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Urban E-Learning Student Handbook

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General Information

About Urban E-Learning

Urban E-Learning is a privately owned Registered Training Organisation responsible for providing quality, relevant training in the construction, Transport & Logistics, Hospitality, Retail and Business industries. Urban E-Learning is responsible for providing quality training and assessment in compliance with the 'Standards for Registered Training Organisations 2015' and issuing AQF certification documentation in line with the Standards.

Urban E-Learning is a globally recognised E-Learning, The Web and Mobile Application Services provider and Registered Training Organisation (RTO) who provides leading edge training and technology solutions to its clients. As a contemporary boutique e-learning company based in Spring Hill, Brisbane its executives bring experience managing large and complex organisations. We offer considerable experience in web development, e-learning, iPhone Apps and organisation development. We specialise in the fields of management and leadership training, corporate strategy and compliance training. Urban E-Learning combines this experience with leading edge technological capabilities offered through personalised solutions and applications that maximise learning and competency outcomes.

Urban E-Learning has the approval to deliver the following nationally recognised units of competency. Further information about each of the courses below can be found on each of the hyperlinks. We acknowledge the importance of adult learning principles in the delivery of effective training. We encourage all students to take responsibility for their own learning and to understand that, as learners, they have an active role to play in the learning and assessment process.

CPCCWHS1001- Prepare to work safely in the construction industry	Prepare to work safely in the construction industry
SITHFAB002- Provide responsible service of alcohol	Provide responsible service of alcohol
SITXFSA001- Use hygienic practices for food safety	Use hygienic practices for food safety
TLID2004- Load and unload goods/cargo	Load and unload goods/cargo
TLIF0001- Apply chain of responsibility legislation, regulations and workplace procedures	Apply chain of responsibility legislation, regulations and workplace procedures
TLIF0002- Administer chain of responsibility policies and procedures	Administer chain of responsibility policies and procedures
TLIF0003- Develop and implement policies and procedures to ensure chain of responsibility compliance	Develop and implement policies and procedures to ensure chain of responsibility compliance
TLIF2010- Apply fatigue management strategies	Apply fatigue management strategies
TLIF3063- Administer the implementation of fatigue management strategies	Administer the implementation of fatigue management strategies
TLIF4064- Manage fatigue management policy and procedures	Manage fatigue management policy and procedures

Enrolment process

The enrolment process is completed by following the steps outlined below:

- Select the training course you wish to complete
- Read and understand the information contained in this student handbook, in your pre-course terms and conditions and in any other communications provided by urban e-learning
- Complete an enrolment form
- Pay the appropriate enrolment fee

Overseas Student Policy

Urban E-Learning (UEL) are able to offer nationally recognised training and assessment services to any person (from Australia, and any other country), provided that person is not considered an Overseas Student, as defined in Section 5 of the ESOS Act 2000.

The ESOS Act 2000 defines an Overseas Student as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa,
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa,
- a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

This includes all students holding any one of the following subclasses of visa:

- Subclass 500 (Student) visa;
- Subclass 570 (Independent ELICOS Sector) visa;
- Subclass 571 (Schools Sector) visa;
- Subclass 572 (Vocational Education and Training Sector) visa;
- Subclass 573 (Higher Education Sector) visa;
- Subclass 574 (Postgraduate Research Sector) visa; and
- Subclass 575 (Non-Award Sector) visa;

Section 8 of the ESOS Act 2000 states that only training providers who are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can provide training to Overseas Students.

UEL is not registered on CRICOS and therefore cannot provide nationally recognised (or accredited) training to overseas students.

During enrolment for any nationally recognised (or accredited) training provided by UEL, all students shall be asked to confirm that they are not an Overseas Student; any persons who are identified as an "Overseas Student" will not be allowed to enrol in any nationally recognised (or accredited) training with UEL.

