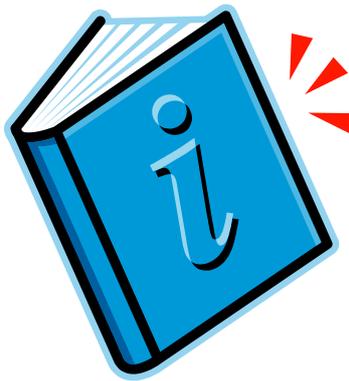




# Student Handbook

(Last updated 22<sup>nd</sup> January 2018)



(Content reviewed regularly via a Management Review)

**NEW!!**

Diploma of Quality Auditing now on scope!!!

a collaboration with **rightstrategy**  
... focussed on business strategy, process and systems

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## Welcome

Congratulations on taking the first step towards achieving a nationally recognised Qualification or Statement of Attainment with Gray Management Systems. Choosing the right training path for you, as well as the right training provider can often be an overwhelming experience, but it doesn't have to be.

We welcome you as a student, or potential student, and have designed this handbook in order to give you as much information as possible about our company, our courses and our methods of training & assessment, so that when you decide to enrol in one of our courses, you do this with confidence.

Your experience with us is our highest priority and we strive to provide you with every possible opportunity to successfully complete your learning with us.

## About Us

### Gray Management Systems Pty Ltd (RTO 3839)

Gray Management Systems is a Registered Training Organisation (RTO #3839) with the Australian Skills Quality Authority (ASQA) and provides a range of management training and consultancy services specialising in the application and implementation of Management Systems. Our courses are recognised under the Australian Qualifications Framework and articulate with the Business Services Training Package.

We have the **Diploma of Quality Auditing (BSB51615)** and the following units on our scope.

- BSBAUD402 Participate in a Quality Audit
- BSBAUD501 Initiate a Quality Audit
- BSBAUD503 Lead a Quality Audit
- BSBAUD504 Report on a Quality Audit
- BSBRSK501 Manage Risk
- BSBPMG513 Manage Project Quality
- BSBMGT502 Manage People Performance
- BSBMGT516 Facilitate Continuous Improvement

Gray Management Systems is owned and operated by Geoff & Heather Gray. Geoff is our principal Trainer and Assessor. Heather is our Office Manager and Student Advisor. We collaborate with Steve Robinson from Rightstrategy, who is our specialist Strategic Management/Risk Management/Project Management trainer. Geoff is a registered and practicing Lead Quality Auditor. Geoff holds a Certificate IV in Training and Assessment and is a Fellow of the Australian Institute of Company Directors. Anecdotes, experiences and examples from over 30 years of experience are extensively used to compliment Geoff's unique training style.

### Rightstrategy Pty Ltd

Rightstrategy is a consultancy specialising in Project Management, Strategic Management, Business Planning, Quality, Safety, Information Security & Environmental Management training, consulting and auditing.

Steve is also a registered and practicing Lead Auditor (Quality, OH & S & Environmental). Steve is an Industry Accredited Business Coach, Trained Facilitator and holds a Certificate IV in Training & Assessment, and is a member of the Risk Management Institution of Australasia (RMIA).

Our main objective is to provide you with a rewarding training experience with quality training and assessment so that you walk away with your Statement of Attainment with confidence and the competence to apply it in your workplace.

## Public or In-House Course? Your Choice

We present our courses every month in Melbourne at the wonderful Vibe Savoy Hotel which is located at 630 Little Collins Street (corner of Spencer Street), right across the road from Southern Cross Station. They offer the best buffet lunches in Australia which covers all dietary requirements. You will meet a wide variety of students from all other industries and vocations. Our Brisbane course location is:

**Brisbane:**      **McGuire's Colmslie Hotel, Morningside**, Corner of Wynnum & Junction Roads.  
(5 mins from Cannon Hill Station)

Alternatively, if you have at least 5 from the same company that need our training, you may want us to come to you? We run our courses all over Australia and can use flexible learning techniques to ensure your unique requirements are satisfied. Our in-house auditing course can be structured to allow the students to conduct real live audits in your workplace, mentored by our trainers.

There is nothing like the real thing!

## What does it mean to be an RTO?

There are thousands of Registered Training Organisations (RTOs) across Australia who have gone through a rigorous registration process for the privilege of providing students with nationally recognised training and qualifications.

