

# Participant Handbook

<b>Name</b>	Industry Safety Assessment and Training trading as ISAT
<b>Version</b>	1 July 2019



A Venn diagram consisting of three overlapping circles. The top circle is green and contains the text 'Our People'. The bottom-left circle is blue and contains the text 'Our Customers'. The bottom-right circle is orange and contains the text 'One Team'. The circles overlap in the center and at the intersections.

Our  
People

Our  
Customers

One  
Team

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# Welcome to ISAT

## 1.1 Introduction

Welcome to ISAT; Our People, Our Customers, One Team.

ISAT is committed to helping you achieve your further education and employment pathway goals by offering training and skilling services linked to the demands of industry. You are required to read and understand this Participant Handbook as part of the enrolment process.

All forms and documents referenced in this Participant Handbook are available from ISAT administration staff.

For enquiries regarding enrolments or to have any forms or documents sent to you:

- **Email:** [info@isat.tl](mailto:info@isat.tl)
- **Phone:** **+670 7343 0000**

## 1.2 Vision

ISAT is living its vision; to be the innovators in training and skilling solutions. For almost a decade, ISAT has continued to deliver the highest quality products in training and assessment, complemented by superior customer service.

# Things to Know

## 2.1 Definitions and Terminology

**Access and Equity** means policies and approaches aimed at ensuring that TVET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or TVET accredited course.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It represents the ability to transfer and apply skills and knowledge to new situations and environments.

**Credit Transfer** means the direct credit awarded where a participant has previously completed an equivalent course/subject to those required in the current course.

**Employer** means a company, a manager at a company, a business owner, or the supervisor or person in charge or an organisation or business operation.

**Learning Materials** include print based learner guides, text books, work books, videos, DVDs, internet links, handouts, and other materials used to guide and assist your learning.

**LLN** means Language, Literacy and Numeracy

**Not Yet Competent (NYC)** means that the participant has not yet provided sufficient evidence to demonstrate competence.

**Resources (other than learning materials)** means all hardware, software and other tools, plant, facilities and equipment needed to undertake training and assessment.

**RPL** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or TVET accredited courses.

**RTO** means Registered Training Organisation authorised to deliver training, conduct assessments and issue qualifications under the Timor-Leste National Qualifications Framework

**Skills Set** means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

**Statement of Attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

**TLNQF** means the Timor-Leste National Qualifications Framework.

**Training Product** means TLNQF qualification, skill set, unit of competency, accredited short course and module.

**Unit of Competency** means the specification of the standards of performance required in the workplace as defined in a training package

**TVET** means Technical Vocational Education and Training.

## 2.2 Your Student Number

All participants must have a Student Number. At the time of enrolling in a course, ISAT will issue each participant with a Student Number. This Student Number will be your personal number for life.

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## **2.3 Government and Other Funding**

Funding may be available for a variety of courses delivered by ISAT. Talk to ISAT and find out how you can enroll in the course you want to do.

## **2.4 Access and Equity**

ISAT will meet the needs of individuals and the community through the implementation of access and equity principles to ensure inclusion, the fair allocation of resources and the right to equal opportunity without discrimination. ISAT strives to meet the needs of individuals and is committed to collaboration and consultation with agencies, government departments and community groups to support participants to achieve quality vocational education, training and employment outcomes. ISAT prohibits discrimination towards any group or individuals in any form.

ISAT applies access and equity principles to all programs and provides timely information and suitable support to assist participants to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery, assessment and moderation.

# **Before You Enroll, Enrolling and Learning Pathway**

## **3.1 ISAT Engagement and Support**

ISAT's team comprises of staff with a broad range of skills that adopt a case management approach to supporting each participant.

For all qualification courses, ISAT works with each participant to undertake a comprehensive pre-enrolment interview and upfront assessment process to develop an agreed personalized Learning, Support and Career Plan, including the identification of personal barriers to the completion of training and assessment. This information is used to determine the tailored support required by each participant, including the provision of specialist in-house services to those participants with complex needs.

Participants enrolling in ISAT's short courses complete an abridged assessment process and are offered individualized support during the first one hour induction session run for each course.

### **3.1.1 Pre-enrolment, Interview, Assessment for Qualification Courses**

For qualification courses, the Pre-enrolment Interview is an integral part of the training and assessment framework. Prior to the participant enrolling, this Interview seeks to determine the needs of the participant, confirm the participant's previous experience and vocational aptitude, as well as identify support needs that will enable the participant to achieve the learning outcomes for both the qualification type and discipline. The Pre-enrolment Interview also assists in determining the participant cohort and amount of training.