Students who are not Australian citizens may be required to have their visa status verified before they can enrol in any nationally recognised (or accredited) training as UEL has a duty to ensure we do not enrol Overseas Students. This check requires the submission of a student's passport/immiCard number and country of issuance, which is then verified automatically using the Department of Immigration and Border Protection VEVO system.

The status of a, Overseas Student's visa may be affected if the Overseas Student purposely provides false or misleading information in order to secure enrolment onto any nationally recognised (or accredited) training course provided by UEL.

Support services

Urban E-Learning's trainers, assessors and support staff have many years' experience in the education field and can assist students with matters related to their course and assessments. They also have information available on appropriate personnel or organisations that can provide support and/or assistance. The Support Centre can be contacted via phone or email and the Assessment Centre can be contacted via phone (Monday to Friday, 9am-5pm AEST). Please refer to your Enrolment Email for contact details.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all our students. Except as required under AQTF 2010, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

Student access to records

Students wishing to access their records are able to do so by logging into their student account via the online portal (eHub), using the student username and password created on course enrolment.

The Support Centre can provide assistance to students who experience difficulties logging in and/or navigating within the portal. Where a student requires access to hard copies of their student records, then an appointment will be made with the Urban E-Learning office. Appropriate identification must be produced at the appointment prior to accessing records. Hard copies of Student Records will be kept for a minimum of 7 years after completion of a course.

Where the information relates to the student's identity, the student may correct the information online, or where required through the Support Centre (once the student's identity has been confirmed).

This information appears on the enrolment page:

"The information provided to Urban e-Learning on this page is for the purposes of training, assessment and issuing of the relevant credential to the enrolled student and the subsequent issue of a card under any State "ticket to work" requirement (e.g.: white card). The information may be disclosed to government agencies involved in regulating RTOs and students or responsible for issuing Government cards, either under the relevant laws and standards regulating RTOs or under specific requirements of an agreement with the Government regulator to issue Government cards."

Course and assessment access and completion requirements

Students will have access to their course and assessments for Three (3) months from the date of purchase or redemption unless otherwise stated in the Terms and Conditions. Access to the course and assessments will automatically expire after this time and cannot be extended.

Access and equity

Urban E-Learning recognises education as a need and right for all. It has a primary commitment to fair access and equity in the provision of its program of courses, irrespective of gender, culture, age, location, disability or disadvantage. This commitment is in accordance with our Access and Equity Policy.

Urban E-Learning acknowledges its legal obligations under State and Federal law, including:

- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1975 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Equal Opportunity Act 1995 (Commonwealth)
- Please also be aware of legislation relevant to the following:
- Work health & safety
- Workplace harassment, victimisation and bullying

Urban E-Learning will treat all individuals equally without exception. Any student who identifies as having a disability will be accommodated appropriately. Reasonable adjustments can be made to the training and assessment processes (where required) provided the requirements of the unit of competency are met. If you identify as having a disability, please contact our Support Centre to discuss the reasonable adjustment process available for your specific training course and assessment.

Language, literacy and numeracy (LLN)

We encourage students with Language, Literacy or Numeracy concerns to undertake training. A range of support services can be provided upon request. If you identify as having LLN concerns, please complete the LLN Pre-Training Assessment Tool relevant to the course you would like to enrol in (available in the Terms and Conditions and on our website), or contact our Support Centre to discuss the support services and LLN process available for your specific training course and assessment and for assistance to decide if a particular course is right for you.

Where a unit of competency for a course contains specific LLN requirements, information is provided to students on enrolment (e.g. verbal communication skills to report a construction hazard). Support to assist students already enrolled in the course to meet those requirements will be negotiated between the student and the trainer/assessor (as necessary). Where a student is deemed 'Not Yet Competent' for specific LLN requirements to meet minimum competency standards, LLN/ESL programme information is provided to the student. Urban E-Learning will ask for a validated record/s of attendance from a recognised ESL/LLNP provider prior to re-attempting the final assessment; within 3 months from registration.

