GRAY
MANAGEMENT SYSTEMS

Student Handbook
Last updated October 2021

(Content reviewed regularly via a Management Review)

Diploma of Quality Auditing now on scope!

New course on Strategic Planning now on offer!

a collaboration with **rightstrategy** ...amazing results

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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.

Who is Gray Management Systems Pty Ltd (RTO 3839)?

Gray Management Systems is a Registered Training Organisation (RTO #3839) and is regulated by the Australian Skills Quality Authority (ASQA) and provides a range of compliance 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.

Gray Management Systems is owned and operated by Loren Gray, supported by former Director Geoff Gray. Geoff Gray & Loren Gray are our Principal Facilitators and Assessors, accompanied by Elise Chapman, our resident compliance expert. Sarah McIntosh is our Office Administrator and is here to assist you.

We collaborate with Steve Robinson from Rightstrategy, who is our specialist Strategic Management/Risk Management/Project Management Facilitator. Geoff & Loren are our Lead Quality Auditors and hold Certificate IV in Training and Assessment. Geoff is a Fellow of the Australian Institute of Company Directors, Loren our Compliance and NDIS Specialist holds a Bachelor of Laws. Anecdotes, experiences and examples from over 30 years of experience are extensively used to complement our unique training style.

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

We are currently in transition mode and currently have the following Diplomas on scope:
- BSB51615 Diploma of Quality Auditing
- BSB50920 Diploma of Quality Auditing

We will now explain to you differences and the transition process.

We have the **BSB51615 Diploma of Quality Auditing** and the following units on our scope:

- BSBAUD411   Participate in Quality Audits
- BSBAUD511   Initiate Quality Audits
- BSBAUD512   Lead Quality Audits
- BSBAUD513   Report on Quality Audits
- BSBOPS504   Manage Business Risk
- BSBPMG532   Manage Project Quality
- BSBLDR522   Manage People Performance
- BSBSTR502   Facilitate Continuous Improvement

Current students who have undertaken any of the above cluster units, have until April 2022 to obtain the former BSB51615 Diploma of Quality Auditing. New enrolments from 1 November 2021 will be eligible to obtain the BSB50920 Diploma f Quality Auditing. To find out more, please visit our website by clicking here.

Information about the new **BSB50920 Diploma of Quality Auditing** is as follows:

This new Diploma contains all our original units which have been deemed equivalent plus 4 more units to be delivered as a 3-day cluster called **Managing Compliance**. This stand-alone course contains the following units.

- BSBAUD412   Work Within Compliance Frameworks
- BSBAUD514   Interpret Compliance Requirements
- BSBAUD515   Evaluate and Review Compliance
- BSBAUD516   Develop and Monitor Processes for the Management of Breaches in Compliance Requirements

Both Diplomas are a valid qualification going forward. The original will not be delivered beyond April 2022.

For those wishing to upgrade need only complete our new Managing Compliance course and will be given credit for their original units.

Public or In-House Course? Your Choice

Prior to COVID-19, we presenting our face-to-face courses every month in Melbourne at the wonderful Savoy Hotel on Little Collins 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.

Currently our public courses are facilitated online via Zoom whereby students still have the opportunity to engage in open interesting discussions with trainers and fellow students. We are still virtually facilitating practical case studies and group activities. We have now delivered over 50 course facilitated online and the feedback from students has been overwhelming positive. If you are new or hesitant to online delivery, we offer support and tech assistance to all students. Please contact admin@grayms.com.au to discuss how we can best support you and create the best learning environment.

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!

Online Training Option

To cater to the whole Australian market, we have converted our training programs to online delivery via MS Teams or Zoom. We have modified our approach for this type of delivery. We have altered our course manuals, PowerPoint slides, training & assessment strategies, and assessment techniques to suit.

This facilitated Online has become a normal part of our training options. We have just recently (August 2021) had all our processes audit and assessment tools validated externally.

What does it mean to be an RTO?

