



Client Services Procedure

CERT-PRO-CSP-01.1

1. Outline

Purpose

To ensure the compliance of CERT Training (CERT) with the *National Standards for Registered Training Organisations (2015)* (Standards for RTOs) and safeguard procedures to appropriately manage all aspects of client service as it applies to CERT offerings.

This procedure supports the following principles:

- Quality
- Continuous Improvement
- Adherence to regulatory and legal obligations
- Understanding and supporting client needs

Scope

This procedure has bearing on all CERT employees, products and services including training and assessment activities.

Application

This procedure applies to all CERT employees, sub-contractors and partners in addition to all products services and associated resources. This procedure is taken as an integral part of Engenco's system of corporate governance and should be read in conjunction with relevant Engenco policies.

This procedure applies to all services provided by CERT. It is the responsibility of all CERT employees to ensure compliance to this procedure and all associated policies and work instructions, as well as provide access to this information and relevant processes as required

2. Responsibility and Accountability

General Manager

The General Manager of CERT is accountable to the Chief Executive Officer and the Board for the effective implementation and operation of this Procedure.

National Quality Manager

The National Quality Manager is responsible for the development and maintenance of this procedure in consultation with stakeholders. It is the responsibility of this position to ensure the compliance of these procedures with emphasis on Standards 4, 5 and 6 as well as 3.4, 3.5, 3.6d, 7.3 and 8.6 of the *National Standards for Registered Training Organisations (2015)*. It is an additional responsibility of this role to ensure the compliance of the business to these procedures.

Operations Managers

Operations Managers charged with responsibility for the business operations in each division or program area are responsible for ensuring adherence to these procedures within their jurisdictions. This includes ensuring the provision of training and understanding for personnel in addition to all operational and administrative functions within their jurisdiction.

Other CERT Employees

All CERT employees are responsible for ensuring their understanding of and adherence to these procedures. Additionally, all CERT employees are responsible for ensuring the correct instructions and the appropriate amount of support is provided to clients upon request.

3. Procedures

Marketing

All CERT marketing strategies and associated materials are managed by the Engenco Corporate Marketing division. The CERT General Manager or his delegate will liaise with Corporate Marketing to determine marketing organisation promotional materials to be utilised.

No CERT member of staff shall be permitted to undertake marketing or promotion without authority of the General Manager and all materials must be developed under authority of Engenco Corporate Marketing.

CERT Web

NEW WEB ARRANGEMENTS AND PLATFORM

PROCEDURES FOR UPDATE AND PUBLICATION

ENGENCO STYLE GUIDE

PRE-ENROLMENT INFORMATION

Client Information

CERT is committed to the accuracy of program information. All clients are encouraged to check program content and documented learning outcomes to ensure they understand the performance requirements of the program prior to enrolment.

Access to information will be available to any person enquiring on CERT's programs. The National Quality Manager and relevant Operations Managers are responsible for ensuring that information relating to CERT products and services is current and accurate.

An introduction will be provided upon the commencement of all programs. The information provided during each introduction will outline the nature of the course and the requirements of the program including what training and assessment will comprise.

PROGRAM INFORMATION AND DETAILS (AQF, TRAINING PACKAGE, ETC.)

Enrolment

All students must be enrolled within a program prior to taking part in any induction, training or assessment. Enrolment is to be conducted using the official Enrolment Form (*CERT-FORM-001*) or equivalent electronic medium via CERT's Student Management System (SMS) On-Line Enrolment Process (OEP).

The enrolment process must include the provision all data required under the Australian Vocational Education and Training Management Information and Statistical Standards (AVETMISS) as required through the National Centre for Vocational Education Research (NCVER).

The enrolment process must include the collection and recording of a valid Unique Student Identifier (USI) verified and assigned to the details of the enrolled individual.

USI RETRIVAL AND ALLOCATION PROCESSES INCLUDING LINKS

ON-LINE ENROLMENT

Verification of Identity

Verification of the identity of each student will be linked to the enrolment with enrolment not to proceed unless identification is confirmed.

