



Em-Four P/L (NTIS RTO No. 90936)

Specialist training in Statutory Investigation, Law Enforcement & Compliance Management

Nationally Recognised Training in Accredited Courses:

Em-Four delivers courses from a range of Training Packages endorsed by the Commonwealth Department of Education, Employment and Workplace Relations., including the Public Sector, Local Government, Business Services Community Health and Animal Control & Welfare training packages. Our courses are nationally recognised training that meets industry and vocational training competency standards.



Course Fees

Details of Course Fees are provided in course brochures and quotations for specialised “in-house” delivery of each course. If the situation should arise where we cancel or postpone the start date of a course those who have paid a deposit or fees will be offered an alternate date, transfer to the next course or a total refund.

Attendance

You are responsible for managing your attendance at face-to-face classroom or workplace training. Ample notice will be provided along with provisions for alternate arrangements. Attendance records are kept for every class and signed off by the trainer/assessor.

How to have a great training experience with Em-Four

1. Come well rested.
2. Have breakfast or a meal prior to commencing.
3. Come ready to learn – determine to leave outside concerns and work behind for these few hours.
4. Let people know that you are undergoing a training course and cannot be contacted by phone during this time. Phone calls during training sessions are very disruptive to the whole group. You will be asked to switch off your mobile during the training.
5. Allow plenty of time to get to the venue – plan to be 15 minutes early.
6. Pre-read any material that we send you.
7. Wear comfortable clothing that is appropriate to the training in which you will be participating.

8. Where your training is sponsored by your employer, you are required to wear your issued uniform unless otherwise instructed.
9. Personal protective equipment will be used where required.

Our locations

The company is approved to deliver training anywhere in Australia. The main office is based in NSW. We offer our courses in work places, classrooms and on the job. We use well-serviced and pleasant teaching environments in conference centres and other facilities.

Client Services

As a registered training organisation, we must provide these services and keep you informed:

An Information Service

Em-Four provides timely and appropriate information, advice and support services. More details are on the Em-Four web-site www.emfour.com.au :

- **Selection and admission** – Employers can nominate staff that will attend training. Individuals can apply for a place in our public courses and will be accepted through a phone interview process.
- **Fees and charges, including fee refund policy** – Fees for public courses are clearly identified on promotional material and the Fee schedule. Fees for customised work based courses are in the quotation. Payment of fees does not mean a participant is guaranteed successful completion of a course. Em-Four reserves the right to cancel any course where insufficient nominations are received. At least five (5) working days’ notice will be given if we are forced to cancel or postpone a course. A full refund will be made of any fees paid in advance for courses that subsequently are cancelled or postponed by Em-Four. Em-Four is not responsible for any other costs incurred through cancellation or postponement. You may be required to pay the whole fee for the training in advance.

- **Participant awareness of the Em-Four Code of Practice** – this document is our Commitment to Quality Customer Service and your guarantee of our compliance with our published Code of Practice. We must meet certain standards and as an approved training provider.



➤ **Training Delivery and Assessment procedures** Every participant in our courses is provided with an outline of the delivery and assessment process. All assessments are tests that meet the National Assessment Principles of validity, reliability, flexibility and fairness. We use practical exercises, knowledge quizzes, and interviews in our assessments. We also seek Referee Reports from your workplace supervisors and managers. Written work-based projects are used to further validate your learning and the application of understanding and knowledge to your work.

➤ **Workbooks and materials**

➤ Em-Four produces the study guides, workbooks and other materials required for these courses. These are included in the course fee. Fees may be charged for the provision of extra copies of these materials.

➤ The intellectual property of this material is held by Em-Four Pty Ltd and such material may not be copied, reproduced or otherwise used without the express written consent of Em-Four.

➤ You will be provided with a Study Guide for each Unit of Competency that you undertake that describes the elements of competence of the unit, its learning strategies and assessment requirements.

