VEG EDUCATION

HSR COURSE PARTICIPANT HANDBOOK

Under the OHS Act 2004 (section 67) all elected HSRs and deputy HSRs are entitled to undertake WorkSafe Victoria approved OHS training for HSRs and choose their training course in consultation with their employer.

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Version 4 SEPTEMBER 2025

Next review due JULY 2026

This document is uncontrolled once printed

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WELCOME

Welcome to both prospective and enrolling students.

This Participant Handbook contains important information regarding the Health and Safety Representative training offered by VEG Education, and the responsibilities of participants, including their expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a participant may need to access or use during their course of training.

Take your time to read and understand the information provided and ask any questions you may have. This is an especially important document; keep it safe for future reference.

HSR INITIAL OHS TRAINING

Under the OHS Act 2004 (section 67) all elected HSRs and deputy HSRs are entitled to undertake WorkSafe Victoria approved OHS training for HSRs and choose their training course in consultation with their employer. VEG Education is approved to deliver the HSR Initial OHS Training Course.

Under section 67 of the Victorian OHS Act 2004 an employer, if requested, must allow an elected HSR and elected Deputy HSR to attend a WorkSafe approved HSR Initial OHS Training Course on paid time, pay the cost of the course and any other associated costs. Section 67 also allows HSRs to choose the approved training course they attend in consultation with their employer.

HSR REFRESHER OHS TRAINING

Under the OHS Act (section 67) all elected HSRs and deputy HSRs after completing an initial course of training, have an entitlement (for each year they hold office) to attend Refresher training and choose the course in consultation with their employer.

Under the OHS Act 2004 (section 67) all elected HSRs and Deputy HSRs have an entitlement to attend an annual HSR Refresher OHS training course and (in consultation with their employer) choose the course they wish to attend.

COURSE AIMS / OBJECTIVES

HSR Initial OHS Training Course
To exercise powers and rights as an HSR effectively, it is essential that HSRs (and Deputy HSRs) receive training. This WorkSafe approved training course aims to provide HSRs with the skills, knowledge and confidence to represent their designated work group and to help make their workplace safer. This WorkSafe approved training course will help an HSR to understand and exercise their powers effectively.

This training equips HSRs with confidence, skills and knowledge to represent their co-workers (i.e. DWG) and to help make their workplace safer. Although HSRs are the primary audience, managers, supervisors, health and safety committee members and anyone with an interest in health and safety may also benefit from attending this course.

To effectively exercise their powers and rights it is essential that HSRs and Deputy HSRs receive training. This WorkSafe approved training aims to provide HSRs with the skills, knowledge and confidence to represent their designated work group and to help make their workplace safer. This WorkSafe approved training course will assist an HSR and Deputy HSR to understand and effectively exercise their power, protections and entitlements under the OHS Act 2004. OHS training equips HSRs/DHSRs with the confidence, skills and knowledge to represent their designated work group and to help make their workplace safer.

The aim of this WorkSafe approved training course is to provide HSRs and Deputy HSRs with the knowledge, skills and confidence to enable them to exercise their powers for the purpose of representing members of their designated work group and to help make their workplace safer.

Learning Objectives

The learning objectives of the course are:

- Interpreting the occupational health and safety legislative framework and its relationship to the HSR
- Identifying key parties and their legislative obligations and duties
- Establishing representation in the workplace
- Participating in consultation and issue resolution
- Represent designated work group members in any OHS risk management process undertaken by the appropriate duty holder/s
- Issuing a Provisional Improvement Notice (PIN) and directing the cessation of work

HSR Refresher OHS Training Course

This WorkSafe approved HSR Refresher course is an opportunity to revisit aspects of the HSR Initial OHS Training Course and refresh their knowledge of plant.

TRAINING FACILITIES AND TRAINERS

Our training facilities are high quality and designed to maximise training outcomes.

Plant, equipment and vehicles are modern and well maintained and we ensure all our trainers are qualified, accredited and sourced from industry to ensure they deliver to current industry standards.

COURSE LOCATIONS

VEG Education head office is located in Werribee South; however, we provide courses across Victoria.

Head Office Location

372 Duncan's Rd, Werribee South VIC 3030

Office Hours

Monday to Friday, 08:00am to 05:00pm.

