



4GR

Training and HR Solutions

4GR Pty. Ltd.

ABN 78 165 106 892

www.4gr.net.au

Student Handbook

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Welcome

Welcome to 4GR

Welcome and thank you for choosing 4GR to assist you in achieving your learning goals.

We appreciate the decision to undertake study is an important one. Our team of dedicated and friendly staff is available to make your learning experience unique.

To help guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. You will find important information about the training program, expectations and policies and procedures.

4GR take pride in the quality of learning and teaching we have to offer. We encourage you to take advantage of everything your facilitator and mentor has to offer, so that your time with us is productive and rewarding.

To help us maintain our high standards please take the time to read this handbook.

At your induction, you will be provided with a Student Induction checklist. This will be completed with the facilitator.

For general information about 4GR please visit our website at www.4gr.net.au

Thank you for joining us at 4GR

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Vision

Transformation through Innovation

Our Mission Statement

To work in partnership with individuals and business to champion and promote, accessible and equitable workplaces across all sectors. We want to build meaningful connections with all our clients by taking time and effort to understand your business needs and those of the individual. We believe in delivering accessible Training and HR solutions at your point of need, by taking the time to listen and understand.

Our Values

At 4GR we believe in the following values:

Respect

We work closely with our partners, both individuals and business, to ensure an environment of respect is encouraged. Without respect there is no trust and trust is the cornerstone of all that we do.

Integrity

We communicate openly and transparently with all our partners, and we believe honesty and dignity should be extended to all members of our community. We ensure all our interactions are grounded in these values.

Equality

We are passionate about what we do and we believe completely in accessibility and equality for all. An understanding and mutual respect for one another underpins everything we do. We recognise that all our interactions are an opportunity for learning and growing.

Innovation

Growth and innovation are core values, integral to our organisation. We believe in the need to think creatively and to continually strive for growth.

Our Philosophy

We strive to work with likeminded people, whether they are individuals or businesses, to build self-esteem, confidence and ability. We believe most strongly in the idea that given the right environment and opportunities each of us has the potential to be better than we ever imagined we could be.

We work with individuals to build their Job Seeking skills and with business to transform their workforce and workplace.

At 4GR we believe that everyone has the right to work, the right to freedom of expression and the right to make a contribution to the community around them. We believe each workplace can be an exciting, stimulating and fun place to be.

There is no one solution, every person, organisation and company we work with is given the opportunity to identify their own aspirations, and then an individual plan is developed which is unique to that organisation or individual.

Service Quality

Offering the highest quality product and services to our clients is important to our business. Our values underpin our desire to provide the highest quality products and services driven primarily by Innovation and a strong desire to see Equality and Respect extended to all members of our community. 4GR Directors, management and employees show Integrity in all interactions and must comply with all relevant Australian Law and internal Policies and Procedures, to uphold the Charter of Rights, Code of Conduct and Rights and Responsibilities and to ensure they behave in a way which supports the Mission, Values & Philosophy of 4GR.

Legislation applying to 4GR employees is listed below, but not limited to:

- Fair Work Act 2009
- Occupational Health & Safety Act 2004 (vic)
- Privacy Act 2000 (vic)
- Workplace Relations Act 1996
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Copyright Act 1968

Important Information

4GR Workshops

4GR workshops are designed to support you in your job seeking activities. Our workshops cover a broad range of topics ranging from life skills, to ongoing support for both you and the employer once you have gained employment.

We have a holistic approach to job seeking, ensuring that no step in the journey is not covered. This means you can be confident you will get the help you need in refining your skills, finding the right industry and ultimately the right job for you.

We have helped many of our students to gain meaningful work, whether that is full time, part time, paid or volunteer work, we treat every one of our students as an individual and understand that each outcome will be different, and is dependent on your own goals. Students can attend sessions based on their individual needs and current experience levels as identified in each student “gap analysis”.

Use of an Advocate

All students have the right to the use of an advocate, to work with them and 4GR staff to ensure an accessible and equitable training environment at all times. Your advocate can attend meetings, workshops and training sessions to support you. If you intend to use an advocate or a support person whilst attending 4GR training please advise a staff member, before, the advocate attends your session to ensure all paperwork is completed. Should you require any further information relating to the use of an advocate or advocacy in general 4GR staff will connect you with the Office of the Public Advocate.