➤ **Participant appeals and grievance procedures** Every participant has the right to appeal assessment decisions or lodge a grievance. The procedures for doing so are outlined later in this brochure and on the web-site.

➤ **Course induction-** We talk to your employer prior to the course and to participants at the start of each course. We can answer questions during breaks. Don't hesitate to ask us if there is something about the training that concerns you. We run through a checklist at the start of each course to make sure you are aware of what our training and assessment involves.

Support Assistance

You are encouraged to discuss any problems or issues you may have in learning. The trainer will try to identify these issues and develop strategies to accommodate them.

Learner assistance may include:

- Explanations of parts of the learning that have not been understood.
- Flexibility in the delivering of training in terms of timing
- Extra time on practicals and testing as appropriate
- Individual or group coaching of participant, subject to agreement by the employer.

Complying with legislation in our training programs

All clients and participants are entitled to, and will be given equal consideration and treated with equal respect. Em-Four staff and consultants sign a code of conduct that maintains fair and ethical professional conduct across our Company.

Equal Employment Opportunity

As a supporter of ANTA's "Working with Diversity: Quality training for indigenous Australians" 2004, and "Working with Diversity: A guide to equity and the AQTF" 2004 projects, trainers will not discriminate on the basis of race, gender, sexual preference, belief, or age. Further, we will monitor the composition of our training team and the classroom, and introduce action if it appears that this policy is not fully effective.

Harassment

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

Em-Four will follow up on complaints of harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to your employer. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Disability

As a supporter of ANTA's "working with Diversity: Quality training for people with a disability" 2004 project, Em-Four will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability. This includes making training venues and facilities accessible where possible.

Language and literacy adjustments

- Support persons such as signers and interpreters are welcome in our classes.
- We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class.
- We will use Plain English and explain terminology with practical examples.
- Assessment will be both written and practical and can be taken aurally if requested.

Gender

Em-Four encourages and accepts both women and men into all of its courses and staff. Every attempt is made to ensure that resources used, have appropriate non-gender specific language. Any gender specific language that is used is not intended to offend or discriminate.



Occupational Health & Safety

Em-Four trainers and assessors are aware of

- The NSW OH & S legislation as it relates to their educational environments.
- Principles and practice of effective OHS management.
- Common hazards in educational environments.
- OHS management systems, policies and procedures needed for OHS compliance such as the Safety Incident Form

Evacuation

In the case of an emergency requiring evacuation of the building during one of our courses, the trainer will notify his/her class that they will be evacuating the building and follow designated procedures.

Participants' results

- Participant results – The results of your assessments are provided where possible on the final day of training. The results are signed off and forwarded to our office.
- Statements of Attainment for completion of Units of Competency are issued by Em-Four.
- Attendance Certificates will be issued for training courses that do not have an assessment component.
- Certificates or Diplomas will be issued by Em-Four for completed qualifications.
- The results are filed in our client records then entered into our databases as a long-term record.
- Your results will be communicated to your employer where they are paying for the provision of training.
- These records are confidential and remain the property of Em-Four

Copyright

- Em-Four adheres to the *Copyright Act*.
- All software is licensed.
- All course materials, case studies and scenarios remain the intellectual property of Em-Four Pty Ltd and are protected by copyright.

Security

- You are responsible for your own personal belongings. Em-Four will not accept any responsibility for stolen or damaged personal property.
- Records are kept in a lockable filing cabinet in the administration offices. Only those with authority are able to access them.

Disclosure of Information

- Statistical information gathered by Em-Four as part of the enrolment process may be disclosed to relevant State and Commonwealth Education Departments
- Information regarding your progress through the course may be provided to your employer in cases where your enrolment has been “sponsored” by your employer and, if applicable to your enrolment, where required under formal traineeship arrangements.

Training and Assessment Strategy

Training Delivery

Em-Four can deliver:

- Off-the-Job Training and Assessment – in training rooms at your workplace or training centres.
- On-the-job Training and Assessment – On the location designated by your employer.

