



Student Handbook

Business Services

Copyright

No part of this student handbook may be reproduced in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Segla International Pty Ltd.

Additional copies of this handbook are available via our website, www.segla.com.au or through emailing the purchasing department at purchasing@segla.com.au.

Every effort has been made to ensure the information in this book is accurate, however, the author and the publisher accept no responsibility for any loss, damage or injury arising from such information.

All websites referred to in this handbook were accessed and deemed appropriate at the time of publication.

Student Handbook – Business Services

© Segla International Pty Ltd 2013

Level 57 MLC Centre

19-29 Martin Place

Sydney NSW 2000

Australia

Phone: (02) 9238 6185

Table of Contents

Copyright	2
Table of Contents	3
Welcome Note from the Learning & Development Director	5
Introduction to Segla International Pty Ltd	7
Course Information	9
UNITS OF COMPETENCY	10
COURSE DURATION	10
WHO SHOULD ATTEND?	11
RECOGNITION OF PRIOR LEARNING (RPL), RCC AND CREDIT TRANSFER.....	11
PATHWAYS.....	12
Enrolments, Cancellations and Refunds	12
ENROLMENTS	12
CONFIRMATION.....	12
FEES AND CHARGES AND GOVERNMENT FUNDING	13
TRANSFERS.....	13
CANCELLATIONS AND REFUNDS	13
Participant Induction and Orientation	14
CONTACTING YOUR INSTRUCTOR.....	14
Support Services – Student Welfare and Guidance Services	15
Our Instructors and Assessors	16
Training Delivery	16
Assessment	17
REASSESSMENT – IF YOU ARE DEEMED NOT YET COMPETENT	18
ASSESSMENT DUE DATES	18
ASSESSMENT EXTENSIONS.....	18
APPEALS PROCESS.....	19
Students Responsibilities and Ethical Behaviour	19
Trainer/Assessor Code of Conduct	20
Segla Management	21
PARTICIPANT PERSONAL DETAILS AND PRIVACY	21
FINANCIAL MANAGEMENT	22
QUALITY COMPLIANCE AND CONTINUOUS IMPROVEMENT.	23
FEEDBACK AND EVALUATION	23
Our Policies	24
EQUAL OPPORTUNITY, HARASSMENT AND DISCRIMINATION	24
OCCUPATIONAL HEALTH AND SAFETY	25
DISABILITIES, SPECIAL NEEDS INCLUDING LANGUAGE, LITERACY AND NUMERACY.	26
COMPLAINTS AND APPEALS	26
ACCESS AND EQUITY	27
DISCIPLINARY ACTION AND BREACH OF POLICY.	29
Contact Us	29
Appendix A:	31
BSB40812 CERTIFICATE IV IN FRONTLINE MANAGEMENT	31
<i>Core Units</i>	31
<i>Elective Units</i>	31

This page is intentionally left blank

DOCUMENT:	Student Handbook – Business Services	APPROVED:	Lisa Muratore
DOCUMENT NO:	BSB-001	VERSION NO:	1.2
		DATE:	June 2013

Welcome Note from the Learning & Development Director

I would like to take this opportunity to welcome you to Segla International Pty Ltd (Segla). Segla is an Australian training and consulting organisation dedicated to being the supplier of choice when it comes to delivering business efficiency solutions utilising Six Sigma, Lean and Process Improvement methodologies.

As students, it is your commitment and desire to learn and develop new skills that will see you succeed in the learning program you are about to commence. I challenge you to search for new levels of excellence, to challenge paradigms and to seek better ways of doing things. Furthermore, I encourage you to take the skills and knowledge you will learn out of the classroom and into your workplace. We do not want you to think about how you and your teams can work harder, instead our wish is that you will seek to create new ways of working that will benefit yourself, the people you work with and your employer. As you continue on your journey of excellence, our dedicated training and support consultants are here to help you achieve your goals and to assist you where needed.

Segla is continuously striving to improve the way we do things and welcomes your suggestions on how we can do better. Our student evaluation forms provide you with a medium for giving feedback on our performance and we encourage you to be open and honest when completing these forms.

Thank you for choosing to learn and grow with Segla, I wish you every success in your study and future career.



