



Participant Handbook

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Rescue Training Group trading as Expert Training Group

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Welcome

Welcome and thank you for choosing Expert Training Group (ETG) for your professional development. Your enrolment is valued and forms an important step in further developing and/or recognising your skills and knowledge to assist in your career planning.

Our aim is to provide you with a first rate experience that is based on the latest practices and skills used in the workplace and the outdoor activities industry.

We are a registered training provider and as such meet administrative, delivery, staffing, facility, marketing, quality assurance and assessment standards agreed by Federal, State, and Territory Government in Australia.

Please take a few minutes to read this handbook. It contains important information regarding your rights and responsibilities as a participant, as well as the responsibilities of EXPERT TRAINING GROUP. We wish you every success in your studies, your professional development and future career and making the most of your experiences at Expert Training Group.

Entry Requirements

Please refer to the individual scope items for entry requirements into courses (i.e. fitness and medical clearance required for Cert III Outdoor Recreation).

Assessments / Qualifications / Examinations

Competency based training and assessment

Competency based training is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by the industry. Assessment in this course of study will follow a competency based format - competency being achieved when participants can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

Assessment strategies

Assessors will provide regular feedback during the development stages of competency to ensure that you the participant have as many opportunities as possible to successfully achieve competency when assessed. A broad range of assessment instruments have been devised to ensure appropriate assessment occurs and a series of result codes can be awarded. These instruments may include:

- response to scenarios
- role plays
- direct observation of performance, products, practical tasks, community based projects, and simulation activities.
- work based group projects
- assessment on the job or in a simulated workplace
- third party verification
- participant work booklets and written assessment tasks
- oral questioning
- portfolios

Assessments

When participants enrol in a course of study they have nominated for assessment. If through illness or for personal reasons you are unable to undertake planned assessments, you must notify the EXPERT TRAINING GROUP trainer immediately so that alternative arrangements may be made.

Retention of result of assessment

EXPERT TRAINING GROUP strongly recommends that participants retain their "Result of Assessment". It may be a necessary and valuable reference to use when seeking employment. EXPERT TRAINING GROUP retains participant's records and records of qualifications and statements of attainment for 30 years.

Assessment review

If participants wish to have their assessment reviewed, they will need to contact their trainer or EXPERT TRAINING GROUP's administration to make appropriate arrangements.

Assessment principles

All assessments conducted by EXPERT TRAINING GROUP will be conducted adhering to the principles of validity, fairness, flexibility & reliability and the Rules of Evidence, authenticity, sufficiency, validity and currency.

Reasonable Adjustment

Every reasonable effort is made to ensure all principles are met and no participant is disadvantaged due to any temporary or permanent disability.

For further information see link to disability supplement - <https://www.ncver.edu.au/rto-hub/statistical-standard-software/standard-enrolment-questions-example-form>

Application for Certificate or Statement of Attainment

All qualifications and statements of attainments issued by EXPERT TRAINING GROUP meet the Australian Quality Framework requirements. If participants have satisfied all requirements for a course, they will be eligible for the course award, and EXPERT TRAINING GROUP will issue either a Certificate or a Statement of Attainment. The document will list your name, the Qualification and units of competence completed and the date of issuance. The Nationally recognised Training logo will be printed on your statement or certificate indicating that it is recognised throughout Australia. This means your skills are transferable. Please keep your statement or certificate in a safe place as you may need to show it to employers or future trainers, so they understand the qualifications you have earned.

If you have misplaced your certificate or statement for a qualification you have achieved with EXPERT TRAINING GROUP, you may request for a replacement to be issued. An administration fee will apply.

Assessment Coding

The grading for each assessment tool/instrument will be:

S = Satisfactory **NS** = Not satisfactory

If you receive a NS you may be asked to re-submit or undertake a supplementary assessment

The grading for each unit will be:

C = Competent **NYC** = Not yet competent

A competent grading is received if all assessments submitted for the unit are assessed as satisfactory.

A NYC grading is received if you receive a NS grading on a submitted assessment and you do not resubmit or undertake no further assessment for the unit

Delivery Modes

Delivery is flexible, and responsive to the following participant needs:

- language, literacy and numeracy levels
- individual differences
- cultural diversity

The following strategies are incorporated in delivery:

- self-paced learning via participant guides, use of library resources, computer based learning
- work based projects
- discussion groups
- case studies and role plays
- on the job training

The required principles and rules for assessment apply.

