

We are committed to the following code of practice and customer service standards in the provision of training & consultancy advice to our clients.

Clients enrolled with Em-Four will have access to this and other information before a course commences.

Vocational Education & Training Standards

As an RTO, Em-Four will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of our clients and their employees.

We are customer focussed and we will strive to continuously improve, to meet the standards set out by government under the Australian Quality Training Framework.

Keeping up to date with Nationally Recognised Training and Legislation

The Directors undertake to ensure that all relevant legislation and regulations are ethically applied in this business.

In the training area, we will use approved courses and nationally recognised training packages. Our clients can be assured that these courses are regularly reviewed for updates in legislation.



Information for Clients and Course Participants

Prior to a course starting, we undertake to make sure that our clients have all the information they require and know where and how to ask questions. The quotation, course details and Participant Handbook will be provided through the Em-Four website and print material. Staff will be available to answer further questions by phone and in person.

As most of our training courses are customised for your business, we do not offer additional learning support services, but we are mindful of the diversity of people in our classes and cater for this in our teaching and testing methods.

Acceptance in an Em-Four Course

- Acceptance in a course will be based on recommendation by the employer and / or each participant's experience and eligibility.
- All clients will be issued with the Participant Handbook prior to confirmation. This can be circulated to employees prior to the course.

Training Delivery and Assessment

- Our courses are run in a variety of locations – in classrooms, hotel training centres, in the workplace and on the job. Wherever we conduct a course, we will maintain a learning environment that is safe, comfortable and friendly. We will provide appropriate facilities and teaching materials.
- The participants on each course will be monitored and assessed using a range of knowledge tests and skill based practical exercises.
- Our assessments are consistent with industry standards in the public service, local government and corporate training.

Our trainers and assessors

- All training staff are former (retired) police officers and adult educators at University, TAFE and Academy or other well regarded institutions. Their qualifications are above that set down in the National Public Service Training Package, other curriculum documents and the quality training standards for vocational training in NSW, (known as the AQTF)
- Where required, our trainers and assessors have licenses from regulatory bodies above the level they are teaching. They are externally tested and updated.
- We ensure that our training presenters will be sensitive to the culture and learning needs of the participants.

Recognition Processes including recognition of certificates from other registered training providers.

We recognise that some participants may have qualifications from other registered training organisations or other workplaces. Em-Four is bound by assessment guidelines set by legislation and regulatory bodies. We will provide advice on your existing certificates on a case by case basis and give recognition in consultation with the employer.

Consultants Code of Conduct

Staff and consultants have signed a code of conduct to ensure professional, ethical delivery of our courses and other services. The Directors will monitor these standards.

Quality Customer Service comes from Customer Satisfaction

Em-Four is building a reputation as a well managed business and training organisation. We will gather input from our clients, their employees

and course participants to ensure our staff and consultants are sustaining these standards. We look forward to working with you.

Contact the Em-Four team:

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Phil Walsh	0428 224962
Goulburn office	Tel/Fax (02) 48216939
Sydney office	Tel/Fax (02) 88248233



Em-Four is based in NSW.

We offer our specialist training services in all states & territories of Australia.

Check out the website for more details.

www.emfour.com.au

E-mail for more information:

enquiries@emfour.com.au

Postal enquiries at

P.O. Box 909,

Goulburn NSW 2580.

Complaints grievances and appeals

- All client and participant complaints must be dealt with in a constructive and timely manner.
- If a participant disagrees or disputes the outcome of an assessment, it is important that this settled as quickly as possible. Our assessment appeals process is detailed step by step on the website.
- This process will be explained to participants at the start of every course. Talk to the

trainer /assessor first, then if not satisfied you can take the matter further.

Fees and charges procedures

- Our Fees are set out in the quotation to every client.
- Course fees are non-refundable where employees and participants withdraw or do not attend on the day of training.
- Course fees paid in advance are refundable within 7 days of the course if written notice is received. This should be followed up by phone.
- We will withhold individuals' Certification for fees not paid.
- If we cancel or postpone a course, advance deposit or fees will be refunded or a course transfer arranged.
- We reserve the right to determine fees at any time with due notice given.
- See the website for more details

Cancellation/Postponement of Courses

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.

Marketing Em-Four Courses

- We will market our courses with integrity, honesty and accuracy. No false or misleading information will be provided. Our website, brochures and other materials will use approved VETAB and NRT logos.



Em Four Pty Ltd

(RTO No. 90936)

**Consultants and Trainers
in
Statutory Investigation
Law Enforcement
Compliance Management**

**Our Commitment:
to
Quality
Customer Service**