There are thousands of Registered Training Organisations (RTOs) across Australia that 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)**

BSBAUD411   Participate in quality audits   BSBAUD513   Report on quality audits

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

Course Assessment

Assessments you will be expected to complete include:

- Oral Assessment (verbal questioning)
- Practical Demonstration, Role Play & Case Study activities
- Completion of a written Student Assessment Record which is to be handed in upon completion

Lead Auditor Training   **(requires at least 5 years supervisory/management experience)**

BSBAUD511   Initiate quality audits   BSBAUD512   Lead quality audits

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 & AS/ISO 17021)
- Apply and manage auditor & lead auditor responsibilities
- Develop audit plans, schedules in the context of 2nd & 3rd party audits
- Prepare audit tools, checklists and audit reports
- Conduct professional opening & closing meetings and related communications
- Apply and use the auditor's Lead Auditor Pocket Guide

Course Assessment

Assessments you will be expected to complete include:

- • Oral Assessment (verbal questioning)
- • Practical Demonstration, Case Study activities, team exercises, open book exam and post course workplace auditing assignment.
- • Completion of a written Student Assessment Record which is to be handed in upon completion

* BSBOPS504 Manage Business Risk   (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 AS/ISO 31000
- Risk management principles, framework
- Application of Risk management process, tools & techniques
- Risk management requirements of ISO 9001
- Strategies for implementing risk management

Course Assessment

Assessments you will be expected to complete include:

- • Oral Assessment (verbal questioning)
- • Practical Demonstration & Case Study activities
- • Completion of a written Student Assessment Record which is to be handed in upon completion

* BSBPMG532 Manage Project Quality   (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.

Course Assessment

Assessments you will be expected to complete include:

- Oral Assessment (verbal questioning)
- Practical Demonstration & Case Study activities
- Completion of a written Student Assessment Record which is to be handed in upon completion

* BSBLDR522 Manage People Performance　　　**(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.

Course Assessment

Assessments you will be expected to complete include:

- Oral Assessment (verbal questioning)
- Practical Demonstration & Case Study activities
- Completion of a written Student Assessment Record which is to be handed in upon completion

* BSBSTR502 Facilitate Continuous Improvement　　　**(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.

Course Assessment

Assessments you will be expected to complete include:

- Oral Assessment (verbal questioning)
- Practical Demonstration & Case Study activities
- Completion of a written Student Assessment Record which is to be handed in upon completion

* These courses are facilitated by Steve Robinson from Rightstrategy under collaboration with Gray Management Systems.

BSB51615   Diploma of Quality Auditing (to be withdrawn April 2022)

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

Please Note:

Other units from the Business Services training package (BSB) can be substituted for the above units provided they are rated at the same level. Please refer to packaging rules at www.training.gov.au

## BSB50920   Diploma of Quality Auditing (released October 2020)

Our original Diploma has been upgraded and students can now enrol into the new Diploma.

This Diploma contains an extra 4 units taking the total to 12 units.

This new Diploma contains all our original units which have been deemed equivalent plus 4 more units to be delivered as a 3-day cluster called **Managing Compliance**. This stand-alone course contains the following units.

- BSBAUD412   Work Within Compliance Frameworks
- BSBAUD514   Interpret Compliance Requirements
- BSBAUD515   Evaluate and Review Compliance
- BSBAUD516   Develop and Monitor Processes for the Management of Breaches in Compliance Requirements

For those students who wish to upgrade their qualification they need only to complete the Managing Compliance course.
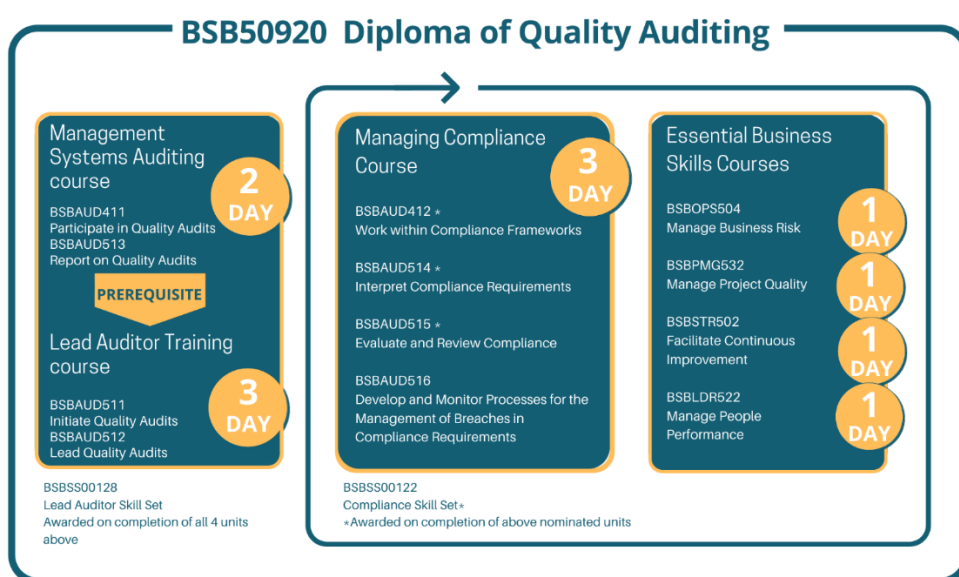
To learn more please visit: https://www.grayms.com.au/courses/bsb-51615-diploma-of-quality-auditing/

