



## COURSE AND PARTICIPANT INDUCTION

At the start of every course trainers will ensure that the participants have received information about the following:

All topics to be covered at the start of a course. Selected topics only at the start of each new unit or module.	On website	Print	By explanation
Welcome and introduction to Em-Four and the course	X	X	X
Timetable and program		X	X
Our code of conduct and commitment to students	X	X	X
Rules / Respect for everyone in the course – how to enjoy the course	X	X	X
Course manuals.		X	X
Attendance sign on sheets , enrolment forms		X	X
Assessment in this course		X	X
Reasonable adjustment of assessments for students (literacy, equity, EEO) How to get assistance	X	X	X
RPL and RCC processes	X	X	
Results - what will happen if C / NYC. Feedback	X	X	X
How we report the results to administration, the employer and when you get the Certificates		X	X
Course complaints and appeals (results)	X	X	
Course evaluation and student feedback	X	X	X
<b>Premises and general information</b>			
Security and Safety in the training			X
Location of toilets and exits			X
Location of food and drink areas			X
Safety incident report		X	

### Trainers

*Please check that you have the following items with you on the training day.*

*Most of these items should be kept in your personal training folder and available from administration.*

1. Course teaching details (as confirmed by letter)
  2. Course workbooks
  3. Extra assessment tasks ( if appropriate)
  4. Attendance sign on sheet
  5. Enrolment forms
  6. Equipment for use in training
  7. Course record forms and results form
  8. Course report form
  9. Course evaluation forms
- Available if required to answer questions or follow up at end of a unit :*
10. Our commitment to Quality Customer Service
  11. Client/ Participant Information
  12. RPL application forms
  13. Safety incident report form
  14. Access to the safety, First Aid box in case of accidents