

POLICY

EMPLOYEE TRAINING POLICY

POL_015

Employer:	AUSTRALIAN CONCERT AND ENTERTAINMENT SECURITY PTY LTD			Worksite / Job:	ACES OPERATIONS ALL ACES WORKSITES		
For:	ACES EMPLOYEES						
Approved:	Travis Semmens	Date:	19/06/2015	Prepared:	Z DIEZAL	Date:	19/06/2015
Version	V6	Release:	19/06/2015	Review	3 years	Original:	01/07/2004

Purpose:

To ensure compliance with ACES competency standards and essential qualification criteria.

To facilitate and provide cost-effective training solutions to employees whilst managing training costs.

The policy is applicable to all ACES employees, including those commencing employment (except 'trainees' where covered by a separate training agreements).

Policy:

1. PHILOSOPHY

- 1.1. ACES values training and development of all employees and is committed to providing a workplace where learning and development is encouraged and valued.
- 1.2. Due to the nature of ACES as an organisation, and the dynamic work environments we work in, ongoing training is essential.
- 1.3. ACES and its clients specify the level of competency our employees must have prior to employment on their site, and throughout the employment term. All positions with ACES are based on essential and desirable training and experience.
- 1.4. All training courses are subject to the provisions of ACES policies and procedures and code of conduct and policies (WHS, Equity, EEO, and Harassment).
- 1.5. Employees are encouraged to discuss training opportunities with their supervisor. As an organisation we will work with each employee to develop a training plan to assist career growth.

2. TRAINING BASIS

- 2.1. This section is a supplement to ACES (Permanent Employees) Enterprise Agreement 2007 and ACES (Casual Employees) Enterprise Agreement 2007, Sections 19.12 Training.
- 2.2. ACES employees are accountable for possessing or acquiring and maintaining currency of ALL ESSENTIAL qualifications and licenses (pre-employment mandatory qualifications or reasonable competency expectations as per ACES EA Clause 19.12.1) for their employment role and for all fees and costs incurred.
 - 2.2.1. These "Training" (Qualifications / Courses) and "Licenses" are published to employees via ACES intranet within the 'Employee Recruitment Training Plan' –[FOR_088].
- 2.3. Where Affirm Training is directly registered and approved to provide this training ACES will provide this training at 'subsidised' discounted training fees to its current employees.
 - 2.3.1. These "discounted training fees" are published to employees via ACES intranet within the 'ACES Training Price List'.
- 2.4. Time in attendance at ESSENTIAL Training is unpaid (as per ACES EA Clause 19.12.1 and 19.12.2).

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- 2.5. Training at UNESSENTIAL courses is offered to current ACES employees at discounted training fees. This training is unpaid as per ACES EA Clause 19.12.1 and 19.12.2.
- 2.6. ACES at its discretion may offer training with different terms and conditions (including at nil cost as per EA Section 19.12.2). In these circumstances arrangements will be separately documented and agreed with each employee.

3. ENROLMENT PROCESS AND TERMS

- 3.1. ACES offer available training shifts to its employees as and when an employee training need is identified and courses are scheduled. Employees will be notified using one or more of the following methods.
 - 3.1.1. Rostered via WorkPlace Online.
 - 3.1.2. Advertising via email and ACES Group websites and the ACES Intranet.
 - 3.1.3. Via expressions of interest in person, phone, email, standard mail, or advertised on venues noticeboards.
- 3.2. Employees may also request or directly enrol with Affirm Training (without any offer from ACES).
- 3.3. ACES employees are not bound to enrol with Affirm Training and may use alternate registered training organisations.
- 3.4. ACES Supervisors/Managers will endeavour where possible to adjust rosters with 7 days advance notice to enable employees to attend training courses whilst maintaining rostered hours during the 8 week roster cycle. It is the responsibility of the employee to notify the Supervisor/Manager of training needs and proposed dates of training.
- 3.5. Enrolment with Affirm training requires completion of a specific form 'Enrolment Application Form' [FOR_270] which serves as an Enrolment Agreement. It includes a declaration for payment which must be completed by the employee prior to commencing training (including completion at the commencement of a training session).
- 3.6. Employees will be 'rostered' via WorkPlace Online for Affirm Training sessions. This will routinely occur prior to completing the Enrolment Application Form. Acceptance of a 'rostered' training shift via WorkPlace Online serves as Implicit Agreement with:
 - 3.6.1. This Policy
 - 3.6.2. ACES Employee Recruitment Training Plan [FOR_088]
 - 3.6.3. ACES Training Price List including 'Employee Price'.
 - 3.6.4. Affirm Training Enrolment Form terms and conditions [FOR_270]i.e. If you enrol in or accept a Training Shift via any method, verbal, written, electronic including WorkPlace Online SMS or email you are accepting the terms and conditions outlined above.

