

Efficiency Works Quality Manual - Public Issue

Efficiency Works Quality Manual - Public Issue



Site: [Efficiency Works Training](#)

Course: Resources

Book: Efficiency Works Quality Manual - Public Issue

Printed by: Glenn Seaby

Date: Monday, 5 March 2018, 10:19 AM

Table of contents

Welcome letter

Introduction

Section 1 - Policy

- 1.00 Student Orientation
- 1.01 Quality Policy Statement
- 1.03 Code of Practice
- 1.04 Recognition of Prior Learning Policy
- 1.05B Customer Complaint Policy
- 1.06 Access and Equity Policy
- 1.07 Workplace Health and Safety Policy
- 1.07A Student Health and Safety
- 1.07C Student Dress Code
- 1.07B Student Conduct
- 1.07D Drugs and Alcohol
- 1.08 Credit Transfer Policy
- 1.09 Funding for Training
- 1.10 Course Fees and Refunds Policy
- 1.11 Client Support and Guidance
- 1.12 Employer Obligations
- 1.13 Privacy Policy
- 1.13A Student Privacy
- 1.13B Access to your Student Training Record
- 1.14 Financial and Administrative Practices
- 1.15 Language, Literacy and Numeracy
- 1.16 Issuing of Qualifications
- 1.17 Flexibility of Learning
- 1.18 Plagiarism, Collusion and Cheating
- 1.19 Attendance and Absenteeism
- 1.20 Harassment
- 1.21 Computer Systems Acceptable Use
- 1.22 Legislation
- 1.23 Stakeholder Feedback and Quality Improvement
- 1.24 Efficiency Works Delivery Staff Commercial arrangements

Section 2 - Systems Work Instructions

- 2.04 Training Delivery & Assessment
- 2.07 Induction Program - Students
- 2.10 Enrolment

Section 3 - Process Work Instructions

- 3.10 Academic Appeals Process
- 3.05 Risk Management Process

Section 4 - Forms

Welcome letter

Thank you for choosing to study with Efficiency Works.

We deliver courses and qualifications using highly qualified trainers with formal education and industry expertise. Each student receives individual attention and quality training that meets not only the needs of the individual, but also those of the organisation in which they are employed.

This manual includes information on the following:

- Training, assessment and support services provided by us,
- Your rights and obligations as students,
- Expectations of your employer of their engagement in the development, delivery and monitoring of your training and assessment,
- How individual needs are identified with students and how we will address these needs,
- How you can access your participation and progress records, and
- How you can make complaints and request appeals.

Please take the time to review this Handbook, which is also available on our website at www.efficiencyworks.com.au

If you have any questions or comments during your course please feel free to contact us.

We wish you the best of luck with your studies.

Regards

Glenn Seaby and Les Hewett
Directors

Introduction

This manual is for students for whom Efficiency Works is the RTO¹. Sometimes Efficiency Works provides training on contract on behalf of other RTO's. For students of other RTO's (e.g. TAFE) you need to consult the quality manual of that RTO.

This manual is available for prospective and current students of Efficiency Works prior to completing their application for enrolment. It provides accurate, relevant and up-to-date information to students in relation to access and equity issues.

The electronic version of this manual in the learning management system is the only controlled copy. Printed or PDF versions may not be current.

(EFFICIENCY WORKS PTY LTD) is mentioned in the manual as Efficiency Works Pty Ltd, EW, the RTO or "The Business".

This document provides the basis on which EW's Quality System² is developed and maintained to enable:

- Increased client satisfaction,
- Continual performance improvement,
- Well defined, documented procedures improving the consistency of training and assessment product and services,
- Internal operational efficiency,
- Procedures ensuring corrective action is taken whenever deficiencies occur (and preventative action is taken to reduce the likelihood of reoccurrence),
- the identification of errors earlier so they are corrected at lower cost,
- Current practices that are obsolete or inefficient to be identified early,
- Documented procedures that are easy for new employees and subcontractors to follow, and
- Effective response to the environment in which EW operates; enhancing market placement, client return and subsequent business growth.

¹Registered Training Organisation

²EW's Quality System refers to the organisational structure, policies, procedures and resources needed to implement quality management and efficient, compliant business operations.

Section 1 - Policy

Policy

1.00 Student Orientation

Prior to commencing training, you will be required to attend a student induction/orientation. This is extremely important as it is the first exciting step on your Studies pathway.

What will happen during your induction/orientation?

Efficiency Works will organize with yourself and/or your employer to meet prior to commencing training to complete an induction process where Efficiency Works will explain:

- Your and our training and assessment obligations
- The course and its content
- Training and assessment strategies
- Expectations of your employer of their engagement in the development, delivery and monitoring of your training and assessment
- Recognition of Prior Learning and Credit Transfer options
- Key information within this handbook
- How to access your student file
- Complaints policy and procedure
- Access and equity policy
- Refund Policy
- Code of Conduct

Checklist of what you need to bring:

- Details of your home addresses, Email address, phone & fax number (if relevant)
- Form of identification e.g. birth certificate; driver's license
- Any formal qualifications/resumes/references for credit transfer or Recognition of Prior Learning purposes
- Pen and a notepad

In this Student Orientation, queries regarding course structure, training and assessment will be answered.

1.01 Quality Policy Statement

EFFICIENCY WORKS PTY LTD accepts its responsibilities in involving all Directors and employees in the development and implementation of its Quality System and in ensuring all levels of the business, including subcontractors performing services on the business' behalf, are trained in the Quality System.

Managers are committed to this Quality Policy Statement, therefore ensuring and maintaining an effective and efficient quality control system which, where practicable, complies with all contractual and customer requirements.

QUALITY OBJECTIVES:

EFFICIENCY WORKS PTY LTD, through the development, application and continual review of its Quality System, will ensure the RTO:

1. meets all legislative and regulatory requirements that are relevant to its operation as an RTO and its scope of registration,
2. recruits and manages all staff, subcontractors and students in an ethical and responsible manner, consistent with the principles of fairness and equal opportunity,
3. is committed to providing a quality service with a focus on continuous improvement through the use of feedback from all stakeholders, and
4. advocates sound management practices to ensure effective client service and optimum customer satisfaction.