Whilst RTOs range from private training companies (such as Gray Management Systems), large organisations, industry and professional associations, schools, TAFE and adult community education colleges, they all have to meet nationally recognised standards of quality under the Standards for NVR Registered Training Organisations. Only RTOs can issue nationally recognised qualifications and statements of attainment.

## What are Qualifications & Statements of Attainment?

The Australian Qualifications Framework (AQF) defines all nationally recognised qualifications and provides a single framework for all qualifications. Within the Vocational Education Training (VET) sector, the following qualifications can be issued:

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma

Each qualification is made up of a number of “Units of Competency”. When competency is achieved (by assessment) in the required number of units, a full qualification can be issued.

When competency has been achieved (by assessment) in only one or a number of units of competency, a Statement of Attainment for those units is issued.

Statements of Attainment are offered by Gray Management Systems depending on your chosen course.

## Competency Based Courses on offer are as follows:

### Management Systems Auditing

(recommend at least 3 years work experience)

**BSBAUD402** Participate in a quality audit,

**BSBAUD504** Report on a quality audit

This short course of 2 days duration covers the competencies required to conduct internal audits in your workplace for and on behalf of your employer. This course covers two competency units.

**Course Objectives** By the end of the course students should have gained:

- A clear understanding of the audit requirements of management system standards
- An understanding of process based auditing
- Knowledge of the AS/NZS/ISO 19011 auditing Guidelines
- An understanding of auditor & auditee responsibilities
- Skills regarding audit planning, scheduling and communication
- Competence on how to prepare audit tools & checklists
- Confidence and skills from participating in a live audit performance (no exam)
- Knowledge and use of the Auditor's Pocket Guide

### Lead Auditor Training

(requires at least 5 years supervisory/management experience)

**BSBAUD501** Initiate a quality audit,

**BSBAUD503** Lead a quality audit

This short course of 3 days duration covers the competencies required to conduct external audits on suppliers and contractors and third party audits on behalf of regulatory organisations. This course covers two competency units. The Management Systems Auditing course is a pre-requisite for this course.

**Course Objectives** This course aims to provide students with the skills & knowledge to:

- Understand and apply the management system standards auditing requirements
- Conduct audits in accordance with audit guidelines & standards (AS/ISO 19011 & ASISO 17021)
- Apply and manage auditor & lead auditor responsibilities
- Develop audit plans, schedules in the context of 2<sup>nd</sup> & 3<sup>rd</sup> party audits
- Prepare audit tools, checklists and audit reports
- Conduct professional opening & closing meetings and related communications
- Apply and use the auditor's Pocket Guide

### \*Manage Risk **BSBRISK501** (recommend at least 3 years work experience)

This one day short course covers the competencies, skills, knowledge required to manage risks in a range of contexts across an organisation or for a specific business area utilising the ISO 31000 Risk Management Guidelines. This course covers one competency unit.

**Course Objectives** By the end of the course students should have gained knowledge of the:

- Common types of risk
- Risk Management standard ISO 31000
- Risk management principles, framework
- Application of Risk management process, tools & techniques
- Risk management requirements of ISO 9001
- Strategies for implementing risk management

## **\*Manage Project Quality**

**BSBPMG513** (recommend at least 3 years work experience)

This one day short course covers the competencies, skills, knowledge required to manage project quality in a range of contexts across an organisation or for a specific business area. This course covers one competency unit.

**Course Objectives** By the end of the course students should have gained knowledge of the:

- Content of project quality standards & project quality assurance requirements
- Project quality planning approaches
- Project quality documentation and quality control requirements
- Techniques used for project monitoring & continual improvement.

## **\*Manage People Performance**

**BSBMGT502** (recommend at least 3 years work experience)

This one day short course covers the competencies, skills, knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. This course covers one competency unit.

**Course Objectives** By the end of the course students should have gained knowledge of techniques used for:

- Planning and allocation of work
- Performance management and review processes
- Conducting, assessing and monitoring performance
- Determining and providing feedback
- Coaching improvement and excellence
- Developing practical performance plans
- Taking action on poor performance & misconduct.

## **\*Facilitate Continuous Improvement**

**BSBMGT516** (recommend at least 3 years work experience)

This one day short course covers the competencies, skills, knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of the information, monitor and adjust performance strategies, and to manage opportunities for further improvements. This course covers one competency unit.

