

Student information handbook

For all accredited courses 2022

Open
Door
Coaching



The Open Door Coaching Group

www.opendoorcoaching.com.au

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Chapter 1

Introduction

*“We believe in creating work places we can be proud of.”
Open Door’s purpose.*

Purpose of the handbook

The purpose of this Student Information Handbook is to introduce you to the services available to you at The Open Door Coaching Group (Open Door) in our capacity as a Registered Training Organisation (Provider Number 21858) in the delivery and assessment of your accredited training course.

This document is created as a resource for all students completing their course.

Welcome

Open Door welcomes you to your accredited training course. This handbook is designed to acquaint you with information to assist you to achieve your desired training outcomes and goals.

The information contained in this handbook applies to all students of Open Door. The objective is to provide you with a training environment that is conducive to both your personal and professional growth.

Open Door is responsible for the quality of your training and assessment in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of your certification documentation. So please take time to read your Student Information Handbook as it contains important information regarding your training course and other background information.

About the Open Door Coaching Group (Open Door)

Open Door is an outstanding executive coaching and workplace coach training organisation and we believe in creating workplaces that we can all be proud of.

As a Registered Training Organisation (Provider No. 21858) we offer nationally accredited programs in workplace and business coaching. We have the following courses on our scope of registration:

- **10834NAT Certificate IV in Workplace and Business Coaching**
- **100835NAT Diploma of Organisational Coaching**

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

All members of the Open Door Team have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals.

We are all here to help you succeed.

To find out more about us you can log on our website: www.opendoorcoaching.com.au

Open Door RTO support structure

Open Door has a simple and strong organisational structure to support you to achieve your personal and professional development goals. All of the roles within the organisational report to the Chief Executive Officer including our General Manager, Customer Service Managers, Learning and Development Manager, Trainers and Assessors.

Competence of Staff

Open Door is committed to ensuring that each member of staff involved in training, assessment or client services is competent for the functions they perform.

Open Door ensures all staff delivering and assessing the courses have the appropriate qualifications before beginning delivery and assessment, and are able to demonstrate vocational competencies, at least to the level being delivered or assessed. These qualifications include coaching and training qualifications, appropriate business qualifications and business experience.

Staff Code of Conduct

All Open Door staff adhere to a code of conduct regarding equity, OH&S, privacy and competence. In addition coaches for Open Door adhere to the International Coach Federation (ICF) Code of Ethics stated on their website at: <https://coachfederation.org/code-of-ethics/>

Legislative requirements

Open Door complies with all relevant State and Commonwealth Government Legislation and regulatory requirements applicable to the industry, including (but not limited to):

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Privacy Act 1988
- Copyright Act 1968

Open Door operates in accordance with these legislative and regulatory requirements, and where appropriate, incorporates them into our policies and procedures.

ODCG Equity Commitment

Open Door staff adhere to the principles and practices of equity in education and training and treat every student fairly and without discrimination.

Open Door has procedures in place to ensure any student concerns are addressed immediately and appropriately (refer to the Complaints and Appeals policy).

Open Door acknowledges its legal obligations under State and Federal equal opportunity law, including:

The Racial Discrimination Act, 1975 (Commonwealth)

*The **Racial Discrimination Act 1975** (Cth), (RDA) is a statute passed by the Australian Parliament during the Prime Ministership of Gough Whitlam. The RDA makes **racial discrimination** in certain contexts unlawful in Australia, and overrides States and Territory legislation to the extent of any inconsistency.*

The Sex Discrimination Act, 1984 (Commonwealth)

*The **Sex Discrimination Act 1984** is an **Act** of the Parliament of Australia which prohibits **discrimination** on the basis of **sex**, marital or relationship status, actual or potential pregnancy, sexual orientation, **gender** identity, intersex status or breastfeeding in a range of areas of public life.*

Disability Discrimination Act, 1992 (Commonwealth)

*This **Act** may be cited as the **Disability Discrimination Act 1992**. ... (c) to promote recognition and acceptance within the community of the principle that persons with **disabilities** have the same fundamental rights as the rest of the community.*

All legislation can be accessed at: www.comlaw.gov.au

Open Door fosters equality and access in a training environment that is fair and conducive to learning at all levels. We do our best to provide our training services are available to all participants regardless of ethnicity, gender, age, marital status or sexual orientation, physical impairment.