1.03 Code of Practice

EFFICIENCY WORKS PTY LTD (EW) is committed to providing our clients with a high standard of customer service. EW guarantees to:

- provide a service which markets our vocational education and training product and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements,
- provide fee information (prior to enrolment) clearly and in language that clients understand, ensuring all fees and charges are included,
- provide a discrete, confidential service to all clients; whilst not disclosing any confidential or sensitive information without prior written consent,
- provide information which is not misleading or drawing false comparisons with any other provider or course,
- deliver, assess and record training to the National Standards and relevant legislation, and agree to operate in accordance with their requirements,
- provide trainees with accurate, relevant and up-to-date information,
- deliver and or develop training and assessment tools and services that meet the needs of our clients and are conducive to a good learning environment,
- be flexible with the delivery methods within the guidelines of the curriculum which incorporates competency based training,
- provide ongoing support for trainees,
- not discriminate against any trainee in accordance with equal opportunity legislation,
- recognise units of competency and qualifications issued by other RTOs,
- complete all training and assessment obligations once started, providing students and clients fulfil their requirements as outlined in marketing material, student guides and training/assessment contracts, and
- safeguard trainees' fees by having a refund policy that is fair and equitable.

EFFICIENCY WORKS PTY LTD will honour all guarantees outlined in this Code of Practice and our Quality and Operational Manual.

1.04 Recognition of Prior Learning Policy

Definition: The formal recognition of the skills and knowledge a person has regardless of how or where they have been attained; that is, through informal or non-formal training, work experience, (paid and unpaid) voluntary work and life experience. RPL is a form of assessment and must:

- a) meet the requirements of the relevant Training Package or accredited course
- b) be conducted in accordance with the principles of assessment and the rules of evidence, and
- c) meet workplace and, where relevant, regulatory requirements.

RPL will be offered before training commences. A statement of attainment will be issued where your skills and knowledge can be verified against a unit or units of competency. A qualification may be attained entirely through RPL.

Mixed cases of recognition: In some cases your past studies are substantially but not fully equivalent to those units for which you request recognition. In mixed cases of recognition, an RPL assessment may be used to supplement credit transfer. The quality requirements for credit transfer and RPL will then apply separately to the two processes - assessment of the past studies and assessment of your skills and knowledge. The result of mixed recognition is reported as RPL.

Currency: relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.”

Currency concerns the demonstration of individual competence and applies particularly to RPL assessments. It does not apply to national recognition or credit transfer. There are however competency units where assessment has a fixed period of validity for regulatory purposes. Recognition processes must not be used in a way that apparently extends this period of validity without further assessment.

Appeal Procedure for applying for RPL

Should RPL not be granted you may submit a written appeal to the Directors within 7 days of receiving your final result.

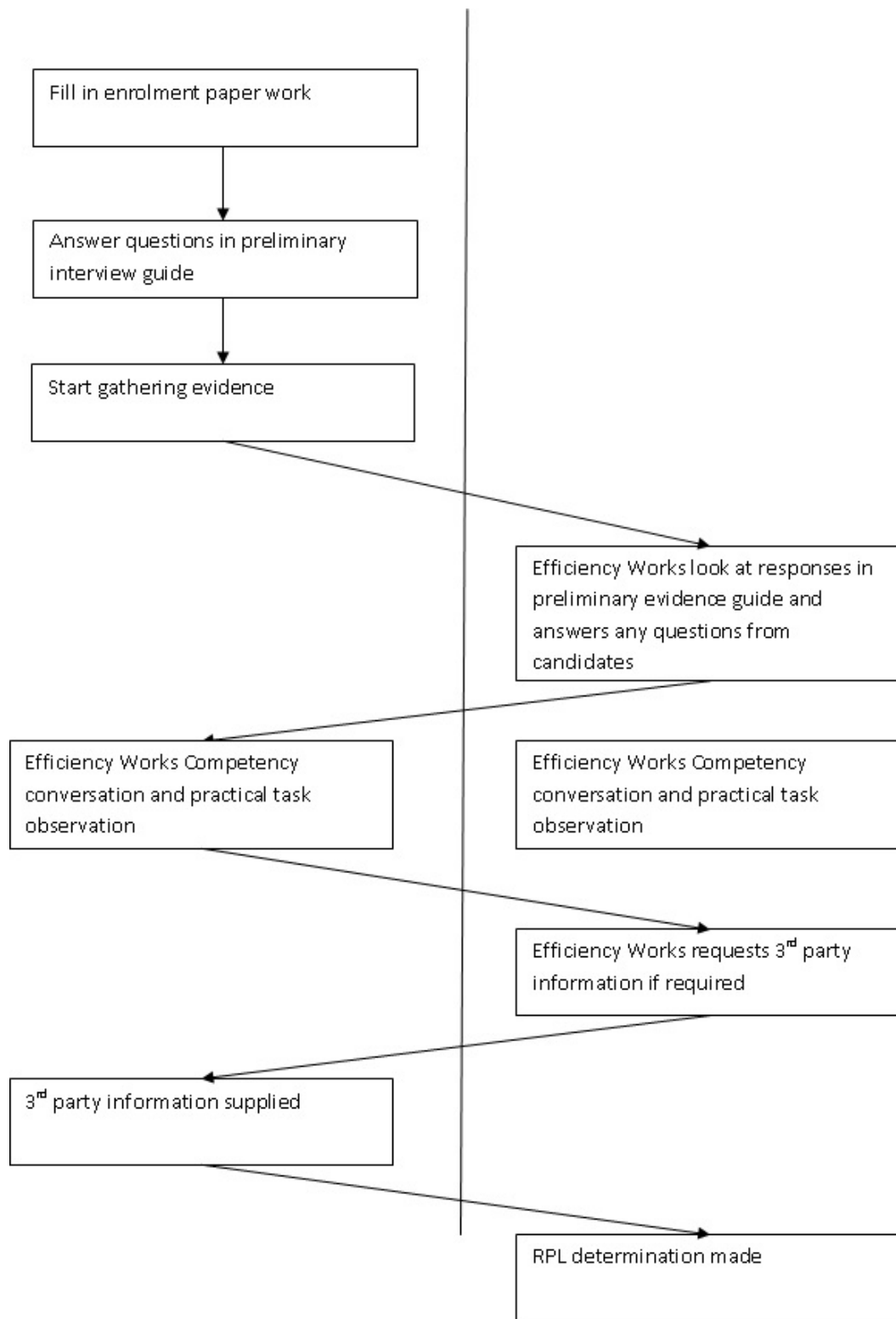
Fees payable for RPL

A set hourly rate will be charged to process an RPL application

The RPL process is represented in the following diagram:

Candidate

Assessor



1.05B Customer Complaint Policy

For Academic Appeals, refer to the [Academic Appeals Process](#).