Information can be found at either the Department of Social Services website or the National Disability Insurance Scheme website –

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

<https://www.ndis.gov.au/participants/making-decisions-about-support/ndap.html>

Legal Advice

Should a student require any legal advice in relation to using 4GR services students will be encouraged to contact VCAT – Victorian Civil & Administrative Tribunal www.vcat.vic.gov.au/ or their own legal counsel whichever they prefer.

Enrolment

Students are enrolled by a 4GR staff member following referral from NDIA referral partner. Enrollment is carried out with all relevant stakeholders including student, advocate, family member – if necessary – and 4GR staff member. Students are assessed at enrollment time in respect to the Workshops and session content.

Students will be allocated a unique student number for the purposes of keeping reporting processes anonymous. Students will be advised their number and it will be included on their Enrolment Form and quote.

Student Fees

Student fees are dependent on how you are referred into the 4GR service either privately or through the NDIS. Each program is individualised and fees will be thoroughly explained and structured accordingly.

This will be discussed in your first meeting and subsequently at enrolment. Please do not hesitate to contact a 4GR staff member should you wish to discuss the fee structure in more detail.

Student Records

All personal details provided to 4GR by students will remain confidential. Records containing personal and details will be stored securely with access limited to appropriate personnel. Student records may be used by 4GR and relevant authorities for statistical analysis.

4GR will keep complete and accurate records of the enrolment, progress and completion of its participants, as well as financial records that reflect all payments and charges and the balance due and will provide copies of these records to students on request.

Facilitator

All 4GR workshops and Training are conducted by qualified Trainers & Assessors. Your Trainer can provide you with any information you require whilst studying with 4GR, they can assist with paperwork, questions or any advice you need in relation to your Job Seeking. All staff attending to you throughout the length of the training programme you are enrolled in will hold a current Working with Children Check, Police Check and First Aid to the required level of competency.

Your Rights and Responsibilities

Each student enrolled with 4GR will receive, a copy of –

- 4GR Rights and Responsibilities of Student, Staff and Management
- 4GR Code of Conduct
- 4GR Charter of Rights

Student Induction

Students will be inducted into their workshop/training programme at the commencement of their training. Students will be given information concerning their safety and the safety of their fellow students. Included in this information is, fire emergency procedure, evacuation procedure, reporting accidents, hazard identification and WHS incident reporting. Students will also be advised of all relevant “housekeeping”.

Training Method

Training by 4GR is delivered using a variety of flexible approaches to learning, we believe in working together as a team and creating an environment where students feel welcome and accepted. Whilst much of our training is delivered as class based learning, it is designed to simulate the workplace. We also take students on work site visits giving a real taste of what it might be like to work in many different environments. When the training component of the 4GR program finishes students will be supported to undertake placements, work experience will be brokered on behalf of the student and one to one skill development continues.

During your time enrolled with 4GR, if your agreement expires and a student would like to continue on in the program, 4GR staff will conduct a further assessment and report to support you during the planning review stages.

Attendance

Training times will be discussed with students at the time of enrollment, times will be mutually convenient wherever possible. Students are expected to attend ALL training sessions which they are booked into. If you are unable to attend a training session due to illness or some other unforeseen circumstance, then you must make every effort to contact your trainer either directly or through the Student Support Officer 24 hours before the session.

Change of Details

If during your time with 4GR you have a change of any of your personal or contact details, please advise your trainer as soon as possible.

Withdrawal from Training

If at any stage during your training you decide you would like to exit the programme your Trainer will speak with you, your parent/Carer or advocate and any other relevant stakeholder to discuss your options. Withdrawal from the programme may be instigated by the student, by 4GR staff or by mutual arrangement. We will ask you to complete an exit form for us to learn where we can make changes to our programme.

Completion of the Program

On completion of your individualised workshop program you will receive a Certificate of Completion from 4GR Pty. Ltd. This will show the Workshops you have attended and will identify the topics you have covered.

