



Frequently Asked Questions

Trainee and Client Services



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Trainee and Client Services

How and when do you pay for the course?

Corporate Booked Courses

Details of the Course Fee structure are provided either where a written quotation is requested prior to commissioning of the course, or as part of the information package supplied with each course. Agreement to the Fees and Conditions are confirmed by written agreement prior to confirmation of course booking.

An Agreement to Quotation form will be provided with each quotation for the client to sign as agreement to the terms and conditions as outlined in the quotation document.

On acceptance of the quoted cost, a deposit amount (50% of total quoted cost) will be invoiced to the Client or Trainees, to be made payable within fourteen (14) days from date of invoice.

Individual Trainee Courses

Courses booked by an individual person paying for his / herself are required to pay the full cost of training prior to training commencement. This payment can be made either by Direct Debit, Credit Card or Cheque payable to Evac-You-8 Enterprises Pty Ltd. Agreement to the Fees and Conditions are confirmed by completion of a Course Booking Form.

Other Information

Evac You Eight reserves the right to withhold Statements of Attainment and Training Reports until all fees have been paid in full. On payment of any invoice, a receipt will be issued. Any changes to fees will be given in writing for prior agreement. We reserve the right to determine fees at any time with due notice given.

Can fees be paid in instalments?

Corporate Booked Courses

When a course is booked through a company, a Deposit invoice is raised which must be paid prior to the date of training. On completion of the training the company will be issued with a Final Invoice for the invoice amount. Under special circumstances this invoice can be paid in instalments with the approval of the Director.

Trainee Booked Course

No. Training booked for an individual person must be paid in full either in advance or on the day of training. We accept Direct Debit, Cheques and Credit Card payments.

What if I already have experience or qualifications relevant to the course?

Trainees who believe they do not need to complete the full course will need to provide a previous Statement of Attainment for a course from either Evac You Eight or another RTO. If you are currently using your knowledge and skills at your current site and can provide a previous statement of attainment, Evac You Eight can offer Recognition of Prior Learning as a credit transfer for your current site.



Remember that in this industry, your qualifications have to be updated and retested in accordance with the requirements outlined in Australian Standards 3745-2010.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning – Credit Transfer

In practice as a Registered Training Organisation (RTO) in the safety industry, we are bound by legislation guidelines. Trainees who believe they do not need to complete the full course will need to provide a previous statement of attainment for a course from either Evac You Eight or another RTO. If you are currently using your knowledge and skills at your current site and can provide a previous statement of attainment, Evac You Eight can offer RPL for your current site.

Remember that in this industry, your qualifications have to be updated and retested in accordance with the requirements outlined in Australian Standards 3745-2010.

What learner support assistance is in place?

As Evac You Eight runs short courses, we don't have extensive support services for our trainees. But, we want our trainees to succeed in their learning. If trainees are having difficulties, our trainers and assessors can provide the following types of learner support assistance:

- a. Explanations of parts of the learning that have not been understood
- b. Flexibility in delivering of training in terms of timing (dependant on the employers needs)
- c. Extra time on practicals and testing as appropriate
- d. Individual or group coaching of trainee, subject to agreement by the employer
- e. Repeat of classes, subject to approval by employer

We are mindful of the diversity of people in our classes and cater for this in our teaching and testing methods.

Trainees are encouraged to discuss any problems or issues they may have in learning. The trainer will try to identify together with the trainee what issues the trainee may face in learning. Trainees are encouraged to ask questions relevant to the Training Course.

We do not offer guidance or welfare advice given the length of our course.

Does Evac You Eight offer Equal Opportunity?

All Clients and Trainees are entitled to, and will be given equal consideration and treated with equal respect. Evac You Eight will in no way discriminate on the basis of race, gender, sexual preference, belief or age.

Further, Evac You Eight will monitor the composition of its team structure and the training environment, and if necessary shall undertake action to ensure that the learning environment adheres to this policy.

How do I make a complaint if I am dissatisfied with the course or service?

Steps to follow if Client or Trainee has a Complaint or Grievance.



Evac You Eight is client focused so desire to utilise any such instances as an opportunity to improve our service.

STEP 1 - Talk to the person/s involved: In the first instance the complaint should be discussed with the relevant member of staff or Manager – Training & Operations.

STEP 2 - Written Complaint: If not satisfied, a complaints form must be submitted to the Director. This form can be requested via our Head Office, Trainers and Assessors have print copies available if necessary.