Students deemed 'not yet competent' (NYC)

Urban E-Learning does not guarantee that a student will successfully complete an AQF qualification, skill set or VET course on its scope of registration. All appropriate assistance will be provided to students to enable them to be deemed 'competent' (via written and verbal feedback and guidance from Assessors). Where a student is deemed 'not yet competent' after receiving all appropriate assistance, they will be requested to complete the training course again prior to re-attempting their assessments. Where a student is deemed 'not yet competent' for a required LLN skill, Urban E-Learning will ask for a validated record/s of attendance from a recognised ESL/LLNP provider prior to re-attempting the final assessment; within 3 months from registration. Refer to Ancillary Charges and Fees for details on potential additional charges.

Flexible learning & assessment and our educational philosophy

Urban E-Learning's learning and assessments are designed in line with our educational philosophy and:

- Provide realistic learning environments (e.g. Use of video, visuals, documentation etc.)
- Provide realistic assessment environments (e.g. Use of practical, written, verbal, scenario assessments etc.)
- Are delivered via flexible methodologies (i.e. Online, classroom, workplace and blended) to ensure that programs cater to the widest possible group of learners, regardless of their background, circumstances, experience or geographical location
- Are implemented by trainers and assessors who are both industry expert and qualified trainer/assessors
- Assess students against the relevant standards to ensure that learners and industry have confidence in the value and meaning of qualifications
- Take into account that the training may be a legislative pre-work requirement (i.e. 'no Statement of Attainment, no construction site access')

Credit transfer and recognition of prior learning (RPL)

Urban E-Learning acknowledges the skills and knowledge gained through life experience, work experience, or other qualifications or training.

Where a training course requires a pre-requisite unit of competency, Urban E-Learning will recognise a Statement of Attainment from another RTO provider as a credit transfer on submission of a completed credit transfer application form and provision of a certified statement of attainment for that unit of competency.

Where a qualification (comprising multiple units of competency) is being completed, RPL processes will be available for students who already possess substantial knowledge or skills which are part of the qualification being completed. These skills may be formally recognised and recorded against the units of competency contained within the qualification to eliminate the need to undertake redundant training.

There will be a fee for RPL which will be commensurate with industry charges current at the time. The fee will be charged on a 'per competency' basis and will cost a maximum of the full course fee minus 15% for any full or partial RPL.

To apply for RPL follow the steps outlined below:

- Contact the Urban E-Learning Support Centre to request a current RPL application form
- Complete the application form indicating the appropriate qualifications and experience from previous work or training and return to Urban E-Learning
- Complete the required RPL Assessments

Urban E-Learning will then review your RPL application and your completed assessments to identify which complete units of competency you have previously achieved and are able to be counted as credit transfer/s towards your qualification. Your qualification may be able to be issued as a full RPL or some separate units of competency may still be required to be completed.

Qualification pathways

Qualification pathways enable students to transition between AQF qualifications horizontally at the same level as well as vertically between qualifications at different levels. For guidance on qualification pathways for the specific course you are enrolled in, please refer to the relevant unit of competency located on training.gov.au.

Re-issuing of Statements of Attainment or Certificates of Completion

Students are able to print, email and save a copy of their Statement of Attainment or Certificate of Completion by logging into their student account via the online portal (eHub), using the student username and password created on course enrolment. The Support Centre can provide assistance to students who experience difficulties logging in and/or navigating within the portal. Where a student requires re-issuing of a hard copy of their student record or other documentation (e.g. a White Card), a replacement fee will be charged. Please contact the Support Centre for details on replacement fees.

Academic misconduct

Students of Urban E-Learning are expected to maintain the highest standards of academic conduct. Academic misconduct is considered a serious offence at Urban E-Learning, the following information should help you avoid any unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Key definitions:

- **Plagiarism:** The adoption or reproduction of original creations of another author without due acknowledgement or another student
- **Fabrication:** The falsification of data, information, or citations in any formal academic exercise.
- **Deception:** Providing false information to an instructor concerning a formal academic exercise—e.g., giving a false excuse for missing a deadline or falsely claiming to have submitted work.
- **Cheating:** Any attempt to give or obtain assistance in a formal academic exercise (like an examination) without due acknowledgement.

