

Farm Gate Training and Consulting Pty Ltd



Client Manual

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Introduction

This manual has been designed to inform you of your rights and responsibilities as a student/client enrolled in a training program provided by Farm Gate Training & Consulting P/L. It is important that you understand all of the information contained in this manual. Do not hesitate to contact our Organisation if you have any queries concerning any of the material in this manual.

Farm Gate Training & Consulting P/L is dedicated to providing you with products and services that meet your expectations and accommodate your training needs. To do this we must comply with a number of legislative requirements and provide you with the necessary documentation, resources and facilitation to successfully meet all training program requirements.

We are primarily concerned with providing a flexible approach to the training of individuals or groups who are employed in rural communities or in the food production industry. We understand that employees, managers and owner operators undertaking courses of study and professional development programs are subject to time constraints and to the pressures of production. We offer the necessary flexibility in the delivery and assessment of training program materials as well as providing comprehensive facilitation of the learning process and an extensive follow up procedure to ensure consumer satisfaction.

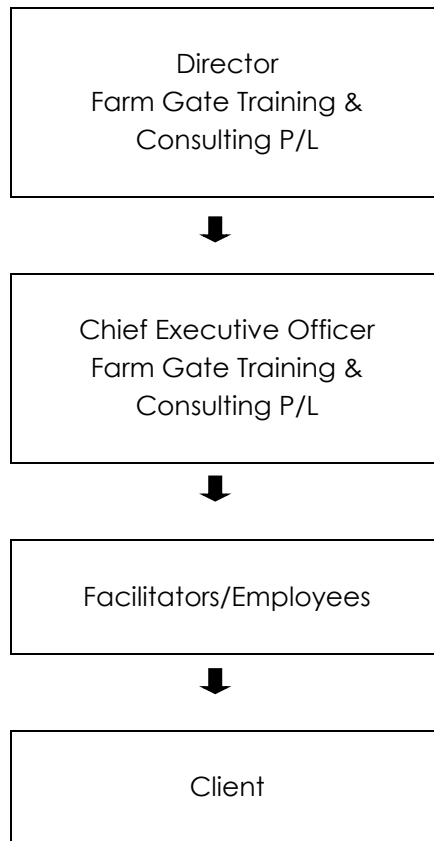
We wish you every success in your academic endeavours and look forward to assisting you to achieve your desired goals and outcomes. Our aim is to provide you with the encouragement and support necessary to achieve these goals.

Disclaimer

This book was reviewed in March 2014 and all information contained in it is accurate to that time. Farm Gate Training & Consulting P/L reserves the right to:

- ***Alter course structure, assessment and delivery strategies, unit objectives and course content as circumstances dictate the necessity to do so. This includes the mandatory review of content on an annual basis and***
- ***To cancel the enrolment of a client in a training program at any time prior to its commencement if client demand or resource constraints require its cancellation.***

Organisation Chart



It is expected that information will travel freely between all Organisational levels at all times. Farm Gate Training & Consulting P/L does not believe in the exclusion of information from any level because all Organisational information is relevant to all associated parties, irrespective of the nature of the information.

The only information exempt from this communication process is privileged and confidential information that is retained in accordance with Organisational policy.

Farm Gate Training & Consulting P/L encourages members to interact and communicate with all other members of the Organisation. This process facilitates the amicable resolution of disputes and grievances, the communication of information, increased staff morale and a heightened sense of customer satisfaction.

The reporting relationship should follow the designated process described above. Farm Gate Training & Consulting P/L has implemented a process that encourages efficient and effective communication between all individuals irrespective of position. The implementation of a recognised reporting procedure establishes and maintains official systems through which all individuals can access support, guidance and assistance on any issue outlined in the Organisational policies in an effective and timely manner.

The reporting relationship must follow the designated process described in Organisational policy.

Legislation

Farm Gate Training & Consulting P/L will comply with all relevant federal and state legislation regarding training and assessment and business practice. Farm Gate Training & Consulting P/L will comply with all regulatory requirements regarding Registered Training Organisation status and scope of registration.

Farm Gate Training & Consulting P/L will ensure that all staff and clients are informed of any regulations or legislation that will directly affect them and any responsibilities in relation to their involvement with vocational education.

Policies and Procedures will be updated to reflect implementation of current legislation.