All Open Door staff are required to have an awareness and understanding of access and equity principles and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by an Open Door representative, please contact the Chief Executive Officer on 1300 00 6324 or info@opendoorcoaching.com.au.

Occupational Health and Safety

Open Door complies with all relevant Occupational Health and Safety legislation.

If appropriate, trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

In the on-line environment, Trainers will also attempt to provide a good learning environment, for example free from noise or static disturbance and cross-lines.

Due to the nature of the on-line environment, you are completing your training in your own space and time. This means that students must take responsibility for their own health and safety. You should follow all safety rules, procedures and the instructions within the workplace or the venue where you are completing your on-line training.

Course information including content and vocational outcomes

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes. Please refer to individual course brochures, a proposal we have written for you or our website for course details, entry requirements (if applicable), pre-requisite programs, tuition fees, and related information.

If we are conducting an 'in-house' program in your organisation, the discussion about course information, your needs and vocational outcomes will have been conducted with your employer – typically the organiser or stakeholder of the program.

We normally conduct a training needs analysis discussion so that you can feel comfortable that the program is based on individual and organisational needs. We encourage you to contact your employer or the stakeholder if you require further information about this process.

Marketing

Open Door will market its education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

In the provision of information, we will not make false or misleading comparisons with any other provider or course. Open Door will not state or imply that courses other than those on the scope of registration are recognised under an approved training scheme or the Australian Qualifications Framework.

Government funding and fee assistance

Please contact us regarding government funding and fee assistance.

Training guarantee and course duration

Training guarantee

Once you have commenced a training program, we agree to work together with you to help you achieve the relevant qualification you are undertaking.

Course duration and extensions of your program

For course duration and extensions of your program refer to the Terms and Conditions stated on your Enrolment Form.

You are entitled to receive feedback on your assessments in order to assist you to complete your qualification.

At Open Door we really believe in creating valuable, long-term relationships with our clients. So from time to time we may offer you additional services that will complement your program however these are voluntary, often at no charge to yourself and are deemed to be “outside” of the requirements to complete your qualifications.

Such services include additional leadership tele-classes, networking events, Alumni events and coaching practicals.

Cancellations, withdrawals and refunds from the program

For cancellations, withdrawals from your program or requests for a refund please refer to the Terms and Conditions stated on your Enrolment Form.

Training Pathways

The Certificate IV in Workplace and Business Coaching provides a training pathway to the Diploma of Workplace and Organisational Coaching. Both qualifications may lead to credits for other qualifications in the Business Service Training Package.

Cease of trading

Open Door was established in 2003 and since this time we have delivered high quality training that meets the needs of our clients and shared the passion we have for coaching to build workplaces that we are all proud of. We love what we do, and we aren't planning on going anywhere!

However under the Standards for Registered Training Organisations 2015 we are obliged to let you know that should Open Door cease to trade for any reason we will work with the regulatory authorities to meet our regulatory obligations which includes transferring your student files to an alternative provider.

We will also meet our obligations to advise you as soon as possible of any third party arrangements or change in ownership that may impact your training.

Chapter 2

About your training

*“Tell me and I forget. Teach me and I may remember.
Involve me and I learn.”
Benjamin Franklin*

Selection, enrolment and induction of students

Open Door enrolls students in an ethical and responsible manner, after consultation with the student or the program stakeholders for an in-house program. There is no specific ‘selection’ process - we are more concerned with ensuring that the course meets your needs.

Open Door provides important student information to each student upon enrolment into a course via this Student Information Handbook. We provide online introductory videos to induct and orientate you towards your program including navigating the online system and an overview of assessments. We strongly suggest that you watch these videos first, before you start your course work.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Select the course of study you wish to undertake and complete an Enrolment Form
2. Read and understand the information contained in this booklet
3. Sign the Enrolment Form to declare that you understand all of the information provided
4. Return the Enrolment Form to Open Door with the tuition payment

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential. For more information see our Privacy Policy.