STEP 3 - A Meeting or Phone Conference: Details of any meetings with the person making the complaint shall be minuted.

STEP 4 - If still unresolved: If agreement still cannot be reached and the person making the complaint wishes to pursue the matter it can be taken to the Department of Fair Trading or reported to ASQA.

RTO Regulators Role: The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties, so they will not handle a specific complaint that has not gone through our internal processes. But ASQA does investigate complaints in order to manage the risk of training providers not complying with their legislative obligations. See their website for more information.

[Complaints and Appeals Form](#)

Steps to follow in an Assessment Appeal

STEP 1 - Talk to your Trainer: For testing and assessments, if the Trainee appeals the results, The Trainer will immediately discuss the outcome to resolve the difference and reach agreement.

STEP 2 - Re-marking or re-assessment: If agreement cannot be reached, the Trainee has the right to be assessed again by the same Trainer, or may request that another Trainer undertakes the assessment.

STEP 3 - Written Appeal: If agreement is still not reached, an appeals form must be submitted. Then the Trainee and Manager – Training & Operations or Director or nominee shall meet to discuss the assessment.

Details of the meeting shall be minuted and the Trainee informed.

Each person making an appeal must be given an opportunity to formally present their case.



Each person making an appeal must be given a written statement of appeal outcomes, including reasons for the decision.

STEP 4 - Going External: If agreement still cannot be reached and the Trainee wishes to make a formal appeal, then this appeal must be heard by an independent person or panel if resolution cannot be reached first.

RTO Regulators Role: It is not ASQA's role to arbitrate between aggrieved parties so they will not handle a specific complaint or an assessment appeal that has not gone through our internal processes. See their website for more information.

[Complaints and Appeals Form](#)

What policies are in place to help me if I have a disability?

Evac You Eight will make reasonable adjustments in order to cater for the needs of clients and trainees who have a disability. Our evacuation training will also take into account the needs of people with specific needs.

What happens if someone attending training is under 18 years?

All of our trainers/assessors undertake the required Working with Children checks and can therefore work with participants under the age of 18.

A parent or guardian will however, need to refer to the enrolment form and sign your enrolment.

What if I am concerned about the level of English comprehension required?

Support persons such as signers and interpreters are welcome in our training sessions. We shall ensure that our training is delivered at a reasonable pace that is accessible and understandable for all Trainees. We shall use plain English and explain terminology with practical examples.

Assessment is by:

- a. Written multiple choice and true or false questionnaires.
- b. Practical demonstration of skills.

Assessment may be taken verbally via question and answer interaction if requested. Please inform the Trainer prior to session commencement if you consider this is the best option for you.

What are the policies regarding harassment, victimisation & bullying?

Harassment

Support persons such as signers and interpreters are welcome in our training sessions. We shall ensure that our training is delivered at a reasonable pace that is accessible and understandable for



all Trainees. We shall use plain English and explain terminology with practical examples.

1. Physical assault including sexual assault, offensive jokes and suggestions, and verbal abuse
2. Distributing or displaying offensive material, i.e. pictures, cartoons etc
3. Making offensive telephone calls, text or e-mail messages
4. Making suggestions about sexual activity or favours with threats or promises
5. Telling jokes or making derogatory comments about a person's race, gender, sexual preference, disability, belief or age
6. Isolating, segregating humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group

Evac You Eight will follow up complaints of harassment from Clients or Trainees. You should first speak with your Trainer or the Director about your circumstances. You may also wish to speak with your Employer.

There is a process to follow up such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or the Ethnic Affairs Council.

Gender

Evac You Eight encourages and accepts both men and women into all of its courses and staff. Every attempt is made to ensure that appropriate non-gender specific language is used in all training resources.

Any specific gender language used is not intended to offend or discriminate.

What is Evac You Eight's Refund Policy?

General Refunds will be made in the following circumstances:

1. If Evac You Eight cancel a course you are entitled to a full refund.
2. Cancellations notified in writing more than 7 working days before the program begins will not result in a fee being charged. Where possible the course will be re-scheduled.
3. Cancellations advised less than 7 working days prior to course commencement will result in the deposit amount being charged as per the written agreement.
4. Course fees are non-refundable where clients withdraw or do not attend on the day of training after the agreement has been signed.