Examples of legislation that Farm Gate Training & Consulting P/L must abide by is listed below (not all inclusive):

Commonwealth Legislation

Privacy Act 2014

Copyright Act 2014

Sex Discrimination Act 1984

Racial Discrimination Act 1975

National Vocational Education and Training Regulator Act 2011

NSW legislation

Work Health and Safety Act 2011

Fair Trading Act 1987

Vocational Education and Training (Commonwealth Powers) Act 2010

Training Authorities/Regulators

Australian Skills Quality Authority (ASQA)

National Skills Standards Council (NSSC)

Auditing

All practices conducted within the Organisation along with all products and services provided by Farm Gate Training & Consulting P/L are subject to both internal and external audit processes. External audits are conducted by ASQA to ensure that the Organisation is conducting operations in accordance with legislative requirements, Organisational policy and procedural documents and within the guidelines stipulated by the Australian Quality Training Framework.

Internal audits are conducted regularly and external audits are performed at registration, re-registration, randomly and following a complaint if necessary. Basically the audit process monitors Farm Gate Training & Consulting P/L for compliance with the implemented quality system, document non-compliances and ensures that procedures are set in place to reinstate compliance.

Organisational Policy

All clients may obtain access to Organisational policies and related forms through both electronic and paper based means following their successful admission into a training program.

Farm Gate Training & Consulting P/L has developed numerous policies that govern all of its operations and these policies have been assigned a numerical and alphabetical value relating to the designated purpose.

These values are as follows:

- **A = Administration**
- **C = Curriculum**
- **F = Finance**
- **M = Marketing**
- **S = Student/Client**
- **T = Trainer/Employee**

The number assigned following the letter is purely systematic and has no significance except where a form must be completed as a requirement of the policy, in which case the form is assigned the same number as the policy for convenience. In the case where more than one form must be completed as a requirement of a policy the forms are issued an extra numerical value for instance .1 and .2.

Policies and Procedures

Student/Client

S1 Customer Complaints	<u>S1.1 Complaints Register</u>
	S1.2 Complaints Resolution
S2 Academic Appeals	<u>S2.1 Academic Appeals</u>
S3 Client Confidentiality	<u>S3.1 Accessing Client Information</u>
	<u>S3.2 Consent to Access Client Information</u>
S4 Recognition of Prior Learning	
S5 Recognition of Qualifications	<u>S5.1 Application for Recognition of Qualification</u>
S6 Client Enrolment & Induction	<u>S6.1 Client Enrolment</u>
S7 Client Participation	<u>S7.1 Client Participation Record</u>
S8 Authorisation of Qualifications/SOA	<u>S8.1 Authorisation for Issue of Qualification/SOA</u>
S9 Change of selection of UOC	<u>S9.1 Change of Selection of UOC</u>

The forms that directly relate to you as a client of Farm Gate Training & Consulting P/L are above and these are made available to you on request.

All policies are continually updated as required and the updated versions distributed to employees immediately and in accordance with **Policy A5 Policy Circulation and Version Control**. This process is facilitated through electronic means and in cases where resources are limiting, clients will be provided with a paper-based version of updated policies.

Training Program Entry

You will be provided with a **Unit Selection Form** that outlines the training program in which you have expressed interest. This register contains details on the prerequisite or minimum requirements needed by the applicant prior to entry into that training program being granted.

The prerequisite/minimum requirements required for entry into a training program may include previous qualifications, certain experiences, industry knowledge or any other skills and abilities that will assist the applicant to complete necessary requirements.

Entry levels are implemented in an attempt to limit the chance of an applicant enrolling in a training program that they do not have the necessary skill, ability or knowledge to successfully complete.

Access and Equity

Farm Gate Training & Consulting P/L will not deny entry into a training program to an applicant based on any factor other than entry-level requirements. Our Organisation is dedicated to ensuring that all applicants will have an equal opportunity to be selected into a program and that all applications will be assessed fairly.

All employees are required to uphold the principles outlined in **Policy A6 Access and Equity** and in relevant publications and treat all clients equally, fairly and reasonably. Under no circumstances are the personal views, opinions and beliefs of staff to conflict with the delivery and assessment of training materials.

The Organisational **Code of Conduct** clearly defines the responsibilities of all employees in regard to the treatment of Farm Gate Training & Consulting P/L clients. The document also contains information outlining the responsibility of all clients as a member of a Registered Training Organisation.

The Training Manager of Farm Gate Training & Consulting P/L is responsible for assessing an applicant's ability to achieve competence in a designated unit or course. The Organisation's **A6 Access and Equity** policy ensures that client selection complies with equal opportunity legislation. Selection is conducted in accordance with Training Package guidelines in a responsible and ethical manner.