Unique Student Identifier

As part of your enrolment, you must obtain a Unique Student Identifier (USI). This is a government requirement as Open Door can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your program if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on a computer or mobile device.

If you have trouble obtaining a USI, please contact our office on 1300 006 324.

Please note that your enrolment is not complete and we are unable to issue certificates until we have your USI recorded.

Adult learning principles

Open Door incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. Open Door encourages you to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes (as appropriate).
- Undertake all assessments in line with designated deadlines.
- Speak with your Facilitator or Assessor regarding any problems or issues you experience during your course.
- Participate in evaluation activities and offer constructive feedback regarding your course.
- Expect that the Open Door team will treat you with politeness and respect and treat the Open Door team in the same manner.
- Use formal complaints procedures if you experience any difficulties with the Open Door team once all informal avenues have been exhausted.

Student behaviour and attendance

Behaviour

You are required to follow all Open Door instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors (as appropriate).

You are also required to act in a respectful manner at all times.

If a student is found to have acted in a way that Open Door deems to be misconduct, Open Door may implement disciplinary action in the form of suspension or cancellation of the student's enrolment. You are expected to participate in learning activities in the spirit in which they were designed, particularly around skills practice. This will be explained to you by your trainer.

Attendance

Attendance at scheduled classes or listening to webinars is essential in ensuring that you gain the maximum benefits associated with your training and fulfil the attendance requirements of the course.

You are responsible for notifying your trainer if you are unable to attend a training session.

As appropriate, webinars will be recorded and you will have the opportunity to download the recordings after the session.

Training delivery

Training strategies

Your training program is delivered through the utilization of a number of training strategies. The flexibility in training delivery incorporates options that best suit your needs. Your training may be delivered by face to face training, on-line delivery or a blended approach according to the arrangements you have made with Open Door.

Your training strategy may include any of the following:

- Workplace delivery
- Self paced workbooks
- Practical demonstration of coaching skills
- Observation and or giving you feedback on your coaching
- Group discussion
- Secure electronic website for you to access course materials
- Webinars for course content
- Feedback on your coaching via audios or webinars that you submit for assessment

Trainers will be available to discuss your needs and support you throughout the training.

Equipment required

All assessments are required to be submitted electronically, therefore you will need access to a computer and internet connection throughout the duration of your program.

Training location and public transport

If you are studying face to face:

You will receive 'welcome information' from Open Door with details about the program including the training location. Please take responsibility for your personal safety whilst travelling to and from the venue, including use of public transport.

If you are studying online:

Your training is completed wholly via on-line methods. Therefore, this section is not relevant.

You should ensure that your User ID and password is secure at all times and is not shared with any other individual and take further steps to ensure your privacy and an appropriate learning environment.

Provision for Language, Literacy and Numeracy (LLN) Assistance

Open Door recognises that reading, writing, listening, speaking and the understanding of basic mathematical concepts and processes are often skills required in the workplace and can be important components of a training program.

For our training programs, the emphasis is on reading, writing, listening and speaking as these skills relate to coaching competency in the workplace. We will inform you about the skills required to complete the course in this regard as required.

We recognised that all students are individuals with different skills. Open Door makes every effort to ensure that all students have an understanding of the learning and assessment requirements.

The program you are completing is delivered in English (only) and will require the ability to read, interpret, act independently and complete written assessments, exercises and assignments. If you feel that you will have difficulty in this regard, then you will need to speak with us and seek an alternative method of study.

As part of the enrolment process, you will have the option to complete a language, literacy and numeracy (LLN) exercise that will be used to assess your LLN abilities. This enables us to ensure that we are meeting your needs in this regard.

You may choose not to complete an LLN assessment as part of your enrolment form, by ticking that you do not require any assistance with LLN for the course.

If you choose to complete the assessment Open Door will ensure that:

- An appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
- Existing LLN skills are taken into account.

In cases where you may need further assistance with LLN, we will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your facilitator.

Note: There is an example of a LLN assessment at the back of this Student Information Handbook.

Privacy notices

For the privacy notices and information on mandatory data collection on behalf of State or Federal Government Agencies please refer to the statements on your Enrolment Form.