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Participants also undertake a vocational barrier and LLN assessment. This assessment may result in an additional meeting with ISAT's in-house specialist resources or a referral to another course or services prior to undertaking training.

ISAT consults with each participant to determine any non-vocational barriers to training and employment such as transport issues; e.g. issues that may result in time lost from training; other personal and/or environmental barriers.

At the completion of the pre-enrolment interview each participant may have developed an individual Learning Support and Career Plan, including the learning pathway options offered by ISAT, amount of training, mode of delivery and the units of competency to be completed.

### **3.1.2 Abridged LLN Assessment for short courses**

Participants in ISAT short courses may be administered an abbreviated LLN assessment and discussion. This will be used to identify:

- any additional support needs required by participants; and
- any adjustments required to the amount of training to be provided.

### **3.1.3 Induction and Orientation**

Participants may receive an induction appropriate to their course on their first day of attendance. The induction will make sure that the participant:

- Understands the information contained in the Participant Handbook.
- Understands they will be required to participate in participant feedback to ISAT.
- Is familiar with facilities and resources.
- Has identified the key training, administration and support people.
- Has the necessary course materials, and know their timetables.
- Understand ISAT's obligations to participants.
- Understand the requirements of the Participant Code of Conduct and signs off at the bottom of the code to indicate that they agree to abide by the code for the duration of the course.

### **3.1.4 Resources – Human and Physical**

ISAT is committed to a high standard of training through high quality Trainers and Assessors who are qualified, experienced and demonstrate current competency in the subject matter. Trainers and Assessors are kept current with industry developments through release to industry and participation in industry training programs.

Participants have access to fully equipped training facilities, reference materials, amenities and refreshment facilities.

The plant and equipment ISAT uses to delivery training meets the standards for plant and equipment used in industry.

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### **3.1.5 Ongoing Support**

ISAT may work with the participant to arrange 'rescheduling' where required to ensure the participant gains the skills and knowledge required to complete their program of study.

In addition to the matters raised in the pre-assessment process, participants are supported and encouraged to communicate with ISAT about any additional barriers that may increase their risk of not attending or completing their program of study. These barriers are discussed with the participant and options to overcome them are determined.

## **3.2 Recognition of Prior Learning**

ISAT aims to maximise the recognition of a participant's prior skills and knowledge while at all times maintaining the integrity and standards in the unit of competency forming the specific qualification or course study.

Recognition of Prior Learning (RPL) is available to all participants to gain recognition for appropriate skills and/or knowledge they may already have (except where this is prohibited by other regulators). ISAT will advise all participants of RPL opportunities and refer participants to the relevant trainer to work through the RPL process.

Participants who consider that they have completed appropriate training or have, through prior learning and experience, gained the required skills/competencies stipulated for the units of the course may be granted RPL upon supplying relevant evidence. An ISAT trainer will provide the relevant RPL documentation to each participant who applies for RPL and explain the process in detail. The RPL process addresses all training package requirements and complies with the principles of assessment and rules of evidence.

## **3.3 Credit Transfer**

ISAT accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- TLNQF certification documentation issued by any other RTO or TLNQF authorised issuing organisation; or
- authenticated TVET transcripts issued by the Registrar.

## **3.4 Fees and Payments**

Prior to enrolment, all participants are provided with Fee and Payment information, including course fees, administration fees, material fees and any other charges.

Where course fees are less than \$1,500, participants are required to pay in full, or raise a purchase order, at the time of enrolment.

Where course fees exceed \$1,500, participants are required to pay a \$1,500 deposit at the time of enrolment. Participants will be issued with a Receipt for the payment as well as a Tax Invoice for the balance. Throughout the duration of the course, participants can reduce the balance by making payments to a maximum of \$1,500 at a time.

All payments can be made via cash or direct debit into ISAT bank account.

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IMPORTANT NOTE: Payment in full is required **BEFORE** ISAT can issue an Award.

Course fees do not include:

- Additional textbooks and materials that may be recommended but are not a course requirement.
- Replacement textbooks (where originals are lost or damaged).

### **3.5 Cancellations and Refunds**

A refund may be paid if ISAT is provided with written notice of any non-attendance 5 days prior to the course commencing. Alternatively, the participant can request a Deferral of Enrolment.

