



**NINTI TRAINING LIMITED**

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# **PARTICIPANT INFORMATION HANDBOOK**

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# Participant Information Handbook



Welcome to NINTI TRAINING

Thank you for choosing NINTI TRAINING as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

We look forward to hearing of your achievements and providing support where we can. We trust you will enjoy your time with us and wish you every success in your learning.

General Manager  
NINTI TRAINING

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with NINTI TRAINING.

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## NINTI TRAINING

NINTI TRAINING is a registered training organization (RTO) registered with the Australian Skills Quality Authority (ASQA) Vet Regulator. NINTI TRAINING aims to deliver high quality, innovative and engaging training that is relevant to Participants, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

NINTI TRAINING has training locations in:

- Alice Springs and is scoped to deliver and assess training in other States and Territories.

NINTI TRAINING offers a range of training products and services which includes the following:

- Accredited training delivery and assessment
- Non-accredited training and delivery
- Resource and training material development
- Language, Literacy & Numeracy assessment

As an RTO, NINTI TRAINING is bound to comply with the Standards for Registered Training Organisations (RTOs) 2015. Training Services provided to Participants follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

### Service Commitment

NINTI TRAINING is committed to providing quality training and assessment services to its participants. We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high quality, innovative and engaging training.
- Maintain a person-centred approach.
- Foster relationships with our participants, supporting them through their careers.
- Provide flexible learning opportunities.
- Provide a supportive, facilitative and open learning environment.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for participants.
- Produce competent and confident workers that benefit the community and industry.

## PARTICIPANT RIGHTS AND RESPONSIBILITIES

NINTI TRAINING conducts training courses at various venues to suit participant needs, course type, and learning styles. The following Participant etiquette guidelines will help foster a healthy learning environment for all.

### **Making the Most of your Training**

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant.
- Work with fellow Participants
- Respect other people's opinions.
- Ensure you have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence that you submit to the Assessor.
- Keep track of your progress.
- Complete and submit all assessments on time, tasks using clear and concise language.
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

### **Mobile Phones**

**All phones must be turned off or silenced** during training, as a courtesy to the Trainer/assessor and other Participants. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

### **Security**

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. NINTI TRAINING accepts no responsibility for any belongings which may be stolen or go missing.

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## Attendance

Attendance in training is recorded each day. These records are required for both learning and health, and safety reasons. Participant attendance in class is paramount to the successful completion of learning and assessment outcomes. Participants are expected to be in attendance for all training sessions.

It is expected that participants arrive to class on time and remain for the full duration. Should it be necessary to leave a class early – please advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide participants the essential knowledge and skills required for relevant units of competency. It is expected, however, that participants will undertake additional reading and research outside classroom session time.

If you are absent from class, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or activity, please advise the trainer/assessor or NINTI TRAINING administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

## Punctuality

As a courtesy to other Participants and the trainer/assessor, all participants need to be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other participants and the trainer/assessor.

## Breaks

Your Trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however, they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **45-60 minutes** duration for - Lunch breaks



## Behaviour

Participants are expected to behave appropriately in a mature and professional manner at all times. Everyone is expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

### Misconduct includes

- Any offensive conduct or unlawful activity (e.g., Theft, fraud, violence, assault).
- Interfering with another person's property.
- Removing, damaging, or mistreating NINTI TRAINING property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation, or victimization.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

### Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other participants and the trainer/assessor is expected. NINTI TRAINING always retains the right to remove disruptive participants from the training environment.

- You will be expected to treat staff and fellow participants with respect and observe any etiquette requirements which appear in this handbook or requested during the Course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow Participants will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

## Disciplinary Processes

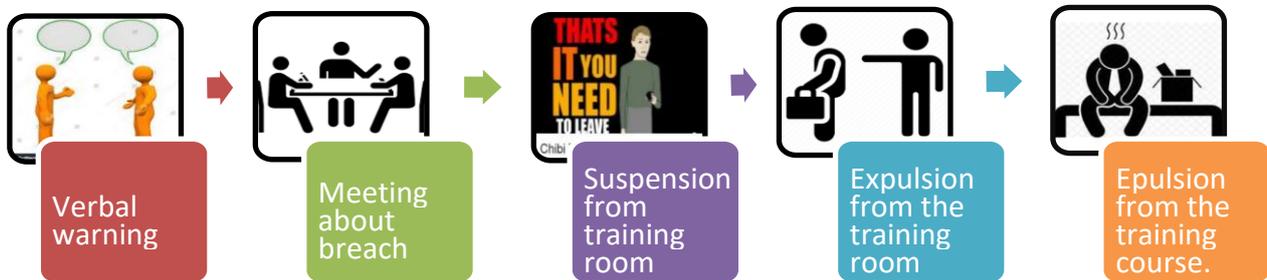
NINTI TRAINING may implement participant discipline processes should a participant be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'. Further disciplinary processes may include:

- The Participant being asked to justify why they should continue to participate in the learning group.

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- Suspension from the training room.
- Expulsion from the training room; or Expulsion from the Training course.



