibility to the business and combat the risk of single point dependencies (a key issue for a small business). A monthly schedule of training and cross training is prepared by the Business Administration Manager.

Toolbox meetings occur on a daily basis and act, in part, as a forum for:

1. Keeping staff up to date with changes in procedures and issues affecting the business.
2. Staff to identify training issues that they feel need to be addressed.

Additional training is given on more generic topics as needs arise to reinforce specific issues such as Privacy policy, complaints handling and telephone call handling protocols.

Opportunities are provided to staff to attend programs the company offers to external students to help familiarise staff with courses the RTO's has as part of its scope.

Staff are also encouraged to undertake relevant external courses such as Certificate VI in Workplace Training and Assessment. Consideration to financial support for these courses is regularly given.

STUDENT INFORMATION POLICY

The Allens or its partner Instructors provides accurate, relevant, and up-to-date course/program information to students prior to commencement. This includes:

- Admission procedures and criteria
- Arrangements for the recognition of prior learning
- Assessment facilities and equipment
- Assessment policy
- Assessment procedures
- Assessors' qualifications
- Assignments
- Attendance
- Certification to be issued to the student on completion/partial completion.
- Code of Practice
- Competencies to be achieved by participants
- Disciplinary regulations
- Entry requirements, prerequisites
- Equipment
- Exams
- Expectations of students
- Facilities and equipment, including OH&S requirements
- Fees and charges
- Grievance/appeal procedure
- Learning outcomes
- Practicum guidelines and policies (if applicable)
- Program timetable
- Qualification details
- Refund policy
- Participant support services

This will be displayed to the student when they enrol to a course and be part of the Instructor's pre course checklist.

SUPPORTING DISTANCE STUDENTS WITH LEARNING PROCESS

Allens Training is committed to fostering a conducive learning environment for all students. Allens Training offers courses via the following methods:

- Internal mode (based on traditional face to face)
- External mode
 - Distance Education (DE) option (based on materials sent by post)
 - Flexible learning based on on line programs (or based on materials sent by post) supplemented with classroom time primarily to confirm practical skill acquisition.
 - On line programs that lend themselves to this mode of delivery

It is envisaged that with the changing training and assessment environment courses will be conducted via External flexible delivery modes. In developing and delivering all training particularly distance based courses, Allens will endeavour to:

- assist students with program related difficulties in and out of class.
- Encourages students to feel a course can be mastered.
- Show concern for students' needs, their self-esteem and their learning, e.g. by handling personal learning problems in a thoughtful and sensitive way; considering the needs of students from equity backgrounds; providing remediation work for individual students.
- Show respect for students beliefs and values while encouraging them to reflect on those beliefs and values.
- Show a sensitivity to students' hopes, expectations and intentions.
- Give attention to students' concerns about occupational preparation, provides information on occupational trends and the implications of different courses and programs.
- Have knowledge of and, when necessary, directs students to teaching support services/programs available within the organisation/community

Future planned improvements to be implemented include access by students to a large database of responses to common questions, thereby reducing students' dependency on the availability of staff at any given point in time as well as reducing the pressure on staff to be constantly available.

Allens understands the importance of the development of clear avenues of communication between the training organisation and its students. At Allens, points of contact with students are extensive and well managed across a range of media (including email, face to face, telephone and correspondence). Allens provides near instant response on a 24 hour a day, 7 days a week basis gives an idea of the importance that it attaches to this area.

VERSION CONTROL POLICY

Overview

This policy describes how we manage our documents and printed resources, using version control, document naming and document storage techniques. The policy also includes dissemination of information to the staff regarding the latest version of documents.

Document control involves both text and electronic media covering documents that relate to course material, documents stored on the website (including website screen text) and documents used internally to support activity conducted by training and administration staff. The designated Version Control Officer (VCO) maintains master copies of financial and management documents and master copies of curriculum and course related documents, although their maintenance may be delegated to course managers (technical experts).

Allens holds originals of student data (e.g. evaluation feedback, surveys, etc). The Business Administration Manager is responsible for maintenance of electronic media.

All documents carry a version number and date. The VCO maintains a list of current document version numbers and dates responsible for master copies (Version register). All changes to documents must follow the version control procedure and no changes are to be made without the final sign off of the VCO who will ensure that all relevant parties are informed of the changes prior to implementation.

All documents are listed on the computerised version control register; version control is implemented with every new or updated form.

A detailed procedure is available in the procedure manual.

WOMENS ISSUES POLICY

GOAL 1:

Achieve gender representation throughout Allens including, staff, students and administration, which reflects a position of leadership among similarly situated institutions.

- a. Create incentives for departments in the recruitment of women
- b. Establish Equal Opportunity/Affirmative Action review of job searches before beginning and again after screening, and especially before offer of employment is made
- c. Implement continual, periodic educational programs for administrative personnel, designed to account for participation, which shall be strongly encouraged
- d. Implement continual, periodic training/educational programs for Instructors, designed to account for participation, which shall be strongly encouraged
- e. Encourage enrolment of women students in those fields of study in which women are now underrepresented

GOAL 2:

Facilitate hiring, career development, promotion, and retention of women faculty and staff.

- a. Develop a system of incentives to reward administrators and departments for increased hiring and promotion of women faculty, staff, and administrators, and increased enrolment of women students, where there are deficits; this should be initiated as part of the annual performance review
- b. Establish a pool of faculty lines for distribution, with consideration of need, to departments which are able to recruit outstanding women faculty, especially senior faculty and faculty in areas where women are now underrepresented
- c. Establish programs to assist with spousal employment
- d. Continue development of "family support" policies including relief from tenure timetable, family leave, day care, geriatric day care, etc.
- e. Encourage professional development opportunities and programs for women

GOAL 3:

Create and maintain a hospitable environment for women in the classroom and the workplace.

- a. Initiate appropriate education sessions for managers, directors, department heads, Instructors on gender equity issues, sexual harassment, etc.
- b. Support workshops on women's issues
- c. Support mentoring of women faculty and staff

GOAL 4:

Improve and maintain a safer training environment for all.

- a. Optimize campus safety, lighting
- b. Establish or direct channels for reporting and/or adjudication of student and staff sexual harassment complaints
- c. Find methods to improve student awareness of avenues for help, e.g. production of fliers