A refund may be paid or a Deferral of Enrolment may be offered to the participant where a course is cancelled by ISAT.

A refund may be paid if the participant is unable to attend due to serious illness or hospitalisation, conditional on the participant providing documentary evidence to support the claim. The offer of a refund in these circumstances sunsets 90 days from the date of the last attendance of the participant.

A refund may be provided in exceptional circumstances where a written request is provided to ISAT. The Managing Director has sole discretion regarding approval of such refunds.

An application for a refund or credit note must be completed by the participant using the ISAT *Request for Refund/Credit Note Form*. Full details and evidence for requesting a refund or credit note must be provided.

A refund will not be issued for any of the following, where the participant:

- is unable to attend due to a change in their work hours;
- is unable to travel to the course;
- moves to another location;
- changes employment status;
- leaves without completing a course/unit;
- cancels their enrolment less than five days prior to the commencement of the course.

Where a participant is absent for five consecutive training days without formally notifying ISAT, the participant's enrolment will be cancelled and no refund will be issued.

Where the participant's training is subsidized by a Funding Program and the participant is absent for five consecutive training days without formal notice to ISAT, the participant will be issued with an "Intent to Cancel Enrolment" via email or mobile phone text message. Where the participant fails to respond within two training days, the participant's training account will be closed.

### 3.6 Deferral of Enrolment

Prior to commencement in a course, a participant may apply for a Deferral of Enrolment to participate in the same course at a date within the following six months (see below "IMPORTANT"). Such an application must be submitted to ISAT five (5) days prior to the intended commencement date of the requested deferral.

Fees already paid will be retained by ISAT and credited towards the attendance at the course at a later date.

**IMPORTANT:**

*Having requested and been approved for a Deferral of Enrolment with ISAT, the participant has six months from the date of their last attendance at that course, to re-commence their participation in that training course. If the participant does not re-commence their participation in that training course within the six-month period immediately after the date of their last attendance, the participant's enrolment in that training course will expire and no there will be no refunds available.*

## Your Assessment

### 4.1 Assessments

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that a participant can perform to the standard required in the workplace as specified in a Training Package or TVET accredited program. Assessment is conducted in accordance with the Principles of Assessment and the Rules of Evidence. Assessment may include a range of written and verbal methods as well as practical demonstration/s.

ISAT is committed to ensuring that training and assessment staff are appropriately qualified, experienced and have skills that are current and responsive to the needs of industry.

ISAT adopts an industry engagement strategy that strives to involve industry in the development and maintenance of training programs, resources and assessment through participation in validation activities, utilising opportunities for trainer & assessor staff to return to industry and, where possible with minimal interruption to productivity, conduct training and assessment on site.

The requirements of training packages, the standards for continuing registration, rules of evidence and principals of assessment combine to guide and inform training and assessment strategies.

ISAT aims to provide participants with clear, concise and comprehensive information about assessment.

ISAT provides participants with a range of support activities to assist them achieve success/competency. Each participant receives a comprehensive learning guide and

participant assessment guide for each unit of competency. The assessment guide advises the participant of the assessment tasks required to be completed and describes the performance standards participants are required to demonstrate.

It is important to note that the rules and requirements of a unit of competency as well as a qualification are applied regardless of the mode of training delivery provided. Each unit of competency is made up of the following:

- Elements
- Performance criteria
- Performance evidence
- Knowledge evidence
- Conditions of assessment

Each participant must successfully complete each assessment task in the assessment guide. Examining the evidence presented, the Trainer and Assessor will make judgements in accordance with the competency standard, compare a participant's response and performance with the model responses and performance descriptors and determine the participant to be Competent (C) or Not Yet Competent (NYC)

## 4.2 Competent (C)

To be deemed Competent in any Unit of Competency the participant must consistently demonstrate the integrated application of the skills and knowledge contained in the unit. These skills must be demonstrated in a range of contexts over a period of time.

A detailed description of the assessment process for each unit is provided in the 'unit assessment pack' given to participants for each unit.

## 4.3 Issuance of Awards

Qualifications and Statements of Attainment will be issued within 30 calendar days of successful completion of the program or learning. ISAT will ensure that persons who have been assessed as competent in accordance with the requirements of the training package or TVET accredited course will be issued with a qualification or statement of attainment that:

- Meets the requirements of the TLNQF.
  - Clearly identifies the Registered Training Organisation (RTO).
  - Includes the Nationally Recognised Training logo in accordance with the conditions of its use.
  - Meets the standards for *Training Organisations*
- Copies of awards are available upon request however a fee will be charged and proof of identity will be required.