Contact Details

Phone: 1300 835 474 Email: info@veg.edu.au Web: www.veg.edu.au

SELECTION AND ENROLMENT

To enrol in a course, you must complete an Enrolment Form.

Your personal details as well as any required support, for example in relation to language, literacy, numeracy and/or disabilities are entered into our Student Management System aXcelerate. A report containing information regarding participants who require additional support or adjustment to their training because of their learning needs is generated from aXcelerate and provided to the trainer. The report advises a participants' learning support requirements and the strategy and/or support processes put into place.

PARTICIPANT CODE OF CONDUCT

All participants are expected to abide by this Code of Conduct during their participation in their course with VEG Education. Participants who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Participants' rights

All participants have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information that VEG Education holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to VEG Education on the client services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Participants' responsibilities

All students, throughout their training and involvement with VEG Education, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to VEG Education in a timely manner.
- Approach their course with due personal commitment and integrity.
- Notify VEG Education if any difficulties arise as part of their involvement in the program.

3. Legislation

This Code of Conduct is informed by the following pieces of legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- Privacy Act 1988
- Copyright Act 1968
- Disability Discrimination Act 1992 – Education Standards 2005
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Victoria

- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Working with Children Act 2005
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE DURATION

HSR Initial OHS Training Course

HSRs and Deputy HSRs are entitled to attend an HSR Initial OHS Training Course of five days' (35 hours exclusive of breaks) duration.

This can be delivered over five consecutive days or spread over a longer period of time with training delivered in 'blocks' of time no less than one day in duration.

The time period for the course must be seven-hour days (excluding breaks). It is suggested that there be one hour of breaks spread throughout the day, as appropriate for the group's needs. Seven hours of training per day must be delivered, i.e. 35 hours over five days.

HSR Refresher OHS Training Course

HSRs and Deputy HSRs have an entitlement to attend an annual HSR Refresher OHS Training Course. Refresher training is one day (7 hours exclusive of breaks) in duration.

A Refresher training course is an opportunity for HSRs to refresh the knowledge they gained from attending the Initial course. Refresher course content can cover any of the Learning Outcomes from the Initial course. For example, this could entail a focus on any or all the following:

- a general update on legislation
- risk management on a specific or various hazards
- HSR entitlements and powers
- HSR skills development

ATTENDANCE

All HSR Training is delivered face-to-face in line with the *Underpinning Principles For The Development Of A WorkSafe Approved HSR Training Course.* Attendance is mandatory. A participant will only be awarded a Certificate of Attendance once they have attended ALL face-to-face sessions. If you are absent for a session, or part of a session, you **MUST** make arrangements to attend a "make up" session.

MAKE UP SESSIONS

Make up sessions are provided once per month to ensure that all participants can complete the face-to-face training. If you have missed any session, or part of a session, your trainer will discuss the appropriate session for you to book in to.

You are required to complete the training within a six (6) month period. Extensions to this period must be referred to WorkSafe for review and consideration for approval.

PARTICIPANT PROPERTY

VEG Education accepts no responsibility for the damage or loss of any tools, instruments, personal protective equipment, or any other property belonging to participants.

You must always accept responsibility for safeguarding your own property.

EDUCATIONAL AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your course. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and mathematics. The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment; we will contact you to discuss your support needs.

Services that we can offer to you include:

- One to one support from our trainers.
- Referral to relevant external services.
- Personal counselling.

Contact us at Phone:1300 835 474 if you need to discuss your support needs.

STAFF

General Manager

Our General Manager is responsible for ensuring potential participants are provided with accurate and sufficient information to make an informed choice about their enrolment.

Trainers

All VEG Education Trainers meet the WorkSafe Trainer Requirements. We ensure that all approved trainers:

- have a solid, detailed understanding of the Victorian OHS Act 2004, in particular all sections relevant to the purpose of Health and Safety Representatives (HSRs) and their powers, protections and entitlements;
- hold Certificate IV in Training and Assessment or higher (TAE40116);
- have been employed in a role for a minimum of two years where OHS was either a full-time responsibility or was a major part of that role; and
- have relevant experience in delivering training in an adult learning environment.

Administration Manager

In cases where you need to advise that you are unable to attend or require information about your course including booking a makeup session, or if you need to discuss your support needs, you can contact the administration manager on Phone:1300 835 474.