Complaints and Appeals

Efficiency Works recognises that differences and complaints can arise from time to time. Quick settlement of these matters is in the best interest of the parties concerned and the following steps are implemented to ensure this happens.

If students have a complaint or issue, they can choose:

- to resolve the matter personally, with or without assistance
- an informal resolution process
- a formal resolution process
- to take no further action
- to provide feedback via surveys

Our aim is always to work towards a constructive resolution for all parties wherever possible.

Procedure for lodging a complaint

1. For concerns relating to the delivery of academic, administrative or support services, you should speak initially with the staff member responsible for the relevant area (e.g. trainer). This can be done informally in person or in writing.
2. If you believe that the response provided by the staff member of Efficiency Works is not reasonable, you may wish to seek a review of the outcome by contacting the RTO Directors in writing outlining the reasons you are seeking further consideration. You may submit a complaint by email, fax, letter or in person.
3. If either of the RTO Directors is party to the complaint, they will not take part in any investigative activities or decisions made by Efficiency Works; the alternative director will instead lead activities.
4. Efficiency Works will investigate your complaint. Normally you can expect to receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary. To assist with the timely resolution of your complaint it is important that you:
 - - provide a clear explanation of the issue,
 - - detail the steps you have taken towards resolution (if any),
 - - clearly state the outcome you are seeking,
 - - provide relevant supporting documentation and names of witnesses (if applicable).
5. Efficiency Works will maintain your enrolment while a complaint is being processed.
6. If the matter is not resolved satisfactorily or you are concerned about Efficiency Works as a training provider then you may approach Manufacturing Skills Australia to provide further advice or mediation services.
7. Efficiency Works undertakes to maintain a transparent complaints management process, with timely actions and regular communications of progress and outcomes to the involved parties.
8. Complaint information and survey feedback will be recorded in a data base for future reference and used for continuous improvement purposes (whilst maintaining our Privacy obligations).

1.06 Access and Equity Policy

EFFICIENCY WORKS PTY LTD aims to:

- ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination,
- increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives,
- implement customer oriented programmes and target the specific needs of market segments in enhancing the economic development of the organisation.

Our approach is guided by the Queensland Vet Inclusive Learning Framework "Inclusive Learning: A way forward" which can be found at <http://www.training.qld.gov.au/resources/training-organisations/pdf/inclusive-learning-framework-strategy.pdf>

These aims will be achieved through:

- establishing the needs of clients, and delivering services to meet these needs,
- continuously improving services by collecting, analysing and acting on relevant data,
- informing clients about the training, assessment and support services to be provided, and about their rights and obligations before they enrol or enter into an agreement,
- engaging employers and other relevant parties in the development, delivery and monitoring of each learner's training and assessment,
- providing training, assessment and support services that meet individual learner's needs,
- providing timely access to current and accurate records of learner's participation and progress upon request, and
- providing appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

APPROACH:

1. Clients' needs are to be established before commencement of programs through workplace meetings, market research and individual communication.
2. Services provided will vary according to the client's needs including pre-enrolment materials, study support, Language Literacy and Numeracy (LLN) assistance, training equipment and resource access for learners with disabilities, flexible scheduling and delivery, referrals to counselling services, information technology support, learning materials in alternative formats (e.g. multi-media) and services/programs customised to the workplace.
3. Student selection procedures will be non-discriminatory; encouraging fair access for members of under-represented groups.
4. Access and equity issues are considered during program and product development.
5. Trainers will have access to professional development to assist them in delivering courses to under-represented groups.
6. Client/student information will contain a statement showing EW's commitment to these principles as follows:

Efficiency Works believes in access for all so the differing needs and requirements of each student are identified and handled with sensitivity. We utilise training facilities that are suitable for access by disabled and impaired students. Intending students are invited to raise any concerns regarding access.

Efficiency Works endorses the national equity strategy by incorporating the principles of equity into its enrolment, training and support programs. You have equitable access to programs irrespective of your gender, culture, disability, pregnancy, marital status, age, race, ethnicity, religion, location, sexuality, socio-economic background, health status or other reasons as prescribed by the Anti Discrimination Act 1991.

Admission procedures are free of discrimination, and if you do not meet entry requirements, all attempts are made to assist you to identify alternative courses of action.

Reasonable adjustments are made to delivery and assessments if you have any physical or mental impairment. Intending students are invited to raise any concerns regarding equity with our administration or training/assessment staff. Your rights are protected during and after any assessments. Assessment tools, systems and procedures are consistent with Equal Employment Legislation and comply with the Principles of Assessment.

7. Student induction and student handbook/website information will include information on the following:

- Training, assessment and support services provided by EW,
- Students' rights and obligations,
- Expectations of employers of their engagement in the development, delivery and monitoring of training and assessment,
- How individual needs are identified with students and how EW will address these needs,
- How students can access their participation and progress records, and
- How students can make complaints and request appeals (including how EW will address these efficiently and effectively according to the [Customer Complaint Policy](#)).

1.07 Workplace Health and Safety Policy

Efficiency Works is committed to providing a safe and healthy environment for the benefit of students, visitors, employees and contractors.

Directors of Efficiency Works are responsible for ensuring that health and safety is not compromised and recognises its obligations under Commonwealth and State Workplace Health and Safety legislation.

It is important students, trainers, contractors and staff report ANY injury occurring during activities immediately. If you have any concerns or notice a condition or practice that seems unsafe, it is important to inform your trainer/facilitator or workplace safety contact.

1.07A Student Health and Safety

It is in the interest of staff and students that self-responsibility for health is seen as a serious concern. If you are suffering from a temporary sickness which could affect others (eg colds, flu and viral infections) you should not attend training sessions.

Students unable to attend training due to illness should advise Efficiency Works immediately.

1.07C Student Dress Code

Appropriate workplace dress is required of staff and students. In many instances, the wearing of Personal Protective Equipment (PPE) may be mandatory due to industry and/or organisational mandate. As most training occurs on employer premises, it is assumed that students have been inducted with dress and PPE requirements – Efficiency Works representatives are to receive an induction whenever training occurs onsite by the host organisation.

1.07B Student Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, tactful and courteous. It is expected that staff and students will treat their colleagues with respect. At Efficiency Works we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain constructive relationships with staff and students.
- Lead by example.
- The use of inappropriate language will not be tolerated.

Staff and students are to hold each other responsible for adhering to these principles.

1.07D Drugs and Alcohol

To ensure the integrity of Efficiency Works and its programs and assessments, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student at any of its training sessions is strictly forbidden at all times.