To avoid academic misconduct and its penalties, students are advised to note the following:

- You may quote from someone else's work (e.g.: from textbooks, journals or other published materials) but you must always acknowledge the author and source of the material
- You should name sources for any graphs, tables or specific data which you include in any assignments
- You must not copy someone else's work and present it as your own

If plagiarism and or cheating are deemed to have taken place by Urban E-Learning then the following may occur:

- The student may be counselled;
- The student may be suspended from undertaking the course for a period of time;
- The student may be marked as 'not competent';
- The student may be removed from the course permanently and their enrolment cancelled.

Skills for funded students

Students who enrol under the training guarantee are required to submit evidence of participation regularly throughout their course enrolment period, as this data needs to be provided to the Government. Urban E-Learning staffs implement a number of contact procedures to ensure students are supported, and completing the appropriate tasks according to their enrolment.

Changes to agreed services

In the event there are any changes to agreed services, Urban E-Learning will advise students as soon as practicable.

Protection of student fees collected in advance

Where Urban E-Learning collects student fees in advance and before delivery of the training/assessment service (e.g. payment on enrolment) then the organisation will ensure appropriate fee protection procedures are in place.

Attending Classroom Training

Where a student attends classroom training (either at an Urban E-Learning site or an employer workplace), the following additional guidelines must be followed at all times.

Student attendance and behaviour

Where a student is enrolled in a course with face to face/classroom requirements, 100% attendance is required, to ensure students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Where a student cannot attend a scheduled course/assessment, they must notify Urban E-Learning and discuss the issue and the possibility of rescheduling their course/assessment at least 7 days prior to their absence. Refer to the Extenuating Circumstances section for further information.

Students are required to follow all Urban E-Learning rules and instructions from staff, conduct themselves in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors. Where assessment tasks are included in the classroom training, these hours contribute to the total student contact hours required for the course.

Work health and safety

Urban E-Learning complies with all relevant Health and Safety legislation. Where practicable, students must take responsibility for their own health and safety and that of their fellow students and employees of Urban E-Learning. This means students must follow all safety rules and procedures and the instructions of their trainer while in attendance at any training coordinated by Urban E-Learning.

Each training room or site has a floor plan and fire and emergency evacuation plans – please ensure you follow your trainer's instructions in case of emergency.

Accidents

All accidents or injuries (no matter how small), need to be reported immediately either to the Urban E-Learning Trainer/Assessor (if attending a session at an Urban E-Learning site) or to the Site Supervisor (if attending a session at the student's workplace). An Incident Report Form may be required to be completed.

Student safety

Urban E-Learning endeavours to provide a safe and secure learning environment for all staff and students.

Here are some tips to assist you with increasing your safety to and from classes.

- If travelling by public transport at night, try not to wait alone at the transport stops.
- If possible have a friend/family member meet you at your home stop if you are returning late and have a long way to walk home.
- Do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Don't openly carry or display valuables (mobile phones, music players, laptops, etc.)
- Try to find routes that are well lit and busy (do not take shortcuts down alleyways and side- streets)
- Avoid confrontation with people; it is safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area and then telephone for help
- Have your keys ready well before you reach the door of your car or house

Smoking

All classes operate in a smoke-free environment. Students will be advised of any approved smoking areas (if available) relevant to the classroom location at the beginning of the session.

Fees Charges and Refunds

Employer paid training

In some cases, with Vocational Education and training (VET), employers may pay for the training and/or course enrolment fees for their employees.

Government funded training

In the case of government funded training (e.g. User Choice or Skills, Skills for Growth), students will be charged a tuition fee, payable at the time of enrolment and calculated as per the ministerial guidelines issued and applicable for the appropriate date range. The entire enrolment fee must be paid in full prior to the course of study commencing.