Lisa Muratore
Learning & Development Director
Segla International Pty Ltd

DOCUMENT:	Student Handbook – Business Services	APPROVED:	Lisa Muratore
DOCUMENT NO:	BSB-001	VERSION NO:	1.2
		DATE:	June 2013

This page is intentionally left blank

DOCUMENT:	Student Handbook – Business Services	APPROVED:	Lisa Muratore
DOCUMENT NO:	BSB-001	VERSION NO:	1.2
		DATE:	June 2013

Introduction to Segla International Pty Ltd

Thank you for choosing Segla for your Continuous Improvement learning and development needs. In addition to delivering business efficiency solutions through professional training and consultancy, we are also a Registered Training Organisation (RTO) with National Provider Number 91353.

When you train with Segla you will experience a genuine client-focused approach to training delivery and assessment to meet both individual and organisational learning needs. Our philosophy, “**The way we work**” is an approach we believe makes it easy for our clients to use our products and services. It is an approach borne from the extensive and diverse industry experiences and knowledge our staff apply to the development and delivery of our materials.

Of equal importance are the Values by which we operate enabling us to assist organisations in improving their practices through effective training, education, consulting and professional development of its people.

Segla’s Values can be defined as:

Service - We strive for excellence in customer service, seeking to be sincere and meaningful in our communications, in how we take action and when we coach and mentor.

Ethics - We take pride in what we do and never compromise on the quality of the services, materials and training which we offer our clients and staff. At all times we aim to operate at the highest levels of integrity and trust so as to ensure we become the provider of choice for all continuous improvement methodologies our clients seek to undertake.

Growth - We aim to develop our employees and clients through imparting our knowledge and skills to aid with personal, professional and organisational development.

Loyalty - We work together with companies and endeavour at all times to provide products and services that will ensure the longevity of our clients within the Australian marketplace.

DOCUMENT:	Student Handbook – Business Services	APPROVED:	Lisa Muratore
DOCUMENT NO:	BSB-001	VERSION NO:	1.2
		DATE:	June 2013

Achievement - We challenge our clients, our learners and our staff to question paradigms, to seek alternate opportunities for improvement, to strive to better ourselves in all that we are and do.

As an RTO, Segla meets the stringent requirements of the Australian Quality Training Framework (AQTF) for courses within our scope of registration and our processes are reviewed regularly for compliance. We can therefore offer clients the following Nationally Recognised Qualifications in Business Services within the Australian Qualifications Framework (AQF).

BSB40812 Certificate IV in Frontline Management



We also offer a range of non accredited courses and workshops in various process improvement methodologies, some of which include:

- Lean Six Sigma.
- Value Stream Mapping.
- Design of Experiments.
- Project Management.
- Competitive Manufacturing.

Further information about our products and services may be viewed by visiting our web site: www.segla.com.au.

This Handbook will assist you and provide you with information regarding your Business Services learning experience with Segla. It includes course information, and details regarding recognition of prior learning, staff and student rights and responsibilities, student support, policies and procedures, training delivery and assessment protocols. We trust this document will be a useful reference to you from enrolment through to completion of your Business Services qualification.

DOCUMENT:	Student Handbook – Business Services		APPROVED:	Lisa Muratore	
DOCUMENT NO:	BSB-001	VERSION NO:	1.2	DATE:	June 2013

Course Information

The business services industry provides the core business skills and knowledge required for high-performing workplaces, competitive advantage and business success. The BSB07 Business Services Training Package was developed and endorsed in 2007 to assist Australian businesses in the development of their workforce.

This Training Package covers the following sectors:

- Administration.
- Advertising.
- Business.
- Business sales.
- Compliance management.
- Customer contact.
- Franchising.
- Frontline management.
- Governance.
- Human resource management.
- International trade/business.
- Legal services.
- Management.
- Marketing.
- Occupational health and safety.
- Organisational learning and capacity development.
- Project management.
- Purchasing.
- Quality auditing.
- Record keeping.
- Small business management.
- Strategic management.
- Unionism and industrial relations.

As a participant you will be working towards gaining a nationally recognised qualification and contributing to your professional development as you apply improvement concepts taught in your own work environment, processes and teams.

Segla offers Nationally Recognised Training and Qualifications in the following Business Services courses.

BSB40812 Certificate IV in Frontline Management

(10 units of competency)



DOCUMENT:	Student Handbook – Business Services	APPROVED:	Lisa Muratore
DOCUMENT NO:	BSB-001	VERSION NO:	1.2
		DATE:	June 2013

Segla works in consultation with Employers to develop and tailor training programs to link the organisation's business objectives and learning goals to the training outcomes. We provide genuine advice on the best choice of competency units within the training package so as to aid in the achievement of these goals and to generate continuous and sustainable improvements for the business.