We customise our courses so that you are learning about real situations that you will have to deal with in your work.

Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set out for that course and in line with legal and industry regulations.

Payment of course fees does not automatically mean that qualifications or credentials will be issued. Assessments must be undertaken and satisfied where courses offer a statement of attainment as an outcome.

Competency Assessment results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**

If you are assessed as 'NYC' for a practical assessment task, feedback and additional training will be provided to address the deficiencies identified in the original assessment. You will be given additional second

opportunities to undergo assessment. If you are unable to demonstrate competency you may be assessed as “NYC/Fail” and other options will be explored. Feedback will be provided for written assignments indicating areas for review and a date for resubmission. Contact with the assessor of the assignment is encouraged.

Non-Submission of Assessments

You may be deemed as “NYC/Fail” for failing to submit distance education assignments in accordance with the schedule developed in consultation with you, your employer and Em-Four. Assessments that are more than three months overdue will be determined to fall within this category. This may result in you being withdrawn from the course in which you are enrolled.

Extension Policy – Assessments /Assignments

Of course, we want you to succeed, so we will work with you to ensure that you are able to meet the schedule that you develop with us. We understand that extensions are sometimes necessary and will give consideration to all reasonable requests



Student Conduct

Students are required to abide by the standards of conduct expected by Em-Four in terms of ensuring the

validity of their work, particularly that it has been prepared by students for the course or program in which they are enrolled. Please refer to the attached Student Conduct document published by Em-Four Pty Ltd.

Recognition of Prior Learning (RPL)

In practice as an RTO in the law enforcement and regulatory areas, we are bound by legislation and standardized testing systems. Participants who believe they do not need to complete the full course can apply for recognition of prior learning/current competence. Alternatively, you may feel that you can demonstrate equivalence to the qualification by undertaking an “assessment only” process.

Remember, that in this industry your qualifications and knowledge have to be updated according to the policies of your employer. Look at the website and ask about the RPL application form. If you have a qualification or part qualification issued by another RTO we may recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic. You may be required to pay a fee for applying for recognition and having your claim assessed or for undertaking an “assessment only” pathway to gain your qualification.

Participant assessment appeals procedures

All participant complaints, grievances and appeals must be dealt with in a constructive and timely manner.

Steps to follow in an assessment appeal:

- 1 For testing and assessments, if the participant appeals the results, the Assessor will immediately discuss the outcome to resolve the difference and reach agreement.
- 2 If agreement cannot be reached, the participant has the right to be assessed again by the same assessor, or requests that another assessor undertakes the assessment.
- 3 If agreement is still not reached, an appeals form must be completed. Then the participant and nominated Director, or nominee, shall meet to discuss the assessment. Details of the meeting will be recorded in writing and the participant informed.
- 4 If agreement still cannot be reached, and the participant wishes to make a formal appeal, then this appeal must be heard by an independent person or panel if resolution cannot be reached first
- 5 Each appellant must be given an opportunity to formally present her or his case
- 6 Each appellant must be given a written statement of the appeal outcomes, including reasons for the decision

Steps to follow if clients or participants have a complaint or grievance with the Em-Four:

- 1 We are customer focused and want to use complaints as an opportunity to improve our services.
- 2 In the first instance, the complaint should be discussed with the relevant member of staff or the nominated Director.
- 3 If not satisfied, a complaints form should be filled out and submitted.
- 4 Details of any meetings with the complainant will be recorded in writing and the complainant informed.
- 5 If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Department of Fair Trading or reported to VETAB.

Our Commitment to Quality Customer Services

Em-Four undertakes to meet the requirements set down as a registered training organisation. Our responsibilities are set out in the Commitment to Quality Customer Service, on the web site, in the Policy Manual and in this Information brochure for clients and participants.

DIRECTORS, EM-FOUR PTY LTD