Customisation

EXPERT TRAINING GROUP provides customised training and assessment strategies for all participants. Units of competency are contextualised to suit the needs of the specific workplace and job role, in order to make the training relevant and meaningful to the participant.

To ensure every possibility is provided for participants to demonstrate competence, the following strategies are incorporated into training:

- community and workplace based projects
- negotiated programs
- workshops with industry components and input

Recognition of Prior Learning

Recognition of prior learning takes into account previous study, work and life experience and then measures this against the course being studied in order to determine if a participant can receive credit towards a qualification.

Participants who consider that they already possess the competencies obtained through previous formal or informal training, work experience and/or life experience will be provided with the opportunity for RPL assessment.

Accelerated Progression

Participants who have already acquired some of the competencies required to complete a unit may negotiate an accelerated learning path with the trainer.

Credit Transfer/mutual recognition/exemptions

EXPERT TRAINING GROUP recognises VET qualifications issued by other registered training organisations. Credit transfer is available for any units successfully completed in other courses, which have the same outcome as units in the qualifications you are participating in now. Evidence of the successful completion of units will be required before credit transfer can be approved. Credit transfer is not applicable to units /subjects from non accredited courses. Original documents (i.e. certificate or statement of attainment) will be needed to support a participant's case.

Unique Student Identifier (USI)

Every student requires a Unique Student Identifier (USI) to obtain a certificate or qualification from their registered training organization when studying a nationally recognised training course in Australia. This includes studying at a public (e.g. TAFE) or private training organisation, completing an apprenticeship, certificate or diploma course. If you don't have a USI you will not receive your qualification or statement of attainment.

A USI gives you access to an online account which keeps all your training records since 1st January 2015 together, even if you move locations, change training organisations or undertake studies at different times in your life. You will also be able to produce a comprehensive transcript of your training. This can be helpful when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The RTO cannot issue an award to any student who does not have an unique student identifier.

For more information visit www.usi.gov.au.
It is free and easy for students to create their own USIs online.

If you would like to create a USI, go to: <https://www.usi.gov.au/students/create-your-usi>

Note: You will be required to provide 2 forms of ID.

Social Justice / Access & Equity Principles

This policy demonstrates EXPERT TRAINING GROUP commitment to supporting the diversity of its participants. The principles of access and equity hold that individuals have the basic right of access to, and participation in, education and training programs without prejudices to entry and with the absence of unjustified discrimination. The key aspects of this Policy include the following points:

- EXPERT TRAINING GROUP will provide quality training courses and services that are responsive to the diverse needs of the industry.
- EXPERT TRAINING GROUP is committed to meeting the individual learning needs of participants, irrespective of their individual or group differences.
- EXPERT TRAINING GROUP is committed to ensuring that members of the community are able to access, participate and achieve in any Vocational Education and Training course on scope.

The vocational education and training access and equity policy also acknowledges EXPERT TRAINING GROUP's legal obligations under State and Federal equal opportunity law, including the:

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- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1995 (Commonwealth)
- Work Health & Safety Act 2011
- Equal Opportunity Act, 2010
- Vocational Education, Training & Employment Act 2010

Complaint and appeal procedures

EXPERT TRAINING GROUP will provide participants with access to a complaint procedure, with all attempts being made to reach an amicable situation. Circumstances which may result in a complaint include:

- Academic unfairness
- Discriminatory behaviour
- Unprofessional behaviour
- Breach of privacy
- Other perceived grievances

Full copies of complaint procedures, the academic appeal process and the disciplinary appeal process are contained in EXPERT TRAINING GROUP's Complaints and Appeals Procedure.

To view ETG's complaints and Appeal Policy please refer to the following link.

https://docs.google.com/document/d/1b_XtFGKBk-JMGHDDkECjOvITcgM6J8cc/edit

To lodge a complaint or appeal please use the form from the link below:

<https://experttraininggroup.com.au/wp-content/uploads/2021/12/8-Complaints-and-appeal-form.pdf>

Compliance and Legislation

EXPERT TRAINING GROUP complies with all relevant Commonwealth and state legislations and regulations requirements and licences and permits in the operations of its RTO.