Open Door's Privacy Policy

Scope

This Privacy Policy applies to personal information collected by The Open Door Coaching Group Pty Ltd (Open Door). This document provides a succinct overview of how we handle your personal information in accordance with the *Privacy Act 1988* (Privacy Act) and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

In Australia, privacy law generally relates to the protection of an individual's personal information. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Privacy Act includes thirteen (13) Australian Privacy Principles (APPs). The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

Open Door ensures that all staff, trainers and assessors undertake awareness training of this policy and comply with this policy at all times.

This document is based on the general policy provided by ASQA.

Personal information handling practices

Collection

Generally, personal information is collected in order for Open Door to properly and efficiently carry out our functions. Open Door only collects personal information for purposes that are directly related to our functions or activities under the *National Vocational Education and Training Regulator Act 2011* (NVR Act) or the *Freedom of Information Act 1982* (FOI Act), and only when it is reasonably necessary for or directly related to Open Door's functions.

Open Door usually collects your personal information directly from you, or your authorised representative, for example your employer.

We may collect personal information from a third party, but only if you have consented to such collection, or would reasonably expect us to collect your personal information in this way.

Notification

Open Door will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected and other parties it will be disclosed to. This policy provides information about how to access and seek correction of that personal information and how to lodge a complaint about a breach of the Privacy Act.

Use and disclosure

Generally, Open Door will only use personal information for the primary purposes for which it was collected. There are a few exceptions to this, such as when we have told you, or you would reasonably expect, that information is usually used in this secondary way. For example, some personal information provided to Open Door through enrolment forms is required to be shared with state and territory government and other Australian Government in accordance with the information sharing provisions contained in the NVR Act or the provisions of the Privacy Act.

Direct marketing

Open Door will only use your personal information for direct marketing purposes, or disclose your personal information to a third party for direct marketing purpose, where it could be reasonably expected that you would be aware that we would use the information in that way.

Data quality

Open Door will take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete.

Data security

Open Door takes steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse.

When no longer required, personal information is destroyed in a secure manner, or deleted.

Access and correction

You can request access to your personal information under the Privacy Act or the *Freedom of Information Act 1982*.

You can also request that Open Door corrects the personal information it holds about you. Open Door won't charge you for these requests, and will respond within 30 days. Open Door can refuse both access and correction requests in particular situations, however, a statement of reasons will be provided to you if this occurs.

Complaints

If you wish to lodge a complaint about how Open Door handles personal information or if you feel that Open Door has breached the Privacy Act, you can contact us at info@opendoorcoaching.com.au and your complaint will be managed by the CEO.

Questions

If you have any questions about privacy, confidentiality or access to your personal information, you can email info@opendoorcoaching.com.au

Chapter 3

About your assessments

“Anyone who stops learning in old, whether it is at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.”

Henry Ford

About competency-based training

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher-level duties such as planning, problem solving and managing tasks through to completion.

CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, practical demonstrations and assignment/portfolio presentations.

Where you have undertaken an assessment and it has been marked as NYC (Not Yet Competent), you are allowed to resubmit the assessment. If you are deemed NYC for a second and third time you may need further assistance with that unit. This will include re-training and additional fees may apply.

Course monitoring

All students are required to be self-motivated to complete their program. You will be appointed an Assessor who is responsible for the delivery of your assessment results and feedback. We will do our best to keep in contact and keep you engaged in the program, however, you should maintain contact with us including ensuring we have your latest contact details.

If you believe that you may be disadvantaged in the learning environment you should discuss this prior to your enrolment and select an alternative method of learning.

Should you experience any difficulty that may be affecting your studies please discuss this with your trainer or arrange to make an appointment with our Learning and Development Manager.

From time to time we will ask you to provide feedback to assist our review and evaluation processes. You are encouraged to provide feedback to us to assist in our quality assurance process. This will be conducted at the end of each course and may also occur at the midpoint of your course.