No smoking is permitted in training sessions conducted by Efficiency Works.

1.08 Credit Transfer Policy

Definition: “Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client’s initial course or subject is equivalent to the required learning outcomes, competency outcomes or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF ”.

Credit Transfers can be granted under any of the following circumstances:

1. Under the principles of National Recognition you may be granted an automatic credit for any unit that you have successfully completed at any other Registered Training Organisation (RTO).
2. When the unit has exactly the same code and title, even if it is not from the same Training Package.
3. When the unit has been reviewed and this has resulted in minor changes to the unit code or title eg. A code to B code. This indicates that the outcomes of the unit have remained substantially the same and there is at least 80% commonality with the original unit.
4. When the unit has been transferred from another Training Package/curriculum and recoded, however the learning outcomes remain the same.
5. Subjects attained through non-VET formal education e.g. Degree, International may receive an advanced standing outcome through a mapping activity. This mapping may incur a fee.

Efficiency Works do not charge for Credit Transfer

Procedure for applying for Credit Transfer

1. Indicate your decision to apply for Credit Transfer as soon as possible
2. Decide which units of competency for which you wish to apply for Credit Transfer
3. Complete and submit enrolment form and indicate Credit Transfer will be sought
4. Request a Credit transfer application form and other Credit Transfer information as necessary from your trainer/assessor
5. Complete and submit Credit Transfer application form along with the following documents:
 - Original or verified copy of the Qualification testamur and an Official Academic Transcript AND/OR
 - Original or verified copy of the Statement of attainment
6. If meeting the requirements in this policy, your trainer/assessor will grant Credit Transfer provided that the issuing RTO met the necessary requirements for the issuing of the qualification. The trainer will check the issuing RTO's status on training.gov.au
7. You will be issued with a Statement of Attainment/s
8. Should Credit Transfer not be granted you can appeal by following our [academic appeal](#) process.

1.09 Funding for Training

Efficiency Works is a Pre-qualified Supplier (PQS) to the Queensland Department of Education, Training and Employment.

This means eligible students may be able to access government funding towards accredited training delivered by Efficiency Works in Cert III Competitive Systems and Practices under the Cert III Guarantee program and Cert IV Competitive Systems and Practices under the Higher Level Skills Program.

These programs are open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

For the Cert III Guarantee program, prospective students must not have or be enrolled in a certificate III or higher-level qualification, not including qualifications completed at school and foundations skills training. For the Higher Level Skills program, prospective students must not have or be enrolled in a certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training. We will be relying on your declaration on the Efficiency Works enrolment form when you indicate your previous highest level qualification, so please ensure this aspect of the enrolment form has been completed correctly.

Please note carefully - if you are enrolled in training delivered by Efficiency Works and accessing either the Cert III Guarantee or Higher Level Skills programs, you will no longer be eligible for a government-subsidised training place under the respective program once you complete the qualification targeted under the program

At the completion of your training you will be required to complete a survey questionnaire to satisfy the Queensland Department of Education, Training and Employment requirements.

Information about Queensland funding for training:

[Cert III Guarantee student fact sheet.](#)

[Cert III Guarantee website.](#)

[Higher Level Skills student fact sheet.](#)

[Higher Level Skills website.](#)

1.10 Course Fees and Refunds Policy

Fees and charges may vary for each program and client, dependent on individual needs and customised service. Nothing in the Efficiency Works' refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of any financial disputes.

Cancellation and Refund Policy

Whilst every endeavour will be made to conduct all advertised courses, EFFICIENCY WORKS PTY LTD reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to work in with student requirements and advise students of any changes. Students receive a refund if EW is unable to provide the offered course. You must notify either their trainer or a Manager of EFFICIENCY WORKS PTY LTD in writing to formally withdraw from units or programs, noting the following:

- All outstanding fees/invoices are due and payable immediately.
- The onus is on the student/client to notify in writing of withdrawals and requests for refunds.
- The cost of workbooks issued or learning resources handed out in class will not be refunded.
- In cases when the student withdrawing is a staff member of a client with whom EFFICIENCY WORKS PTY LTD has a contracted training agreement, the staff member may be substituted for another providing classes have not commenced and/or by negotiation with a Manager of EFFICIENCY WORKS PTY LTD.
- The refund policy and procedures applies only if fees are paid in advance and applies to Fee for Service students only.
- Tuition fees to be refunded within 28 working days if:
 - The course does not start on the agreed starting date
 - The course stops being provided after it starts but before it's completed.
 - The course is not provided fully to you because the RTO has a sanction imposed on it by a government regulator.

The following table outlines reasons why a refund may be requested and the amount of course fees that are refunded to you by Efficiency Works.

Withdrawal Reason	Amount Refunded
Withdrawal at least 1 week prior to the agreed start date	75% refund
Withdrawal at 1-6 days prior to agreed start date	50% refund
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by Efficiency Works	Full refund
Efficiency Works is unable to provide the offered course	Full refund

In making a contract to enrol in a course at Efficiency Works, you acknowledge and agree:

- That the information you provided in your enrolment is complete and correct.
- To be bound by Efficiency Works' rules and regulations and any amendments made to the rules and regulations.
- To pay all fees required on or before the due date as notified in writing by Efficiency Works or as per the invoice. Efficiency Works will access these fees in accordance with the procedures established by the State Government and the Australian Government.
- That Efficiency Works reserves the right to accept or reject any application for enrolment at its discretion.
- That Efficiency Works reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund payments received.

- Efficiency Works reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Any information that you give to Efficiency Works or that Efficiency Works collects about you can be given to authorised State and Commonwealth Agencies
- Efficiency Works reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice. [If Efficiency Works has to change any of these conditions for any reason, you will be notified of the change.]
- Refunds will only be paid to the person/entity that enters into the contract with Efficiency Works unless Efficiency Works receives written direction to pay the refund to somebody else.
- Requests for refunds should be made in writing and addressed to the Directors of Efficiency Works.
- This agreement and the availability of the complaints and appeals procedure do not remove your rights to take action under Australia's consumer protection laws.

Financial and Administrative Practices

Efficiency Works guarantees the sound financial position of the business.

Your records are managed to ensure confidentiality and security. Student records are stored and archived in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and retained records are retrievable for perusal by you or regulatory authorities if requested.

1.11 Client Support and Guidance

Students should contact their facilitator/assessor in the first instance if they require support or guidance in the completion of their course of study. We will make reasonable adjustment to your training if required. The directors are also available to assist with organisation of any vocational education training or personal counselling services required.