Fee for service training

Fee for service training programs are paid for at the time of enrolment or as per a direct debit/credit card arrangement that ensures payment is completed to suit the student's timeframe and prior to the issue of the qualification. Statements of Attainment/Certificates of Completion for training will only be issued once all course fees have been paid.

Third party paid training

Students may elect to have their enrolment fees paid by a third party.

VET Student Loans

Urban E-Learning is not currently participating as an approved provider of VET Student Loans.

Ancillary fees and charges

There are a number of services associated with a student's enrolment that may incur an additional cost to the student. All fees are GST inclusive, reviewed annually and are subject to change.

Ancillary charges are outlined below:

Outline of Ancillary Charges	
All requests for copies of an official goworkskills.com receipt/tax invoice, specifying payment amount and date of payment (one original copy)	No charge
Early assessment of course completion	Current hourly rate of assessor
Re- assessment of not yet competent (NYC) units	Current hourly rate of assessor
All requests for copies of an official results certificate (one original copy free)	\$45.00
All requests for copies of a letter of completion (one original copy free)	\$45.00
All requests for Statements of Attainment (one original copy free)	\$45.00
All requests for re-issue of a White Card (when lost)	\$35
All requests for express delivery of a White Card	\$12

Refunds

All applications for refunds must be made in writing and submitted to Urban E-Learning's Student Administration. Approved applications will be processed within 14 days from the date of application. The assessment of refund applications is outlined below:

Outline of Refunds	
Withdrawal less than 14 days prior to agreed start date or after the course commencement date	No refund
Urban E-Learning is unable to provide the course for which the payment has been made or the course is withdrawn by Urban E-Learning. (Urban E-Learning will take all possible steps to ensure training and/or assessment are available to be completed once the student has commenced study)	Full refund

We are not required to provide a refund if you change your mind about the services you asked for.

You can choose to cancel your contract and receive a refund for unconsumed services, if the service has a major problem. This is when the service:

- Has a problem that would have stopped someone from purchasing the service if they had known about it
- Is substantially unfit for its common purpose, and can't be easily fixed within a reasonable time
- Does not meet the specific purpose you asked for and cannot be easily rectified within a reasonable time
- Creates an unsafe situation

If you choose to continue with the contract, you can ask us to compensate you for any difference in the value of the services we provided and what you paid. If the problem is not major, we will fix it within a reasonable time. If the problem cannot be fixed, we view it as a major problem. Please keep proof of your agreement – e.g. your invoice or quote.

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary circumstances

Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Directors and shall be assessed on a case by case basis.

Withdrawal

Where a student wishes to withdraw from their course, a cancellation form needs to be completed and submitted to Urban E-Learning.

Feedback, complaints, appeals

Feedback is gained through a variety of methods from the following stakeholders:

- Students
- Employers
- Trainers/assessors

Student Feedback

Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible (via the Support Centre or Assessment Centre). This ensures the ability of Urban E-Learning to address any immediate areas of concern.

Student Course Completion Feedback

As part of the government requirements of an RTO, students are also asked to complete a Learner Questionnaire (Student Feedback Form) upon completion of their course. This evaluation seeks feedback across a range of aspects including:

- course content
- course delivery
- course assessment
- training staff
- facilities
- resources

Urban E-Learning fully appreciates and acts accordingly on any feedback it receives. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students, and ensuring courses and assessments are continually improved and continue to meet industry and student needs.

Complaints procedure

Students have access to Urban E-Learning's Complaints Procedure, which ensures that fair and equitable processes are implemented for any complaints against Urban E-Learning.

The definition for a complaint is the "Initial notification of your dissatisfaction or an issue that has occurred".

Students are able to submit a formal complaint to Urban E-Learning relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc.).