The assessment process

Open Door works towards facilitating students to achieve their qualification through a number of strategies:

- Provision of user friendly learning resources
- Provision of webinars and recordings
- Provision of assessment information and feedback
- Mentoring (as appropriate)
- Developing assessment tools that are closely linked to both the training program and workplace requirements

Objectives of the assessment process

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competencies
- To demonstrate that you are competent to the agreed industry standard

In keeping with the principles of competency based assessment, the determination of competence will be made on an aggregate of evidence, rather than on isolated assessment activities or events.

What evidence will be required?

Throughout each Unit of Competency there will be a variety of assessment tasks for you to complete. In the on-line environment these assessments are provided as documents for download. You may need to provide additional information, write-ups or attachments as requested.

Assessment tasks are designed to ascertain how you are progressing with your learning and what progress you have made towards achieving the required competencies required.

Further, more formal assessment strategies are used to consolidate the evidence bank that you have been developing.

Assessment methods include but are not limited to:

- Completing pre-course materials in a workbook
- Attending live webinars or listening to recordings
- Completion of write-ups after the live training
- Practical workplace coaching of an individual/team and a written case study
- Practical coaching to build up your skills
- Completion of exercises in workbooks
- A book report
- Mentor coaching and feedback on your coaching

Recognition of Prior Learning (RPL)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Open Door aims to ensure that your prior learning is recognised, regardless of how, when or where the learning occurred.

Recognition of Prior Learning (RPL) is the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

In order for Open Door to grant RPL, your Assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework for accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

You may apply for RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency. Our Assessor will ensure that the evidence is authentic, valid, reliable, current and sufficient.

Please note that RPL cannot be granted for part of a unit. If you do not have sufficient RPL to cover the entire unit you will be required to complete the entire unit.

A student may appeal in writing against a decision regarding RPL to the relevant person with Open Door by following the 'Complaints and Appeals Policy and Procedure.'

The RPL Process

There are several stages in the RPL process please contact us for further information.

1. Self-assessment: you are encouraged to undertake a self assessment against the documented standards for the unit of competency from which you are seeking RPL.
2. Enrol in the course if you wish to continue with the RPL process and pay the enrolment fee to Open Door.
3. Collection of evidence: collect and provide appropriate evidence.
4. Assessment of evidence: your Assessor will assess your application and a decision will be made as to whether RPL can be granted. The Assessor will arrange an interview with you (telephone or face to face) to clarify and/or confirm the assessment results if required.
5. Timelines: the RPL process will be finalised within 28 days of receipt of your completed evidence.
6. If there is a shortfall or gap in your evidence, your Assessor will provide advise on how to meet the shortfall or gap. This may involve you paying additional funds to complete course materials.

Credit transfer and recognition of AQF qualifications issued by other RTO's

Open Door will ensure the following definition of Credit Transfer is implemented.

Credit transfer considers the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Open Door.

To apply for a Credit Transfer, students must be able to:

- Present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Open Door may seek to validate the AQF qualification and/or Statement of Attainment presented for mutual recognition by contacting the registered training organisation. Where satisfactory evidence has been supplied, you will be granted credit transfer for the unit of competencies that have been successfully completed under an alternative qualification.

Certificate and Statement of Attainment

Upon successful completion of all the requirements of your training program you will receive a nationally recognised certificate. In cases where you do not complete the full requirements of the course, Open Door will issue you with a Statement of Attainment for the individual unit of competencies successfully completed.

Open Door will issue AQF qualifications and statements of attainment within 21 days of course completion.

Open Door will only issue AQF qualifications and statements of attainment that are within its scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or
- Qualifications, competency standards or modules specified in accredited courses.

Open Door will issue, record and report AQF qualifications and statements of attainment that:

- Meet the requirements in the current Australian Qualifications Framework Implementation Handbook, including national codes
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the client has attained
- Identify Open Door as an RTO by its national provider number.

Open Door will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

Access to student records

You may access your personal records upon written request to the Customer Service Manager. You may contact the Customer Service Manager to discuss a suitable time to view your file and access will only be granted once you can confirm their identification.

Access shall be provided within 10 days of confirming the your identification.

Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that Open Door has collected.

To maintain confidentiality of student records only authorised Open Door personnel have access to the records.

It is recommended that you keep a copy of all your submitted assessment work. In accordance with our Student File Record Management policy and procedure all student assessments will be archived electronically after the issuance of the qualification.