Efficiency Works, through a Memorandum of Understanding, uses the specialist services of Response Learning's Foundation Skills unit for students identified in need of such support. Foundation skills include language, literacy and numeracy (LLN), cultural and job-readiness skills. Response's qualified specialists work with the Efficiency Works trainers and can provide coaching to you directly to assist in successfully completing your studies.

Whether you need academic help, assistance in applying for RPL or Credit Transfer or advice with conflict resolution, stress, access and equity or personal issues, don't hesitate in contacting us to support you.

1.12 Employer Obligations

For students to gain the maximum benefit from training by actually ‘doing’ the skills and ‘applying’ the knowledge learnt in class in the workplace, their employers must also support them. With this support they will achieve the training outcomes and implement the skills and knowledge they have learnt. In conjunction with Efficiency Works the employer must ensure that the candidates proposed have the required prerequisites for completing the course. These vary by qualification as shown below

Certificate III

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to supply operational or technical skills that are used in conjunction with competitive systems and practices skills.

This qualification assumes that a learner has current or past work experience where operational or technical skills have already been gained and a supervisory, facilitation or similar level of responsibility exists. The qualification is not suitable for direct entry from school.

Certificate IV

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to supply operational or technical skills that are used in conjunction with competitive systems and practices skills.

This qualification assumes that a learner has current or past work experience where operational or technical skills have already been gained and a supervisory or similar level of responsibility exists. This qualification is not suitable for direct entry from school.

Diploma

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to supply operational or technical skills that are used in conjunction with competitive systems and practices skills.

This qualification assumes that a learner has current or past work experience where operational or technical skills have already been gained and a managerial or technician level of responsibility exists. This qualification is not suitable for direct entry from school.

Efficiency Works requires that students enrolling in the Diploma have already completed the certificate III or IV of Competitive Systems and Practices (MSS30312, MSS40312) or equivalent subjects.

The employer organization is expected, unless prior agreement has been arranged with Efficiency Works, to provide the following:

1. Onsite workplace induction for Efficiency Works’ trainers and assessors prior to training commencement,
2. Training room to deliver the program (room to include a powerpoint, table, and chairs), along with amenities,
3. All necessary PPE for students and trainers,
4. Fulfillment of workplace health and safety obligations, with training equipment and facilities being maintained and safe for use,
5. Contact details to the trainer of the work-site’s logistical manager/staff, ensuring their availability on all training days should an incident or issue arise,
6. Release of students for training/class time,
7. Provision for the students to complete projects during work time and access to information/materials required for work-based project completion, within the limitations of the student’s job role.
8. Agreement to provide information/materials outside of the student’s job role should the training program require, within reasonable limits.

9. Support for students to fully complete their training and assessment obligations.

Efficiency Works' trainers and assessors will suspend training at any time these employer obligations are not being met and contact the management of both Efficiency Works and the employer organisation immediately to discuss concerns.

1.13 Privacy Policy

Efficiency Works complies with the Privacy Act 1988 (Commonwealth) and the Student Identifiers Act 2014 Cth (SI Act) s11. Efficiency Works' privacy and records management policies and procedures provide guidance for the management of personal information. Information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's academic file.

The Unique Student Identifier (USI) requirement has some specific implications for your privacy. In accordance with the Student Identifiers Act 2014 Cth (SI Act) s11, we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Efficiency Works to make an application for a student identifier on your behalf, we will have to declare that we have complied with certain terms and conditions to be able to access the online portal and submit this application, including a declaration that we have given you the following Privacy Notice.

Privacy Notice

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and ;statutory bodies performing functions relating to VET for
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;

- any other person or agency that may be authorised or required by law to access the information; any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaint

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you, how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Our privacy policy can be found on our website at

- <http://www.efficiencyworks.com.au/#!privacy-policy/clerk>

1.13A Student Privacy

Efficiency Works recognises your right to privacy as a student. Our Privacy Policy identifies how we handle the information we are in the possession of, including your enrolment details and progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected. Personal student files will only contain information pertinent to your training program. The confidentiality of personal information in our records will be protected under Commonwealth legislation.

Where your training is being funded or organised by your employer your attendance details, progress and results may be disclosed to your employer or host employer.

1.13B Access to your Student Training Record

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- Accessing your own personal/training record, via making an official request by emailing training@efficiencyworks.com.au
 - Access must be authorised by a Director of Efficiency Works
- Authorising release of specific information to third parties in writing,
- Efficiency Works staff who require this information as part of their job role,
- Officers from the regulatory authority or authorised public servants for activities required under legislation and/or public funded training contracts,
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

1.14 Financial and Administrative Practices

Efficiency Works guarantees the sound financial position of the business.

Your records are managed to ensure confidentiality and security. Student records are stored and archived in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and retained records are retrievable for perusal by you or regulatory authorities if requested.

1.15 Language, Literacy and Numeracy

Efficiency Works aims to provide a positive and rewarding learning experience for its students. Where certain levels of language, literacy and numeracy competency is essential, we will make every effort to adequately support you to enable your study success. Some examples of the type of support we can offer include:

Literacy

- Providing examples and models of completed tasks,
- Ensuring that documents and forms are written and formatted in plain English,
- Using clear headings, highlighting certain key words or phrases and providing explanations of technical terms used.

Language

- Presenting information in small chunks,
- Giving clear instructions in a logical sequence, and ample practical examples
- Encouraging students to ask questions and asking questions to ensure students understand.

Numeracy

- Showing students how to do the calculations through step by step instructions and through examples of completed calculations,
- Helping students to work out what math/calculations/measurements are required to complete the task.

If you feel that you would like support in these areas please discuss this with us ASAP and we will try to make reasonable adjustment to suit your needs. Our trainers will also assess you to ascertain if they think support and reasonable adjustment is necessary.

1.16 Issuing of Qualifications

Appropriate Qualifications or Statements of Attainment will be issued within 28 days of the successful completion (final assessment) of the appropriate unit(s) of competency, providing there are no outstanding fees. This AQF qualification certification will be issued by Efficiency Works Pty Ltd RTO number 40575

Should you require a copy of your original certificate, this will incur a cost of \$20.

1.17 Flexibility of Learning

Efficiency Works recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students.

Delivery alternatives include self-paced learning, flexible timetabling, face to face tutorials and tutor feedback to student enquiries.

1.18 Plagiarism, Collusion and Cheating

Plagiarism

- Is to take someone's words or ideas or other materials and present them as your own.