Units of Competency

Each qualification varies in the number of units required to complete the qualification. The units of competency in the BSB07 Training Package have been categorised into specific competency fields. Core units are mandatory; however Segla will assist employers with selection of elective units. (See appendix A for details on Units of Competency for specific Qualifications.)

Course Duration

Each Certificate course is delivered over 12 months. Session times are 4hrs per unit and typically conducted every 2 months.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Who Should Attend?

Certificate IV is predominantly targeted at Team Leaders and Line Supervisors tasked with contributing to change programs and continuous improvement initiatives. Long term highly skilled employees may also be ideal candidates for the Certificate IV course. The Diploma is aimed at middle managers.

Recognition of Prior Learning (RPL), RCC and Credit Transfer.

It may be appropriate to grant Recognition of Prior Learning (RPL) for some units of competency. Segla understands individuals may have skills and knowledge achieved through life and work experience outside the formal education and training system. If students can demonstrate competencies to the relevant standard they should be recognised and recognition will be applied on a case by case basis.

As required by the AQTF, Segla recognise these cases where students have achieved an equivalent qualification or unit of competency from other RTOs and can arrange appropriate credit transfers into our qualification. The Learning & Development Director will be responsible for citing original documentation and for filing certified copies presented by the candidate for this purpose.

Clients seeking exemptions will need to submit an Application for RPL and Credit Transfer Form available from Segla.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Pathways

There are various pathways available for you to gain your particular qualification. Candidates seeking an AQF qualification or statement of attainment in this program may be assessed by following a learning and assessment pathway, an assessment only pathway (based upon recognition of prior learning – see above) or a combination of the two. Segla applies a holistic approach to assessment whereby full recognition of a candidate's competencies are offered, understanding that competency may have been achieved through formal or informal education and training, experiences in the workplace, general life experience or through a combination of all these factors.

Candidates who successfully complete Certificate IV in this program may continue their learning journey and undertake the Diploma of Business Services qualification.

Enrolments, Cancellations and Refunds

Enrolments

Segla will make every effort to enrol all students who register for Business Services Training. To ensure optimum training, assessment, coaching and mentoring, Segla sets a quota of a maximum of 10 students per class.

The terms and conditions on Segla's enrolment form, relating to enrolment, cancellations and refunds are binding. Please do not hesitate to contact us should you require further clarification on any of these matters.

Confirmation

Upon receipt of registration, a confirmation letter will be sent. Segla reserves the right to withdraw your registration if payment is not received in accordance with our payment terms.

Venue details and session times will be included in your confirmation advice.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Fees and Charges and Government Funding

Price will be contingent upon the number of staff to be trained, level of training to be undertaken, facilities available in your workplace, the location and timeframe for training to occur.

Payment for training programs is by Cash, Cheque, or by Electronic Funds Transfer. All payments must be made out to Segla International Pty Ltd.

Some students may be eligible for Government funding. An Australian Apprenticeships Centre (AAC) will provide advice and assistance with eligibility and funding claims. To be eligible you must be a resident of Australia, a permanent employee of the company and not hold an educational qualification to the same value of higher than the qualification being sought.

Transfers

Transfers may be made without charge up to 5 business days prior to your course commencement. Transfers within 5 business days will be subject to a 10% administration fee. Transfers will not be accepted 48 hours before course commencement.

Cancellations and Refunds

For full fee paying students, a full refund is available for cancellations received in writing at least 10 days prior to the commencement of the course. Those received within 10 business days of course commencement will be subject to a 15% administration fee.

Where fees are paid in accordance with government funding, Segla reserves the right for payment based upon the numbers of participants enrolled.

Segla also reserves the right to cancel courses due to insufficient registrations or conditions beyond its control. Segla will not be responsible for any travel or accommodation costs incurred. Where Segla cancels a course, a full refund will be provided.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Segla will also cancel your enrolment if your instructor has not received any assessment evidence or notification from you following a lapse of 30 days. Your employer will be notified immediately. In this instance, course fees will not be refunded. Written notification of the cancellation and an official transcript of your results will be posted to you. A re-enrolment fee of \$500 will be applicable if you recommence your course within 6 months.

Participant Induction and Orientation

Your instructor will conduct student induction and orientation during your initial training session. This handbook will be covered in further detail at that time as will Occupational Health and Safety (OH&S) requirements and the roles and responsibilities of student and trainers during the learning and assessment process.

Your instructor will handle your enrolment and logistical issues, manage resources, record keeping and matters relating to your qualification. They provide your training and assessment as well as support for your learning needs through genuine coaching and mentoring (individual or group based).