### 4.3.1 Re-issuance of Awards

Should a participant request a re-issue of an award, a FEE will apply. This fee must be paid before the award will be reissued.

IMPORTANT:

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The following timeframes apply for requests for Re-issuance of Awards:

- 14 days for Awards achieved within the previous two-year period
- 30 days for Awards achieved more than two years prior.

#### **4.4 Re-assessments**

Participants are allowed up to two attempts at any given assessment activity.

Participants may appeal an assessment outcome decision - please refer to the Appeals section below for further information.

#### **4.5 Appeals**

ISAT is committed to ensuring participants understand, are informed and fully satisfied with their training and assessment.

ISAT acknowledges that participants have the right to appeal an assessment decision. Such an appeal needs to be on valid grounds. Accordingly, ISAT provides participants with access to an equitable process for lodging an appeal.

All ISAT staff are required to be fair, courteous and helpful in all dealings with participants and meet the *ISAT Staff Code of Conduct*.

Participants wishing to appeal an assessment outcome can do so by writing to the ISAT within 21 days of receiving the notification of assessment result.

The written appeal must include specific details about why the participant believes the assessment outcome is inappropriate.

The following appeals handling framework is designed to support a fair, unbiased, timely and satisfactory resolution within fourteen (14) business days of receipt of the appeal:

- Review the assessment evidence and process in consultation with the trainer or another subject matter expert, review the training & assessment strategy and any special needs the participant may have had.
- Undertake further discussion with the participant if needed. The participant may elect to have an advocate attend any such discussions.
- Inform the participant of the outcome of the appeal in writing and include the reasons for the decision.

Should the participant be dissatisfied with the outcome of the appeal, the participant has 14 business days to write a further letter to the Managing Director, detailing their concerns.

##### *Managing Director*

- Reviews the case notes and arranges an interview with the participant (face to face or by phone) to discuss the findings.
- If a re-assessment is deemed appropriate, the Managing Director will discuss with participant any additional fees and/or learner needs.
- The Managing Director will confirm the instructions for the re-assessment in writing

to the participant.

- Where it is decided that a re-assessment will not be undertaken, the participant will be advised in writing.

In the unlikely event that ISAT considers that more than 60 calendar days may be required to finalise the appeal, ISAT will:

- inform the participant in writing, including reasons why more than 60 calendar days is required; and
- regularly update the participant on the progress of the matter.

## Your Conduct and Safety

### 5.1 Behaviour - Workplace / Training Facilities

During the induction process all participants are required to sign off the Participant Code of Conduct. The Code of Conduct describes the minimum acceptable behaviours required of participants.

The following list is intended to supplement the Code of Conduct:

- Participant property is to be respected and not interfered with.
- ISAT accepts no responsibility for personal property lost or stolen.
- No aggressive physical contact or verbal abuse will be tolerated at any time.
- Smoking is permitted only in designated smoking areas.
- Alcohol and illegal drugs are not permitted on ISAT property. Participants are not to attend ISAT whilst under the influence of alcohol and/or illegal drugs. Participants must fully comply with the no drugs and alcohol on-site policy and ensure that they do not participate in any activities which pose risk/s while affected by drugs and or alcohol. Examples of the types of activities persons affected by drugs and or alcohol should not participate in include:
  - operating heavy machinery, plant and equipment (such as skid steers, excavators, rollers etc);
  - operating machinery and equipment requiring a licence (such as forklifts, scaffolding, dogging, rigging etc);
  - using tools and equipment (such as welders, compressors, powered saws, drills, grinders etc);
  - using potentially dangerous office equipment (such as urns, zip hot water taps, shredders, etc).
- Eating or drinking is not permitted other than where designated.
- Mobile phones are to be turned off during classes and in study areas.

### 5.2 Safety

ISAT is committed to a duty of care to the health, safety and welfare of all participants.

During enrolment, the participant will be advised of any personal protective clothing and equipment required for each course.

Prior to the commencement of training, each participant will undertake an induction, outlining basic housekeeping, emergency plans and evacuation points. Emergency plans and information are located around the training facilities. Participants will be advised of building wardens and the Workplace Health & Safety relevant to the area of study.

During the induction each participant will be advised of first aid officers, first aid stations and where SDS folders are located.

