

Policy Information for Participants

1. Access and Equity / Support for Participants

1.1. ACTU Organising Centre policy prohibits discrimination towards any group or individual.

1.2. We are committed to ensuring all participants have reasonable access to training irrespective of their sexual preferences, culture, age, race, socio-economic background or disability.

1.3. ACTU Organising Centre Educators make reasonable adjustments to facilities and program delivery to maximise access and participation by all participants. This includes providing, where necessary and appropriate:

- Referral to language, literacy and numeracy assistance
- Referral to external welfare and guidance services
- Reasonable and allowable adjustments of assessments if a participant has special needs
- Being available to participants outside of course hours via telephone and/or email

1.4 Participants are given opportunity to individually discuss any special needs they have with their Educator.

1.5 All support arranged is noted on the participant file.

1.6 Participants experiencing difficulty with course work are encouraged to talk to their Educator for help.

2. Privacy Statement

2.1. ACTU (including ACTU Organising Centre) complies with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). Our privacy Policy can be found here: <http://www.actu.org.au/Privacy.aspx>. Alternatively a hard copy of this Policy can be provided to you on request.

2.2. The Policy outlines how we collect personal information, the kinds of personal information we collect, the purposes for which personal information is collected, held, used and disclosed, how you can seek to correct your personal information and how you can make a privacy complaint.

2.3. Participants may have their personal information used or disclosed in order to promote Australian trade unions and improve the lives of all Australians and their families in accordance with the ACTU's privacy policy. This may include for example:

- assisting you with industrial relations and employment queries;
- informing you about industrial, social and political campaigns;
- informing you about your rights at work;
- informing you about changes to legislation;
- referring you to an appropriate union;
- improving our service delivery;
- managing the ACTU's relationship with you;
- conducting surveys and research;
- providing educational services and professional development; and/or
- to subscribe you to the ACTU's email newsletter(s).

2.4. Participants indicate their consent to the ACTU collecting, holding, using and disclosing personal information on Course Application forms and/or Course Participant Lists. ACTU Organising Centre may also disclose personal information to other ACTU entities for program management purposes, and to statutory authorities and funding bodies for government reporting and statistical purposes.

2.5. Participants may access their own training files by making a request in writing (which must be signed and dated by the applicant). Where the participant's union/employer has paid the participant enrolment fee, ACTU may report a participant's participation, attendance and/or assessment outcomes to their union/employer. Participants consent to this as part of the requirements of the relevant training.

3. Participant Selection, Enrolment & Induction

3.1. To enroll in an ACTU Organising Centre qualification course participants must be a union member and/or nominated by their union.

3.2. Details of each qualification program are provided to participants prior to enrolment via Program Information documents available on our website pages

3.3. During recruitment and enrolment, ACTU Organising Centre advises prospective participants of:

- Qualification information such as units of competency and assessment tasks
- Application processes and any selection criteria, including pre-requisites;

- Fees and costs involved in undertaking training and assessment;
- Grievance procedures;

3.4. Participants and union representative sign course application forms to:

- Provide necessary, correct information, required for RTO operations.
- Consent to invoice.
- Consent to information being disclosed as per our Privacy Statement.
- Declare that assessment evidence provided by the participant will be completely their own work.

3.5. For some qualification courses, such as Organising Works and the Experienced Organiser Program, processes may be undertaken to determine participant suitability.

3.6. Participants receive an Induction at the beginning of each qualification program.

4. Attendance Requirements for Face to Face Training

4.1 Participants must attend each day of training, unless otherwise pre-arranged with the Educator or RTO Compliance Officer.

4.2 Generally, training is 9am - 5pm, with an hour lunch break.

4.3 Punctual attendance at all sessions is expected.

4.4 Participants sign an attendance sheet each day as confirmation of attendance.

4.5 If unable to attend training due to illness, or other valid reason, participants should contact the Educator ASAP in advance.

4.6 The educator will make reasonable attempts to catch the participant up on the missed learning and assessments.

5. Complaints, Grievances & Appeals Procedure

5.1. ACTU Organising Centre records concerns in writing and refers any situation involving a breach of the law to the appropriate legal agency.

