



GEM INSTITUTE

PARTICIPANT HANDBOOK



**Our
People**

**Our
Customers**

**One
Team**

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Welcome to GEM Institute

1.1 Introduction

Welcome to GEM Institute; Our People, Our Customers, One Team.

GEM Institute 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 GEM Institute administration staff.

For enquiries regarding enrolments or additional information please contact:

Email: info@thegeminstitute.com

Phone: +670 3310310

1.2 Vision

GEM Institute is living its vision; to be the innovators in training and skilling solutions. For almost a decade, GEM Institute 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 Gem Institute 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 the course curriculum

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.

Employer means a company, a manager at a company, a business owner, or the supervisor or person in charge or an organisation related to GEM Institute or business operation.

Learning Materials include print-based learner guides, textbooks, workbooks, videos, DVDs, internet links, handouts, and other materials used to guide and assist your learning.

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.

Certificate of Attendance means a statement issued to a person confirming that the person has satisfied the requirements of the course specified in the statement.

2.2 Your Student Number

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

2.3 Government and Other Funding

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

2.4 Access and Equity

GEM Institute 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. GEM Institute 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. GEM Institute prohibits discrimination towards any group or individuals in any form.

GEM Institute 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.

3. Things to know before you Enrol

3.1 GEM Institute Placement Assessment

GEM Institute requires all prospective students enrolling into English courses to complete a placement test. This test will be used to determine the appropriate level program you should enrol into.

The levels of English courses include:

- Elementary/ Beginner (A1)
- Pre-intermediate (A2)
- Intermediate (B1)
- Upper intermediate (B2)
- Advanced (C1/C2)

3.2 GEM Institute Engagement and Support

GEM Institute's team comprises of staff with a broad range of skills and expertise to ensure high quality learning experience is offered to all participants.

For all courses, GEM Institute works with each participant to undertake pre-enrolment induction and upfront assessment process to ensure suitable course selection and schedules are provided for each participant. This process includes the identification of any potential 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.

3.3 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 GEM Institute.
- 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 GEM Institute's obligations to participants.
- Understand the requirements of the Participant Code of Conduct and agree to abide by them for the duration of their training.

3.4 Resources: Human and Physical

GEM Institute is committed to a high standard of training through high quality Trainers and Teachers who are qualified, experienced and demonstrate current competency in the subject matter. Trainers and are kept current with industry developments through professional development and participation in industry training programs.

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

3.5 Ongoing Support

GEM Institute 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-enrolment process, participants are supported and encouraged to communicate with GEM Institute 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.

3.6 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.

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

IMPORTANT NOTE: Payment in full is required **BEFORE GEM** Institute 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).

3.7 Cancellations and Refunds

Once paid, the registration fees are non-refundable. A refund of course fees may be paid if GEM Institute is provided with written notice of any non-attendance 5 working days prior to the course commencement, alternatively the participant can request a Deferral of Enrolment.

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

A refund of course fees 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 GEM Institute. The Managing Director has sole discretion regarding approval of such refunds.

An application for a refund must be completed by the participant using the GEM Institute Request for Refund. Full details and evidence for requesting a refund must be provided.

A refund of course fees 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 working days prior to the commencement of the course.

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

3.8 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 GEM Institute five (5) days prior to the intended commencement date of the requested deferral.

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

IMPORTANT:

Having requested and been approved for a Deferral of Enrolment with GEM Institute, 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 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 a suitable standard. Assessment is conducted in a fair, reliable manner and directly aligns to the training conducted during class.

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

GEM Institute adopts an industry engagement strategy that strives to involve industry in the development and maintenance of training programs, resources and assessment through participation in review, development and modification of material activities.

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

GEM Institute provides participants with a range of support activities to assist them achieve success. Each participant receives learning material and course workbooks for each module.

4.2 Issuance of Awards

Certificates of Attendance will be issued within 12 working days of successful completion of the program or learning. GEM Institute will ensure that student who have attended a minimum of 75% of all scheduled classes, completed any required assessments and can demonstrate a suitable skill level.

Copies of awards are available upon request however a fee will be charged and proof of identity will be required.

4.2.1 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. You are required to proof of identity.

IMPORTANT:

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.

4.3 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.

4.4 Appeals

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

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

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

Participants wishing to appeal an assessment outcome can do so by writing to the GEM Institute 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 evidence and process in consultation with the trainer or another subject matter expert.
- 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.

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.
- GEM Institute 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 GEM Institute property. Participants are not to attend GEM Institute 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 put on silent during classes and in study areas.

5.2 Safety

GEM Institute 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 requirements and emergency evacuation procedures.

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 equipment, materials, or other resources provided during the training.

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

If attendance falls below 75% of the scheduled courses, students will be required to re-enrol in make-up classes to achieve the satisfactory level of attendance.

5.4 Use of GEM Institute Computers

For some classes and subjects computers will be available for students to use. Computers will be available for:

- Support basic functions such as word processing and internet search
- Provide access for completing your resume, job applications
- Computers are to be used only for purpose related to the course being attended.

Participants must not:

- Download any applications from the internet
- Alter the settings on the computers
- Use computers for any purposes other than those related to their course or job searches
- Use any storage devices (e.g. USB drives, etc.) in any of the computers

Participants who abuse computer privileges will be barred from further computer use. In the event of damage to the computer or computer system, students may have to pay for damages.

5.5 Social Media

Social media includes but is not limited to:

- Facebook
- X (formerly Twitter)
- TikTok
- 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 subjected 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 GEM Institute 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 GEM Institute'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 GEM Institute for the purpose of creating an intervention plan that includes behavioral 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

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

Information 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 GEM Institute 's market analysis, course development and business improvement.

6.2 Your Records

GEM Institute maintains participant training records for the period advised by the funding contract requirements. For fee for service participants records will be retained for 6 months and Certificates of Participation will remain digitally stored for a minimum of 10 years. In accordance with ever-changing technology, GEM Institute 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;
- no release to third parties without prior written authorisation.
- Use appropriate Student Management Systems with data protection and encryption services.

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 GEM Institute. 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 GEM Institute 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

GEM Institute 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, GEM Institute will inform the participant when such information is collected.

GEM Institute 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

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

Promise to You

7.1 Customer Service Promise

GEM Institute is committed to the provision of quality training 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.

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

GEM Institute 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.

7.2 Feedback and Complaints

GEM Institute values and encourages feedback from participants, trainers, stakeholders, employers, industry and Government.

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

GEM Institute 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 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 GEM Institute 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 GEM Institute 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;
- 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;
 - GEM Institute 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.

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

to an independent external mediator. GEM Institute 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 GEM Institute 's Complaints Register, accompanied by the results and records of investigations, the resolution and the corrective action.

7.3 Advertising and Marketing

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

7.4 Legislation

GEM Institute complies with all relevant Laws and Codes of Practice.