Recognition of Prior Learning

Farm Gate Training & Consulting P/L has been particularly structured to process relevant applications for RPL and issue qualifications or Statements of Attainment following confirmation of the recognition process.

The Organisation's **S4 Recognition of Prior Learning** policy ensures that the competencies currently held by applicants will be identified, assessed and recognised after enrolment into a training program. Recognised and appropriate qualifications will then be issued.

All applicants are encouraged to consider their options regarding this policy and to take advantage of it, if appropriate, when enrolling in training programs provided through Farm Gate Training & Consulting P/L.

Farm Gate Training & Consulting P/L will consider and assess the relevance of formal and informal qualifications, education, work experiences, life experiences, references from employees, testimonials from former/existing clients, work samples and any relevant information that assists our assessors to award competence.

The evidence must ensure that the applicant is competent against the endorsed industry or enterprise competency standards specified in Australian Quality Framework accredited courses.

The assessor is responsible for ensuring that all evidence presented is authentic, valid, reliable, current and sufficient to judge competence against the predetermined industry standards.

Fees and charges associated with the Recognition of Prior Learning are located in the **Training Program Register**

Qualification Recognition

Qualification recognition involves a Registered Training Organisation recognising qualifications or Statements of Attainment that have been issued by another **Registered Training Organisation**.

Our Training Organisation will recognise other RTO issued qualifications and/or Statements of Attainment. An original (copy filed stating the original has been sighted) or a certified copy containing the relevant information outlined in **Policy S5 Recognition of Qualifications** must be presented by the applicant and filed by the organisation as evidence with complete form **S5.1 Application for Recognition of Qualification**. If the Statement of Attainment lists units from a superseded training package, then the competencies will be mapped to the current package in accordance with the mapping guide.

The Training Manager is directly responsible for providing the necessary information to potential clients regarding recognition of qualifications. This responsibility extends to the training program facilitator who will be responsible for issuing the related forms and assessment of applications.

Qualifications/Statement of Attainment

All training programs offered by Farm Gate Training & Consulting P/L are aligned with competencies present in the most recently updated nationally endorsed Training Package.

Qualifications offered by Farm Gate Training & Consulting P/L include:

- Certificate IV;
- Diploma; or
- Advanced Diploma.

Qualifications will be issued when it has been deemed that a client has gained competence in each of the units contained within the qualification specifications.

All qualifications that are nationally recognised will be issued in accordance with **Policy C1 Issuing Qualifications/Statement of Attainment**.

A Statement of Attainment will be issued when a client has completed the requirements of a unit or units of competence contained within a qualification but has not satisfied the requirements to receive the full qualification.

Qualifications and Record of Results will be issued within a reasonable time frame.

Farm Gate Training & Consulting P/L does not provide numerical results or grades but it does list the unit(s) of competence that the candidate has been deemed competent in, on the qualification received as a requirement of legislation.

Clients who wish to receive additional copies or replacement copies of the qualification or Statement of Attainment will be required to contact the Director of Farm Gate Training & Consulting P/L.

The fee associated with the replacement and/or purchase of additional copies of Qualifications/Statements of Attainment is based on the schedule of fees and charges applicable at the time.

Articulation

Articulation refers to the progression of a lower qualification into a higher qualification through the completion of additional requirements.

Formal articulation arrangements exist within the Nationally Endorsed Training Package to facilitate the progression of a lower level qualification into a higher qualification.

Farm Gate Training & Consulting P/L is particularly interested in upgrading existing qualifications of potential clients into higher qualifications through the RPL process and competency mapping of previously attained units of competence with those currently included in the relevant Training Package. These arrangements are located in each Training & Delivery Strategy provided on enrolment in a course.

Selection/Enrolment/Induction

On enrolment all clients will be required to complete **Form S6.1 Client Enrolment** and will receive the following items:

- Client Manual;
- Unit Selection Form;
- Training & Assessment Strategies
- Learning Resource Pack (associated readings/references);
- Facilitator/management/support mechanism contacts;
- Access to Organisational policies and procedures.

The induction process will involve a thorough explanation of the roles and responsibilities of both parties, the legislative acts governing all operations and the provision of the information described above.

All clients are encouraged to contact Farm Gate Training & Consulting P/L management or training program facilitators at any time if they are unsure of Organisational or legislative policies and procedures or of any of the requirements associated with the training program in which they have enrolled.