Collusion

- Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include:
 - Unauthorised and unacknowledged joint authorship in an assessment task
 - Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment
1. Efficiency Works requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
 2. Efficiency Works recognises its responsibility for educating students about what constitutes plagiarism or collusion and cheating in their particular discipline.
 3. Trainers/assessors:
 - must not engage in any activity whereby they knowingly collude with students for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
 - must report suspected plagiarism to the RTO directors

Students must:

- avoid plagiarism by referencing the use of words, ideas or other materials from other people,
- not present work done in collusion with another person or persons as solely their own work,
- not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an examination or test.

RTO directors:

- may require the student to attend a meeting with them to discuss the issue of plagiarism and cheating.
- If, after giving the student an opportunity to respond to allegations, the RTO Directors decide that the student has acted with an intention to obtain an unfair advantage, they will either:
 - disallow a Competency for that unit of Competence; or
 - inform the student that the marks have been disallowed and advise the student that he/she has a right to appeal as per our Complaints and Appeals procedure;

and place a copy of the letter on the students file.

Some methods for avoiding plagiarism include:

- Developing your referencing skills. You must give credit whenever you
 - quote or paraphrase from someone's actual spoken or written words
 - use another person's ideas, opinions, or theories in an assignment or essay
 - make use of pieces of information, such as statistics, graphs, drawings, that are not common knowledge
- Summarise ideas and arguments in your own words - don't just rearrange a few words here and there
- Checking your assignment against the original text

1.19 Attendance and Absenteeism

You are required to notify your trainer prior to the commencement of the face to face training sessions if you are unable to attend. You are reminded that attendance records are reported to your employer according to obligations in our client supply contracts.

It is important that you try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed.

Students wishing to apply for deferment of a training course are required to submit a request in writing to the RTO Directors. Students are then asked to organise/advise alternative arrangements for study.

1.20 Harassment

Efficiency Works will not tolerate any harassment, victimization, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment.

Harassment, bullying and victimisation is unlawful under Commonwealth and State legislation and are contrary to the duty of care to provide a safe environment for work and learning.

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, if experienced or observed, should be reported to Efficiency Works' staff immediately. Complaints will be promptly investigated.

The privacy of a student filing a report and the individual/s under investigation shall be respected consistent with the obligation to conduct a fair and thorough investigation. Disciplinary action may be taken against students or staff who are found to have harassed other students or staff. Breaches of this policy will be considered to be "misconduct" or "serious misconduct" which may result in termination of enrolment for students or dismissal for staff.

1.21 Computer Systems Acceptable Use

- The student must use the service in accordance with all Commonwealth and State legislation.
- The student will not knowingly transmit or solicit any material that contravenes any laws within their jurisdiction, including any material that is obscene, threatening, harassing, defamatory or in any way a violation of intellectual property laws.
- The student must provide Efficiency Works with all reasonable assistance in removing such material if a contravention is detected.
- Only use the training system for educational purposes.
- Do not post private information about another person.
- Always check files imported with antivirus software and only use them if they are found to be clean of viruses.
- Protect your work by keeping your password to yourself; never use someone else's logon name or password.
- Other computer users should be respected and should not be harassed, harmed, offended or insulted.
- Efficiency Works staff may review your files and communications to ensure that you are using the system responsibly.
- Students will not use obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language.
- Students will not post information that could cause damage or a danger of disruption.
- Students will not engage in personal attacks, including prejudicial or discriminatory attacks.
- Students will not harass another person. Harassment is persistently acting in a manner that distresses or annoys another person. If a student is told by a person to stop sending them messages, you must stop.
- Students will not knowingly or recklessly post false or defamatory information about a person or organisation.
- Respect the work and ownership rights of other people and abide by copyright laws.
- Be polite and appreciate that other users might have different views from your own. The use of strong language, swearing or aggressive behaviour is not acceptable.
- If you receive an electronic message containing violent, dangerous, racist, or inappropriate content, always report such messages to Efficiency Works.
- In appropriate cases where the acceptable use terms have been breached, police may be involved or other legal action taken.

1.22 Legislation

In addition to general business practice legislation, Efficiency Works is subject to a variety of legislative requirements as they relate to training and assessment. Legislation is continually being updated and, as it comes to hand, information that directly affects students will be passed on.

Current legislation that effects our operations and may impact on students includes but is not limited to the legislation listed below:

Commonwealth Legislation (other relevant legislation can be found at <http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>):

below are the general areas of Efficiency Works' operation that are covered by legislation

- Human Rights and Equal Opportunity Commission
- Equal Employment and Discrimination
- Privacy
- Workplace Health and Safety
- Standards for Registered Training Organisations
- Consumer Protection
- Corporate Governance

The responsibility for determining legislative requirements is that of the Directors. Advice will be passed on to staff and students via email as it comes to hand.

1.23 Stakeholder Feedback and Quality Improvement

Efficiency Works periodically collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our clients, students and staff concerning educational and service changes that would improve existing educational, student and administrative services provided by Efficiency Works.

To provide management with this feedback for evaluation students are periodically asked to complete a student survey which will provide the opportunity to review learning outcome and goals.

Additionally, Efficiency Works representatives will regularly meet with employers/clients prior to and throughout delivery of a training contract to their employees and again at the conclusion of the program. This ensures our services provided continually aligns with our client's expectations as well as providing an invaluable continual improvement tool.

If you would like to provide feedback outside of our scheduled sessions and surveys, please do not hesitate to contact us through the contact details on the cover of this Handbook or through our website at

www.efficiencyworks.com.au.

1.24 Efficiency Works Delivery Staff Commercial arrangements

Some of the delivery staff used by Efficiency Works are sole traders or deliver the training through their own personal companies.

These trainers include

- Ian Krix - Wasix Management Services ABN 271 431 920 54
- Charles Adams - Main Consulting International Pty Ltd ABN 64 161 932 823
- Martin Schembri - Monte Carlo Nominees ABN 90 524 237 505
- Pernille Larsen ABN 46 886 563 478

It is important for students to note that

- Efficiency Works is effectively delivering the training for you and these arrangements only reflect how our trainers are paid
- All material used has been developed by Efficiency Works
- Efficiency Works is responsible for the quality of all training
- All of the support systems e.g. the learner app, course folder etc are run, distributed and controlled by Efficiency Works

If you have any issue at all with the training or your trainer please contact us. Our complaints process can be found at

<http://training.efficiencyworks.com.au/mod/book/view.php?id=1598&chapterid=171>

Section 2 - Systems Work Instructions

Systems Work Instructions

2.04 Training Delivery & Assessment

Efficiency Works employ trainers and assessors with experience from the relevant industries to ensure relevance to the current environment that you are training and employed in. Efficiency Works abides by the Standards for Registered Training Organisations (RTOs) 2015 regarding trainer and assessor competence. We ensure that our trainers/ assessors have as a minimum the following:

- A Certificate IV in Training and Assessment or equivalent (TAE40110), and
- vocational (industry) competence at least to the level of that being delivered and/or assessed, and
- A minimum of five years' industry experience in your vocational area, and
- Up to date vocational education training and assessment skills and knowledge, and
- Up to date relevant industry skills and knowledge.