**Course Objectives** By the end of the course students should have gained knowledge of:

- What continuous improvement is and why it is important
- Systems involved with continuous improvement
- How to lead continuous improvement programs
- How to monitor and adjust continuous improvement
- How to plan and manage further improvements.

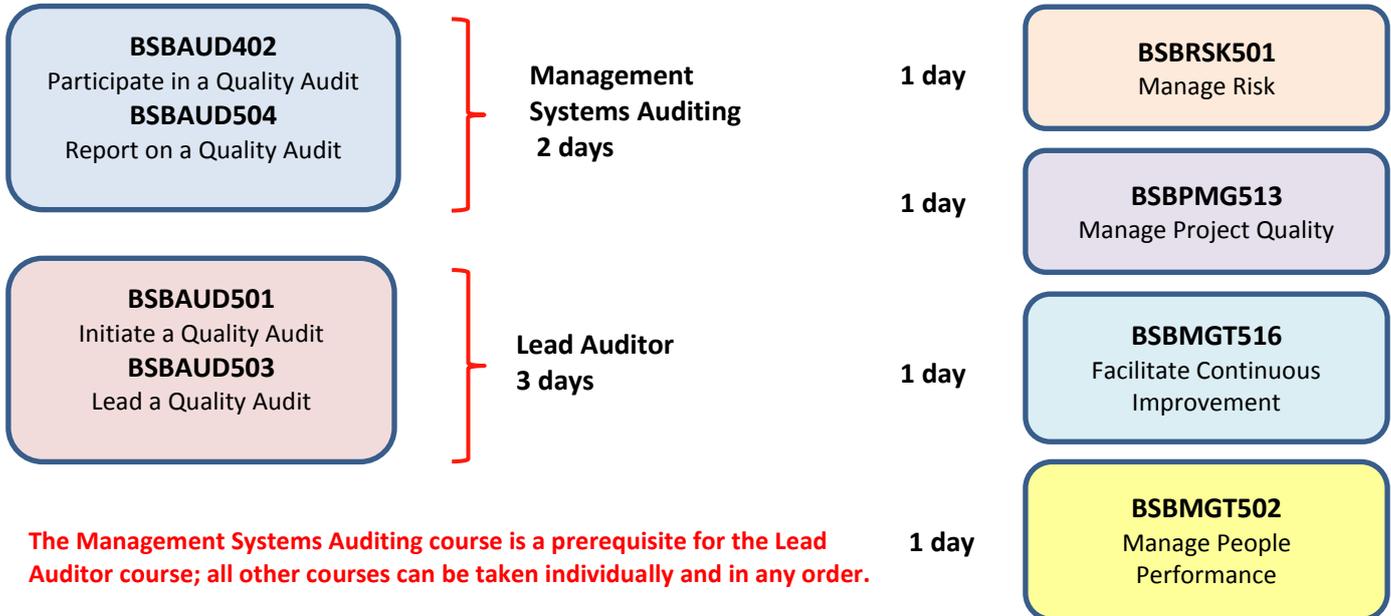
**\* These courses are presented by Steve Robinson from Rightstrategy under an agreement with Gray Management Systems.**

## **Diploma of Quality Auditing**

Once the above 8 units of competency have been completed, we can award the Diploma of Quality Auditing. See next page for details. An application form needs to be completed for this qualification.

**NEW**

## Diploma of Quality Auditing BSB51615



**The Management Systems Auditing course is a prerequisite for the Lead Auditor course; all other courses can be taken individually and in any order.**

**Facilitator**  
**Geoff Gray**  
Gray Management Systems  
([www.grayms.com.au](http://www.grayms.com.au))  
**0417 353 182**

**Facilitator**  
**Steve Robinson**  
Rightstrategy  
([www.rightstrategy.com.au](http://www.rightstrategy.com.au))  
**0417 340 761**

Geoff Gray and Steve Robinson have decided to form a collaboration to bring to our clients relevant industry based training programs that will allow our clients to gain the qualification of Diploma of Quality Auditing.

To achieve this qualification, students need to complete the above units within a five year timeframe. Consideration will be given to a longer timeframe for those who have been auditing regularly.