Students are provided with Statement of Attainment, Certificate or Diploma after being deemed competent by their instructor/assessor. Students receive formal notification of their assessment outcome 30 days following submission/completion of final assessment task(s), with the award being issued to those deemed competent, 7 days following receipt of course completion payments.

Contacting Your Instructor

We support the development of all our students and in keeping with Segla's philosophy of ensuring our clients use our services with minimal stress and confusion, we encourage our students to contact their instructor/coach for any training related questions throughout the duration of their studies (refer to the Support Services section of this Student Handbook).

You can contact your instructor via electronic mail or by telephone:

Email: firstname.lastname@segla.com.au

Telephone: (02) 9238 6185

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Support Services – Student Welfare and Guidance Services

Segla is committed to offering each student a comfortable and enjoyable learning experience with minimal stress and confusion. We offer a supportive atmosphere, providing genuine coaching and mentoring by way of individual/group coaching or mentoring. Opportunities exist during training appointments to discuss training and assessment concerns with your instructor however, should you require additional time, please contact Segla to request a suitable time slot with your instructor.

Our instructors all have vocational familiarity and have experienced what you experience in the workplace. They can therefore provide you with sound mentoring to apply your learnings, to benefit not only your assessment outcomes but your team and organisational goals.

Vocational guidance is provided for clients requiring goal clarification and advice regarding the best choice of subjects/modules to achieve the learning goals. Confidential guidance is provided for any student needing help to resolve problems affecting progress in the course, including time management, setting goals, motivation and coping with assessments.

It is our responsibility to make reasonable adjustments to training and assessment if you have any disability you feel may affect your full participation in this program. (Please refer to “Disabilities, Special needs including Language, Literacy and Numeracy” under the “Our Policies” section in this handbook)

If you are not satisfied with any component of your learning journey, we encourage you to seek clarification and/or resolution firstly from your instructor or Segla Management and to then follow the Complaints and Appeals protocol outlined in the “Our Policies” section of this handbook. If you feel you need to escalate any grievances, you may contact VETAB or the National Training Complaints Hotline.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Below are some contact details that may be of assistance.

**Segla International Pty Ltd ASQA (Australian Skills
Quality Authority)**

T: (02) 9238 6185

T: 1300 701 801

E: training@segla.com.au

Segla wishes to assure you that our instructors/coaches offer non-judgmental, confidential support for all learners.

Our Instructors and Assessors

At Segla all our instructors and assessors are Degree Qualified and hold qualifications in Certificate IV Training & Assessment (TAA40104A) together with the vocational experience required to deliver accredited training In Business Services Methodologies.

They each have at least 6 years experience in operations where their last role was at either a mid or senior level management position. Having this level of experience enables them to share their knowledge during training delivery which allows them to make the subjects being taught even more relevant to you.

Training Delivery

Segla is committed to high standards in its provision of Training and Assessment, using qualified staff to accommodate client needs. Our training programs in Business Services are prepared in consultation with Employers so that they are delivered “where, when and how” the Employer requires. This approach enables Segla instructors to ensure that they are complimenting the organisation’s existing or planned continuous improvement culture, projects, business and learning goals when delivering this customised work-based learning program. Sufficient flexibility is built into our program to allow for unit substitution or modification of delivery modes required to remain aligned to business objectives.

Training is aimed at equipping students with the skills and knowledge to apply modern manufacturing and process improvement methodologies within their workplace. This aim

Page 16 of 34

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

assists the learner to identify improved ways of working that benefits them, their teams and the organisation for which they work.

Training is extensive and the level of complexity is relative to the level of qualification being delivered. The Business Services programs are workplace based training programs, delivered through a combination of classroom based theory and workplace led training.

Segla will ensure you are provided with access to all relevant materials, equipment and resources essential to your qualification. Upon enrolment you will be issued a Training and Assessment strategy for the particular qualification, detailing the organisation and scheduling of your training and assessment activities. This strategy has been developed in consultation with your managers and has been tailored to your work environment.

Assessment

As a Registered Training Organisation, Segla can issue learners with nationally recognised qualifications as per the Australian Qualifications Framework, upon completion of the requirements defined in the Business Services Training Package.

In the case where learners gain competency in specific components of the training package they will be awarded a nationally recognised "Statement of Attainment" for the particular unit of competency.

Students are required to provide evidence that they meet all the requirements specified by the performance criteria within the competency standards.

For the Business Services courses on offer, assessment of competence needs to occur in an organisation implementing significant change, either to or in a organisation, or by project as many of the units lend themselves to project based assessment.