Competency-based Assessment

A competency is a statement about the skills and knowledge a student needs to be trained in and what Performance Criteria must be met for assessment purposes; these are contained in each Unit of Competency descriptor (located at www.training.gov.au).

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written projects or reports, formal questioning (multiple choice, short and long answer), problem solving tasks, skills observation, case studies and class/online discussion input.

Efficiency Works is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students. Students are notified in advance of assessment dates, times and expectations.

The Following Conditions Apply to Assessments:

Students who are unable to attend on the scheduled day of assessment must notify Efficiency Works as soon as possible of their inability to attend and make arrangements for rescheduling. Students who have missed an assessment for any reason covered must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Rescheduled Assessments (re-assessments):

Students must have rescheduled and completed the assessment within four (4) weeks of the original assessment date. If students are unable to attend on the scheduled day of re-assessment they must notify Efficiency Works as soon as possible, failure to do so will result in the student being deemed NOT YET COMPETENT, and their assessment will remain incomplete.

Responsibilities of Your Trainer/Assessor

1. Your trainer/assessor will provide information and respond to your enquiries regarding enrolment, training, assessment and support services provided by Efficiency Works.
2. Training may consist of group/action learning activities, self-paced learning, assignments, case studies, discussions, workbook activities, research and reports, etc.
3. Any information passed on to students is accurate.
4. Any advice given is done so consistent Efficiency Works own Code of Practice.
5. Student attendance is recorded accurately for each unit that is delivered, with absences reported to your employer under Efficiency Works' client contractual obligations.
6. Classes are held as scheduled with any changes being communicated immediately to ensure student awareness.
7. Efficiency Works Directors are advised of any addition or increase in the number of students in a class

8. Workplace Health and Safety checks are to be completed prior to training sessions with any hazards reported immediately to the relevant workplace representative.
9. All complaints raised with your trainee/assessor will be professionally managed in accordance with Efficiency Works' policy and procedures as outlined in this Handbook and Efficiency Works' Quality and Operations Manual.
10. Trainers and assessors have the responsibility and authority within their defined areas of control for:

- the quality of training and assessment services provided to you
- initiating action to prevent the occurrence of any procedural, product and service non-conformances
- identifying and advising the RTO directors of any condition which is adverse to quality or to the satisfactory operation of Efficiency Works' Quality System.

2.07 Induction Program - Students

Note: this induction should occur prior to any delivery of training or assessment services.

Trainers are to work through the Quality Manual with the students covering:

- Enrolment Procedure, including ensuring current Contact Details
- Change of Enrolment
- Course fees, including Cancellation and Refund Policy
- Financial and Administrative Practices
- Access, Equity and Fairness
- Language, Literacy and Numeracy
- Quality in Education and Business
- Issuing of Certificates
- Flexibility of Learning
- Client Support and Guidance
- Student Privacy
- Access to their Student Training Record
- Student Health and Safety
- Drugs & Alcohol
- Workplace Health & Safety
- Student Conduct
- Computer Systems Acceptable Use
- Plagiarism, Collusion and Cheating
- Student Dress Code
- Attendance and Absenteeism
- Harassment
- Complaints and Appeals
- Academic Appeals Process
- National Recognition, RPL and Credit Transfer
- Training Delivery & Assessment
- Competency-based Assessment
- Trainer/Assessor responsibilities
- Legislation
- Stakeholder Feedback and Quality Improvement

2.10 Enrolment

1. Complete and sign the Enrolment Form, providing the required identification evidence. PLEASE NOTE: By signing the enrolment form, you agree to abide by the Efficiency Works' regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or Efficiency Works.
2. Complete a Credit Transfer/Recognition of Prior Learning Application (if applicable)
3. Complete a Language Literacy and Numeracy (LLN) questionnaire and arrange reasonable adjustment if applicable.
4. Submit your enrolment form along with copies of your identification, any other information if required.
Note, if you are enrolling in a Diploma course you will need to supply proof of your attainment of the certificate III or IV (MSS30312 or MSS 40312) award in Competitive Systems and Practices.

Once we have entered your information into our system you will be sent an email containing a username and password for our online system. This email will allow you to access the learner app. You will also need to apply for a Unique Student Identifier (USI) if you are doing accredited training. Links for you to do this are contained in the email. Efficiency Works is required to verify your USI number and will notify you if issues arise. If we have to obtain a USI number on your behalf you need to be aware of the privacy implications. These can be found on our website at <http://www.efficiencyworks.com.au/privacy-policy.html>

Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Efficiency Works at the earliest opportunity. You have the ability to edit your details through the learner app.

- Correct and clear spelling of your name
- Date of birth
- Current address
- Any assistance that you may require throughout the course
- Any recognition of prior learning and/or credit transfer that you wish to apply for

****YOU ARE RESPONSIBLE FOR ENSURING THAT EFFICIENCY WORKS' ADMINISTRATION HAS YOUR UP-TO-DATE CONTACT DETAILS. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE****

Change of Enrolment

Change of enrolment is assessed on an individual basis and applications for training extensions must be received in writing stating the reasons for applying for extension. Enrolment extension may be granted where reasonable cause of inability to complete is provided.

Where enrolment applies to face to face tuition, transfer of registration may be made to a later session (if in the enrolment period).

Section 3 - Process Work Instructions

Process Work Instructions

3.10 Academic Appeals Process

An appeals and reassessment process is an integral part of nationally accredited training and assessment. A fair and impartial appeals process is available to you as a student of Efficiency Works.

The appeals process will allow for you to formally present your case, and will also allow for your appeal to be heard by an independent person or panel if requested.