In accordance with the Complaints Procedure, students have the following courses of action available to them:

1. Initial problems should be taken up with the trainer/assessor; that is, speak directly with, and/or email, the person concerned to resolve the problem within 3 days
2. Where the trainer/assessor is not able to provide an equitable solution, or the problem persists, students should contact the Urban E-Learning Support Centre, that is, if the student cannot speak to the person concerned they should direct the matter both through an appointment, if possible, and/or in writing to the Support Centre within 5 days.
3. If a solution is not forthcoming students must put the issue in writing and address their concern to the Office Manager. The Office Manager will require specific information regarding the complaint in writing to allow all parties involved to be contacted and an explanation gained to enable suitable assessment.
4. If the complaint is still unresolved, the student will be advised of appropriate external parties' independent of Urban E-Learning that may be able to assist. There is also a National Complaints Hotline – 1800 000 674.

Appeals procedure

Students have access to Urban E-Learning's Appeals Procedure, which ensures that fair and equitable processes are implemented for any appeals made to Urban E-Learning.

The definition for an appeal is as follows:

- Appeal Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students have the right to appeal against an assessment decision. If you are not satisfied with the outcome of an assessment, you can appeal for a review of your result. In your written appeal, you should detail:

- the competency assessed
- the parties concerned
- the dates of the original assessment
- the reason(s) for the appeal
- the specific nature of the appeal
- actions undertaken to date, if any, to resolve the issue

In accordance with the Appeals Procedure, students have the following course of action available to them:

1. Notify the Office Manager of the appeal in writing and within 5 days. The Student also has the option to present their case in person through an appointment.
2. Urban E-Learning will provide a written statement of the outcome of the appeal within a further 21 calendar days.
3. At this time, the student may undertake reassessment or arbitration by an external third party or panel independent of Urban E-Learning and acceptable to all parties to the appeal.
4. If the appeal is still unresolved, the student will be advised of external organisations, e.g. Consumer Affairs or the relevant Government Department that may be able to assist.

External hearings

If you are unsatisfied with the outcome of an appeal your grievance may be heard by an external independent mediation service. The Australian Council for Private Education and Training (www.acpet.edu.au) offers such a service at a nominal cost to the applicant. At all times, Urban E-Learning is committed to acting on issues arising from any grievance or appeal that is found to be substantiated.

Grievance process and disciplinary action

We aim to provide an enjoyable training environment and foster good relations amongst personnel and students. Problems which upset you or others (referred to as grievances) may arise from the behaviour or decisions of personnel or other students. A grievance may be about anything done, or not done, which affects someone unfairly or unjustly, including but not limited to discrimination and harassment.

If you have a grievance:

1. Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you feel comfortable speaking to the person. This acknowledges that the person may have been totally unaware of the effect of their behaviour or decision and gives them a chance to redress the situation.
2. Speak to your Trainer/Assessor. They will inform you of your options and, if you agree, may talk informally about the grievance with the person concerned. If the grievance is with the Trainer/Assessor you may ask an independent person to accompany you.
3. If, after following one of the above steps, you wish to make a formal complaint this can be done by putting the complaint in writing (including a description of the incident(s), the names of any witnesses, the individual's signature, and the date of the complaint) and reporting to the Urban E-Learning Directors.
4. If you come forward with a grievance it will be treated in the utmost confidence and investigated in an impartial manner. Neither you nor the person or persons with whom you hold the grievance will be prejudged or victimised. Once a formal complaint is made, the Directors will investigate the matter. If either party feel there is a reason why the Directors should not conduct the investigation an independent adjudicator from outside of Urban E-Learning will be appointed.
5. The person investigating the complaint will interview both parties and any witnesses involved. Both parties may have a support person present whilst the interview is being conducted. Each complaint will be dealt with in as short a time as is possible in the circumstances. Urban E-Learning aims to settle all grievances within 30 days of receiving a formal complaint and all outcomes will be recorded in writing.

If the investigation reveals that the complaint is valid, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be:

- required to give a written apology
- given a written warning
- given counselling
- suspended from training
- dismissed

If the investigation is inconclusive, Urban E-Learning may nevertheless take a number of actions. These may include training/counselling of all personnel and/or students and monitoring of behaviour. Urban E-Learning will document and retain records of the outcome of any formal complaint.