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 organisations, 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?

Demystifying ISO 9001:2015	(4 hours)	Understanding ISO 14001	(½ day)
Policy & Procedure Writing	(½ day)	Demystifying ISO 22000	(1 day)
ISO 45001 Awareness	(½ day)	HACCP Awareness	(½ day)
Management Briefings	(½ day)	Complaints Handling	(½ day)
Demystifying the NDIS (for providers)	(½ day)	The NDIS verification process	(½ day)

Enrolment including USI Number

All students are required to complete a course registration / Enrolment process via our website. Once received, we will confirm your place on the course. Don't forget to quote your USI as described below.

If you are undertaking 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)

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 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.

Enrolments are accepted via our website at www.grayms.com.au.

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.

Statements of Attainments and/or 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:

- a competency discussion (in person or by telephone) with our Assessor
- a practical demonstration witnessed by your assessor or similar.

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 or deemed to be equivalent.

If you feel that you are entitled to a credit transfer, please complete this section on your RPL application 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 facilitator 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 at the time of enrolment.

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.

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

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 course 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 addition charge).

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

One Day courses	$100.00 per person
Two Day courses	$200.00 per person
Three Day courses	$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 facilitator. 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 Policy

Gray Management Systems Pty Ltd complies with the Privacy Act 1988 (Commonwealth). This policy describes how we collect, manage, use, disclose, protect, and dispose of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- Personal information: "information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not."
- Sensitive information: "(a) information or an opinion about an individual's: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates".

Authority to collect and store information

GMS is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires GMS to collect personal and sensitive information from its learners. This requirement is specified in the Data Provision Requirements 2012 which is one of five legislative instruments that GMS must comply with as a condition of its registration. The date provision requirements require GMS to collect data from learners in accordance with the Australian Vocational Education and GMS Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the learner is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require GMS to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements. Together

these requirements form a statutory obligation to collect, store and report information of any learner participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website. (www.asqa.gov.au)

Collection and use
GMS collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act.

Solicited information
Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day to day operation. In addition to information collected training activity, GMS will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers. Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection methods
Learner personal and sensitive information as well as training activity information is prescribed by the AVETMIS Standard. This information is collected directly from our learners using enrolment forms which may be paper based or electronic and other administrative forms including but not limited to complaint forms, recognition application, request for refund, transfer application, etc. Much of this information is entered into our student management system. Hard copy records are retained within our learner files. Survey responses are collected using our Employer and Learner Satisfaction Surveys which are issued both in hard copy and electronic format. These survey results are returned to the main office and entered into our survey analysis software "Satisfaction Data". Survey forms once entered into Satisfaction Data are either destroyed if hard copy or permanently deleted if in electronic form. Enquiry information from prospective learners including personal contact information is collected directly from individuals who make data requests either by telephone or email in person or via our website. GMS personal information is collected from individuals on employment commencement.

Sensitive information
Personal information collected by GMS that may be regarded as 'sensitive' under the Privacy Act includes:
- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from key note speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from GMS employees for HR management purposes.

Direct marketing
GMS respects an individual's right not to receive marketing material, and provides an option within communications and on its website for individuals to unsubscribe from receiving marketing material. GMS conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, GMS practice to 'cold call' for the purpose of marketing its products and services.