Chapter 4

Policies and procedures

“The beautiful thing about learning is nobody can take it away from you.”
B.B King

Student complaints and appeals

Students have access to Open Door’s complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Open Door. The definition for a complaint and an appeal are as follows:

Complaint: Initial notification of your dissatisfaction or an issue that has occurred

Appeal: Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Open Door relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to the Chief Executive Officer.

All complaints are handled with confidence and are reviewed by the Chief Executive Officer.

A student may also appeal a decision made by Open Door in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting a request in writing. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant’s costs unless otherwise authorised.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 2) and the Complaints and Appeals Form (Appendix 3) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by the Customer Service Manager at any time upon request.

Standards of behaviour (course disciplinary procedures)

Open Door is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity. All students and staff are entitled, under legislation and Open Door policy, to an environment free from all forms of harassment and discrimination.

If your behaviour impacts on the performance of others within your group, the trainer will discuss the situation directly with you, and will try to resolve the problem. If there is no improvement, a written notification will be provided to you and where applicable, your employer detailing the issues.

If there is still no improvement, then, in conjunction with your employer, the following may occur depending on the severity and impact on other students:

- We may request you to leave the training
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program.

Fees and charges, including Refund Policy

The fees and charges payable for your course were provided to you verbally, via email, on the Investment Schedule or Proposal provided with your Enrolment Form. The enrolment form outlines payment arrangements and refund conditions pertaining to course cancellations and withdrawals.

You can request a copy of any documents if required from the Customer Service Manager.

Support, welfare and guidance

Being a student is exciting, but it can also be challenging. The team at Open Door will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst the team at Open Door all have the responsibility to provide support to all students, Open Door has a nominated 'Student Support Officer' who shall be available to students, on an appointment basis, through the standard RTO hours of business.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

Brigitte Calvert, Learning and Development Manager, P: 1300 006 324

The Learning and Development Manager may be able to provide links to external sources of support where the team at Open Door are not qualified or it is in your best interests to seek professional advice.

In the case of an emergency you must contact '000' via telephone to report the emergency to appropriate authorities.

In cases of welfare guidance and assistance, information and support can be found from relevant State Government agencies.

For issues non-related to the delivery of training and assessment services please refer to your direct workplace supervisor.

For issues related to Open Door as a Registered Training Organisation, you may contact:

Australian Skills Quality Authority (ASQA)

GPO Box 9928

Melbourne VIC

T: 1300 701 801

Collection of client feedback and satisfaction data

You are encouraged to bring any issues of concern you may have to the attention of appropriate staff as soon as possible. This ensures the ability for Open Door to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level.

Students are also asked to complete a ‘Learner Questionnaire’ upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resource

Student safety

Open Door has a number of processes to provide a safe and secure learning environment to all students. However, because of the on-line delivery of the program it is the student’s responsibility to ensure your own personal safety.

If you have any questions relation to this document or any component of your course you may contact us:

E: info@opendoorcoaching.com.au

T: 1300 006 324

Chapter 5

Appendix

“I have never let my schooling interfere with my education.”
Mark Twain

Appendix 1: Staff Code of Practice

All coaches delivering services for the Open Door adhere by the International Coach Federation Code of Ethics

<https://coachfederation.org/code-of-ethics/>

Appendix 2: Complaints and appeals policy and procedure

1. Policy

This policy/procedure provides a process for complaints and appeals to be heard and actioned. All complaints and appeals received by The Open Door Coaching Group (Open Door) will be viewed as an opportunity for improvement.

Despite all efforts of Open Door to provide satisfactory services to its students, complaints may occasionally arise that require non-formal or formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

2. Procedure

Where possible all **non-formal** attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the following procedures must be followed.

2.1 General Complaints

- Any student, potential student, or third party may submit a formal complaint to Open Door with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.
- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. The complaints and appeals policy is contained in full within the student handbook and includes the complaints and appeals form. This documentation and form can also be gained by contacting the Open Door Customer Service Manager.