Rules and Regulations

The rules outlined by EXPERT TRAINING GROUP are designed to protect the safety, health and security of all participants and staff while engaged in training. Our policy is to treat people with respect and fairness, and expect it from others

- Bullying and harassment of other participants or staff is not acceptable and will not be tolerated
- Smoking is prohibited in training venues, public areas, patrolled beaches and inside National Parks (please abide by State Legislation – Tobacco and other Smoky Products Act 1988 (QLD))
- Any unlawful behaviour during training and in training areas is prohibited and will be referred to the relevant state bodies for investigation
- Expert Training Group encourages ethical and environmentally sensible behaviour
- All Safety equipment and PPE issued for training purposes must be worn.
- The use and possession of illegal drugs and alcohol is prohibited in the training environment

Participant Support Arrangements

Expert Training Group will assist all participants in their efforts to complete training programs by all methods available and reasonable. Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Expert Training Group staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Expert Training Group to assist them in achieving the required level of competency in all nationally recognised qualifications.

The following processes will be applied for participants considered to be 'at risk'.

In the event that a participant is experiencing personal difficulties, training staff will encourage the participant to contact Expert Training Group management, who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Expert Training Group can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Expert Training Group staff members will assist participants to source appropriate support.

Work Health & Safety

EXPERT TRAINING GROUP is committed to achieving the highest practicable level of Workplace Health and Safety (WH&S) for all staff and participants and will comply with all obligations as outlined in the Work Health and Safety Act 2011. WH&S encompasses the provision of a safe working environment, accident and injury prevention, rehabilitation of injured employees and concerns both mental and physical aspects of work and duty of care.

Many pursuits in the Outdoor Recreation industry by their nature involve high risk activities. You need to be cognizant of this fact and always comply with the instructions of your trainer and/or other industry specialists and employees of an organisation whose activity you are partaking in.

EXPERT TRAINING GROUP recognises its responsibility to protect the health and safety of its employees and participants through the provision of a safe and healthy work environment and safe systems of work. WH&S is the right of everybody at work, including those affected by the work of others and can only be achieved when responsibility is defined and accepted at all levels of the company.

- Participants are required to demonstrate safe working practices at all times. The work area will comply with current Workplace Health and Safety legislation.
- EXPERT TRAINING GROUP takes its duty to provide all employees and community members with a safe and healthy working environment seriously.
- Workplace health and safety practices and processes including Risk Analysis of training sites and activities are continuously reviewed to ensure that they comply with all relevant State workplace health and safety legislation.

Copyright

Copyright (or author's right) is a legal term used to describe the rights that creators have over their literary and artistic works. Works covered by copyright range from books, music, paintings, sculpture, and films, to computer programs, databases, advertisements, maps, and technical drawings.

This means you need permission to use another person's work and you need to make reference to your source. (Copyright Act 1968)

Physical Resources

Our resources are consistent with training and industry requirements and may include:

- Participant workbooks
- Trainer manual
- Laptop computers
- Access to training rooms
- Data projectors
- Photocopying facilities
- Learning resources
- Information
- Exercises and activities
- Outdoor gear for activities

Where workplace facilities and equipment are accessed, an equipment usage agreement will be formalised and signed off with the employer.

Human Resources / EXPERT TRAINING GROUP staff

EXPERT TRAINING GROUP will adhere to the human resources requirements stipulated for each course. All trainers have satisfied this organisation as to their individual training and experience. Certified copies of all qualifications are held on file for perusal. Staff maintain industry and VET knowledge currency.

EXPERT TRAINING GROUP aims to encourage and retain high quality staff who can work effectively in a performance managed system. This allows EXPERT TRAINING GROUP to enhance the lives of its participants by providing them with a quality service and increased employment opportunities through the dedication, commitment and loyalty of its staff.

EXPERT TRAINING GROUP will provide professional development to all training and administrative staff in order to ensure the design, development and delivery of training courses is culturally appropriate and contextualised to suit the participant group.

Course Fees (if applicable)

Participants at the time of enrolment, or by sending the Course Booking Form, have agreed to pay the relevant fee for a specific course and enrolment period. All participants will be issued with a Tax Invoice for the course prior to course commencement with payment due by 14 days prior to course commencement. Payment of our Tax Invoice is required within 14 days of being issued.

EXPERT TRAINING GROUP has a refund policy, should you choose to withdraw from the course you have enrolled in (application for refund form available).

EXPERT TRAINING GROUP will refund on a pro rata basis on approval by the training manager.

To withdraw your enrolment you will need to complete a 'request for withdrawal' form and submit a written and signed application.

Full awards and/or Statements of Attainment will not be issued until payment is received in full.

Refund Policy

Cancellation of course by Expert Training Group

Should ETG cancel a course, for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund. No administrative charges or penalties will be deducted. Participants who have units that they have been assessed as competent will be issued a Statement of Attainment and the pro-rata cost for those units will be deducted from the refund.