Participants are required by law to, at all times and locations, take reasonable care for the health and safety of themselves and others and report any hazards. Participants must take care not to misuse or damage tools, materials, etc provided during the training.

Participant must fully comply with the no drugs and alcohol on site policy and ensure that they do not participate in any activities which pose risk/s while affected by drugs and or alcohol. Examples of the types of activities persons affected by drugs and or alcohol and should not participate in include:

- operating heavy machinery, plant and equipment (such as skid steers, excavators, rollers etc);
- operating machinery and equipment requiring a licence (such as forklifts, scaffolding, dogging, rigging etc);
- using tools and equipment (such as welders, compressors, powered saws, drills, grinders etc);
- using potentially dangerous office equipment (such as urns, zip hot water taps, shredders, etc).

### **5.3 Leave of Absence**

Participants must advise their trainer in writing of any planned leave. Before taking leave during the course participants should consider the possible impact on their study and the possibility of not being able to complete their course on time.

Participants must advise ISAT before 9am if they are not attending due to illness. Absences of more than 2 days require a doctor's certificate.

### **5.4 Use of ISAT Computers**

There are several computers available for participant use. These computers:

- Support basic functions such as word processing and internet search
- Provide access for completing your resume, job applications

Participants must not:

- Download any programs from the internet
- Alter the settings on the computers
- Use computers for any purposes other than those related to their course or job searches

Participants who abuse computer privileges will be barred from further computer use.

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## 5.5 Social Media

Social media includes but is not limited to:

- Facebook
- Twitter
- Snapchat
- Google
- All other social media platforms

Participants must not make derogatory or inappropriate comments on social media about any staff member, visitors, other participants or work experience/potential employers.

Participants who are caught or reported to have made derogatory or inappropriate comments will be subject to disciplinary action.

## 5.6 Disciplinary Action

As detailed in the participant Code of Conduct, any breaches of the code or behaviour that is deemed inappropriate by ISAT staff, will result in disciplinary actions. Depending on the severity of the breach, the actions may include a warning or progress through to having a participant's enrolment suspended or cancelled and being asked to leave ISAT's training facility or location.

In most cases, the participant will be advised in writing of their breach, while the expected behaviour and conduct for all future interactions will also be reiterated to the participant.

Any participant issued with a first warning will be required to meet with ISAT for the purpose of creating an intervention plan that includes behavioural support. After three warnings the participant's enrolment may be cancelled.

In the event of a participant receiving three (3) written warnings for poor behavior it is likely that they will be asked to leave the course.

Where a participant (or participants) has been found to have cheated, plagiarized, colluded or tampered with assessments or learner outcomes, the participant (or participants) will have their enrolment cancelled immediately.

## Your Privacy

### 6.1 Personal Information

ISAT complies with both the Federal and State Privacy and Personal Information legislation in collecting information relating to the participant for the purpose of delivering training and assessment services.

Information (e.g. USI) relating to the participant will not be released to a third party without the written consent of the participant, unless required under law.

Personal information is collected from participants, is treated with the utmost confidentiality and is only used for the purpose for which it was collected or for a related purpose, including the:

- provision of training services;
- provision of additional training/product related information (e.g. upcoming courses, timetables, etc) to the participant; and
- gathering of feedback from the participant to inform ISAT's market analysis, course development and business improvement.

## **6.2 Your Records**

ISAT maintains participant training records for the period advised by the numerous contractual and regulatory requirements. In accordance with ever-changing technology, ISAT maintains high-levels of security in protecting the personal information of participants by:

- securing all files with personal information in locked cabinets;
- only providing staff with access to personal information;
- appropriately destroying information after the required retention period;
- ensuring computer security at all times by the use of firewalls and current virus software;
- password protection access to the computer system;
- audits of the computer systems; and
- no release to third parties without prior written authorisation.

## **6.3 Information Request by Participant**

Participants may request a copy of the information held about them by completing and submitting a 'Request for Documentation' form to ISAT. Only written requests using this form will be considered.

Requests require a Confirmation of Identity of the participant; either through the sighting of verified photo ID (e.g. Drivers Licence) or by the correct answering of a checklist of questions derived from the Customer's personal details, including:

- Full Name
- Participant Number
- Date of Birth
- Address
- Phone Number

As confirmation and approval for granting such access, both the participant and the ISAT must sign the request as confirmation. This form is then to be placed in the participant's file for future reference.

