

# IPM TRAINING SERVICES — MINIMUM SERVICE STANDARDS

## **Our standards for supporting assessment, recognition and learning for clients:**

IPM policies, procedures and management approach are centred around providing a range of assessment, recognition and learning support services to clients to give you the best possible chance of success. This includes ensuring access to:

A safe and appropriate learning and assessment environment;

All necessary resources as specified in national standards;

Qualified trainers and assessors who meet the minimum qualifications as specified in the National Training Package for Assessment and Workplace Training;

Trainers and assessors who have technical expertise in the competencies that you are seeking to learn or have assessed / recognised.

At your enrolment you will be provided with clear course information, IPM's minimum service standards (this flyer) and an opportunity to discuss your individual learning needs.

IPM will recognise prior learning (RPL). If you can provide evidence of competencies previously gained we will, for a nominal fee, assess these against the qualifications sought.

IPM trainers and assessors will not involve themselves in disciplinary matters at a client's workplace. Any matters requiring discipline will be referred to the appropriate manager for internal resolution.

IPM will also ensure that our services comply with all relevant legislation and regulations, including occupational health and safety, workplace harassment, victimisation and bullying, anti-discrimination, vocational education and training, privacy and apprenticeships / traineeships.

## **Our standards for admission to IPM programs:**

It is a policy of IPM that access to courses/qualifications will not be limited on the basis of race, gender, marital status, age, religion, disability, pregnancy or sexual preference. Admission procedures will therefore be free of discrimination, and if an individual does not meet external entry requirements, all attempts will be made to provide pre-course support.

IPM trainers and assessors understand that some trainees will need language, literacy and/or numeracy support to achieve the competency standard in their enrolled course/module. The IPM enrolment process will provide an opportunity to identify these needs; however you are free to discuss any needs you may have with your trainer.

If you feel you need welfare or guidance services to effectively participate in our training, please let us know and we can confidentially refer you for assistance.

## **Our standards for confidentiality of client information:**

IPM maintains records of client achievements for a minimum period of 30 years. This information is accessible by the following personnel:

The client themselves, with verification of identity by an IPM staff member;

Officers of the Office of Post Compulsory Education and Training (OPCET), for auditing purposes only;

IPM staff members and subcontractors, all of whom have signed a confidentiality statement binding them to respect the privileged nature of client information and agreeing to not disclose any material without the permission of the client;

We may provide reports on progress and outcomes to employers and to clients during workplace qualification programs;

We may ask employers and other employees to contribute to the assessment of clients.

**Please note that we seek the agreement of clients on the IPM enrolment form to these confidentiality conditions and limited release from the Privacy Act, 1998.**

## **Our standards for marketing:**

We will only offer or advertise nationally recognised products and services that we are endorsed to provide and hold within our Scope of Registration.

We will take every effort to ensure that no false or misleading comparisons will be drawn with any other provider or course.

We will not use information about clients in our marketing materials without the permission of the client.

## **Our standards on client fees & funds:**

In general, IPM does not bill clients until after the delivery of the training course.

However, IPM does have a policy of providing a full refund of any money paid prior to commencement of any course, if a request is received in writing 24 hours prior to the course commencing. If a request is received within 24 hours of course commencement there is a 50% refund. If a participant withdraws during a course no refund will be given unless under exceptional circumstances

In the event of IPM cancelling any stage of the service, a full refund of fees paid by the client for that service stage will be made.

## **Our standards for responding to grievances and appeals:**

IPM clients are encouraged to make comment on any areas of concern that they have or opportunities for improvement that they identify through their participation in services through IPM. The emphasis will always be on resolving any concerns to the satisfaction of the client. The IPM Grievance and Appeals procedure is:

In the event of a staff member or client wishing to lodge a grievance, an approach will initially need to be made by the person (or a nominated representative chosen by the person) to the person's supervisor/trainer. Lodgement of a grievance may be on paper, by email or, preferably, in person.

If the grievance, however, involves the person's supervisor/trainer, an approach will need to be made by the person (or a nominated representative) to the Managing Director.

If the grievance involves the Managing Director, an approach will need to be made by the person (or a nominated representative) to one of the other IPM Directors.

All attempts will be made by IPM to resolve the grievance internally with all parties involved.

If the grievance cannot be resolved internally, and at least one party to the grievance requests external impartial conciliation, then an appropriate legal or independently impartial conciliator, who is mutually acceptable to all parties, will be approached within 5 working days to act as an objective and impartial arbitrator. Hence the client or staff member will be consulted as to the selection of the appropriate legal/impartial conciliator. IPM will allow the client/staff member to be represented by an impartial body in any subsequent discussion.

Wherever possible grievances will be resolved by consensus and the resolution shall be documented and filed by IPM; with copies made available to all parties. In the case of issues being referred to external bodies, the documented resolution shall be signed by all parties prior to distribution and filing.

## **Mutual recognition:**

IPM endorses the principle of mutual recognition. This means that we will recognise qualifications and statements of attainment issued by other RTOs. It is the client's responsibility to seek credit transfer into programs based on qualifications / statements of attainment already held. Support will be provided by IPM in this process.

## **Reciprocal observation:**

IPM requests reciprocal observation of the principles in this Code of Practice and, subject to our Grievances and Appeals procedure outlined above, reserves the right to discontinue services should these principles be breached.

# QUALIFICATIONS & SERVICES

## RECOGNISED & AWARD-WINNING OCCUPATIONAL HEALTH & SAFETY TRAINING

Injury Prevention & Management are known for their practical, interactive, industry-wise training

Participants complete IPM courses with a firm grasp of the subject and a clear vision of how to improve your organisation's health and safety performance.

Participants consistently rate our courses at or above 4 out of 5.

IPM has been the training provider behind two Workplace Safe Award winners over our 8 years of conducting professional OH&S training.

# CONTACT US:

 by mail...	GPO Box 790, Hobart, Tasmania, 7001
 by email...	ipm@ipmsafety.com
 by the website...	www.ipmsafety.com
 in person...	176 New Town Road New Town 7008
 on the phone...	(03) 6278 7831
 by fax.....	(03) 6278 7122
 mobile...	Michael Roberts: Principal Assessor, Training Manager & Director 0418 822 055
 mobile...	Martyn Bradfield: Principal Trainer & Managing Director 0419 305 137
 mobile...	Caroline Langley: Trainer & Director 0418 841 455
 mobile...	Paula Rose: Trainer & Director 0418 811 033

We look forward to being of service to you. Please contact us to discuss any questions you have about nationally recognised qualifications.



# IPM

INJURY PREVENTION & MANAGEMENT

## CODE OF PRACTICE

We have developed this Code of Practice to explain our commitment to high standards in all aspects of our training, assessment, recognition and learning support services for our clients.

This Code of Practice also describes the rights of our clients and the standards of service that they should expect from us.

Our continued recognition as a Registered Training Organisation is contingent upon our compliance with the statements we make in this Code of Practice.



NATIONALLY RECOGNISED  
TRAINING