



Student Handbook



1300 906 003



www.grayms.com.au



enrol@grayms.com.au

GRAY
MANAGEMENT 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 (GMS). Choosing the right pathway and training provider can often be an overwhelming experience.

We welcome you as a valued student and look forward to working with you.

The GMS team have designed this handbook to provide relevant information about our company, courses and methods for training and assessment.

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 are Gray Management Systems Pty Ltd (RTO 3839)?

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

GMS collaborate with Steve Robinson from Rightstrategy, who facilitates delivery of the Business Essential Skills courses.

Our main objective is to provide you with a rewarding learning experience with quality training and assessment so that you leave GMS with the confidence and capability to apply the learnings into your workplace.

We are a small boutique business, with one diploma on scope as follows:

BSB50920 Diploma of Quality Auditing:

- 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
- 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

To find out more, please visit our website by [clicking here](#).

To check GMS's details via training.gov.au, click here: <https://training.gov.au/Organisation/Details/3839>

Training.gov is an excellent resource where you can find further information about our scope of registration.

Public and In-House Course delivery

Our courses are facilitated in-person and online via Zoom (or MS Teams). GMS is dedicated to create a safe and fun learning environment for learners to engage in meaningful and relevant discussions with our educators and fellow learners. We facilitate practical case studies and group activities. Our educators are all current practising auditors and consultants working across a wide range of industries. We bring this knowledge and experience to our classrooms, to ensure content remains current and relevant. We also identify that GMS learners come to our classroom with relevant business and auditing experience.

Feedback from learners and industry is overwhelming positive in relation to undertaking our courses through the facilitated online delivery and in-person.

Our course materials, including learner guides, PowerPoint slides, training and assessment strategies, ensure our course remains current and relevant to an online-learning model and in-person delivery strategies.

If you are new or hesitant to online delivery, we offer support to all learners. Please contact enrol@grayms.com.au to discuss how we can best support you and create the best learning environment.

In-house/ Group Training in the Workplace

We work with many clients to facilitate workplace training for small to large groups. Our educators facilitate courses all over Australia, New Zealand, South East Asia and Europe.

We use flexible learning techniques to ensure your unique workplace requirements are satisfied. Our in-house auditing courses can be structured to allow the learners to conduct real live audits in your workplace, mentored by our educators.

Contact our team to arrange a proposal for in-house training in-person or online.

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 learners 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.

BSB50920- DIPLOMA OF QUALITY AUDITING

The BSB50920 Diploma of Quality Auditing is fast becoming the minimum requirement for individuals who wish to work on behalf of regulators and organisations who conduct third-party audits. This qualification prepares learners with the knowledge to conduct management system audits (non-financial) and use a range of specialised, technical or managerial competencies to plan, conduct and manage an audit and team. Ideal job roles relating to this qualification include Lead Auditor, Quality or Compliance Manager or Officer. It also is designed to support roles in an organisation responsible for maintaining management systems and compliance to external and internal requirements.

Packing Rules

The BSB50920 Diploma of Quality Auditing consists of 4 core units of competency plus an additional 8 elective units. Learners are required to successfully complete all 12 units of competency to obtain the Diploma.

Pathway

Depicted below in diagram 1, GMS has separated the Diploma into a total of 8 eight short courses that can be taken separately. This is in response to the needs of GMS clients who often send staff along to our most popular starter course (Management Systems Auditing). From their learners choose to progress their studies with us, completing additional courses of their choosing. Other learners choose to commit to their development and enrol into the Diploma upfront. There is no right way to proceed. We often suggest to new learners to come try our first course and see if we are they right fit for them, before committing to the entire Diploma.

Skill Sets

Further information about the core and elective units that GMS deliver, are available further in this handbook, alternatively please visit our website by [clicking here](#).



Diagram 1: The Diploma of Quality Auditing Pathway with GMS. Learners can undertake the above courses in their order of choosing, with the exception of the Lead Auditor Training course. Learners must successfully complete the Management Systems Auditing course first.

MANAGEMENT SYSTEMS AUDITING (2 DAYS)

Learners are required to have at least 3 years of work experience

This course covers the competencies required to conduct internal audits in your workplace for and on behalf of your employer. This course covers two core competency units:

- BSBAUD411 Participate in quality audits
- BSBAUD513 Report on quality audits

Course Objectives

By the end of the course learners 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

LEAD AUDITOR TRAINING (3 DAY)

Learners required to have at least 5 years supervisory/management experience

Note: Management Systems Auditing course is a pre-requisite for this course.

