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1. Purpose

These procedures are designed to ensure Safetynet Management conducts the delivery and assessment of accredited courses in line with appropriate SNR Standards and qualification package rules.

Safetynet Management Solutions is committed to providing its participants, where possible with flexible learning processes. This means that we focus on the learning rather than the teaching, to provide the best possible outcome for the participant. Some of the flexible learning options available include:

- Scheduling of the learning sessions to meet client requirements;
- Provision of flexible learning and assessments for those with special needs;
- Providing asynchronous learning and assessment to meet each participants needs; and
- Different options to communicate with Safetynet ie. telephone, social media, on-line chat etc.

2. Scope

This policy and procedures applies to all Safetynet Management Solutions delivery sites delivering training, assessment and recognition for qualification services.

3. References

- QPP001 Administration and Records Management
- QPP006 Competency in Delivery and Assessment
- QPP016 Access and Equity
- QPP021 Recognition of Qualifications Issued by Other RTOs
- QPP022 Participant Registration and Induction
- QPP023 Recognition of Prior Learning/Recognition of Current Competency
- QPP028 Complaints, Grievances and Appeals

4. Procedures


4.1 Learning Methods

Modes of learning delivery may include face-to-face, corporate (including Workplace on-the-job), on-line and distance delivery.

Face-to-Face and Blended

Safetynet may offer learning sessions on its training premises or throughout hired venues within the States in which it is authorised to operate. Safetynet will ensure that

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where ever the course is delivered, that the required resources are available, as outlined within the Learning and Assessment Strategy.

Participants will be provided with:

- Face-to-face training (as per the course schedule);
- Course on-line resources (notes and assessment tools and instructions for either face to face, on-line or distance delivery);
- Provided access to the Safetynet Participant Intranet system to download course specific documents, which are referenced within the course documents;
- Assignments provided via email or post will be marked within 3 – 4 weeks;
- Safetynet will provide unlimited telephone or email support to assist with participant queries regarding course content or assessment activities;
- Access to 1:1 tutorial (face-to-face) where required.

Distance Delivery

Distance delivery participants will be provided with:

- Course on-line resources (notes and assessment tools and instructions for either face to face, on-line or distance delivery);
- Provided access to the Safetynet Participant Intranet system to download course specific documents, which are referenced within the course documents;
- Assignments provided via email or post will be marked within 3 – 4 weeks;
- Safetynet will provide unlimited telephone or email support to assist with participant queries regarding course content or assessment activities;
- Access to 1:1 tutorial (face-to-face) where required.

Enterprise (including on-the-job flexible delivery)


Safetynet will consult with corporate clients regarding group or 1:1 flexible delivery on qualifications that are on its scope of registration only. Safetynet will discuss localisation options with clients.

4.2 Participant Conduct on Courses

Whilst on the premises, participants are required to conduct themselves in an appropriate manner.

Attendance

On training courses which are designed as 'Fast Track' methods with weekly workshops, it is recommended that participants attend all sessions scheduled.

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Absenteeism

Participants will be required to attend all training sessions scheduled. Trainers will not go through work covered from missed sessions. Participants will need to complete work through flexible delivery methods. Please email/phone through to Safetynet if you cannot make the session.

Behaviour

Certain types of behaviour will not be tolerated. Participants will not discriminate against any person because of their race, gender, sexual preference, background or religion.

Participants are required to work in a team and as such will endeavour to participate and actively contribute in all group work. Participants will need to be considerate of trainers and other persons with whom they come in contact with and will make an effort to foster co-operative and supportive relationships with other colleagues.

Mobile Phones/IPADS etc

Participants will be required to switch off all devices whilst in a Safetynet Management Solutions training venue. Participants will have the option to leave the phone on silent or vibrate for urgent/work matters and take the call outside of the training room.


4.3 Assessments

Assessment will be conducted at an agreed upon venue and may include:

- Demonstration during normal or simulated work routine;
- Observation of performance of work related tasks;
- Question and answer;
- Written assessments;
- Role plays;
- Discussion on work or team projects;
- Observation and discussion of workplace;
- Training records and documents; and/or
- Workplace projects.