Should ETG or its third party, ADTC for any reason cease to exist as an RTO or be unable to deliver any part of the training product that a participant is enrolled in, a full refund will be offered.

The participant has a right to obtain a refund for services paid for in advance and not delivered in the event that the RTO terminates the arrangement or fails to provide the service.

ETG will not at any time require a participant to prepay any fee in excess of \$1500

Withdrawal prior to course commencement

If a participant withdraws from a course prior to course commencement, within 2 weeks after ETG is in receipt of the course booking form, a refund for the course fees paid will be made, less 25% non-refundable administration fee.

Withdrawal after course commencement

Once the course has commenced, a refund will NOT apply.

In case of a participant withdrawing from a course or program due to extenuating circumstances (illness, accident or extreme hardship), ETG may, at its discretion, allow a refund of all or part of the course fees.

Participant responsibilities and entitlements

The following statements on participant entitlements and responsibilities are evidence of EXPERT TRAINING GROUP's commitment to providing high quality vocational education and training.

Participant entitlements

To achieve a positive environment of mutual trust and respect, all participants are entitled to:

- A participant induction by EXPERT TRAINING GROUP
- Respect from all staff
- A just hearing in any dispute
- A safe working environment
- Equal opportunity to enrol in appropriate courses
- Access to all available learning resources
- Access to support staff
- Access to information on employment pathways

EXPERT TRAINING GROUP responsibilities

Prior to enrolment EXPERT TRAINING GROUP will provide information to prospective participants about:

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- Participant selection, enrolment and induction procedures
- Course information, including content and work outcomes
- Fees and charges, including refund and exemption policies
- Participant learning support
- Recognition of prior learning
- Staff responsibilities for access and equity
- Appeals and complaint procedures

Participant responsibilities

During the course of study, participants should:

- Arrive punctually to training sessions.
- Adopt an acceptable standard of behaviour and courtesy towards all participants and staff.
- Meet all assessment requirements
- Abide by the conditions of the Work Health and Safety Act 2011.
- Submit assessment items by the due date. If necessary, negotiate extensions.
- On completion of the course, return any EXPERT TRAINING GROUP property.

Commencement of Course

Commencement of the course is subject to sufficient demand and availability of resources and industry input.

Prior to commencement of the course, participants will undergo an **induction program**. Participants will be supplied with a training program outlining the planned delivery session sequence and assessment requirements, as well as information regarding:

- Fees and charges (if any)
- Provision of language, literacy and numeracy support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning arrangements

Monitoring and Evaluation of Outcomes

As part of EXPERT TRAINING GROUP's quality management system, participants are required to complete a post course evaluation to ascertain their satisfaction with aspects of the course, such as course content, relevance, usefulness to job seeking, delivery, venue, further training and support needed. This ensures the training has met expectations and highlights areas in need of improvement.

Once relevant data is received it will be collated, analysed and recommendations made will be disseminated through trainer meetings resulting in prompt implementation.

ETG is committed to continuous improvement.

Quality and Business Improvement

EXPERT TRAINING GROUP provides a total training solution, customised services and support at each stage of the training process. Our ability to provide **tailored solutions** for each participant's unique needs ensures that our training services are time and cost effective.

EXPERT TRAINING GROUP has adopted policies and management practices which will maintain high professional standards in the **marketing and delivery** of vocational education and training service and which will safeguard the interests and welfare of participants.

EXPERT TRAINING GROUP will meet all **legislative requirements** of State, Federal and Local Government. In particular, Workplace Health and Safety, Workplace Relations, National Vocational Education and Training Regulator Act 2011 and Standards for NVR Registered Training Organizations 2015.

As a registered training organisation, EXPERT TRAINING GROUP will adhere to the **Australian Qualifications Framework** (AQF) which is a comprehensive policy framework, defining all qualifications recognised nationally in post compulsory education and training within Australia. The Australian Qualifications Framework comprises guidelines which define each qualification together with principles and protocols covering articulation, issuance of a qualification and transition arrangements.

Our quality system includes:

- Policies
- Procedures
- Forms and references
- Record retention

Feedback / Evaluation / Continuous Improvement

As EXPERT TRAINING GROUP has the prime responsibility for overseeing the delivery of training and assessment and issuing the qualification it is extremely important to receive feedback from you. An evaluation form will be provided to you during the term of the training course. We also welcome informal feedback throughout your training course whether it be comments made to your training representative, emails to info@rescuetraininggroup.com.au. Feedback is a vital tool in ensuring that we deliver quality programs at all times to our participants and your continuous feedback throughout your training program is highly valued and welcomed. Please be assured that any evaluation of services is confidential and is only used for the purposes of improving the quality of our service to participants. Your feedback is contributing to our continuous improvement all aspects of the running of our RTO.