This course 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 core competency units:

- BSBAUD511 Initiate quality audits
- BSBAUD512 Lead quality audits

Course Objectives

This course aims to provide learners 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 and open book exam
- Completion of a written Student Assessment Record
- Post course workplace auditing assignment

MANAGE BUSINESS RISK (1 DAY)

Recommend at least 3 years work experience

This one day 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 elective competency unit:

- BSBOPS504 Manage Business Risk

Course Objectives

By the end of the course learners 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

MANAGE PROJECT QUALITY (1 DAY)

Recommend at least 3 years work experience

This 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 elective competency unit:

- BSBPMG532 Manage Project quality

Course Objectives

By the end of the course learners 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

MANAGE PEOPLE PERFORMANCE (1 DAY)

Recommend at least 3 years work experience

This course covers the competencies and provides learners with the skills and knowledge required to manage the performance of staff who report to them directly. This course covers one elective competency unit:

- BSBLDR522 Manage People Performance

Course Objectives

By the end of the course learners 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

FACILITATE CONTINUOUS IMPROVEMENT (1 DAY)

Recommend at least 3 years work experience

This course covers the competencies, skills, knowledge required to lead and manage continuous improvement systems and processes. This course covers one elective competency unit:

- BSBSTR502 Facilitate continuous improvement

Course Objectives

By the end of the course learners 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

MANAGING COMPLIANCE (3 DAY)

This course covers the competencies required to implement simple but effective strategies to manage compliance in your organisation. This course covers four elective competency 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

Course Objectives

This course aims to provide learners with the skills & knowledge to:

- Identify & interpret compliance requirements
- Prioritise compliance requirements
- Develop a plan to effectively manage compliance
- Prepare risk-based audit schedules
- Evaluate & review compliance activities and outcomes
- Communicate and engage with relevant stakeholders
- Identify, manage and respond to breaches
- Understand and apply the management compliance standard ISO 37301 requirements

Course Assessment

Assessments you will be expected to complete include:

- Case Study activities and team exercises
- Completion of a written Student Assessment Record
- Post course exercises including identifying compliance requirements, evaluating compliance and managing non-compliance

Competency Based Training & Assessment

Learners 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 through regular internal reviews.

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 9001:2016
- Policy & Procedure Writing
- HACCP Awareness
- Demystifying the NDIS Practice Standards
- Professional Boundaries
- Management Briefings
- Complaints Handling
- Incident Management

The GMS team have a vast amount of experience in fields of compliance, risk and auditing, with access to a wide range of industry experts. If there is a particular course you feel would benefit your organisation, there is a chance that we may be able to develop and tailor courses to suit organisational requirements.

Head to our website or contact us for further information about non-accredited training or tailoring courses to suit organisational requirements.

Enrolment including USI Number

All learners or representative must complete a course registration form via our website. Once received, we will send you a course confirmation email which provides a link to the **enrolment form**.

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 learners access to their own USI account. To obtain your own USI visit <https://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.**

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 is available online 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.

We are **unable to issue you with a Statement of Attainment** until we receive and verify your USI following successful completion of all course requirements.

Enrolments are accepted via our website at <https://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 learners who pay for the Lead Auditor or Managing Compliance themselves, do not have to pay their invoice until the first day of training. This is to ensure that we meet our compliance requirements with our regulator as upfront payments in excess of \$1500 is not allowed. This is to protect the rights of individuals.

Statements of Attainments and/or Certificates will not be issued until full payment has been received, following successful completion of course requirements.

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)

GMS recognises 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 the 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
- Practical demonstration witnessed by your assessor or similar.

We have a formalised RPL process. If you would like to know more about RPL, please contact a member of our team: 1300 906 003 or email enrol@grayms.com.au.

Please note: Fees apply for RPL.

Credit Transfer (CT)

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.

At GMS, we will accept credit transfer to eligible units of competency that fall within our scope of registration. If you would like to see what is currently on our scope, please visit www.training.gov.au and search for “3839” or “Gray Management Systems Pty Ltd” within the RTO/Organisation search bar. Alternatively, here is a direct link to our scope by [clicking here](#).

If you feel that you are entitled to a credit transfer, please complete the relevant section on the RPL and Credit Transfer 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.

Please note: Fees are not applicable for CT.

Student Support, Welfare & Guidance

Gray Management Systems is dedicated to ensuring that all learners 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, we can help identify other service providers who may be able to assist you.

Please note, 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.

Language, Literacy & Numeracy Support

Information about LL&N support can be found at the Reading & Writing Hotline:

- Website: <https://www.readingwritinghotline.edu.au/>
- Phone: 1300 6 555 06
- Email: info@literacyline.edu.au.

A helpful organisation that can offer literacy support is K.Y.M Victoria:

- Website: <https://www.kym.com.au/>
- Phone: 03) 9722 5777
- Email: kym@kym.com.au

Alternately many local government councils and organisations may be able to assist in connecting you with other services that can assist with Language, Literacy and Numeracy Support. Please let a member of the Gray Management Systems team know if you require additional support.

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, Re-scheduling & Non-Attendances

In relation to GMS public courses (online and face-to-face), the following table depicts the notification requirements and fees to alter an enrolment (reschedule) or withdraw from GMS public courses.

