



Helping women
make the right
connections

Training Program Selection Information



Level 1, 210 Lonsdale Street
Melbourne Victoria 3000
Phone: (03) 9921 0870
Fax: (03) 9921 0880
Email: wire@wire.org.au

Women's Information

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WIRE'S TRAINING PROGRAM

WIRE applies the principles of equal opportunity to the process of volunteer recruitment. The WIRE Training Program is open to women from a diverse range of ages, work, education and life experiences who accept the reality and consequences of gender imbalance in society and the value of women specific services.

Trainees need to be willing to work within a feminist framework and appreciate and acknowledge difference and diversity in women's lives.

There is an expectation that trainees will attend ALL training workshops.

Post-training, trainees are required to make a one-year (minimum) regular commitment to rostered shifts on a weekly basis for the first 6 months and weekly or fortnightly thereafter.

As well as regular phone shifts trainees are required to commit to attend ongoing training and professional development as arranged.

PRE-REQUISITES

The pre-requisites of trainees in the WIRE Training Program are as follows:

- be at least 21 years old
- have sound listening and verbal communication abilities
- have a level of English language skills that enable them to competently perform their work on the telephone and meet the requirements of the Training Program.

RECOGNITION OF PRIOR LEARNING

Trainees who are able to provide evidence of qualifications from another institution that match the WIRE Training Program competencies or have significant work experience that meets the learning outcomes may be eligible to receive Recognition of Prior Learning. Trainees who wish to apply for RPL should contact the Training Coordinator prior to commencement of the Training Program.

Trainees seeking recognition of prior learning will be required to pay an RPL fee, for each unit of competency: \$30 (full fee), \$20 (full-time students) or \$15 (health care card holders). The evaluation process will apply to all applicants, regardless of RPL, in order to undertake Telephone Support Work at WIRE.

CREDIT TRANSFER

If you have completed the same competencies in another RTO you will be eligible for credit transfer. There is no cost for this consideration. However notwithstanding this we would still recommend that trainees, in order to orientate themselves to the service and refresh their skills, undertake the Training Program in its entirety.

ACCREDITATION

WIRE offers the opportunity for trainees to achieve the following units of competency from CCH08 Community Services Training Package.

CHCTC301B Deliver a service consistent with the organisation's mission and values

CHCCOM403A Utilise targeted communication skills to build relationships

CHCTC403A Provide telephone counselling in crisis situations

CHCTC302A Provide client-centred telephone counselling

HLTHIR403B Work effectively with culturally diverse clients and co-workers

CHCDFV301A Recognise and respond appropriately to domestic and family violence

Trainees must attend all training sessions, complete a minimum of 2 evaluated telephone shifts and a minimum of 5 probationary shifts, and also complete numerous assessment and learning tasks in order to be entitled to a nationally recognised Statement of Attainment and credit into courses at other RTOs e.g. within TAFE's Community Services Training Package including CHC41002 Certificate IV in Telephone Counselling Skills.

FEES

Fees for the WIRE training program will be advertised on the WIRE training brochure, which is sent out to every applicant, posted on the website and on any other promotional material advertising the program.

An invoice for each trainee's fees will be provided at the commencement of training with the expectation that they be paid at the commencement of training, or on a mutually agreed payment plan with the Administration and Finance Coordinator.

Trainees who start the training but find themselves unable to continue will be offered the following options:

- a place in the following training intake, if they inform the Training Coordinator within the first two weeks
- OR
- a refund of 75% of the fee if leaving by the end of the first two weeks of the program commencing
- OR
- a refund of 25% of the fee if leaving within the first four weeks of the program commencing

Departure any time after four weeks of the program commencing will mean the forfeiture of all fees. If you withdraw from training you must complete the withdrawal form and return it to the Training Coordinator.

ACCESS AND EQUITY

WIRE aims to be flexible in terms of assessments by offering trainees a variety of in-training, written, practical and home task assessments in order to ensure access and equity for all. Any trainee who experiences difficulty completing an assessment task, or requires support with literacy and numeracy, may seek the support of the group and Training Coordinator, to complete the task or negotiate an alternative assessment that demonstrates their competencies.