The Training and Assessment Strategy you receive upon enrolment will outline assessment requirements, however, your instructor will discuss the assessment process with you in further detail.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Your final assessment typically includes evidence provided via:

- A project portfolio.
- 3rd party reports.
- Written questionnaires.
- Oral questioning.
- Practical observations.
- A combination of all evidence forms.

The assessment process is competency based which means assessments for a qualifications or statement of attainment will be by demonstration of competency against a unit of competency, with students assessed as *Competent* or *Not Yet Competent*.

Some units may be difficult to assess individually and therefore their assessment may be integrated into one or more other units. Integrated assessments may also be used depending on the workplace project selected as competency in various units may be demonstrated through your contributions to these projects.

Reassessment – If You Are Deemed Not Yet Competent

If a candidate is deemed *Not Yet Competent* (NYC) by their Assessor, they have the opportunity to re-sit the assessment or resubmit the assessment work within 14 days of the due date. If appropriate, it may be possible for candidates to complete a one on one session with a Segla Instructor.

Assessment Due Dates

Assessments are to be submitted by their due date. Your instructors will advise of these dates during the induction and orientation process.

Assessment Extensions

Students are required to provide valid reasons for requesting extensions on assessments.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Extensions require submission of a formal request and will only be given in extenuating circumstances. All extension given will be at the discretion of Segla's Learning & Development Director.

Access to Records

Students have access to their records throughout the program and following course completion. Students may check their progress in the course by contacting Segla on (02) 9238 6185 or training@segla.com.au. Information or a transcript of results will be forwarded to the student once proof of identity has been established. This process is also applicable for a reissue of qualifications or transcripts.

Appeals Process

In the unusual event that a learner feels they have been treated unjustly with respect to their assessment, there is an appeals and complaints policy in place at Segla which we must adhere to. This policy states the learner's rights and the processes to be followed when lodging an appeal. (please refer to "Complaints and Appeals" under the "Our Policies" section of this handbook)

Students Responsibilities and Ethical Behaviour

Segla enforces several ground rules for our students relating to participation and behaviour during the program. These guidelines are aimed at supporting the equity principles our company endorses.

The following points refer to, but are not limited to, the treatment of staff and fellow students in a respectful and fair manner. To this end, students must:

- Follow reasonable directions from instructor/assessor.
- Not behave in a way that may offend, embarrass or threaten others.
- Not harass fellow students or staff.
- Act in a manner that does not put the health and safety of themselves or others at risk.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

- Participate in all assessment tasks as scheduled.
- Attend classroom training sessions.
- Attend coaching sessions as required by their individual or group/project needs.
- Meet key competency requirements for adequate completion of this course. For Certificates III & IV, this is a minimum Level 2 and for Diploma a minimum Level 3. (see Appendix 2 Key Competencies)

Trainer/Assessor Code of Conduct

Segla is committed to delivering a quality service to our clients. We value our relationship with our clients, students and staff.

The following defines the ethical standards and behaviour expected of our staff within the scope of their roles and responsibilities.

To this end, our instructors and staff must:

- Provide outcomes that will be in line with Nationally Recognised Training and the Australian Qualification Framework Guidelines.
- Maintain professional integrity by not making false claims on behalf of Segla or themselves regarding skills and experience.
- Demonstrate professional respect for other training organisations by not disparaging their services and employees.
- Maintain currency in their qualifications which MUST include as a minimum Certificate IV in Training and Assessment (TAA40104) and as well they shall possess significant vocational experience in the Manufacturing Industry.
- Continually review their own performance on the basis of self analysis, client feedback and peer reviews.
- Ensure a client-focused approach to training delivery and assessment that is cost effective and of high quality.
- Foster an inclusive learning environment that embraces diversity for our clients, our students and other staff. This approach is one which aims to ensure the appropriate level of sensitivity and awareness being reflected in relation to individual differences.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

- Create opportunities for equal participation and success for all learners.
- Provide learners and relevant stakeholders with knowledge about Segla's expectations in regards to *their* responsibilities and ethical conduct, and about our relevant policies and procedures. Our instructors and staff are required to display these expectations themselves at all times, thus reinforcing these behaviours in others.
- Uphold and reinforce Segla policies and procedures and relevant legislation including Access/Equity, Equal Opportunity and Harassment, Anti-discrimination and Occupational Health and Safety.
- Be conscious of an actual or perceived conflict of interest.
- Ensure the clients' and learners' personal records are secure and confidential and that any transfer of information will only be with the written consent of the learner to whom the information relates.