Admission into a course/training program is granted when the applicant has:

- Completed **Form S6.1 Client Enrolment**;

- Provided authentic copies of documents as evidence that then meet the established prerequisite or minimum requirement to enter the course/training program; and
- Paid (in full) the fee outlined in the **Training Program Register**.

Confidentiality

Farm Gate Training & Consulting P/L, its employees and all of its clients have a responsibility to each other to protect privileged information that has been passed between the two parties as a requirement of the training process.

All client information is protected from unauthorised personnel. If a client wishes to access their own information they must complete **Form S3.1 Accessing Client Information**. If they wish to grant permission for another individual to access their privileged information they must complete **Form S3.2 Consent to Access Client Information**.

Farm Gate Training & Consulting P/L reserves the right to present your privileged information to Commonwealth or State regulatory bodies that may wish to access information for audit or any other purpose.

As a client of this Organisation you are obligated to protect information that is provided to you during the training program. All information to which you have access to is the property of Farm Gate Training & Consulting P/L and it is your responsibility to ensure that this information is not reproduced or transferred to any other individual without prior consent of this Organisation.

You have been provided with **Policy S3 Client Confidentiality** that clearly outlines the responsibilities of both parties.

If you believe that this Organisation has been in breach of its requirements you are entitled to complete **Form S1.1 Complaints Register** in accordance with **Policy S1 Customer Complaints**.

Fee Payment and Protection

Farm Gate Training & Consulting P/L requires all fees to be paid a minimum of five (5) working days prior to the commencement of a workshop or any other training program that requires commitment on behalf of the Organisation to organise.

When Farm Gate Training & Consulting P/L collects fees in advance, it will comply with SNR 22.3 Option 3 – no more than \$1000 will be collected from an individual client prior to the commencement of the training. If more funds are to be paid by the client a payment plan will be arranged with the client.

Refunds are left to the discretion of the Director who will assess all applications in a fair manner and approve refunds on a pro rata basis.

Refunds will be approved in accordance with **Policy F2 Refund Policy** and under no circumstances will refunds be considered where there is no substantial evidence suggesting that a client is no longer physically or emotionally capable of completing the training program requirements.

Complaints

Farm Gate Training & Consulting P/L encourages all clients to register complaints of any nature if they feel that they have been unfairly or unreasonably treated.

All complaints of an academic nature should be made in accordance with **Policy S2 Academic Appeals** and all other complaints regardless of the nature should be lodged in accordance with **Policy S1 Customer Complaints**.

The complaints process is available to ensure that you are provided with the highest level of service and customer satisfaction during the entirety of your association with this organisation.

We are committed to the effective and efficient resolution of complaints or grievances irrespective of their nature or severity.

If the client is not satisfied with the outcome of Farm Gate Training & Consulting complaint process they are entitled to contact ASQA www.asqa.gov.au/complaints/making-a-complaint.html .

Continuous Improvement

Farm Gate Training & Consulting P/L employs a continuous improvement process that has been outlined in **Policy A2 Continuous Improvement**.

The reasoning behind a continuous improvement program is to maintain currency with industry requirements and innovations and also to demonstrate the organisation's commitment to the continuous improvement of all products and services offered by the organisation. Training programs must be applicable to the specific industry for which they have been designed and must contain the most recent and innovative methods and materials to ensure that clients are provided with a relevant service or product.

The continuous improvement policy extends beyond the provision of products and services and covers all aspects of the Organisation's operations.

The client is encouraged to contribute to the continuous improvement of any of the processes conducted within the Organisation. To do this, clients need to complete **Form A2.1 Continuous Improvement** when they believe that an avenue exists to improve any aspect of Farm Gate Training & Consulting P/L products, services, processes or operations regardless of the origin.

External Reference Committee

Farm Gate Training & Consulting P/L has engaged an External Reference Committee to aid in the continuous improvement process.

Details of the Committee are described in **Policy C7 External Reference Committee**. The External Reference Committee is used for guidance in relation to all policies and working instructions.

Client Satisfaction

Farm Gate Training & Consulting P/L is committed to the establishment and maintenance of its reputation which is built on customer satisfaction through the provision of services and products that meet and exceed their expectations.

This process is facilitated through the implementation of a continuous improvement program, the External Reference Committee and numerous other activities designed to enhance customer satisfaction.