Assessment will only be conducted by a suitably qualified and experienced assessor and may include the involvement of an industry expert.

For workplace delivery mode, verification from the workplace supervisor will assist the assessment and a signoff procedure will be followed.

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4.4 Access and Equity within Assessment

All reasonable steps will be taken to ensure participants will be given an equal opportunity to undertake the assessment.

Participants will be treated equitably regardless of your race, sex, marital status, age or sexual preference.

If there are any aspects of the assessment that are unclear and you are not certain, the participant should speak to the trainer/assessor as soon as possible.

Should participants require a reasonable adjustment of the assessment due to a physical impairment they should discuss this with the trainer/assessor immediately. Reasonable adjustments may include:

- Use of special equipment; and
- Practicable extension of timelines.

4.5 Evidence

Evidence will be negotiated with the participant however products/processes of assessment will be required to meet the requirements of the relevant training package assessment method.

It may include documented evidence, supervisor's testimonials, questionnaires, photographs, reports of team projects, diary notes, training room observations/progress, training room tests and meeting notes.


The trainer/assessor will be looking for consistent demonstration of skills, knowledge and attitudes relevant to the workplace, through a variety of assessment methods and evidences (as per the training package requirements).

Participants on all learning methods have a maximum period of 12 months to course complete, unless there are exceptional circumstances why the participant cannot complete within the timeframes.

4.6 Submission of Assessments

Participant assessments are to be sent either:

1. Via the SafetyNet Moodle Mobile Learning Management System; or
2. Email – assignments@safetynet-solutions.com.au.

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Safetynet will not accept assignments where they are handwritten – they must be typed.

Participants should ensure they go through each point on the Assessment Instructions and check they have completed everything prior to submission.

Assignments will be marked within 4 weeks of submission (if we receive it by the set due date) and feedback sent back via email.

All emails sent out by Safetynet Management Solutions are scanned by Norton Anti-virus software to ensure that we do not inadvertently send viruses to your computer system.

Electronic versions of the participants assessment is kept for a minimum of six (6) months after the completion of the course.

4.7 Assessment Due Dates

Participants should be aware that all assessments have set due dates for completion, this has been put into place to assist in keeping on track. Assignments must be submitted by the set due dates.

Extensions

Reasonable timeframes are allocated after the course, to complete assignments. Taking into account the participant's busy work and personal lifestyle. Assignments will not be marked after the due date unless an extension has been granted.


Extensions must be requested via email only to student.administration@safetynet-solutions.com.au, no later than two weeks prior to the assignment due date.

Extensions will not be granted for:

- Change in job/position/relocation;
- Increased workload within your position at work;
- Lost/corrupt computer files;
- Lost folder with assessment activity; or
- Personal holidays.

4.8 Queries on Assessments

Participants are provided with electronic templates or samples of completed work to refer to (refer to Safetynet website for templates or samples). If you have queries regarding assignments, please email your trainer directly with questions only.

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4.9 Reviewing Assessments

Following the assessment the results will be given to the participant and any other person involved in the training contract. Where a person is found to be 'Not Yet Competent' arrangements will be made for a review assessment.

Where the participant does not agree with the outcome they will be offered a further assessment opportunity, a change of the assessor if required, and/or the opportunity to appeal in writing to the Director or the Australian Skills Quality Authority (ASQA), if the process cannot be resolved by Safetynet Management Solutions.

The assessor will review the process with the participant, review the assessment tools and seek feedback on the process to take into account any part of the process to be changed for future assessments of the same units of competency.

4.10 Recording Assessment Outcomes

Assessment outcomes will be recorded on the Safetynet on-line Student Records Management Database.

4.11 Procedures for Non-Achievement

When a participant doesn't achieve the outcome this matter will be discussed with all key stakeholders and where appropriate a review date established.

If the assessor requests a re-submission of an assignment then participants will be provided with a maximum of 4 weeks to re-submit. Only one re-submission will be allowed. We do not provide reminders or extensions on re-submits.

If after the re-submission a participant is still found not to be competent, we would suggest the following:

- The participant to attend the training again for the unit. A per unit fee will be charged for re-attendance; OR
- Individual 1:1 tutoring with the participant. A tutorial fee will be charged.