Further information and support details

National Disability Insurance Scheme

Ph: 1800 800 110

Web: <http://www.ndis.gov.au/about-us>

National Disability Abuse and Neglect Hotline

Ph: 1800 880 052

Web: <http://www.disabilityhotline.net.au/>

National Relay Service

Web: <http://relayservice.gov.au/>

Victorian Interpreting and Translating Service

Ph: (03) 9280 1941

Web: <http://www.vits.com.au/>

Human Rights Commission

Ph: 1300 656 419

Web: <https://www.humanrights.gov.au/>

Youth Disability Advocacy Service

Ph: (03) 9267 3755

Web: <http://www.ydas.org.au/>

Victorian Aboriginal Legal Service

Ph: 1800 064 865

Web: <http://vals.org.au/>

Victoria Legal Aid

Ph: 1300 792 387

Web: <https://www.legalaid.vic.gov.au/>

Disability Services Commissioner

Ph: 1800 677 342

Web: <http://www.odsc.vic.gov.au/>

NDIS Commission

PH: 1800 035 544

Web: <https://www.ndiscommission.gov.au>

Student Support

Student Support Officer

4GR have student support officers who are there to help you whenever you need. You are encouraged to contact this person if you are ever unable to attend class, or if you have any questions about the work placement you are doing. Of course, you are able to contact your Trainer or Employment Mentor, but if they are unavailable and you require urgent help, the support officer is always there. Contact details will be given to you on your first day.

Language Literacy & Numeracy Support

Students requiring any assistance or support with language, literacy or numeracy can speak with 4GR staff or their advocate can speak to 4GR staff on their behalf. Our staff can discuss different ways of conducting training and assessment to assist students to complete the assessment

The Reading Writing Hotline - A national telephone literacy referral service for adults

Ph: 1300655506

Web address: <http://www.readingwritinghotline.edu.au/>

Aboriginal and Torres Strait Islander

4GR support and encourage Aboriginal & Torres Strait Islander involvement in their Training & Workshops. We undertake to support any person of Aboriginal & Torres Strait Islander heritage to complete our programme by providing appropriate support and connection to appropriate services if and when necessary. The local Co – operative – Wathaurong is available to provide assistance in all areas including advocacy. Contact Details are: Ph: 5277 -0044

<http://www.wathaurong.org.au/>

Disability support/Reasonable Adjustment

4GR will provide all reasonable requests for adjustment to its materials and resources, the classroom and any other relevant equipment necessary for all students to participate in its service provision. We will assist all students requiring disability support to access such support as alternative assessment arrangements, provision of alternative format materials and adaptive equipment, to ensure an accessible and equitable learning environment for all.

Student Feedback

Students will be given feedback on a regular basis by their Trainer. Informal feedback will be given throughout the time the student is enrolled with 4GR. Formal feedback will be given in face to face meetings and/or written feedback will be completed by way of a report.

Students are welcome to offer feedback to their trainer on both a formal & informal basis also. There will be Regular feedback forms handed out to students, and you will also be invited to be involved in a Feedback Survey which will be sent to you 6 months after your training has finished.

Grievances, Complaints and Disputes

4GR are committed to ensuring that all students have a positive relationship with Management and Trainers. Students are encouraged to register any complaints they may have with their trainer, the service or the facilities by using the 4GR complaints form. This form is available from the website, or a member of staff. The lodging of a complaint is supported by the 4GR Complaints Policy & Procedure.

Should any student be dissatisfied with the handling of a complaint by 4GR Management you are encouraged to contact one or more of the following, dependent on the type of complaint you have–

<https://www.humanrights.gov.au/>

<http://www.vcat.vic.gov.au/>

<https://www.ndiscommission.gov.au/>

<https://www.ahri.com.au/>

<http://www.odsc.vic.gov.au/>

All grievances, complaints and disputes are treated with the utmost professionalism, and will be handled in a confidential and timely manner. For a full explanation of this procedure and the relevant time frames please see the Complaints Policy and Procedure in the Policy & Procedure folder.

Continuous Improvement

At 4GR we are committed to learning from our mistakes, and we take the process of continuous improvement very seriously. All feedback, complaints and disputes lodged will be studied and analysed by 4GR Management to ensure we make improvements to our processes where possible and practical to do so. We want to ensure we are continually offering the best products and service available.

For a more detailed explanation of how we use the Continuous Improvement process please ask for a copy of the Continuous Improvement Policy.

Life Cycle of Student Flowchart

4GR believe in giving all students an opportunity to shine and to be the best they can be. The Life Cycle of Student Flowchart covers important information in relation to how you will progress through the programme, including exiting the programme if necessary. It will also give you a sense of what 4GR will do for you in respect to the giving and receiving of feedback, the reporting which 4GR will do whilst you are enrolled with us and how we will support you moving forward.