The implementation of **Form C5.1 Facilitator Assessment & Feedback Instrument** has been designed to determine client satisfaction with the Organisation's services and products after being provided with the opportunity to implement the skills, abilities and knowledge acquired through a Farm Gate Training & Consulting P/L program into an industry or employment situation.

The process is also designed to enhance public relations and to ensure clients that their custom has been appreciated, to provide them with industry contacts/employment opportunities if necessary and to encourage clients to return to our Organisation if future training is required.

Records Management

All client, employee, curriculum, financial, administration and advertising records are subject to management in accordance with **Policy A4 Records Management**. Records are stored safely, access is limited to authorised personnel only and all are retained in accordance with the national vocational standards.

Workplace Health and Safety

Farm Gate Training & Consulting P/L is committed to the implementation of legislation outlined in the **Workplace and Health and Safety Act 2011**. We expect that all clients understand their requirements and obligations in regard to **Policy A8 Workplace Health and Safety** and exercise good judgement and common sense when involved in training programs.

Occupational Health and Safety legislation governs the actions of all employees and employers throughout all industries and it is implemented in an attempt to reduce illness, injuries and fatalities in the workplace or by workplace activities.

Clients are required to complete **Form A8.1 Accident/Incident Report** if an injury or illness is sustained as a direct result of an activity organised through Farm Gate Training & Consulting P/L.

The Organisational Workplace Health and Safety policy covers all activities conducted in premises being utilised by Farm Gate Training & Consulting P/L to facilitate training programs and in the Organisation's office.

Assessment

The Organisation's assessment policies are described in **Policy C6 Assessment** and relate primarily to the fair, valid, reliable and flexible assessment of all training programs for all participants.

As a client of a Registered Training Organisation you have the right to be provided with an assessment process that is:

- Clearly defined;
- Adjusted/alterd to meet specific requirements;
- Appropriate to the level being assessed;
- Fair for all participants; and
- Reliable and valid.

The individual assessment strategies for each training program are clearly defined in the Training & Assessment Strategies that are provided to the client during the induction process.

Farm Gate Training & Consulting P/L is meticulous in ensuring that training program facilitators are competent to deliver and assess training in the appropriate discipline.

The Assessors will be responsible for ensuring that NVR Standards are adhered to. They are professionally responsible for ensuring that assessments are to cater for specific requirements that are identified during the assessment of the client's Literacy, Learning and Numeracy capabilities.

A resource review will be conducted on all materials used in the delivery and assessment of training programs and these will be conducted in accordance with **Policy C4 Resource Review**.

Evidence collection will be the responsibility of the assessor. It will need to be sufficient to judge competence, gathered through the implementation of valid assessment instruments and processes, fair for all participants and gathered in a way that promotes flexibility within the process.

Language, Literacy and Numeracy

Farm Gate Training & Consulting P/L is committed to ensuring that the client receives the optimal benefit of delivered training. While acknowledging that not all clients will have equal skills in LLN, we aim to provide assistance to those that may have some challenges in these areas to maximise the training benefits.

To gauge a client's LLN skills, all clients undertaking study are required to use the LLN indicator tool <http://lln.safework.com.au/>. This will allow us to identify if there is any need for greater support or differing approaches to meet the client's needs.

Student Participation

All assessors will be responsible for ensuring that participants complete **Form S7.1 Client Participation Record** as a requirement of **Policy S7 Client Participation** to enable Farm Gate Training & Consulting P/L to adequately monitor participation in training programs and confirm program completion.

Marketing

Farm Gate Training & Consulting P/L will seek prior written permission from any client, employee or any other individual before utilising any information or photographs pertaining to them in our advertising campaigns. Consent is obtained through client authorisation on **Form S6.1 Client Enrolment**. This information has been outlined in **Policy M2 Ethical Marketing**.

Welfare and Guidance

Farm Gate Training & Consulting P/L endeavours to provide the appropriate support services to all of its clientele and employees. Farm Gate Training & Consulting P/L will assist all employees and clients in any way that it can, irrespective of the nature of the assistance required.

Any individuals requiring advice or assistance from this Organisation are encouraged to contact the Director or the Operations Manager who will initiate the appropriate course of action or provide the necessary information required.

Feedback

Feedback is an essential tool in the continuous improvement of all systems and processes. All clients will be asked to complete **Form C5.1 Facilitator Assessment & Feedback Instrument** on completion of training. Information acquired from these forms will be used by this Organisation to evaluate training

programs and the facilitation process and to implement changes accordingly. Feedback is requested.

Contact

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