TRAINER/ASSESSOR RESPONSIBILITIES AND PROCESSES

In addition to a declaration as part of the enrolment process the following is to be used for the verification and confirmation of student identification for enrolment purposes:

(100 points minimum required for creation of a USI)

Points	Primary Document Compulsory Evidence for the USI System (at least <u>one</u> Primary Document required)	
70	Australian Birth Certificate*	Registration No:
		Registration Date:
		Registration State:
		Date Printed:
		Certificate No:
70	Current Passport*	Passport No.
		Country:
70	Australian Drivers Licence*	Licence No.
		State:
25	Medicare Card	Card No:
		Individual Reference No:
		Card Colour: <input type="checkbox"/> Green <input type="checkbox"/> Blue <input type="checkbox"/> Yellow
		Expiry Date:
		Name as Printed on Card:
25	Citizenship Certificate	Stock No:
		Acquisition Date:
25	Visa	Passport No:
		Visa Type:
		Visa Code:
		Country of Issue:
Secondary Documents (Must have photo and name)		
40	Licence or permit issued by State or Territory (fishing/firearms etc.)	
40	Employee identification card	
40	Identification card issued by Government showing benefit entitlements	
Secondary Documents (Must have name and address)		
35	A document provided by a cash dealer giving security over a property	
35	A mortgage or other instrument of security held by a financial body	
35	Council rate notices	
35	An identification card for a student at a tertiary education institute	
35	Land Titles Office record	
Secondary Documents (Must have name and signature)		
25	Marriage certificate (for maiden name only)	
25	Credit card	
25	Foreign Drivers Licence	
25	Membership to a registered club	
25	NRMA – RAA – RAC – RACQ – RACV Motor Association Membership	
25	EFTPOS Card	
Secondary Documents (Must have name and address)		
25	Electoral roll verification	

25	Records of public utility
25	Bank or Credit Card Statement
25	Lease/Rent Agreement
25	Rent Receipt from a licenced real estate agency
25	A record held under law other than land titles
Secondary Documents (Must have name and date of birth)	
25	Record of Primary, secondary or tertiary education
25	Records of Professional or Trade Association

PAYMENT AND ASSOCIATED PROCESSES

Attendance Records

An attendance record for each program will be completed and signed by students at least once daily. Attendance sheets and enrolment forms must be signed off and submitted to the relevant Training Coordinator as soon as possible after commencement of training with the relevant facilitator taking responsibility for the accuracy and completeness of all information.

Any absences must be reported to the relevant Operations Manager or Training Coordinator as soon as identified.

REFERENCE TO CERT FORMS

Student Needs

The induction process associated with enrolment will include the facilitator (in addition to the enrolment process) identifying any additional needs of students and associated support mechanisms to ensure effective participation in training and assessment.

CERT is an equal opportunity organisation and facilitates inclusive learning environments under all of its programs.

Identified issues will be addressed in a sensitive and confidential manner with care taken to ensure only those who need to have knowledge of the issue are involved with addressing the situation.

Where the student is identified as having LL&N related learning needs, additional support will be provided during training and assessment with specific adjustments made to ensure the student has every opportunity to demonstrate their skills and knowledge as required by the competency standards of the training package.

Student Support Obligations

CERT is obligated to ensure all students are provided with every opportunity to successfully complete their training programs. CERT must ensure that:

- Students' needs are assessed at the outset of training.
- Students know how to access the services and information they will require to successfully complete their training and assessment.

Issues that may result in a need for support or assistance include most commonly:

- Language, Literacy and Numeracy (LL&N)
- A disability or condition that may adversely affect a student's ability to participate in training and/or assessment (this may be physical or psychological)

- Work-related constraints such as seasonal or shift requirements that may restrict opportunity for participation and learning.

The needs of individual students should be established prior to or as close as practicable to the commencement of training. Responsibility for this should be taken by trainers/assessors.

There are various regulatory requirements in terms of fitness for work and safe working requirements that may exclude some individuals from participation. For example, the level of language, literacy and numeracy that a student has at the commencement of training may have implications for safety on-the-job and during training.

Reasonable Adjustment

Reasonable adjustment is a measure or action taken to assist a student with a disability/condition and/or those in need of additional support to participate in training and assessment on the same basis as other students.

Any adjustment is reasonable if it takes into account individual learning needs and balances the interests of all parties affected – the student, CERT and other students. A student with a disability may not require adjustments in some circumstances or at all times

Any adjustment or activity must be undertaken within the bounds of what is accepted for regulatory purposes.

Where a regulatory authority requires certain practice, this must be upheld and cannot be compromised. This may include levels of fitness, knowledge or abilities to perform certain tasks.