Evac You Eight regrets that it cannot accept responsibility for changes to your work commitments or personal circumstances.

What information services are available?

Evac You Eight provides timely and appropriate information, advice and support services including:

- **Selection and admission** – Employers can nominate staff that will attend training.
- **Training** – Some of our courses are for people with specific workplace safety responsibilities



- **Fees and Charges** – Fees for courses are clearly identified in the quotations sent to employers. Payment of fees does not mean a trainee is guaranteed successful completion of a course.
- **Trainee awareness of the Evac You Eight FAQ's** – all clients and trainees are made aware of Evac You Eight's responsibilities under legislative requirements including Vocational Education and Training Requirements. We explain that as an RTO, we must meet certain standards and that we are an approved provider of quality training in WER. Ask your employer, the trainer or view the Evac You Eight website if you have not seen the FAQ's before starting the course. Trainers have a hard copy of the FAQ's available for review at each training session.
- **Training Delivery and Assessment Procedures** – every trainee, on commencement of a course will be taken through an outline of the delivery and assessment process. All assessments are standardised tests. We use questions, knowledge tests and practicals that provide evidence of your knowledge and skill in the context of the building where you work. This brochure will be available to read at the course.
- **Trainee Appeals and Complaints Procedures** – every trainee has the right to appeal assessment decisions or lodge a complaint.
- **Trainee Induction** – we liaise with your Employer prior to the course, and to Trainees at the commencement of each course. We are happy to discuss any course related matters during the breaks. Please do not hesitate to speak with us if you have any questions regarding the training program or equipment.

Prior to a course starting, we make sure that our clients and trainees have all the information they require and know where and how to ask questions. The quotation, website details and client and participant information will be provided. Evac You Eight Staff can answer further questions by phone and in person.

What laws, regulations and standards is Evac You Eight required to follow as a RTO?

Evac- You- 8 Enterprise Pty Ltd recognises its obligations under New South Wales and Commonwealth legislation.

Evac You Eight recognises the responsibilities and undertakings required of a Registered Training Organisation to meet and maintain systems that comply with the VET Quality Framework.

Evac- You- 8 will comply with the following legislation:

- Affirmative Action (Equal Opportunity for Women) Act 1986
- Age Discrimination Act 2004
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Equal Employment Opportunity Act (1987)
- Fair Work Act (2009)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999



- NSW Anti Discrimination Act 1977
- WHS Act (2011) and WHS Regulations (2011) NSW
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act)
- Privacy Act 2013 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Workers Compensation Act 1987
- Workplace Injury Management and Workers Compensation Act 1998
- Workplace Injury Management and Workers' Compensation Act (1988)

Evac You Eight will comply with the following National VET Regulation Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- National Vocational Education and Training Regulator (Consequential Amendments) Bill 2011
- Fit and Proper Person Requirements 2011 & Explanatory Statement
- Data Provision Requirements 2012 & Explanatory Statement
- Financial Viability Risk Assessment Requirements 2011 & Explanatory Statement
- Standards for NVR Registered Training Organisations 2012 & Explanatory Statement
- ASQA Guidelines and General Directions as advised on the ASQA website.

Evac You Eight and its trainers provide courses and deliver training and assessment that complies with the relevant Australian Standards 3745 (2010) Planning for emergencies in facilities and AS 4083 (2010) Planning for emergencies - Health care facilities

What are your rights and responsibilities under legislation?

As you are enrolling in a short course, the information we provide on your rights and responsibilities under legislation will be brief and to the point but always explained in easy to read English through our website and at the introduction to the course. You will sign off an acknowledgement at the start of our course that we have gone through the most relevant legislation with you at induction. Copies of relevant legislative requirements are included in the Learning Resources which are included as part of your take home information.

A list of the legislative requirements and laws that Evac You Eight is required to adhere to can be found under:

What laws, regulations and standards is Evac You Eight required to follow as a RTO?





Evac You Eight Enterprise Pty Ltd is a **Registered Training Organisation (RTO)** registered by the Australian Skills Quality Authority (ASQA).

We offer both Accredited and Non-Accredited training to facilities throughout Australia.

WHAT WE DO FOR YOU

- We help you comply with Workplace, Health & Safety Legislation
- We help you pass your WH&S Audits
- We ensure that your staff are fully trained to the latest Australian Standards
- We ensure that in the event of an emergency, your people are well trained and know what to do

VISIT US

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CONTACT US

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