

## **TRAINING POLICY for IDSS Professional Development Program**

IDSS Pty Ltd is committed to providing the highest quality training and assessment services to all its participants. This commitment is reflected in the following Training Policy for the IDSS Professional Development Program.

### **1. Administration**

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IDSS will maintain systems for recording participant enrolments, attendance, completion, assessment outcomes, results, qualifications issued, grievances and the archiving of records. Participant confidentiality will be maintained at all times.

### **2. Educational Standards, Training Environment and Course Delivery**

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IDSS will adopt policies and management practices which maintain the highest level of professional standards in the marketing and delivery of its training, and in its assessment services, in order to safeguard the interests and welfare of participants.

IDSS will maintain a learning environment that is conducive to the success of its participants and will comply with the standards set by the relevant curriculum and regulating authorities. To achieve this goal, IDSS will deliver the nominated courses to its participants using adequate facilities, appropriate equipment and resources, and appropriate training and assessment methods.

IDSS will ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation and ensure that training facilities, equipment and other resource materials are adequate and maintained in good order and repair.

IDSS will comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations.

IDSS will ensure that information regarding the program of study, availability of learning resources and appropriate support services are available to participants.

IDSS will ensure that training and assessment occur in accordance with the requirements set out by relevant approving authority.

### **3. Rescheduling and Cancellation**

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IDSS reserves the right to reschedule or cancel any course due to insufficient number of participants or for any other unforeseen circumstances at any time prior to the commencement of the course. However, IDSS will try to advise the participants as early as possible of any such events.

If a course is rescheduled or cancelled, paid participants will be offered a full refund or credit note or alternative dates. IDSS will also try to accommodate alternative arrangements acceptable to the participant.

IDSS cannot be held liable for any financial loss incurred by the participant (or its sponsoring organisation) due to rescheduling or cancellation of any IDSS course. In cases where the participant is travelling interstate or from overseas to attend an IDSS course and incurs financial loss to reschedule or cancel his travel and accommodation bookings, the participant will be eligible to claim 10% discount on the applicable course fee for the next IDSS course the participant or his/her nominated representative wishes to attend.

## 4. Refund Policy

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- Participants enrolled for IDSS courses will have the right to cancel their enrolment subject to the following conditions:
- Participants must provide written notification to IDSS to cancel enrolments.

Following written notification from participant, IDSS will refund the fee according to the number of days before the commencement of the course –

- More than ten working days: 90% refund (please note that IDSS takes 10% to cover administration cost).
- Between five to ten working days: 50% refund of the total course fee.
- Less than five working days or no show at the course: No refund.
- Whether IDSS has received payment or not, the participant will be charged cancellation fees accordingly.
- To avoid deductions, a suitable person replacement may attend the course instead of the registered person without charges.
- If a course is rescheduled or cancelled, paid participants will be offered a full refund or credit note or alternative dates as per the provisions explained in the 'Rescheduling and Cancellation' section.
- All fees will be refunded by cheque.
- In case of overseas participants, the same refund policy is applicable and IDSS agrees to discuss suitable refund methods with the participant. However, IDSS reserves the right to deduct any additional expenses incurred due to overseas refund procedures.

## 5. Overseas Participants

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IDSS will accept overseas participants to attend its training courses. Overseas participants are responsible for making their own travel arrangements including obtaining relevant visas. IDSS is unable to provide assistance for visa related issues.

Overseas participants must pay their course registration fees at least four weeks prior to the course commencement. IDSS reserves the right to cancel registration of overseas participants if the payment is not made within the advised deadline.

Overseas participants may be required to pay higher course registration fee (as advised by IDSS) due to the additional administrative costs involved with their registration process. IDSS will advise overseas participants about the full course fee including any such additional costs at or prior to the time of registration.

## 6. Policy for Associates' Training Courses

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In case of 'Associates' Training Course', where the training is provided by an external training provider/organisation and IDSS provides management services only, IDSS Training Policy will not be applicable. Participants are advised to contact the relevant training provider for details of their training policy.

## 7. Grievance Policy and Procedure

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### Grievance Policy

- A current version of the IDSS Training Policy will be available online on IDSS website. This can also be collected by contacting IDSS directly;
- All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution;
- All parties will have a clear understanding of the steps involved in the grievance procedure;
- All grievances will be managed fairly and equitably and as efficiently as possible;
- IDSS welcomes feedback from its participants and will resolve any grievances fairly and equitably within five working days.

Participants may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, participant amenities, discrimination, sexual harassment and other issues which may arise.

The policy provides an avenue for most grievances to be addressed. However in some cases alternative measures may need to be explored. IDSS will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

### Grievance Procedure

The grievance procedures relating to the delivery of training and/or the assessment involves the participant initiating the following:

- Discussion with relevant facilitator/trainer about the grievance;
- If it is unable to be resolved, the grievance can be taken before the Professional Development Program Manager of IDSS;
- If the Professional Development Program Manager of IDSS is unable to solve the problem, it may be referred to the General Manager of IDSS.

If the grievance cannot be resolved internally, IDSS will advise the participant of the appropriate body where he/she can seek further assistance.

For further information, please contact:

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