Measures that may be implemented to enable a student to participate on the same basis as a student without a disability/condition include those which ensure:

- i. the training and assessment strategies, materials and requirements for the program are appropriate to the needs of the student and take account intended outcomes and regulatory requirements of the program;
- ii. training and assessment strategies are adjusted (where possible) to meet the needs of the student and address any disadvantage resulting from a disability/condition, including the provision of additional support;
- iii. all activities are designed to include the student; and
- iv. assessment procedures and methodologies for the program are adapted (where possible) to enable the student to demonstrate the knowledge, skills or competency being assessed.

At all times the integrity of training and assessment must be maintained – this means that requirements are not to be reduced or compromised. The process for determining reasonable adjustments should be clear and transparent and available to the student and for subsequent audit.

If specialised assistance is necessary for a student to be able to participate in the activities of a program and is of a kind that is **not** provided by CERT, the National Quality Manager may assist to facilitate the provision of the service to the student externally.

Specialist disability-related support can be accessed through a number of government and non-government organisations. The National Quality Manager can provide advice on accessing such services.

Trainers/assessors must:

- i. Consult with the student regarding circumstances and competency goals, including gathering information about the student's condition and how it affects their participation in training and assessment.
- ii. Identify a reasonable adjustment which is available and workable and neither advantages nor disadvantages the student or other participants. Ensure that the adjustment does not compromise training package or regulatory requirements.
- iii. Seek approval from the National Quality Manager to apply the adjustment.
- iv. Make the adjustment within a reasonable timeframe.

Where reasonable adjustment has been implemented, all records must be retained with the student's training records under the same requirements as the actual assessment.

SUPPORT PROVISION REFERENCES PER JURISDICTION

PROCESSES FOR ASSIGNING SUPPORT

Trainers must ensure they organise the training location to ensure CERT's safety requirements are fulfilled, including:

- Starting every program with a 'Safety Induction' (where a program runs over multiple days, at least one safety interaction per day is required)
- Implementing and monitoring site-specific safety policies and procedures
- Identifying hazards and assessing safety risks
- Ensuring they possess the skills and knowledge sufficient to teach the safety component of the program concerned

The student will receive credit for the unit or qualification and be exempt from the associated training and assessment. Students may however be required to undertake familiarisation activities to ensure they have current and relevant knowledge of the relevant subject matter.

Student Feedback

As part of its client service obligations, CERT must have in place the means to seek and receive feedback from clients to ensure its training and assessment operations meet training needs.

Strategies for managing such client feedback include:

- Learner Questionnaire forms
- Satisfaction surveys and other benchmarking activities
- ~~Records of complaints/appeals and their resolution~~
- ~~Internal/external audit reports~~

This information will be used to assess performance with respect to delivery and quality of training as part of CERT's commitment to continuous improvement. This information will also be used in the submission of reports and data to state and territory registering bodies and other relevant statutory authorities.

At the commencement of a training session, trainers/assessors must provide all students with a *Student Questionnaire Form*. Participants should be encouraged to complete the form throughout the duration of the course. A lodgement box will be provided at each location so that students may submit their feedback anonymously.

CERT administrators will regularly clear lodgement boxes and will enter the details of forms onto a master sheet for each course for subsequent analysis and reporting to facilitate continuous

improvement activities. Information relevant to course facilitation will be recorded on the trainer/assessor's human resources file as a record of participation and performance for future reference.

STUDENT AND EMPLOYER SURVEY (QUALITY INDICATORS) DATABASES AND ASSOCIATED PROCESSING AND PROCEDURES

4. Document Control

Responsibility	Authorising Officer	Date
Initiated by	Sean Choat, National Quality Manager	1 May 2016
Authorisation	Mark Haigh, General Manager	
Approval	Kevin Pallas, Chief Executive Officer	
Implementation	Ron Edwards, Group HR & Safety Manager	

Version	Date	Description	Responsible Officer/s
1.0	1/05/2016	Initial release	Sean Choat
	13 – 22/06/2016	General moderation review by various staff.	Sean Choat, Anna McKimmon, Lynsey Carruthers
	7/11/2016 -	Formal review and expansion: CERT Web Enrolment, payments and associated requirements	Sean Choat, Anna McKimmon, Gaye Hamilton, Lynsey Carruthers