- All formally submitted complaints or appeals are submitted directly to the CEO. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint and
- Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the ‘Complaints and Appeals Register’ which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint/appeal
 - Determined Resolution and
 - Date of Resolution
- A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- Once a complaint has been filed and logged in the ‘Complaints and Appeals Register’ The CEO shall then resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision Open Door must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- The CEO shall ensure that Open Door will act promptly on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student Open Door must promptly implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the ‘Complaints and Appeals Register’ by the Customer Service Manager and on the students file.

2.2 *Appealing a Decision*

All students have the right to appeal decisions made by Open Door where reasonable grounds can be established. The areas in which a student may appeal a decision made by Open Door may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Open Door in the first instance.

To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon:

- The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Customer Service Manager.
- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The CEO shall ensure that Open Door acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed: General appeals or Assessment Appeals.

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Open Door in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
-
- The appeal shall be lodged with the CEO and the Customer Service Manager shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
-
- The CEO shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
-
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Open Door if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Open Door.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Open Door if they wish to proceed with the external appeals process.

2.3 External Appeals

If a client or student is still dissatisfied with the decision of Open Door once all non-formal and formal methods of appeal have been exhausted, they may wish to seek legal advice or contact the following Government body to begin an external appeal process:

- Australian Skills Quality Authority (ASQA)

Types of complaints ASQA can help with

ASQA can only deal with complaints about:

- the information provided to you by an RTO about the course/s you are interested in
- the delivery and assessment of the training you have received
- the qualifications you have or have not been issued.

Before making a complaint to ASQA

If your complaint is about a particular RTO, firstly bring the matter to their attention. The RTO should provide you with information about how to lodge a complaint.

All RTOs are required to have policies and procedures to manage complaints in a constructive and timely manner. The service standards you can expect are set out in the

Standards for NVR registered training organisations.

If you are not satisfied with the way your complaint has been handled, or if your complaint is not related to a particular RTO, then contact ASQA.

Making a complaint to ASQA

To make a complaint, please complete the [Complaint about a registered training organisation](#) form which can be found on the ASQA website www.asqa.gov.au or at this link http://www.asqa.gov.au/verve/_resources/PDF_Complaint_about_a_registered_training_organisation.pdf

You can submit the form by emailing complaintsteam@asqa.gov.au.

Alternatively you can print and fill out the form, and post it to:

*Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001*

www.asqa.gov.au

If you need help with the form, or if you are unsure whether ASQA can help with your complaint, call the complaints team on 1300 701 801, or email complaintsteam@asqa.gov.au

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Australian Skills

Appendix 3 Complaints and Appeals Form

The following is a cover sheet to support and outline your complaint/appeal. Please attach any supporting documentation.

Please tick the appropriate box below:

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:	
Name of Complainant:	
Detailed Description Of Complaint/ Appeal: (Include an outline of your complaint/appeal with details of dates and people involved)	
Signature:	
Date:	

Appendix 4: Training Definitions

Our training programs are predominantly based on the principles of Competency Based Training. Some of the common training terms you will discover are described below:

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards of the learning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Tasks skills (performing individual tasks)
- Task management skills (managing a number of different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against national endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Open Door applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas required.

Flexible Learning means an approach to training which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance with the Australian Skills Quality Authority (ASQA) to deliver, assess, and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment which is required under a traineeship training contract. The traineeship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

Workplace Training is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks. Appendix 5: Example of LLN Assessment

Language, Literacy and Numeracy Pre-Training Test

About the Open Door Coaching Group

The Open Door Coaching Group is an outstanding executive, corporate and business coaching company. As a Registered Training Organisation (Provider No. 21858) we offer nationally accredited programs in workplace and business coaching, and other important business qualifications. The following nationally accredited courses are on our scope of registration:

- **10834NAT Certificate IV in Workplace and Business Coaching**
- **10835NAT Diploma of Organisational Coaching**

Please complete the following questions and hand to your trainer:

Name: _____ Phone Number: _____

Question 1

Please write down one goal you would like to achieve from your course:

Question 2

Open Door's Provider Number is:

21858 21888 21558

Question 3

Open Door Coaching offers:

locally accredited programs nationally accredited programs no programs

Question 4

What is the name of the course associated with the course code 10834NAT?