Google Analytics and cookies
Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: https://www.google.com.au/intl/en/policies/privacy/. It is possible to disable cookies by adjusting web-browser

setting and to opt-out of Google Analytics (https://tools.google.com/dlpage/gaoptout). Doing so, however, may affect web-site functionality. GMS web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

Unsolicited personal information
If GMS should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

Notification of collection
GMS aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal for telephone help-desk services, or research conducted by telephone interview.
- Marketing – notification is provided on our website course application page. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all GMS marketing communications.
- Quality Indicator surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone)
- GMS staff – Notification is provided on employment commencement.

Disclosure of personal information
GMS does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law. GMS may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, GMS will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs. GMS does not sell its mailing lists to third-parties for marketing purposes. GMS does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of personal information
GMS endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. GMS routinely updates the information held in its customer relationship management system. This includes confirming with learners who are returning for a new enrolment if their personal contact details have changed.

Access to and correction of personal information
Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by GMS. GMS does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the learner access to records policy.

Information retention and disposal
Personal information is held in electronic and paper format:
- Information collected from learner enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held with thein the student management system and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in GMS document management system or in paper documents which are locked in cupboards and filing cabinets.
- Personal staff information is held within the student management system and HR management, pay roll database.
- Backup copies of all electronic files held in GMS systems are kept in the event of system failure/loss. All backup copies of system files are secured. GMS retains personal information for 30 years. When personal information is no longer necessary for GMS business functions, and it is lawful to do so, GMS destroy the information.

Information security

GMS takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- GMS systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to GMS .
- Access to the student management system is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by GMS for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- GMS premises and data storage systems are fully secured. GMS practices clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.

Complaints and concerns

Complaints or concerns about GMS management of personal information should be directed in writing to GMS Director. GMS will respond in writing within 10 business days. Complaints received by GM will be managed in accordance with the Complaints Policy and Procedure.

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 an email to employers after in-house courses for the same reasons as above.

Complaints Policy & Procedure

Any person including students and staff, can provide feedback or make a complaint directly to the GMS team in a way they feel most comfortable to do so. Here are a list of the following ways in which this may be done:

- Via our website using the contact us form located here
- Sending us an email to admin@grayms.com.au or loren@grayms.com.au
- Phoning 1300 906 003
- In writing PO BOX 2355 Ringwood North VIC 3134
- Via Student Course Feedback Form

Feedback

Positive feedback will be collated by administration to identify trends and identify areas of best practise which may be adopted in other areas of the business. Positive feedback will be reviewed annually by the GMS team, led by the Director.

If feedback contains opportunities for improvement, this feedback shall be recorded within the Continuous Improvement Register and handled by the Director to ensure appropriate correction or corrective action is undertaken.

Complaints

All complaints must be taken very seriously and acknowledged within 48 hours of receipt by the Director.

The Director will then follow the following process to manage and resolve the complaint:

1. Contact the person direct to ascertain further understanding of the nature of the complaint (where relevant) and identify key issues to be addressed. It is important to also offer support and ensure their wellbeing has been addressed. Steps undertaken will be documented in the Continuous Improvement Register
2. Where appropriate and with the consent of the complainant or person impacted by the complaint, a meeting can be arranged with the personnel involved to mediate a resolution. In circumstances where this is not appropriate (for example a complaint regarding bullying or harassment) the Director will mediate between the parties and undertake any relevant investigation that may be required to identify the root cause of the issue identified.
3. Director will be responsible to undertake appropriate actions to resolve the matter and meet the needs of the individuals. All complainants will be notified of the outcome formally in writing via email but must be consulted throughout the entire process.
4. Investigations undertaken involving staff must follow procedural fairness guidelines under employment law.

Conflict of Interest

Where a complaint has been made that relates to the performance or conduct of the Director, a third party will be appointed to undertake an objective and impartial investigation or resolution process, at the expense of GMS. This will protect the integrity of the complaints process and instil trust and confidence with our stakeholders.

Any conflict of interest will be documented in team meetings and identified in the Continuous Improvement Register.

Review

All complaints are reviewed at our Team Meetings and if appropriate will result in a continuous improvement activity.

Appeal Complaint Decision

Should a person feel that their 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, Consumer Affairs Victoria, Industry Skills Councils, etc.

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 1300 906 003 Alternatively, send an email to admin@grayms.com.au

Like to enrol?

Please go to our website at www.grayms.com.au and complete our course enrolment process.

What next?

We look forward to meeting you on our courses.