5.2. We will organise discussion and resolution with all relevant parties and give the participant/mentor/union opportunity to formally present their case.

5.3. If the concern involves an appeal against an assessment decision, we will review the assessment immediately and conduct a re-assessment by another assessor.

5.4. If the concern is unable to be resolved, it can be referred to an Organising Centre Director. If it is unable to be unresolved at this level, it may be referred to the union secretary and raised in Committee of Management.

5.5. If the concern is unable to be resolved internally, ACTU Organising Centre will approach an appropriate legal or independently impartial body to act as arbiter. We will consult the client about the selection and invite the client to also seek representation by an impartial body.

5.6. We record all actions to be taken to resolve the complaint and will inform all involved of the outcome in writing, including reasons for the decision.

5.7. We keep all records relating to the concern on file.

6. Participant Behaviour / Disciplinary Counseling Procedure

6.1. All participants of ACTU Organising Centre are responsible for helping to maintain both a positive and safe learning environment.

6.2. Participants are expected to observe the Code of Conduct, which is:

- Follow attendance requirements and observe punctuality for all training sessions;
- Show respect for each other and for the Educators;
- Take care of training facilities.

6.3. Under our Code of Conduct, participants should make a positive contribution to learning and foster constructive exchanges. They should not:

- use obscene language
- harass, insult or attack others
- be defamatory
- involve or advocate illegal activities
- violate human rights
- contravene copyright laws
- display offensive and pornographic images

- harm or disturb others
- have depictions that condone or incite violence, particularly sexual violence
- portray any person in a demeaning manner

6.4. Participants failing to observe the Code of Conduct will be subject to the Disciplinary Counseling Procedure, which is.

- The participant is spoken to on a one-to-one basis;
- The participant is given the opportunity to respond and if they wish, someone of their choice may be in attendance;
- if the matter cannot be resolved or a further incident occurs, the union concerned;
- If the matter still cannot be resolved, the participant is formally counselled and their ongoing participation in the program examined.
- The participant is given opportunity to see recorded file notes.

7. Recognition of Prior Learning (RPL)

7.1 Participants undertaking accredited training who have previous qualifications and/or experience may apply for Recognition of Prior Learning (RPL).

7.2 RPL is offered to all participants on enrolment. Our RPL process:

- is structured to minimise the time and cost to applicants; and
- provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

7.3 Our RPL process is as follows:

- The applicant requests RPL on the course application form and/or contacts the educator to determine if RPL is a suitable course of action and to ensure they have all necessary information
- The applicant completes, and obtains all relevant signatures on the RPL Application provided by the educator
- The applicant gathers and submits the agreed evidence by the agreed date
- The educator assesses and provides feedback, including assessment outcomes

7.4 All RPL applications are managed and assessed efficiently by staff with appropriate expertise.

7.5 RPL assessment outcomes are recorded and relevant Qualifications / Statements of Attainment are issued where applicable.

7.6 Applicants have the right to appeal assessment decisions.

8. Plagiarism and Cheating

8.1 ACTU Organising Centre defines plagiarism and cheating as: Using answers to assessment tasks, either written or verbal, that have been completed by another person and presenting them as one's own. This includes sharing credit for the final result in group assessment tasks without sufficient participation.

8.2 It is the responsibility of participants to refrain from cheating and plagiarising.

8.3 On enrolment, participants sign a declaration that the information they provide for assessment will be completely their own work (excepting any third party reports).

8.4 Participants suspected of cheating or plagiarising will be contacted for a discussion.

8.5 Re-submission of assessments and/or additional information may be required.

8.6 Participants who repeatedly engage in cheating or plagiarizing may be subject to the Disciplinary Counseling Procedure.

9. Fees & Charges / Enrolment Cancellation & Refunds for Qualification Courses

9.1. ACTU Organising Centre fees, charges and refunds are fair and reasonable.

9.2 Fees are listed on our website. All qualification course fees are GST free.

9.3 Information on fees & charges and enrolment cancellation & refunds are shown on the Cancellation Policies page on our website.

9.4 Fees are payable by the participant or their union. Invoices show payment terms plus total course fees.

9.5 There are no fees associated with issuing original or replacement certificates or statements of attainment