Expectations

A brief outline of the Code of Conduct, Rights & Responsibilities of the student, the Charter of Rights and the Responsibilities of your Trainer are detailed below. You will be required to sign your acceptance of each of these documents. This signed acknowledgement will be held on your student file.

Student Code of Conduct

Our Student Code of Conduct is a statement of our values and philosophy, and underpins our business decisions, actions and behaviour.

This Code in conjunction with the Staff Code, provides clear guidelines to directors, management, employees and students to ensure there is a common understanding of the values and expected standards of behaviour for all.

The objective of this Code is to make sure that high standards of individual behaviour are observed when attending workshops and classes conducted by 4GR, and to provide support for those behaviours.

A more detailed understanding of the required conduct of students is available through Policy and Procedure Handbook, student handbook including the Rights and Responsibilities, Charter of Rights and on 4GR website.

As a Student enrolled with 4GR you are expected to be aware of 4GR's policies and procedures and particularly those which apply to you. These are provided to you in the Student handbook and a more extensive list is available at all times in the Policy and Procedure handbook. All students will be asked to acknowledge receipt of the student handbook, Code of Conduct, Rights and Responsibilities and Charter of Rights by the signing of a declaration, this will be retained on your student file.

Rights and Responsibilities of the Student and 4GR staff and management

4GR recognises it has a responsibility to provide clear understanding of what is expected of the Management and Directors of 4GR, its employees and its students. At 4GR we identify with the need to provide an accessible and equitable workplace and environment for all stakeholders, free from discrimination and harassment and bullying.

This document is supported by 4GR's Mission, Values and Philosophy and aims to provide a clear understanding of what is expected of each stakeholder whether they are internal or external to 4GR. We promote a high level of awareness of these Rights and Responsibilities and provide each relevant stakeholder with a copy of them. Staff are encouraged to learn them, and students are provided with a copy of those relevant to them. For more detailed Rights and Responsibilities please visit the Policy and Procedure Handbook, Staff Handbook, Student Handbook and 4GR Website.

The objective of a set of guiding Rights and Responsibilities is to ensure each person interacting with 4GR clearly understands their obligations and the responsibility which 4GR has to them and their wellbeing.

These Rights and Responsibilities are underpinned by the Code of Conduct and 4GR Charter of Rights.

A signed copy will be retained on your student file.

Charter of Rights

A Charter of Rights provides a consistent basis for how we interact with all members of society, both locally and globally.

The Universal Declaration of Human Rights adopted by the United Nations, on 10th December 1948, acts as the guiding document for all charters globally from that point onwards. This Charter became the road map to recognising the rights of every individual across the globe, no matter what their colour, race, religion, ability, social or economic status: this was the definitive reference in relation to how each member of our world could and should expect to be treated.

Creating a local Charter of Rights keeps each of us focused on the individual and reminds us of the fundamental right we all have to respect, equity, accessibility and dignity. The Victorian government have shown their support for this charter by passing the Charter of Human Rights and Responsibilities Act 2006 (VIC). It aims to protect rights by requiring that government and other public authorities observe those rights when making decisions, creating laws, setting policies and providing services.

4GR recognises the vital role that a Charter of Rights plays in delivering products and services to members of our community. We will ensure each person who is in contact with 4GR or who accesses our services will be treated fairly, and with dignity and respect. There is no place for discrimination, bullying or harassment in any interaction we have with either internal or external stakeholders.

You will be provided at Induction a copy of the 4GR charter of rights which you will need to read and sign this will be retained on your student file.

Policies and Procedures

Below is a sample of the most relevant policies to all students enrolled with 4GR. There is a full set of policies and procedures available to all students via the link on 4GR website, and in the policy and procedure folder which is available at all times in the classroom. If you have any concerns, or are unable to access these policies and procedures please contact either the Student Support Officer or your Trainer/Facilitator.

4GR Workplace Health and Safety Policy

4GR is committed to providing a safe and healthy environment for all employees, contractors, students and other visitors. We strive to achieve the highest standards of workplace health, safety and security standards by adhering to government legislation and by taking a personal interest in the wellbeing of all who come into contact with 4GR.

All employees, contractors, students and other visitors to our worksites are covered by our Workplace Health & Safety Policy, which is in turn supported by –

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007 (Vic)

A full copy of this policy and all related procedures is available in the Policy and Procedure Folder which is available in the classroom at all times. It is also available on the website and through the Student Support Officer.

