

## **K.Y.M Employment Services**

# **INFORMATION SHEET FOR COURSE PARTICIPANTS**

**WELCOME!** - *This Information Sheet is designed to give you clear information about Policies and Procedures at K.Y.M. Employment Services Inc.*

### **ABOUT K.Y.M.**

K.Y.M. Employment Services Inc. was formed in May 1998 as a result of a merger between three Skill Share organisations in the **K**nox, **Y**arra Ranges and **M**aroondah regions, hence the initials K.Y.M.

K.Y.M. aims to provide an integrated and quality employment, training and education service.

#### **Short Courses**

Currently, our short courses include:

Get Going with Computers, Basic Bookkeeping & MYOB, English classes for migrants and Course in Planning for Employment and Training.

#### **Youth Services**

K.Y.M. is also a youth agency that provides a range of services and career advice to young people who have left school or are thinking about leaving school. The Jobs Pathway Programme provides young people with support and advice in the areas of further education, training, traineeships, apprenticeships and a range of other job or career options.

Our training program also includes courses for young adults including *Get Direction and Pathways*.

### **ATTENDANCE**

If you are unable to attend a class, please ring and leave a message with someone in the office. We also have an answering service switched on after hours. You can leave a message on this number at anytime **(03) 9722 5777**.

### **CONFIDENTIALITY**

All K.Y.M. employees agree to treat as strictly confidential all information acquired by them from, or about, the client they are working with.

### **CONCESSION POLICY**

A Concession price will be offered to assist those people receiving:

- |                                   |                      |  |
|-----------------------------------|----------------------|--|
| *additional family payment        | *age pension         | *formal training or job search allowance |
| *disability support pension       | *sole parent pension | *special benefit                         |
| *Veteran Affairs /Widow's Pension | *carers pension      |  |

Proof of concession entitlement will need to be brought to the Information Session when enrolling in a course. K.Y.M. Employment Services Inc. will also grant a concession on a course fee where it considers that to collect the fee in full would impose extreme hardship. This may include an exemption from the minimum charge.

Course participants claiming extreme hardship are required to notify K.Y.M. of this at the time of enrolment and will then be exempt from paying a course fee.

### **FEES AND CHARGES**

In accordance with the ACFE funding conditions the fee payable is \$1.34 per student contact hour with a minimum fee of \$53 and a maximum fee of \$860 for all courses in a calendar year. Some courses will incur an amenity fee for booklets produced by K.Y.M., course materials or tea/coffee.

## **REFUNDS**

If a participant withdraws from a training course, a refund will be paid if K.Y.M. is notified by telephone, in person or in writing, within the following week before the course commences and after the Information Session is attended. All fees, minus a \$5 booking fee will be refunded by cheque and sent by post to the address given on the enrolment form. If participants wish to withdraw from a class once it has commenced, there will be no refund given, except in special cases, where a notice in writing will be required with a decision made by the Training Co-Ordinator.

If the training course is cancelled by K.Y.M. during a student's enrolment period - a pro-rata refund will be made.

## **OCCUPATIONAL HEALTH AND SAFETY**

It is K.Y.M. Employment Services Inc.'s responsibility to ensure that the workplace is safe and healthy. K.Y.M. Employment Services Inc will fulfil all responsibilities under the Occupational Health and Safety Act.

All participants also have responsibilities under the Occupational Health and Safety Act. These responsibilities include taking reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts.

## **WORKPLACE INJURY**

It is the responsibility of the participant to report any injuries incurred while undertaking a training course with K.Y.M. Employment Services Inc. Failure to do so could result in the loss of entitlement to WorkCover compensation.

K.Y.M. Employment Services Inc. needs to be advised of any pre-existing injury or illness, which you are aware of which could be affected by the training being undertaken. If you fail to disclose such a condition this will mean that you will not be paid compensation for that condition.

## **SKILLS AND RECOGNITION ASSESSMENT PROCEDURE**

Recognition of Prior Learning (RPL) is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a module or modules. In certain cases participants are given credit towards certain modules.

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Please see the Training Manager about the application process or a copy of the relevant policy if you think that you might be eligible to apply for exemption from certain modules.

## **COMMENTS, COMPLAINTS OR GRIEVANCES**

We hope you enjoy your training course at K.Y.M. If you have any queries or comments, please pass them on to Jon McGregor (Training Manager) or Michele Van Looy (Training Coordinator).

The K.Y.M. Board and Managers are committed to providing all students and employees with a workplace that is efficient and harmonious. The grievance procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

- discussion with relevant teacher/trainer about the grievance
- if it is unable to be resolved, the grievance can be taken before the Training Co-ordinator
- if it is unable to be resolved, the grievance can be taken before the Training Manager
- if it is unable to be resolved at this level, the grievance can then be referred to the Corporate Services Manager or the Chief Executive Officer, K.Y.M. Employment Services Inc
- if the grievance is still unresolved, it may be referred to the K.Y.M. Board of Management
- If the grievance cannot be resolved internally, K.Y.M. Employment Services Inc. will advise the participant of the appropriate body where he/she can seek further assistance.