There is no particular order in which the individual courses must be completed, except the 2 day Management Systems Auditing course is a pre-requisite for the 3 day Lead Auditor course. Some courses require pre-course exercises and the Lead Auditor course also requires a post course assignment.

To register for any of the courses please visit our websites, complete the registration form and we will send you a confirmation and tax invoice.

We can also conduct courses **on-site** with tailoring to suit your work environment and processes.

We welcome past students who have completed some of the units above to continue their journey with us. **Credit will be given to past students** who currently hold valid qualifications as listed above.

**Gray Management Systems is a Registered Training Organisation with the Australian Skills Quality Authority. (RTO 3839)**

## Competency Based Training & Assessment

Students who are enrolled in training which leads to a Statement of Attainment are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that you can perform the required skills and knowledge outlined in each Unit of Competency.

Assessments you will be expected to complete may include:

- Written Assessments (multiple choice, written answers, etc)
- Oral Assessment (verbal questioning)
- Practical Demonstration, Role Plays / Case Studies and / or similar activities
- Completion of a Student Assessment Record which is to be handed in upon completion

Competency based assessment does not have a marking scale and therefore, you will receive only one of two outcomes:

1. Competent (C): meaning the learner has demonstrated the standard required; and
2. Not Yet Competent (NYC): meaning the learner must undergo further study to meet the required standard.

All assessments are valid, reliable, fair and flexible. We achieve this via validation and moderation of the assessment materials conducted prior to first use and in a biennial review.

## Non-Accredited Training

Training companies, both registered and non-registered, can offer non-accredited training which means assessment of competency does not take place at the end of the training session, and a Qualification or Statement of Attainment is not issued. A Certificate of Attendance is usually offered with non-accredited training.

## What Non-Accredited Courses Do We Offer?

### Non-Accredited Training

Demystifying ISO 9001:2015	(1 day)	Understanding ISO 14001	(½ day)
Policy & Procedure Writing	(½ day)	Demystifying ISO 22000	(1 day)
SafetyMAP/AS 4801 Awareness	(½ day)	HACCP Awareness	(½ day)
Management Briefings	(½ day)	Complaints Handling	(½ day)

## Enrolment including USI Number

All students are required to complete a course registration form and then a Student Enrolment form prior to course commencement. The course registration form is available from our website. Once received, we will confirm a place on the course and email back a Student Enrolment form for you to complete. This can be faxed, or scanned & emailed back. Don't forget to quote your USI as described below.

If you are studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). A Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that give students access to their own USI account. ([www.usi.gov.au](http://www.usi.gov.au))

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results (transcript) throughout your life.

The USI will be available online and at no cost to you. This USI will stay with you for life and be recorded with any nationally recognised VET course that is undertaken from when the USI came into effect.

To obtain your own USI visit [www.usi.gov.au](http://www.usi.gov.au) and click on the box that says **CREATE a USI** and follow the prompts. Remember to quote this USI number on your enrolment form.

We are **unable to issue you with a Statement of Attainment** until we receive and verify your USI.

Registrations are processed within 24 hours of being received by Gray Management Systems and your tentative place in the course will be confirmed by way of a confirmation email.

An invoice will be generated and sent to you with your confirmation email and must be paid in full to secure your place in the course. Individual students who pay for the Lead Auditor course themselves do not have to pay until course completion.

Certificates will not be issued until full payment has been received.

If you are applying for RPL, you will be contacted by one of our staff to discuss the process and how it relates to you.

## Recognition of Prior Learning (RPL)

Gray Management Systems recognizes and acknowledges that current skills and knowledge can be gained in a number of ways, including formal and informal training, previous work experience (both paid and voluntary) as well as general life experience.

If you feel that you have already gained a required competency, please contact us for the RPL application form.

Strict guidelines apply to the RPL process and you will need to provide evidence of your skills and knowledge. Examples of evidence may include:

- portfolio of work samples
- third party reports (from current or previous employers / supervisors)
- letters of employment / references from current or previous employers / supervisors
- detailed resume or work history including position descriptions
- copies of certificates / statements of attainment from previous studies

In addition to providing documentary evidence to support your RPL application, there are a number of other ways to assess your competence, including:

- Skills Assessment Meeting (in person or by telephone) with our Assessor
- Practical Demonstration of your Skills

We have an RPL procedure and RPL kit that details our RPL process. If you would like to know more about our RPL processes, please contact our Student Advisor (Heather).

## Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through another RTO. Credit transfer can be granted for one or more units. For credit transfer the competency unit code must be identical.

If you feel that you are entitled to a credit transfer, please complete this section on your Student Enrolment form so that we can incorporate this into your training plan.

Original Qualifications or Statements of Attainment issued by the RTO must be provided to Gray Management Systems so that a copy may be taken. These Statements of Attainment will be validated for authenticity.

## Student Support, Welfare & Guidance

Gray Management Systems is dedicated to ensuring that all students have every reasonable opportunity to complete their training program.

On our Enrolment form, we ask questions that can help us assess your individual learning style and needs so that we can incorporate this into your training plan. We can also provide you with career advice as well as course information and support.

Should you require further support such as disability support, counselling, language, literacy, numeracy, etc, we can help identify other service providers who may be able to assist you.

Please note, however, such services may attract an additional fee from the service provider. If you are having any difficulties with your learning and assessment at any time throughout your studies, one to one assistance with your Trainer will be provided.

We also offer in-house on the job mentoring for those who require extra help whilst auditing in the workplace. Depending on time and location, a fee may be charged for this service.

Materials in large print format are available upon request.

Our public course venues are all wheelchair accessible and we ensure that your dietary requirements are met. Please ensure that your requirements are entered on the enrolment form.

## Language, Literacy & Numeracy Support

Information about LL&N support can be found at the Reading & Writing Hotline 1300 655 506 or email [info@literacyline.edu.au](mailto:info@literacyline.edu.au).

A helpful organisation that can offer first class help is: KYM Victoria is located at 5 Murray Place Ringwood, Phone: (03) 8878 5900 Fax: (03) 9879 4010 Email: [kym@kym.com.au](mailto:kym@kym.com.au)

## Issuing Qualifications

Certificates for all Statements of Attainment will be issued within 30 days of the course completion in accordance with the requirements of the Standards for NVR Registered Training Organisations (provided your courses fees have been paid in full).

Should you require a replacement Certificate, please contact our office during business hours. We provide this service free of charge.

## Refunds & Cancellations

All fees will be refunded in full should a course be cancelled by Gray Management Systems or Rightstrategy. Should you decide, for any reason whatsoever, to withdraw from a course, you must notify Gray Management Systems/Rightstrategy in writing at least 7 days prior to course commencement, (Replacement candidates will be accepted at no additional charge).

A fee applies for late cancellation or non-attendance as follows:

One Day courses	\$100.00 per person
Management Systems Auditing	\$200.00 per person
Lead Auditor Training	\$500.00 per person

Refunds will not be given to any student who fails to commence their course, or withdraws from a course once it has commenced.

## Access to Student Records

Students who wish to access their own records may do so by organising a suitable time with their trainer. We have a procedure for Records Management.

## Change of Personal Details

It is your responsibility to ensure your personal details are up to date with Gray Management Systems. Therefore, should there be a change in your details, please contact us.

## Privacy

Gray Management Systems collects personal information solely for the purpose of operating as an RTO under the Standards for NVR Registered Training Organisations, administered by the Australian Skills Quality Authority (ASQA).

The requirements of ASQA may mean the release of your personal information for the purposes of an audit, statistical data, state and national reporting, measurement and evaluation.

Audits are conducted on a regular basis to ensure RTOs meet the national standards and offer quality training to students. This involves the review of the RTOs policies, procedures, record keeping as well as training and assessment materials and practices.

If required, an auditor may contact past and / or present students to conduct an interview to confirm the RTO is complying with its obligations and providing quality service. Our Privacy Policy is located on our website at [www.grayms.com.au](http://www.grayms.com.au).

## Student Feedback

Your feedback is one of the most important pieces of information for Gray Management Systems. Without it, we don't know if we are doing a great job, nor can we make improvements based on your feedback.

This is why we give you a course feedback form to complete at the conclusion of your training. We ask that you take course feedback very seriously and to provide honest feedback. We also encourage you to come to us at any time with any comments or suggestions.

## Employer Feedback

We also seek feedback from employers about the effectiveness of our training to ensure relevance and appropriateness for today's industry needs. Additionally, we send emails to employers after in-house courses for the same reasons as above.

