

## **Optec Policies & Procedures**

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### **Applies to all Optec Course Participants**

#### **Access and Equity**

Optec applies access and equity principles to all potential and current participants by providing timely and appropriate information, advice and support to assist them achieve their desired outcomes. Optec promotes training and assessment services to the public in a non-discriminatory manner. Optec ensures that all staff are provided with appropriate information, training and resources to support the principles of access and equity.

Optec will ensure that all people have access to our education programs regardless of age, gender, sexuality, race, ethnic origin, political belief, religious belief, disability or disadvantage. If you have difficulty with English, language/numeracy and hearing or vision or a physical disability we will attempt to assist if you advise us at the time of enrolment. If you have a medical condition it would be advisable to advise Optec of your needs.

[Access and Equity Policy Document \(PDF - 145 KB\)](#)

#### **Appeals Procedure**

Any client who is dissatisfied with any assessment or training conducted by Optec shall have access to the appeals procedure. A Optec appeals form must be completed and will be responded to within 15 days of receipt. Please contact Optec staff if you require further information.

[Complaints and Appeals Policy & Procedure Document \(PDF - 360 KB\)](#)

[Complaints and Appeals Form \(PDF - 40 KB\)](#)

#### **Complaints Procedure**

Persons with a complaint concerning the manner that Optec including all personnel conducts its responsibilities as an RTO, have access to the complaints procedure, being initial contact with any Optec staff or the CEO. If matter can not be resolved through the CEO a formal process will be initiated via the completion of the Optec complaints form. (See above)

#### **Client Induction**

On confirmation of the course, participants will receive a Participant Information Handbook. At the beginning of each course, the Facilitator will advise participants of the Occupational Health and Safety requirements and housekeeping. All participants will receive a course manual.

#### **Course Assessment**

In order to complete the Certificate IV in Training and Assessment participants are required to submit a number of assessments. These assessments consist of a blend of in-class assessments, post course assignment and participation during face to face delivery.

#### **Continuous Improvement**

Towards the end of the course each participant will be asked to complete an evaluation/feedback form that looks at their level of satisfaction and ways of improving our service. Please take time to complete this form accurately so that we can improve our training for the future participants.

### **Disciplinary Procedures**

Optec retains the right to remove from class participants who disrupt the learning experience of other participants. Participants who do not behave in an acceptable and appropriate manner towards staff, other participants and fail to respect the property of Optec, will be brought to the attention of the facilitator, if the behaviour persists, the CEO will attend the situation

### **Fees and Charges**

Please refer to initial enquiry letter and enrolment form. Training fees paid in advance are banked to suspense pending the commencement of the course.

### **Issuance of Qualifications**

Participants who meet the required outcomes of a qualification or a unit of competency are issued with qualification or Statements of Attainment in accordance with the Australian Quality Training Framework(AQTF) and the Australian Qualifications Framework (AQF) Implementation Handbook.

### **Language, Literacy and Numeracy Skills**

Optec is committed to helping participants who have difficulties with Language, Literacy and Numeracy and consultation is available upon request to a staff member. If further assistance is required, a student may be referred to a specialist from the following providers:

- Centrelink: 13 10 21 <http://www.centrelink.gov.au/internet/internet.nsf/home/index.htm>
-  (English for International students): <http://www.australian-universities.com/english/english-victoria.php>
- Dyslexia: [http://www.adhd.com.au/Dyslexia\\_Learning\\_Difficulties.htm](http://www.adhd.com.au/Dyslexia_Learning_Difficulties.htm)
-  Reading and Writing Hotline: 1300 655 506 <http://www.literacyline.edu.au/>

### **Legislation**

Optec is responsible for providing a learning environment which complies with State and Federal legislation. Students and staff are adequately covered by relevant legislation such as:

- OH & S
- Workplace harassment, victimisation and bullying
- Anti-discrimination
- Privacy
- Vocation Education and Training Act 1996

### **Marketing**

Optec is committed to the following:

- Marketing and advertising its services in an ethical manner
- Clearly defines the organisation's status, the products and services covered by the recognised scope of registration in any advertising conducted
- Ensures clients are provided with full details of conditions in any contractual arrangements

- Gains a clients written permission before it can use information about that individual in any marketing material
- Uses the nationally recognised training logo on relevant Qualifications and Statements of Attainment in accordance with the national and state recognition authorities condition of use

### **Mutual Recognition**

Optec recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO).

[Mutual Recognition Policy Document \(PDF - 32 KB\)](#)

### **Occupational Health and Safety**

Optec is compliant in its policy and procedures to the Occupation Health and Safety Act 1984 and its associated regulations. An incident book will be kept at the administration office and all incidents and accidents must be recorded as soon as practicable. Optec does not permit smoking or the consumption of alcohol or other drugs on any of its premises during training.

### **Plagiarism**

It is not permissible to attempt to pass of another person's work and ideas as one's own. To do so constitutes plagiarism, and will result in penalties, including exclusion from the units or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously.

### **Privacy**

Optec is subject to the Privacy Act 1988 of the Commonwealth of Australia because we are an organisation defined by the Act and hold personal information. Optec has procedures in place to obtain student consent for storage and safeguarding their personal information. Optec provides student access to personal information by written request.

### **Quality Policy Statement**

Optec routinely reviews the performance of the Quality System to ensure its ongoing suitability to both Optec and its stakeholders.

### **Refund Policy**

Optec has a fair and equitable Refund Policy which is addressed in the following procedures: Refunds are offered to participants in the following circumstances;

- Non-attendance will incur full course cost (student can transfer within 6 months).
- If you wish to transfer to another course, five days notice prior to course commencement must be given.
- If you wish to cancel, five (5) days notice must be received, however a \$100 administration fee is payable.
- If a course is commenced but not completed, the full cost is payable (student can transfer within 6 months).

Clients are required to complete a refund request form.

[Refund Policy Document \(PDF - 34 KB\)](#)

### **Record Keeping**

Optec keeps complete and accurate records of student attendance and academic results and company finances including refunds. Students have access to their personal records once a identified records checklist has been completed.

### **Skill Recognition**

Optec has a commitment to the principles of Recognition of Prior Learning (RPL)/Recognition of Current Competency (RCC)/Mutual Recognition being made available on an equal opportunity basis for all course participants.

RPL, RCC and Mutual Recognition is the acknowledgement of skills and knowledge obtained through:

- Formal training (Industry and Education)
- Work experience
- Voluntary experience
- Life experience
- Qualifications outside the AQF
- Certificates and statements of attainment issued by other Registered Training Organisations

Optec will seek to formally recognise all prior learning and experience, substantiating this process, by determining in a supportive environment to assess competence to meet the required standard.

[Recognition of Prior Learning Policy Document \(PDF - 84 KB\)](#)

### **Support, Welfare and Guidance**

Optec will make every effort to provide as much support as possible within its policies and resources for participants to achieve the required level of competency in courses. Participants may contact Optec to discuss any difficulties (vocational and personal) they may be having and will be given confidential support and guidance. The welfare of all participants is of concern to us and while we cannot offer counselling services, we will endeavour to provide appropriate assistance, guidance and referral as appropriate for anyone who seeks our support.

### **Special Needs**

We undertake to support students towards successful completion of their qualification. Where a person with special needs is identified, we will undertake to meet with the individual to discuss the course, its content and assessment. We will negotiate strategies to assist the individual. There will be monitoring of the strategies on an ongoing basis between all relevant participants.