Your application for appeal will be considered if you are disadvantaged because:

- the trainer/assessor did not provide a student handbook outlining requirements,
 - the trainer/assessor varied without consultation or in an unreasonable way the assessment requirements as specified in the student handbook,
 - assessment requirements were unreasonably or prejudicially applied to you
 - it is believed that a clerical error has occurred in the documenting of the assessment outcome,
 - there appears to be a discrepancy between the practical observation and the formal assessment
1. If you wish to appeal your assessment result, you should first discuss the issue with your trainer/assessor. (Note: The appeal should be put in writing within three (3) months of receipt of results and given to the trainer/assessor and/or the RTO Directors).
 2. Appeals are recorded in writing and the results of the appeal will also be communicated to you in writing including reasons for the decision made.
 3. The RTO Directors will ensure that you are contacted personally and acknowledged in writing within two days of receipt of the complaint.
 4. Efficiency Works will investigate your appeal. Normally you can expect to receive a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary.
 5. If the appeal for re-assessment is upheld, Efficiency Works will either correct any clerical errors or make all necessary arrangements to conduct the re-assessment at a time that is mutually convenient for the parties concerned, and if required the appeal will be heard by an independent person or panel.
 6. If the matter is not resolved satisfactorily or you are concerned about Efficiency Works as a training provider then you may approach Manufacturing Skills Australia to provide further advice or mediation services. <http://www.mskills.com.au/contact-us/>
 7. Academic appeals will be recorded in a data base for future reference and used for continuous improvement purposes (whilst maintaining our Privacy obligations).

You have the right to a support person to be involved during the appeal process.

Please remember that Efficiency Works is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study do not hesitate to request assistance about your concerns with the relevant staff member or director.

3.05 Risk Management Process

PURPOSE

This procedure will enhance EW's fulfillment of its obligation of mitigating against identified hazards and, where this is not practical, minimizing the level of risk to employees, students, contractors, visitors, and others at the workplace.

SCOPE

This procedure extends to management, workers, contractors, students and others in the workplace and details the extent to which the EW expects the Risk Management Process to be applied in all areas.

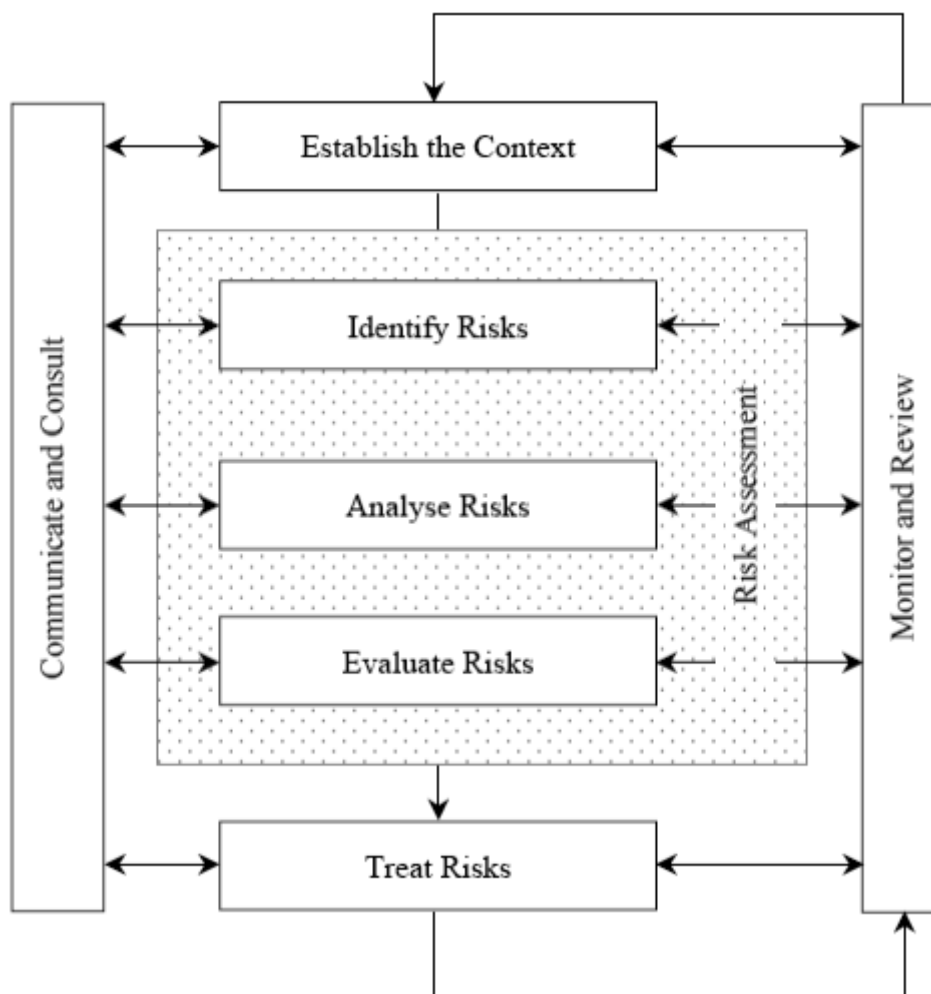
RISK MANAGEMENT

Risk refers to any factor (or threat) that may affect adversely the successful completion of work/classroom activities in terms of delivery of milestones or adverse effects on resourcing, time, cost and quality.

The purpose of risk management is to ensure levels of risk and uncertainty are properly managed, so that all training and assessment is completed successfully. A Risk Management workshop may be held to facilitate a Risk Management Plan, particularly with clients.

The main elements of the Risk Management Process are shown below:

Main Elements of the Risk Management Process



RISK IDENTIFICATION

There are four methods used to identify risks/hazards:

1. Conducting a comprehensive hazard analysis and risk assessment of all tasks performed by EW workers, contractors and others in the workplace,
2. Conducting safety audits and documenting results,
3. Hazard Reporting and Resolution, and
4. Accident and Incident Reporting.

Initially, the EW manager/s or trainers identify the risks to delivering training and assessment obligations and notes them in the below table, which can be expanded upon and revised as the training and assessment team meets and as delivery progresses. This Risk Register is considered a living document and is under constant revision.

Step 1. 'Probability' of the risk occurring is noted as High, Medium or Low.

Step 2. 'Severity' of the impact of the risk on the project's success is noted as High, Medium or Low.

Step 3. Mitigating actions are determined in advance for those risks identified as having a High/High, High/Medium or Medium/High grading.

A risk management register is held in dropbox at \Dropbox\Efficiency Works\RTO\quality manuals

Once the risks are identified, the mitigation activities are determined and the actions taken, they can be incorporated into the appropriate Strategy or procedure.

Section 4 - Forms

Forms

Forms required by Efficiency Works may be downloaded from the document area of the learner app. If you no longer have access to the learner app then ask us for the form you require.