## Dress & Hygiene Requirements

Participants are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment.
- Appropriate work attire, including personal protective clothing (PPE) for training in the workplace or simulated environments.
- Appropriate footwear must be worn at all times.
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.



## Duty of Care

Under Workplace Health and Safety legislation, participants have a duty of care to maintain a safe environment for both themselves and their fellow participants.

- Should you be involved in an accident that results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition that may become critical while attending training, please advise us before commencing the Course. All information will be treated in strict confidence and is only needed so NINTI TRAINING can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

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## You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by NINTI TRAINING in the interests of health, safety, and welfare.
- Cooperate with health and safety directives given by staff of NINTI TRAINING.
- Ensure that you are not affected by the consumption of drugs or alcohol.

## COURSE INFORMATION

### Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognized qualification. Nationally recognized qualifications are outlined in Training Packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

### Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all participants regardless of where they are, or the mode of training delivery provided. You could be a full-time participant in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at the commencement of training and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards. Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Assignments.
- Written activities.
- written / oral questioning.
- oral presentations.
- workplace performance
- projects
- case studies.
- role plays/ simulations.
- demonstration of skills.
- online assessments.
- portfolio of evidence.

Certification will only be given to participants who successfully complete all assessment requirements for a course. NINTI TRAINING is required to meet stringent quality requirements in the conduct of all assessments. The NINTI TRAINING has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to Participants.

## Assessment Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Evidence requirements will be determined by the Unit of Competency, foundation skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence. Assessment tasks that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards

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- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g., perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

## Assessment Submission

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

### Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your Assessor and apply for an extension of time.

## Assessment malpractice

Assessment malpractice includes cheating, collusion, and plagiarism. NINTI TRAINING regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. NINTI TRAINING has policies and procedures in place for dealing with assessment malpractice.

### • Cheating

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

### • Collusion

Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or persons. It is your responsibility to ensure that other Participants do not have opportunity to copy your work.

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## • Plagiarism

Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

## Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

<b>Valid</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual Participant.</p> <p>Validity requires:</p> <ul style="list-style-type: none"><li>• Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance.</li><li>• Assessment of knowledge and skills is integrated with their practical application.</li><li>• Assessment to be based on evidence that demonstrates that a Participant could demonstrate these skills and knowledge in other similar situations; and</li><li>• Judgement of competence is based on evidence of Participant performance that is aligned to the unit/s of competency and associated assessments requirements.</li></ul>
<b>Reliable</b>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the Assessor conducting the assessment.</p>
<b>Flexible</b>	<p>Assessment is flexible to the individual Participant by:</p> <ul style="list-style-type: none"><li>• Reflecting the Participant's needs.</li><li>• Assessing competencies held by the Participant no matter how or where they have been acquired; and</li><li>• Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li></ul>
<b>Fair</b>	<p>The individual Participant's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual Participant's needs.</p> <p>The RTO informs the Participant about the assessment process, and provides the Participant with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

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## Rules of Evidence

NINTI TRAINING is required to ensure that all evidence provided by Participants, as proof of their competency, meets the following “rules of evidence”.

<b>Valid</b>	The Assessor is assured that the Participant has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficient</b>	The Assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a Participant’s competency.
<b>Authentic</b>	The Assessor is assured that the evidence presented for assessment is the Participant’s own work.
<b>Current</b>	The Assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Course Assessment

There will be assessment tasks set for each Course regardless of the learning mode. Assessment activities and expectations will be explained to participants and are outlined within Participant / assessment resources. Many courses require assessment to be completed after the Course, as workplace performance is essential in competency-based learning.

## Presentation of Assessments

- Assessments can be typed, and electronic versions will be provided.
- Handwritten assessments are also accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. NINTI TRAINING does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Participants are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, participants may be offered the opportunity to re-submit again. No further re-submits are allowed.

## Assessment results

Results of assessment are provided to participants as soon as is practical. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the Participant is received in advance. Where a single unit or skill set is assessed the issuing of a Statement of Attainment (SOA) will indicate assessment results.

## Reasonable adjustments

Participants with disabilities are encouraged to discuss with NINTI TRAINING any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the NINTI TRAINING to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## Certificates

### Types of Certificates

In general, four types of certificates are issued by NINTI TRAINING. Certificates can only be awarded by NINTI TRAINING in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Full qualifications can only be issued once the Participant has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognized training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Issued when a Participant is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognized training. Issued when a participant attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the Participant must have a satisfactory attendance rate.

Certificates will be emailed to participants and only be posted to their nominated postal address if requested. The onus is on the Participant to ensure their address details are correct. Certificates will not be sent to other parties, without the expressed prior written permission from the Participant. Duplicate or replacement copies of certificates may incur a fee.

## Training Delivery

### Training Resources

NINTI TRAINING ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience.
- Course materials appropriate to the methods of delivery and assessment requirements.
- All necessary copyright authorizations.
- Appropriate equipment and facilities.