Segla Management

Participant Personal Details and Privacy

When enrolling into our courses we may collect personal information about you. We only collect personal information about you that is necessary to perform our functions and enhance our customer service. Segla is bound by the Privacy Act 1988 (Commonwealth) and the 10 National Privacy principles set out in the act. With the exception of requirements of governing and regulatory bodies, all client records and personal details are kept in confidence and cannot be accessed by anyone unless written permission from the individual, pertaining to information for that individual has been given. This written permission must identify the sections of the file that is required to be made available.

We may also use information for the promotion of Segla's products and services. If you do not wish to receive this information, please indicate your preference by ticking the box provided on your enrolment form.

Being a RTO, Segla is subject to regular audits by Governing Agencies such as DET (Department of Education and Training), VETAB (Vocational Education and Training

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Accreditation Board), or NSW Department of Fair Trade. As required by the relevant laws, regulations and codes of these organisations, your files may be used for the purpose of auditing participation and the monitoring and the reporting of training outcomes.

We may also disclose personal information to third parties when we contract out our functions and activities, or as required by external payment systems. In these situations, we prohibit third parties from using your personal information except for specific purpose for which we supply it.

Participants are required to notify Segla of any change to personal details, such as name, address and phone number.

Segla takes all reasonable steps to protect all records and relevant administrative details from misuse, loss, unauthorised access and disclosure by secure storage of hard copies and restricted access of backed up electronic files.

Segla's procedures for record retention, archiving and retrieval allows for sufficient client information to be kept enabling the re-issue of a qualification or statement of attainment over a 30 year period. Our procedures and approach are compliant with the reporting requirements of the registering body and other external governing bodies.

Financial Management

Effective financial management procedures support Segla's sound financial position in matters relating to its scope of registration and scale of operations. Clients can be assured that any student fees paid in advance are safeguarded until they are used for training and assessment and that a fair and equitable refund policy is in place. (refer to Enrolments, Cancellations and Refunds)

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Quality Compliance and Continuous Improvement.

Segla is a Registered Training Organisation (RTO) with professional policies, procedures and practices complying with Australian Quality Training Framework (AQTF) standards. The AQTF is the nationally agreed quality framework for the Australian Vocational Training and Education (VTE) system. Segla commits to the fair and equitable recognition of AQF qualifications and statements of attainment issued by other RTO's.

Segla have procedures in place for ongoing review and continuous improvement of training and assessment processes, materials, tools and strategies. Results of internal audits reviews, self/peer assessment, validation, client feedback and complaints are recorded, analysed and appropriately actioned according to requirements of the AQTF to ensure quality training and assessment is sustained.

Our validation systems are in place to investigate and audit the appropriateness and effectiveness of our processes, identifying improvement opportunities to ensure the delivery of quality service to our clients.

Feedback and Evaluation

During your Training and Assessment program you will be asked to provide us with feedback regarding your learning experience. Generally feedback will be by way of evaluation forms at the conclusion of each face to face training session and following some of your assessment tasks. Segla encourages open and honest feedback. Progressive feedback allows our trainers to ensure the program is meeting your needs and make relevant improvements to the delivery of the package rather than waiting for feedback at the conclusion of the course.

Your managers will also be asked to evaluate our services to ensure we remain at all times aligned to the business objectives and learning goals.

Segla will use this data collected to measure its own performance with respect to employer and student engagement and satisfaction. Where possible, we will monitor the results the program delivers to the business by way of improved results and the impact on people development.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Our Policies

Segla's policies and procedures are compliant with Commonwealth, State/Territory Legislation and the regulatory requirements for Occupational Health and Safety, Anti-discrimination and Harassment, Equal Opportunity, Privacy, Vocational Education, and Training and apprenticeship/traineeships.

The information below has been extracted from our company policies and procedures and relate to your training and assessment. Your instructor can provide you with a comprehensive copy of our policies and procedures upon request.

Equal Opportunity, Harassment and Discrimination

Segla is committed to providing a learning environment in which instructors/assessors, staff and students feel they are valued, treated fairly and allowed the freedom to contribute without judgment or discrimination. We are committed to fostering a harassment free learning environment free of unlawful discrimination.

The following are considered to be attributes that can trigger unlawful discrimination and under this policy, no form of discrimination against these attributes will be tolerated in the learning environment.

