**Access and Equity and Client Service**

The organisation applies access and equity principles and provides timely and appropriate information, advice, and support services, which assist clients to identify and achieve their desired outcomes. The organisation meets the needs of individuals through the fair allocation of resources and the right to equality of opportunity without discrimination.

**Complaints and Appeals**

The organisation documents and implements procedures for dealing with customer complaints and appeals in a constructive and timely matter.

Procedures are in place to ensure that:

* Each complaint, appeal and its outcome is recorded in writing.
* Each appeal is heard by an independent person or panel.
* Each appellant: a) Has an opportunity to formally present his or her case and b) is given a written statement of the appeal outcomes, including reasons for the decision.

The organisation follows up any complaint, which is substantiated to ensure that the cause of the complaint is resolved such that the problem will not reoccur.

All records of any complaint or appeal are kept on file and are considered as an opportunity of continuous improvement.

**Assessment**

The organisation’s assessments meet the requirements of the Training Packages and the outcomes specified in accredited courses within the scope of its registration. The organisation ensures that all assessments:

* Comply with the Assessment Guidelines in the applicable Training Package or assessment requirements of accredited courses
* Lead to an AQF qualification or statement of attainment when a person is assessed as competent against endorsed unit(s) of competency in the applicable Training Package or accredited course
* Are valid, reliable, fair, and flexible
* Provide for applicants to be informed of the context and purpose of the assessment and the assessment process
* Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills
* Involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
* Provide feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes
* Are equitable for all persons, taking account of individual needs relevant to the assessment
* Provide for reassessment on appeal

Assessment requirements are clearly stated for all units so that the student is fully

aware of what is required including any particular conditions under which the assessment

takes place. The organization informs students of appeal and re-assessment policy.

All assessment is carried out by qualified trainers/assessors. The organization ensures that performance is assessed against the competencies set out in the training package. A variety of assessment strategies may be used, including Short written tests, multiple choice tests, observation, demonstration, cast study, projects/assignments, simulations/role plays, practical tests. As far as possible, immediate feedback is given to the person being assessed.

All assessment results are recorded and securely stored. Students have access to their own records. The privacy and confidentiality of students’ records is assured by the organisation policies and procedures.

**Workplace Training or Assessment**

Where assessment or training is conducted in the workplace, the organisation negotiates the learning and assessment strategy with the employer and learners; works with the employer to integrate any on-the-job training and assessment and schedules workplace visits to monitor/review the training and assessment.

Where an apprenticeship/traineeship training contract is in place or being negotiated, individual training plans are developed, documented, implemented, and monitored for each apprentice or trainee, encompassing all relevant off-the-job and structured workplace training and assessment.

**Support Services**

The organisation provides support services depending on the needs of it’s clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements.

The organisation liaises with students, trainers, assessors, and stakeholders to ensure that the type of intervention chosen is appropriate for the student and the learning and assessment program. The organisation monitors the delivery of support services and identifies changes for continuous improvement.

**Learners Right and Responsibilities**

Learners have the right to a learning environment characterized by mutual respect and equal opportunity. Learners have the responsibility not to engage in behavior that a reasonable person should reasonably know is unsafe or inappropriate.

**Privacy Statement**

Your privacy is respected by Australian High Risk Training*.*The personal information you have provided to us will be used in course administration and may be provided to training staff. We may also provide records of your training certification to your employer if you request us to do so. Your personal information will not be used for any purpose outside the Privacy act guidelines.