### Training and Assessment Methods

Training and assessment methods used by NINTI TRAINING meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the Participant. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

### Delivery Methods

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved. Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

### Learning Materials

Participants receive a copy of training and /or assessment materials as part of the Course. Should you lose or misplace the materials you are provided, additional fees for replacement of materials may be incurred. Learning materials are colour coded as follows:

	Blue NINTI TRAINING logo	Assessment material to be collected, handed up, emailed in or posted in.
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The green version of the Ninti Training Limited logo, with the gear/circuit graphic and text in shades of green.	Green NINTI TRAINING logo	Participant training materials to be used and retained by Participant
The orange version of the Ninti Training Limited logo, with the gear/circuit graphic and text in shades of orange.	Orange NINTI TRAINING logo	Trainer resources, marking guides, facilitation instructions, activity debriefs

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the NINTI TRAINING must abide. NINTI TRAINING makes appropriate concessions for language, literacy and numeracy issues of participants where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

### Entry Requirements

Where there are entry requirements for courses e.g., literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

### Support to update literacy and numeracy skills

Advice is given to all participants on appropriate actions if there is a need to update literacy and numeracy skills. NINTI TRAINING can assist in providing this additional development prior to completing your enrolment into vocational skills.

Discuss with us your options for further language literacy and numeracy development. Participant support will be provided by appropriate trainers. Other services include:

- **Reading Writing Hotline** <http://www.readingwritinghotline.edu.au/> 1300 655 506
- **Adult Migrant Education Program FreeCell** 1300 585 868
- **Public Libraries**

## Recognition of Prior Learning

Recognition is the collective term and includes:

- Recognition of prior learning (RPL).

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- Recognition of current competency (RCC).
- Credit transfer (CT), and
- Mutual Recognition (MR).

All participants have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

NINTI TRAINING believes that no Participant is required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognized Course. There are some situations where recognition is not available due to the nature and funding of the training.

NINTI TRAINING aims to maximize the recognition of a Participant's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or Course of study. Participants who consider they already possess the competencies identified in all or part of any course/qualification offered by NINTI TRAINING may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact our RTO Manager on 08 89535500 who will provide the information you need to complete an application.

## Special Needs

Participants intending to enrol for training with the NINTI TRAINING are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment. Participants with disabilities or impairments are encouraged to discuss with the Trainer any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies. The Trainer in collaboration with the Participant, will assess the potential for the Participant to successfully complete the training which may include flexible delivery options to optimize the ease and benefit of the Participant's learning.

## Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

## POLICIES

### Feedback

NINTI TRAINING values all feedback from participants as it assists us to continuously improve the products and services we offer. Participants are encouraged to provide us with feedback, both positive and constructive. NINTI TRAINING has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

### Participant Records

NINTI TRAINING maintains an individual participant file for every Participant who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you. In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those NINTI TRAINING personnel who need to have access to your file for training and assessment purposes can access it. No other person/ participant can and will have access to your personal participant file without your prior written permission. If you would like access to your personal records simply contact Ninti Training.

### Complaints

NINTI TRAINING has a fair and equitable process for dealing with participant complaints. All Participants have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

#### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All participant and associated stakeholders have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the services that they have been provided (including through a third party) or the behavioural conduct of another Participant.
- All complaints are acknowledged in writing and finalized as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director NINTI TRAINING or an independent party to the complaint.

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- The complaint resolution procedure emphasizes mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalize NINTI TRAINING will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimization of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the Participant in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.
- NINTI TRAINING will identify potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the Participant to the trainer /assessor/ or General Manager. The Participant completes a Complaints Form to commence the process. For further information, see NINTI TRAINING Complaints Policy available from your Trainer.

## **Privacy**

NINTI TRAINING abides by the Privacy Act and respects participants, staff and trainer/assessors' right to privacy. As a RTO, NINTI TRAINING is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from participants in secure participant records. All staff must be scrupulous in using participant information only for the purposes for which it was gathered. All participants always have access to their own records.

NINTI TRAINING collects information from participants upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The NINTI TRAINING may use personal information to advise participants of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

NINTI TRAINING will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see NINTI TRAINING Privacy Policy available from your Trainer

# Participant Information Handbook



## Workplace Health and Safety (WHS)

NINTI TRAINING is committed to providing a safe and healthy learning and work environment. The safety of our participants and staff is of primary importance in all activities and operations of our organization. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

NINTI TRAINING encourages all persons to regard accident prevention and safety as a collective and individual responsibility. NINTI TRAINING recognizes its responsibility under the Workplace Health and Safety and related regulations. The General Manager has responsibility for ensuring the health and safety of staff, participants, contractors, and visitors. This includes:

- Provide and maintain safe plant, equipment, and systems of work.
- Provide, monitor, and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to participants, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

## Duty of Care

NINTI TRAINING is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, participants, and contractors. Specific responsibilities are shown below.

### NINTI TRAINING Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement, and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to NINTI TRAINING Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

# Participant Information Handbook



## Staff, contractors, participants, and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant NINTI TRAINING WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the DIRECTOR.

## **Accidents, Injuries and Near Misses**

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues. NINTI TRAINING will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

NINTI TRAINING is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement. Participants and employees are expected to take care to prevent work-related injuries to themselves and to others.

## Investigating incidents and accidents

The General Manager is responsible for investigating incidents and accidents. Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the General Manager will immediately undertake an investigation. The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the General Manager.
- Once action is approved, communicates outcomes and planned actions.