The WorkPlace Online email provides students with information regarding the course, their rights and obligations, complaints and grievance processes, and the Employee Training Policy_POL_015. If an employee requires further information the employee can find all relevant information on the ACES Group websites, ACES Intranet or by contacting an Affirm Training representative.

- 3.7. Specifically the following terms and conditions are highlighted:
 - 3.7.1. Unless specifically agreed in writing all ACES Training is on the basis of payment of fees at the applicable Employee Fee and nil payment for time in attendance.
 - 3.7.2. ACES employees are required to pay \$50 deposit prior to the scheduled training day to secure a position. If payment is not received (1) week prior to training or assessment being delivered the deposit will be deducted from the employee's current pay.
 - 3.7.3. Residual course fees can be paid directly or via subsequent automatic salary deduction. If not fully pre-paid before the scheduled training, salary deductions will automatically proceed.
 - 3.7.4. ACES employees accepting the pay deduction facility understand that payment must be in full (4) weeks after completion of training provided. Failure to pay within the (4) weeks will result in notification letters for payment and action that may include debt collection.
 - 3.7.5. Employees will be subject to full payment of course fees should the employee fail to attend a CONFIRMED rostered training shift without 48 hours advance notice of rescheduling or cancellation.

- 3.7.6. An employee will be subject to full payment of course fees if being ejected from the course on dishonourable grounds, being under the influence of alcohol or narcotics, breach of company policies, failing to comply with safety instructions, misconduct, harassment and/or having a negative impact on others.
- 3.7.7. All employees are required to attend courses at the scheduled time and will not be permitted entry if arriving 10 meetings after commencement of the course or when returning from scheduled breaks. Arriving late without prior approval will be deemed as failing to attend as per clause 3.7.5.
- 3.7.8. All candidates are required to have a Unique Student Identification (USI) number to complete nationally recognised training. Failure to supply a USI number will result in delays in receiving certificates.
- 3.8. ACES reserves the right to reduce or increase training costs and/or payment for time on an individual case by case basis, and in particular may elect to reduce costs or increase payment for time as a reward for individual performance. The decision to do so is at ACES absolute discretion.
- 3.9. ACES reserves the right to cancel any course without prior notice however every reasonable endeavour will be taken to notify employees of cancelled courses. In the event a course is cancelled the employee shall have the option of a refund or to be scheduled on another course.
- 3.10. In completing courses with ACES the employee acknowledges and understands that particular information may be released to third parties to generate competency cards and certificates, comply with licence agreements, legislative and regulatory requirements and to gather and collaborate continual improvement and quality indicator information.
- 3.11. If an employee believes they will require additional support during training and assessment it is their responsibility to notify an Affirm Training representative for available options. Additional support may incur an additional training fee which shall be determined on a case by case basis depending upon the support required.
- 3.12. An employee that is deemed 'not yet competent' during the assessment process after being allocated reasonable adjustment may need to complete the training course and/or the assessment again at a later time at the fees determined in the POL_035 RTO Finance And Fees Policy or as agreed upon by Affirm Training management.
- 3.13. Employees accept that should they intentionally damage property or equipment either through act, omission or negligence they may be accountable for replacement or repair of said property or equipment.
- 3.14. Employees accept that when completing courses with ACES external auditors may monitor, review, and evaluate their performance and quality of work including but not limited to; assessments and practical activities.