WIRE aims to create a workplace that is free of exploitation and discrimination and offers appropriate recognition of volunteer contribution. WIRE will not tolerate any form of harassment, offensive behaviour or discrimination on the basis of gender, race, sexual preference, health

status or disability. Any trainee who experiences any form of discrimination or harassment should report the behaviour to the Training Coordinator or Manager, to be dealt with in accordance with the grievances and complaints procedure.

SUPPORT, GUIDANCE AND WELFARE SERVICES

At the commencement of the program all trainees will be provided with a training manual to enable them to achieve competence in the WIRE Training Program. Any trainees with language or literacy support needs will be assessed and offered appropriate support.

Throughout the program trainees will be provided with other relevant training exercises, information about services and research articles to support their ongoing learning.

Trainees are also invited to take up relevant training opportunities from the Ongoing Training Calendar offered to volunteers who have completed the program.

The WIRE Training Coordinator will offer the following:

- ongoing support and guidance during training sessions
- mid-training interviews
- evaluated shifts
- individual supervision on request

The WIRE Training Coordinator will also work with any trainees requiring ongoing support to access appropriate information, and counselling and support services.

APPEALS

Trainees may appeal any assessment or RPL outcome by requesting a review in writing. The Training Coordinator will then review the evidence of competence in consultation with the original assessor and make a decision. They may be a further review of evidence of assessment by an external assessor if required or requested by the trainee.

GRIEVANCES AND COMPLAINTS

Trainees who have a grievance with another trainee are encouraged to raise their concerns immediately, or as soon as possible, with the person concerned and work towards resolution of the matter.

Where an issue cannot be resolved the trainee should speak with the Training Coordinator and grievances will be dealt with in a manner which reflects WIRE's policy and practice as outlined in the Enterprise Bargaining Agreement and the Volunteer Policy Manual.

The Training Coordinator is also in a position to hear complaints and mediate between parties. There is a commitment to maintaining confidentiality for the trainees concerned. Parties involved will be encouraged to negotiate a mutually agreeable settlement.

Should the grievance pertain to the Training Coordinator the trainee should first bring the matter to the attention of the trainer. If the matter is not dealt with to the satisfaction of the trainee, the Manager will mediate between parties and make a final decision in the event that the matter remains unresolved.

DISCIPLINARY PROCEDURES

The following procedures will be applied where WIRE considers that a trainee is not satisfactorily attending or participating in the training or where alleged misconduct has occurred.

Unsatisfactory attendance/participation

In the first instance the Trainer will speak with the trainee about any concerns regarding their attendance or participation in the program. Any trainee who misses more than two sessions will automatically forfeit their place in the program.

Misconduct

Should a trainee display behaviour that is deemed inappropriate (e.g. sexual harassment, racial discrimination etc) or is disruptive, abusive or disturbing to other trainees or the Training Coordinator, the following disciplinary action will be taken:

- In the first instance, the Trainer Coordinator will speak with the trainee and outline the complaint. The trainee will be expected to

discuss the complaint with the Training Coordinator and all efforts will be made to resolve the issue to the satisfaction of all parties. The trainee will be informed that this discussion constitutes a first warning and a record of the meeting will be kept.

- If the problem continues, the Training Coordinator will again discuss the issue with the trainee as per the above process. The trainee will be advised that should the problem continue that they will be asked to leave the program.
- If the problem continues, the Training Coordinator will again speak to the trainee and ask them to leave the program. Written confirmation of the action taken will be sent to the trainee as soon as possible.
- Trainees have the right to request a support person be present in each instance.

In each instance the trainee will be advised of their right to make a complaint to the Manager of WIRE through normal complaints procedures if they disagree with the disciplinary action.

WIRE has the right to ask any trainee to immediately leave the program, without notice, for any conduct that justifies instant expulsion. Conduct justifying immediate expulsion may include, but is not restricted to theft, any acts of violence or threats of violence to person or property.

PRIVACY

The information WIRE collects from trainees is to process program applications, record program results and issue Statements of Attainment according to RTO requirements laid down in the Australian Quality Training Framework. In keeping with the Privacy legislation WIRE will not disclose information about a trainee or their assessment outcome with anyone outside of the organisation without written consent of the trainee.

Should trainees wish to seek access to the personal information WIRE holds in relation to their application, they can contact the Training Coordinator on (03) 9921 0874.