- Sex.
- Age.
- Race, colour, nationality, descent, ethnicity, ethno –religious, national origin.
- Family responsibilities.
- Disabilities.
- Pregnancy.
- Marital status.
- Homosexuality.
- Transgender.
- Racial vilification.
- HIV/AIDS status.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Harassment is considered to be any behaviour based upon one of these points noted that is unwelcome, offends, humiliates or intimidates an individual and will not be accepted by Segla. The fact that no offence may have been intended does not mean that the harassment was not unlawful.

All Segla instructors/assessors, staff and our students have a responsibility for treating each other fairly and with respect. If any individual is unlawfully harassed or discriminated against they should notify their instructor immediately or use the company's grievance procedures to make a formal complaint. Individuals are encouraged to come forward with any complaints they may have to ensure their rights are protected and to prevent repeat discriminatory or harassing treatment of self and others. All reasonable attempts to satisfactorily resolve the matter will be made in house in the first instance.

Any individual dissatisfied with the way the matter is handled has the right to escalate the matter to an external agency such as the anti-discrimination board or the Human Rights and Equal Opportunity Commission.

Occupational Health and Safety

Segla regards Occupational Health and Safety (OH&S) as the responsibility of its entire staff. Our staff are expected to regard OH&S as a high priority and take reasonable action to identify, eliminate and control workplace hazards.

Our staff are required to follow OH&S directions specific to our clients' manufacturing sites as directed by the clients' OH&S representative or relevant personnel.

Our training and support staff will conduct a site hazard inspection of the clients' site prior to the delivery of Training and Assessment in line with their roles and responsibilities. The inspection will cover entry to site, training facilities, amenities, shop floor and any other areas that may relate to training and assessment to be undertaken. Any risks or hazards identified will be reported to our clients' OH&S Representative or relevant personnel. Training and/or assessment will not commence until appropriate corrective actions have been implemented by the client.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Our staff and our students have mutual obligations to follow procedures and maintain a safe learning environment.

Disabilities, Special Needs Including Language, Literacy and Numeracy.

Typically our clients will conduct basic Language, Literacy and Numeracy screening of learners prior to enrolment in our training programs, ensuring a minimum Level 2 with respect to key competencies for the Cert III and IV qualification are met and Level 3 for the Diploma program. Where clients have not assessed participants, Segla will determine LLN needs prior to commencement of the learning program, either through a precourse interview or questionnaire. The course strictly adheres to the key competencies stated in the training package due to the nature of the learning program.

It is our responsibility to make reasonable adjustments for people with disabilities, allowing individuals to participate in the learning experience on the same basis of those without disabilities and without experiencing any form of discrimination. This may include modifications to course/program activities and/or training delivery and assessment that do not place unjustifiable strain on our organisation and that does not compromise the competency standards needed to be met.

Segla encourages people who believe their disability may affect their full participation to contact us as soon as possible after deciding to enrol so we can discuss any adjustments or additional support that may be necessary.

Complaints and Appeals

Segla encourages open and honest communication between our students and their instructors/assessors. In the unusual event that a learner feels they have been treated unjustly, there is a Complaints and Appeals Policy adhered to that states the learner's rights and the processes to be followed. In the event of an appeal against an assessment outcome the candidate has 7 days from the date of final result notification to register an appeal. The business will aim to formally review complaints within 7 days of receipt and resolution/further action communicated to the client within a further 7 days.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

The following protocol has been implemented for our business:

- The candidate should initially discuss their grievance with their trainer/assessor. Resolution will be sought in this initial discussion.
- If a suitable outcome is not reached in initial discussions, a client complaint report should be completed to document the issue. This form can be obtained by emailing a request to: training@segla.com.au.

The completed form should be returned to:

Learning and Development Director OR
 Segla International Pty Ltd
 Level 57 MLC Centre
 19-29 Martin Place
 SYDNEY NSW 2000

Email: training@segla.com.au

- The Learning and Development Director will collect sufficient data from the candidate and other parties to make a decision.
- Should the complainant remain dissatisfied with the result achieved internally, an appeal will be referred to a mutually agreed independent mediator. The mediator is deemed as independent by agreement of both parties with regards to independence.

Access and Equity

Segla is committed to ensuring access and equity through training and education. We endeavour to meet the needs of all our students through the integration of Access and equity guidelines and principles. We believe all our course participants deserve the opportunity to successfully gain skills, knowledge and experience while being treated equally and without discrimination.