4GR Access to Records/Privacy and Confidentiality Policy

4GR at all times complies with the Privacy Amendment (Private Sector) Act 2000. The Privacy Amendment (Private Sector) Act 2000 prevents 4GR from providing any student details to any person other than the Student. As such, all matters in relation to enrolment, workshop fees or any other issue can only be discussed with the student unless the enrolment form is signed by a third party (such as a parent or guardian for participants under the age of 18, or an advocate), or a letter of permission allowing access to the participant's information is provided by the participant for their file.

Requests to view participant files need to be made in writing to 4GR.

All personal details provided to 4GR by students will remain confidential. Records containing personal and details will be stored securely with access limited to appropriate personnel. Student records may be used by 4GR and relevant authorities for statistical analysis.

4GR will keep complete and accurate records of the enrolment, progress and completion of its participants, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request.

A full copy of this policy and all related procedures is available in the Policy and Procedure Folder which is available in the classroom at all times. It is also available on the website and through the Student Support Officer.

4GR Discrimination, Bullying and Harassment Prevention Policy

4GR are committed to providing an environment for employees, students and all other stakeholders which is free from any form of discrimination, bullying or harassment either directly or indirectly. We are committed to treating all individuals with whom we interact fairly and equitably.

All decisions are made fairly and without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or disability.

All representatives of 4GR are required to note and agree to comply fully with all policies and legislation which prevent sexual harassment, harassment, bullying or victimisation in the workplace and classroom.

Examples of such behaviour may be, but are not limited to the following –

Examples of harassment

- Unwelcome physical contact
- Repeated and unwelcome invitations
- Insulting or threatening language and/or gestures
- Continual unjustified comments about a students' work or work capacity
- Jokes and comments about someone's ethnicity, colour or race
- Pictures, posters, graffiti, electronic images which are offensive, obscene or objectionable

Examples of victimisation

- Unfavourable treatment such as aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking another person's customs or culture

Examples of bullying may include

- Intimidating, degrading or humiliating another person
- Aggression, verbal abuse or behaviour which is intended to punish another
- Constant put downs of another person
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened, against teachers

All employees, contractors, students and other visitors to our worksites are covered by our Discrimination, Bullying and Harassment Prevention Policy, which is in turn supported by –

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Racial & Religious Tolerance Act (2001) VIC
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Workplace Gender Equality Act 2012
- Equal Opportunity Act 2010 (Vic)
- Disability Act (2006) VIC

A full copy of this policy and all related procedures is available in the Policy and Procedure Folder which is available in the classroom at all times. It is also available on the website and through the Student Support Officer. More examples and information are also available in the Student Code of Conduct.

4GR Diversity Equity and Inclusion Policy

4GR believe in a workplace which is inclusive of all members of our community. All potential worksites and classrooms will be assessed to ensure the needs of all students accessing the facility are met. 4GR will focus on equity not only in the physical surroundings but also the training materials used, and all other paperwork used by all relevant stakeholders.

4GR's policy is supported by the Australian Governments Access & Equity Strategy and the following legislation –

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Racial & Religious Tolerance Act (2001) VIC
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Workplace Gender Equality Act 2012
- Equal Opportunity Act 2010 (Vic)
- Disability Act (2006) VIC

A full copy of this policy and all related procedures is available in the Policy and Procedure Folder which is available in the classroom at all times. It is also available on the website and through the Student Support Officer. More examples and information are also available in the Student Code of Conduct.

4GR Aboriginal & Torres Strait Islander Policy

4GR Pty. Ltd will ensure that diversity, equity and inclusion principles are integrated with and underpin all aspects of our work. These principles include the participation with the Aboriginal and Torres Strait Islander people. These principles will affect the services that we deliver to all people who could benefit from them as well as the way we treat staff and volunteers and develop and manage an increasingly diverse workforce.

The principles will also impact how we advocate for and work collaboratively with those who need our support, are vulnerable and marginalised, acknowledging their skills and expertise and culture.

4GR's policy is supported by the following legislation

- Age Discrimination Act 2004 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Hatred Act 1995 (Cth)
- Sex Discrimination Act 1984(Cth)
- Fair Work Act 2009 (Cth)
- Disability Act 2006 (Victoria)
- The Equal Opportunity Act 2010 (Vic)
- The Racial and Religious Tolerance Act 2001 (Victoria)