## Complaints Policy & Procedure

Should you have a complaint about any part of our services whilst studying with Gray Management Systems, we encourage you to lodge your complaint in writing or via email as soon as possible.

All complaints are taken very seriously and will be handled within 48 hours of receipt.

A meeting will be organised with your Trainer to try and resolve the matter that is mutually beneficial to all parties. You may be accompanied by a representative, if desired, at any stage throughout this process.

Should you feel that your complaint has not been resolved appropriately, an independent third party can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Department of Fair Trading, Industry Skills Councils, etc.

All complaints will be documented by Gray Management Systems and outcomes of complaints will be provided to students in writing.

All complaints are reviewed at our Management Review meetings and if appropriate will result in a continuous improvement activity.

We have a Complaints/Appeals form (F8B) that provides a record of the processes we would follow.

## Appeals Policy & Procedure

Should you wish to appeal an assessment result whilst studying with Gray Management Systems, we encourage you to lodge your appeal in writing as soon as possible. You have two (2) weeks in which to lodge an appeal against a result.

All appeals are taken very seriously and will be handled within 48 hours of receipt.

Should you feel that your appeal was not handled appropriately, an independent third party can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Industry Skills Councils or VET professionals. Costs may be incurred by students to engage a third party for assistance.

All appeals will be documented by Gray Management Systems and outcomes of appeals will be provided to students in writing. All appeals are reviewed at our Management Review meetings and if appropriate will result in a continuous improvement activity.

We have a Complaints/Appeals form (F8B) that provides a record of the processes we would follow.

## Complaints & Appeals Communication

Should the resolutions to any complaints or appeals take longer than 60 calendar days, we will inform the complainant or appellant in writing as to the reasons why and keep all parties updated regarding progress of the matter.

## Student Rights & Responsibilities, Access & Equity

Gray Management Systems will ensure that students have the right to:

- receive training of a high standard that recognises individual learning styles & needs;
- all services offered by Gray Management Systems regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment or religious beliefs;
- have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning to determine any training / assessment requirements;
- learn in an environment that is safe, clean and free of all forms of harassment and discrimination;
- be treated with respect and fairness;
- be advised of the learning outcomes as well as assessment tasks for the course chosen prior to its commencement;
- appeal the results of an assessment;
- efficient handling of all administrative matters, i.e. enrolments, processing of fees, etc.;
- confidentiality, privacy and security of their records.

Students of Gray Management Systems are responsible for:

- reading the Student Handbook and ensuring that it is understood;
- accepting the conditions of enrolment for the courses they undertake;
- providing accurate information at time of enrolment and to advise of any changes;
- paying of all fees and charges associated with their course;
- abiding by copyright and plagiarism laws and legislation;
- recognising the rights of other students as well as staff and behaving in an appropriate manner towards them;
- regular attendance of class and being punctual
- completion of training and assessment activities within agreed timeframes;
- reporting any injuries or incidents of harassment or discrimination immediately to Gray Management Systems staff;

## Legislative Requirements

Gray Management Systems will meet all legislative requirements of Victorian and Federal Government. This includes, but is not limited to:

### Federal Legislation

Racial Discrimination Act 1975  
Sex Discrimination Act 1984  
Australian Human Rights Commission Act 1986  
Workplace Relations Act 1996  
Disability Discrimination Act 1992  
Fit and Proper Person Requirements 2011  
Financial Viability Risk Assessment Requirements 2011  
National Vocation Education & Training Regulator Act 2011  
Data Provision Requirements 2012

### Victorian Legislation

Education and Training Reform Act 2006  
Victorian Occupational Health and Safety Act 2004  
Charter of Human Rights & Responsibilities Act 2006  
Employee Relations Act 1992  
Equal Opportunity Act 2010  
Vocational Education & Training Act 2005

## Want to know more?

If you have any further questions, please feel free to contact our office during business hours on 03 98765152. Alternatively, send an email to [geoff@grayms.com.au](mailto:geoff@grayms.com.au)

## Like to enrol?

Please go to our website at [www.grayms.com.au](http://www.grayms.com.au) and complete our course registration form and we will email back our enrolment form. At the bottom of the enrolment form we require that you sign the declaration which ensures that you have read all the above content and it is clearly understood.

## What next?

We look forward to meeting you on our courses.

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