We therefore adhere to the following:

- The company will enrol students in a responsible and fair manner once it is confirmed they meet the required Language, Literacy and Numeracy skills outlined in the key competency statements within the relevant training packages. Typically the client will screen their participants prior to enrolment.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

- The company allows for fair and equal amounts of access and involvement with instructors, coaches and mentors allowing students to achieve their learning goals.
- Fair and equal allocation of information, resources and training, including information about assessments and progressive results will be provided.
- The ability for all students to access their records and to liaise with their instructor is given.
- The opportunity for all students to contribute to our Quality Assurance and Continuous Improvement practices, through providing feedback and evaluation on our training delivery, materials, resources, programs and other services.
- Segla works to provide an inclusive learning environment that addresses student's needs and acceptance of each participant's right to his or her personal opinion without judgment.
- Compliance with all Equal Opportunity, OH&S, discrimination, harassment and privacy policies.
- The promotion of an inclusive learning environment supporting the individual differences and diverse needs of our learners.
- Our instructors/assessors will correct any situation assessed as being inappropriate or discriminatory through diplomacy and sensitivity to participants feelings.
- Modification of procedures, activities and assessment to ensure equity for our students and ensure the individual's rights and confidentiality are respected will occur.
- Commits to qualified and fair assessment of each participant's ability to achieve course competency standards and outcomes based upon qualifications and experience.
- The freedom for any student who believes they have been unfairly treated to have access to the appeals process detailed in section "Appeals and Complaints" and to have the right to have their concerns investigated without fear of victimisation.
- Fair, rational and timely resolution of disputes.

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Disciplinary Action and Breach of Policy.

In the case of misconduct your instructor/assessor will treat each situation on a case by case basis, with corrective action being taken dependent upon the nature and the circumstances of the actual event.

Serious offences could result in dismissal from the course. Further counselling procedures maybe involved and the student's immediate manager will be notified.

In some instances a warning may be all that is necessary however this will be a formal and final written warning and dismissal from the class will result should the behaviour continue.

All disciplinary action is confidential, however documentation and records of any breach of policy are placed in both the instructors and the student files.

Contact Us

General Enquires

Phone: (02) 9238 6185

Email: training@segla.com.au

For more information on products and services visit www.segla.com.au

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

This page is intentionally left blank

DOCUMENT:	Appeals and Complaints			APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE:	June 2013

Appendix A:

BSB40812 Certificate IV in Frontline Management

To be awarded a Certificate IV in Frontline Management, competency must be achieved in 10 units. These 10 units consist of 4 core units plus 6 elective units. At least 3 of the elective units must be selected from the elective units below. The other 3 elective units may be selected from the elective units below; any endorsed Training Package or accredited course at the same qualification level; must have no more than 1 unit from either a Certificate III or Diploma qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core Units

The following core units must be chosen.

BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBWHS401A	Implement and monitor WHA policies, procedures and programs to meet legislative requirements
BSBWOR402A	Promote team effectiveness

Elective Units

Customer Service

BSBCUS401A	Coordinate implementation of customer service strategies
BSBCUS402A	Address customer needs
BSBCUS403A	Implement customer service standards

Financial Administration

BSBFIA402A	Report on financial activity
------------	------------------------------

DOCUMENT:	Appeals and Complaints	APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2
		DATE:	June 2013

Frontline Management

- BSBFLM313A Apply language, literacy and numeracy to support others in the workplace
- MSMFLM314A Mentor others in the workplace to support their language, literacy and numeracy skill development

General Administration

- BSBADM409A Coordinate business resources

Information Management

- BSBINM401A Implement workplace information system

Innovation

- BSBINN301A Promote innovation in a team environment

Interpersonal Communication

- BSBCMM401A Make a presentation

IT Support

- BSBITS401A Maintain business technology

Learning and Development

- BSBLED401A Develop teams and individuals

Management

- BSBMGT403A Implement continuous improvement
- BSBMGT404A Lead and facilitate off-site staff

Marketing

- BSBMKG413A Promote products and services

Project Management

- BSBPMG522A Undertake project work

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

Relationship Management

- BSBREL401A Establish networks
BSBREL402A Build client relationships and business networks

Research

- BSBRES401A Analyse and present research information

Risk Management

- BSBRSK401A Identify risk and apply risk management processes

Sustainability

- BSBSUS301A Implement and monitor environmentally sustainable work practices

Workplace Effectiveness

- BSBWOR401A Establish effective workplace relationships
BSBWOR404B Develop work priorities

Writing

- BSBWRT401A Write complex documents

DOCUMENT:	Appeals and Complaints		APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE: June 2013

This page is intentionally left blank

DOCUMENT:	Appeals and Complaints			APPROVED:	Lisa Muratore
DOCUMENT NO:	POL-091	VERSION NO:	1.2	DATE:	June 2013