PUBLIC COURSE – REFUND REQUIREMENTS & FEES

Issue	Situation	Notification Requirements	Refund/ Fee applicable
Cancelling/ Withdrawing from course	Student and/or representative wishes to cancel their enrolment	In writing via email to enrol@grayms.com.au , five (5) business days prior to course commencement.	100% of the course fee paid is refundable, excluding administration fee.
	Student and/or representative wishes to cancel their enrolment	In writing via email to enrol@grayms.com.au , between four (4) to two (2) business days prior to course commencement.	50% of the course fee paid is refundable, excluding administration fee.
	Student and/or representative wishes to cancel their enrolment	In writing via email to enrol@grayms.com.au , two (2) business days prior to course commencement.	Nil refund.
Rescheduling Only available to online courses. A student enrolled into a face-to-face public course will have to cancel their enrolment, see above and re-register.	Student and/or representative wishes to reschedule their enrolment to future course (Online courses only)	In writing via email to enrol@grayms.com.au , five (5) business days prior to course commencement.	Nil fees applicable for first reschedule. Administration fees applicable for additional reschedule requests.
GMS cancels course		Learners notified by email and/or phone at earliest opportunity	Refund 100% of the course fee paid

Please Note:

- Replacement learners may be accepted at no addition charge
- Terms and conditions relating to client group training (in-house/ online) will be communicated in the GMS proposal document and operates outside the above fee schedule. Clients are bound by agreed terms.
- Unless approved otherwise, once training has commenced, no refund options are available, this includes ‘**No Shows**’ on the day and there is no refund to a candidate who does not pass the course.
- Where there are extenuating circumstances, the student/ client can request a full or partial refund of fees, however, any refund is at the discretion of the Director

The above fee schedule is current as of 13 February 2023. Current administration fee is \$120 (GST exempt) at time of publication.

Privacy, Confidentiality & Rights of Learners

Access to Student Records

Learners 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. enrol@grayms.com.au.

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 data 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 their 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 about management of personal information

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 GMS will be managed in accordance with the GMS Complaints Policy and Procedure.

Contact: Loren Gray

Email: loren@grayms.com.au

Phone: 1300 906 003

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 learners 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 is a list of ways you could provide feedback or make a complaint:

- Via our website using the contact us form [located here](#)
- Sending us an email to enrol@grayms.com.au or loren@grayms.com.au
- Phoning 1300 906 003
- In writing PO BOX 360 Merimbula NSW 2548
- Via the Course Feedback Form provided at the time of training

Any person should feel comfortable to speak freely to our team about any issues or concerns they have. Complaints are managed by the Director in a confidential manner and in accordance with complaints policy and procedure. If you have a direct complaint about the Director, you may feel more comfortable to raise this with another member of our team or ask a colleague or a workplace manager to contact our team with your concerns.

We are interested in your experiences, and would value the opportunity to listen to any concern or issue a person may have. As part of our process, we will ask you for permission to work with you on resolutions and outcomes. We value opportunities for growth and facilitate improvement in our business, so you can rest assured that your complaint will be treated seriously and in a professional and confidential manner.

To learn more about how ASQA can help learners and what they say about what to do if you have a complaint regarding any RTO, please visit <https://www.asqa.gov.au/learners>.

Complaints process

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

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

1. Contact the person directly 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 wellbeing of person 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 or this is declined by the complainant or person impacted, the Director will mediate between the parties separately, or undertake any relevant investigation that may be required to identify the root cause of the issue/s identified.
3. The 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 prior outcomes are finalised.
4. Investigations undertaken involving staff must follow procedural fairness guidelines under employment law.

Review and Continuous Improvement

All feedback received will be collated by management to identify trends and areas of best practise which may be adopted in other areas of the business.

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

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 is to 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.

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.

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

Assessment Appeals Policy & Procedure

Should you wish to appeal an assessment result whilst studying with GMS, you should lodge your appeal in writing via email to loren@grayms.com.au.

You have up to two (2) weeks in which to lodge an appeal against a result.

All appeals are taken very seriously and will be handled within four business days 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 learners to engage a third party for assistance.

All appeals will be documented by GMS and outcomes of appeals will be provided to learners 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 learners have the right to:

- receive training of a high standard that recognises individual learning styles & needs;
- all services offered by GMS regardless of race, colour, 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.

Learners of Gray Management Systems are responsible for:

- reading the Student Handbook and ensuring that it is understood;
- reading the online learner guide (Zoom) and ensure 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 learners 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:

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

Federal Legislation

- Privacy Act 1988
- 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
- Data Provision Requirements 2012
- National Vocation Education & Training Regulator Act 2011

Contact Us

If you have any further questions, please feel free to contact our office during business hours on:

Phone: 1300 906 003

Email: enrol@grayms.com.au

Website: <https://www.grayms.com.au/>