4. REFUNDS

- 4.1. All requests for a refund being the withdrawal from a unit, must be made in writing to ACES Training Manager outlining the reasons why.
- 4.2. All cancellations in writing more than 14 days prior to the commencement of the unit will be eligible for a full refund.
- 4.3. If a course is cancelled by ACES fees will be refunded or an alternative course schedule can be negotiated with the client.
- 4.4. Once a course has commenced fees are non-refundable unless the client states exceptional circumstances and can provide a medical certificate or show extreme personal hardship. In this case fees may be refunded but would be on a case by case basis minus an administrative fee.
- 4.5. If a client withdraws from a unit after the commencement of the unit, no refund of unit fees will be paid.
- 4.6. If a client fails to attend the unit they have enrolled in, no refund of fees will be paid
- 4.7. In the event that a refund is payable to a participant the participant may request a transfer to an alternative unit offered by ACES

5. ISSUING OF CERTIFICATES

- 5.1. All candidates are required to have a Unique Student Identification (USI) number to complete nationally recognised training. A certificate for the completion of a nationally recognised qualification or unit of competency will not be issued unless the Learner has provided a Unique Student Identification number.
- 5.2. The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.
- 5.3. All AQF certification documentation issued by an RTO meets the requirements of Schedule 5 of the Standards for RTO's 2015.

- 5.4. AQF certification documentation will be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.
- 5.5. Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 of the Standards for RTO's 2015 and are accessible to current and past learners.
- 5.6. Employees requiring a replacement Certificate will be charged a \$30 fee.

6. QUESTIONS

- 6.1. ACES Employees are encouraged to use the Frequently Asked Questions webpage to answer any questions they have about the training; they have been enrolled in, intend to enrol in or have completed before contacting the RTO.
- 6.2. ACES Employees contacting the RTO for questions available online maybe directed to the Frequently Asked Questions webpage or asked to contact the RTO at a later time. Specialist advice and assistance will only be offered based on resources available at the time.

7. PROMOTIONS

- 7.1. ACES may at times offer promotions to internal employees and external clients. Promotional deals are offered with an expiry duration stipulated on the marketing or advertising materials.
- 7.2. Where an expiry date is not present on the marketing or advertising material the expiry date is 28 days after the material is gazetted
- 7.3. Promotions cannot be used in conjunction with any other offers.
- 7.4. ACES is not obligated to refund or subsidise training to ACES Employees who may enrol in and/or pay for a course prior to a promotion being advertised.

Context: Legislation, Regulation, Code of Practice (COP), Guides:

1. ACES as an employer, is bound by the provisions outlined in following Acts, Standards, guidelines and contract specifications when implementing its Employee Training Policy.

Legislation

- Standards for Registered Training Organisations 2015
- Security Industry Act 1997 [and amendments]
- Anti-Discrimination Act 1977
- Workplace Relations Act 1996
- Privacy and Personal Information Protection Act 1998
- AS8002-2003 Organisational Codes of Conduct

References

- ACES (Permanent Employees) Enterprise Agreement 2007
- ACES (Casual Employees) Enterprise Agreement 2007
- RTO Finance and Fees Policy

Contracts

- All ACES contracts demand compliance with legislated standards.

2. For ACES to demonstrate compliance with these provisions it is essential that ACES employees are set strict policy guidelines.

Version Document History:			
Version #:	Date Created:	Author:	History of Changes
1.0	1 July 2004	Hawkins, S	HO Approved 1 July 2004
2.0	1 January 2012	Ison, L	Reviewed, reformatted and updated
3.0	4 January 2013	Chamberlain, K	Add Affirm Training
4.0	9 January 2013	Semmens, S	Reviewed, reformatted and updated
5.0	11 August 2014	DIEZAL, Z	Reviewed, replaced FOR_275 for FOR_270 being the current form
6.0	19 June 2015	DIEZAL, Z	Complete review and change to policy, enrolment and payment.