Privacy

EXPERT TRAINING GROUP recognises that privacy and security of personal information is important to participants. To ensure the highest standards are maintained, EXPERT TRAINING GROUP staff members are committed to meeting requirements outlined in Information Standard 3 (re collection, storage, security, accuracy and disclosure of personal information).

Under the Data Provision Requirements 2012, Expert Training Group is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including personal information contained on this enrolment form and your training activity data) may be used for disclosed by ETG for statistical, administrative, regulatory and research purposes. ETG may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER;
- personal information that has been disclosed to NCVER may be used or disclosed for the following purposes:
- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information, and;
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a NCVER student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note that you may opt out of the survey at the time of being contacted.

NCVER will collect, hold and disclose your personal information in accordance with the *Privacy Act 1988*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

ETG retains a record of personal information about all individuals with whom we undertake any form of business activity. ETG must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes. ETG ensures the privacy and confidentiality of all student records is maintained by storing electronic and/or hard copies securely. A breach of privacy complaint should be made through the RTO in the first instant.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, ETG is required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments.

ETG must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTO's under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of services

delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

For information about how ETG collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to ETG privacy policy which can be found within the Student Handbook and on the web at: www.experttraininggroup.com

This Privacy Policy contains information about how individuals may access and seek correction of the personal information held by us, and how to complain about a breach of privacy, and how we will deal with such a complaint.

In providing your personal information as requested and signing this notice, you are confirming your receipt of, and understanding of these details, and providing your consent for the collection, storage, use and disclosure of your personal information as outlined.

Use of photographs and videos

You give ETG permission to use photos taken during training courses in public material and social media (including any photos where you may be recognised), as may be useful.

You authorise images of your participation in training to be used by ETG for future marketing and business purposes. You retain the right to withdraw your consent at any time. You may either opt out of the marketing and usage consent by indicating this in the relevant area of the enrolment form, or otherwise by instructing ETG in writing.

Important announcements

Where there are changes to agreed services, ETG will advise the participants and or client as soon as practicable.

This may be by direct contact (telephone)in the first instance and followed up via email.

Future Directions / Employment Pathways

EXPERT TRAINING GROUP will assist successful participants with future study direction, career direction and job readiness where appropriate.

Upon successful completion of the full training course/skills set, graduates will be given the contacts for Queensland and Interstate organisations with whom Expert Training Group has affiliations and/or who ExperienceCo or any of its related entities have dealings with,

Employability skills: Once you have completed a unit of competence from your qualification you should download qualification specific Employability Skills Summary from : <http://employabilityskills.training.com.au>

Records Access Request Form

EXPERT TRAINING GROUP will keep records on file electronically and physically and these can be accessed using our request system below.

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

This form must be signed by both the participant and RTO representative as an official record of the access request and identify verification. The Manager is required to verify your identity through either presentation of appropriate identification or answering a series of specific targeted questions.

REQUEST FOR ACCESS TO RECORDS			
Participants Name:			
Date of Request:		Style of Request:	In person / Telephone / Written
Identification submitted:	Type		No
Identification approved	<input type="checkbox"/> Yes <input type="checkbox"/> No	Reason:	
Participants signature:			
Training Coordinators signature			
Note: There may be a waiting period of up to 7 days before access can be granted.			
ACCESS TO RECORDS			
Date of Access:			
Records accessed:			
Participants signature:			
Training Coordinators Signature:			

Confirmation of Participant Induction

A representative of EXPERT TRAINING GROUP has made me aware of the Participant Handbook, and I have been given the opportunity to read the contents. This includes

- Assessment / qualifications / examinations / principles
- Delivery modes
- Customisation
- RPL, Accelerated progression and credit transfers
- Social Justice and Equity principles
- Complaint and appeal procedures
- Rules and Regulations
- Fees / Refunds
- Participant Support arrangements
- Occupational Health & Safety
- Physical and human resources
- Monitoring and evaluation of outcomes
- Quality and business improvement
- Future directions
- Privacy
- Data collection and retention
- Access to records

I understand that it is my responsibility to be familiar with the contents of the handbook and to ask questions on any matters I don't understand.

I understand that EXPERT TRAINING GROUP will retain this form as proof of my induction.

PARTICIPANT NAME	
PARTICIPANT SIGNATURE	
DATE	