## **6.4 Information from/to Third Party**

ISAT may need to source or verify information about participants from a third party. Wherever possible this will be done with the participant's authorisation, or if not possible, ISAT will inform the participant when such information is collected.

ISAT does not disclose personal information to other third parties without permission or instruction from the participant, unless required by Law to do so.

Participants may nominate a third party/ies to access their (i.e. the participant) personal information and records. Such a nomination will only be considered via a signed written request from the participant to the Managing Director.

## **6.5 Confidentiality**

ISAT complies with all Privacy Principles. Information collected on participants is only used for the purpose of delivery of services. All ISAT staff enter into a Confidentially Deed as a condition of their employment and ensure the maintenance of participant information as confidential.

# **Promise to You**

## **7.1 Customer Service Promise**

ISAT is committed to the provision of quality training and assessment services, based on the principles of equity, fairness, professionalism and quality assurance, control & improvement. This includes engaging staff that are qualified, experienced and committed to ensure currency of skills in the delivery of training and assessment services.

ISAT values and encourages feedback from participants, trainers and assessors, stakeholders, employers, industry and Government. ISAT designs all learning resources and assessment instruments to meet the requirements of training packages, industry demands and individual participant needs.

ISAT takes seriously its commitment to ensure the opportunity to receive quality training and assessment is available to all eligible participants. It is the responsibility of the participant requesting such training and assessment services to commit to embracing this opportunity.

Where there are any changes to agreed services, ISAT will advise participants as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements

## **7.2 Feedback and Complaints**

ISAT values and encourages feedback from participants, trainers and assessors, stakeholders, employers, industry and Government.

Being open to feedback, ISAT acknowledges the right of the participant to lodge a complaint where he/she is dissatisfied with the ISAT fulfilling its customer service promise.

ISAT provides the participant with access to a fair and equitable process for lodging and managing complaints. Participants wishing to lodge a complaint may do so verbally or in

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writing.

All complaints are taken seriously, dealt with expeditiously through a fair and reasonable process in order to achieve a satisfactory settlement and handled with the utmost professionalism, sensitivity and confidentiality.

The participant is encouraged to:

- in the first instance, discuss the complaint directly with the person concerned;
- seek the assistance of an ISAT representative; or
- if the matter cannot be resolved verbally, submit a complaint in writing.

The following complaints handling framework is designed to support a fair, unbiased, timely and satisfactory resolution; either immediately or within ten (10) business days of receipt of the complaint:

- All ISAT staff have the authority to deal with verbal complaints and should make every attempt (within their operational area of responsibility) to:
  - immediately resolve the matter with the participant; and
  - if necessary, engage the assistance of a senior manager to resolve the complaint;
- provide feedback/resolution to the participant and make a file note of the complaint resolution in TVETtrak.
- Where the nature of the complaint cannot be resolved on-the-spot:
  - the complaint is to be acknowledged (by the staff member) in writing to the participant within 48 hours of receipt of the complaint;
  - ISAT must undertake an investigation and the party/ies involved in the complaint will be interviewed and written records collected and ensure that:
    - all party/ies subject of the complaint are informed verbally and in writing of the matter/allegations;
    - each of the party/ies subject of the complaint are provided with an opportunity to respond verbally and in writing;
  - throughout the investigation supplementary evidence may be collected, including, but not limited to, a review of current operational guidelines, policy and procedures, business practices and staff skills and experience, a review of the documentation supplied with the complaint;
  - a report on the findings and recommendations will be prepared;
  - a Corrective Action Form will be completed reporting the findings and recommendations to action;
  - provide feedback/resolution to the participant and party/ies involved.

Where ISAT considers that more than 60 calendar days may be required to process and finalise the complaint, ISAT will:

- inform the participant in writing, including reasons why more than 60 calendar days is required; and
- regularly update the participant on the progress of the matter.

In the event the complaint handling process is exhausted and the participant remains dissatisfied, the participant will be offered the opportunity for the complaint to be referred

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to an independent external mediator. ISAT and the participant will be responsible for providing the external mediator with all briefings, interviews and documents relating to the complaint.

For the purpose of continuous business improvement, all complaints, whether formal or informal, are entered into ISAT's Complaints Register, accompanied by the results and records of investigations, the resolution and the corrective action.

### **7.3 Advertising and Marketing**

ISAT ensures that all marketing and advertising activities are ethical, accurate and consistent with the scope of registration.

### **7.4 Legislation**

ISAT complies with all relevant Laws and Codes of Practice.