WORKPLACE HEALTH AND SAFETY

Under the Occupational Health and Safety Act 2004 (VIC), We must provide a safe environment for both staff and participants, as well as providing information to staff in relation to health and safety and welfare. VEG Education has policies and procedures in place to ensure your safety and on commencement of your course you will provided with information about health and safety.

As a participant you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer.
- Seek assistance from a member of staff if you become ill or injured on site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

FIRST AID & ACCIDENTS

Any accident must be reported to the trainer immediately.

HARASSMENT, VICTIMISATION OR BULLYING

VEG Education is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. We will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the Complaints Procedure and detailed in this Handbook.

EQUAL OPPORTUNITY

The principles and practices adopted by VEG Education aim to ensure, that current and prospective participants, clients, and other stakeholders are treated fairly and equitably in their dealings with us. All people will be treated courteously and expeditiously throughout the process of enquiry, selection, and enrolment and throughout their participation in a course.

VEG Education provides equity in access to the level of training and support required by each participant. All participants are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All participants are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from participants and employers to contribute to our continuous improvement processes, so we are always striving to do better.

Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis.

Course evaluation forms are provided to all participants at the conclusion of the face-to-face session that they are required to complete.

Please help us by completing the surveys that are provided to you by your trainer/assessor. We also welcome feedback from you at any time by email and phone.

PRIVACY POLICY

In collecting your personal information, VEG Education will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your course enrolment with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. WorkSafe Victoria, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
  -

COMPLAINTS POLICY AND PROCEDURE

The purpose of this policy and procedure is to outline VEG Education's approach to managing dissatisfaction, formal complaints for participants, clients, staff and other members of the community. It provides a transparent approach for all complaints to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. VEG Education acknowledges and agrees that it will respond to and co-operate in good faith with any complaints handling mechanism or process required by regulatory bodies, for the purpose of resolving complaints or other issues in relation to the VEG Education's Services.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that VEG Education staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

1. Policy Statement

VEG Education acknowledges the participants' right to lodge a complaint when they are dissatisfied with the training and /or administration services or experiences that they have been provided by VEG Education.

VEG Education will ensure that participants have access to a fair and equitable process for expressing complaints, and that VEG Education will manage the complaint with fairness and equity.

In doing so, VEG Education:

a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
b) ensures that these procedures are communicated to all staff and participants;
c) ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
d) ensures that each complaint and its outcome is recorded in writing; and
e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

2. Policy Principles

2.1 Principles

In managing complaints, VEG Education will ensure that:

i. The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
ii. The complaints policy is publicly available.
iii. There is a procedure for making a complaint.
iv. Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
v. Complaints will be resolved on an individual case basis, as they arise.
vi. All participants have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training that they have been or the conduct of another participant.
vii. All complaints are acknowledged in writing and finalised as soon as practicable.
viii. The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
ix. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.

x. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.

xi. Final decisions will be made by the CEO of VEG Education or an independent party to the complaint.

xii. The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.

xiii. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.

xiv. If the complaint will take in excess of 60 calendar days to finalise VEG Education will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

xv. Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

xvi. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

3. Types of Complaints.

A complaint may include allegations involving the conduct of :

a) VEG Education, its trainers or other staff; or
b) A participant of VEG Education.

4. VEG Education Responsibilities.

The CEO of VEG Education is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

5. Process.

If a participant has a complaint, they are encouraged to speak immediately with the trainer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form, to lodge a formal complaint. VEG Education will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

i. Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.

ii. A submitted complaint form will constitute a formal complaint from the participant. Further detail of the complaint can be provided by the participant verbally.

iii. The CEO of VEG Education must be informed of receipt of all complaints immediately.

iv. The CEO of VEG Education may delegate responsibility for the resolution of the complaint.

v. In the case of a complaint, the CEO of VEG Education will initiate a transparent, participative investigation to identify the issues.

vi. Complaints will be processed in accordance with the Complaints flowchart (see below)

vii. Complaints, where possible, are to be resolved within 14 calendar days of the initial application.

viii. In all cases the final conclusion will be assessed by the CEO of VEG Education.

ix. The participant will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.

x. If the outcome is not to the satisfaction of the participant, they may seek an appointment with the CEO of VEG Education.

xi. If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

6. Records Management

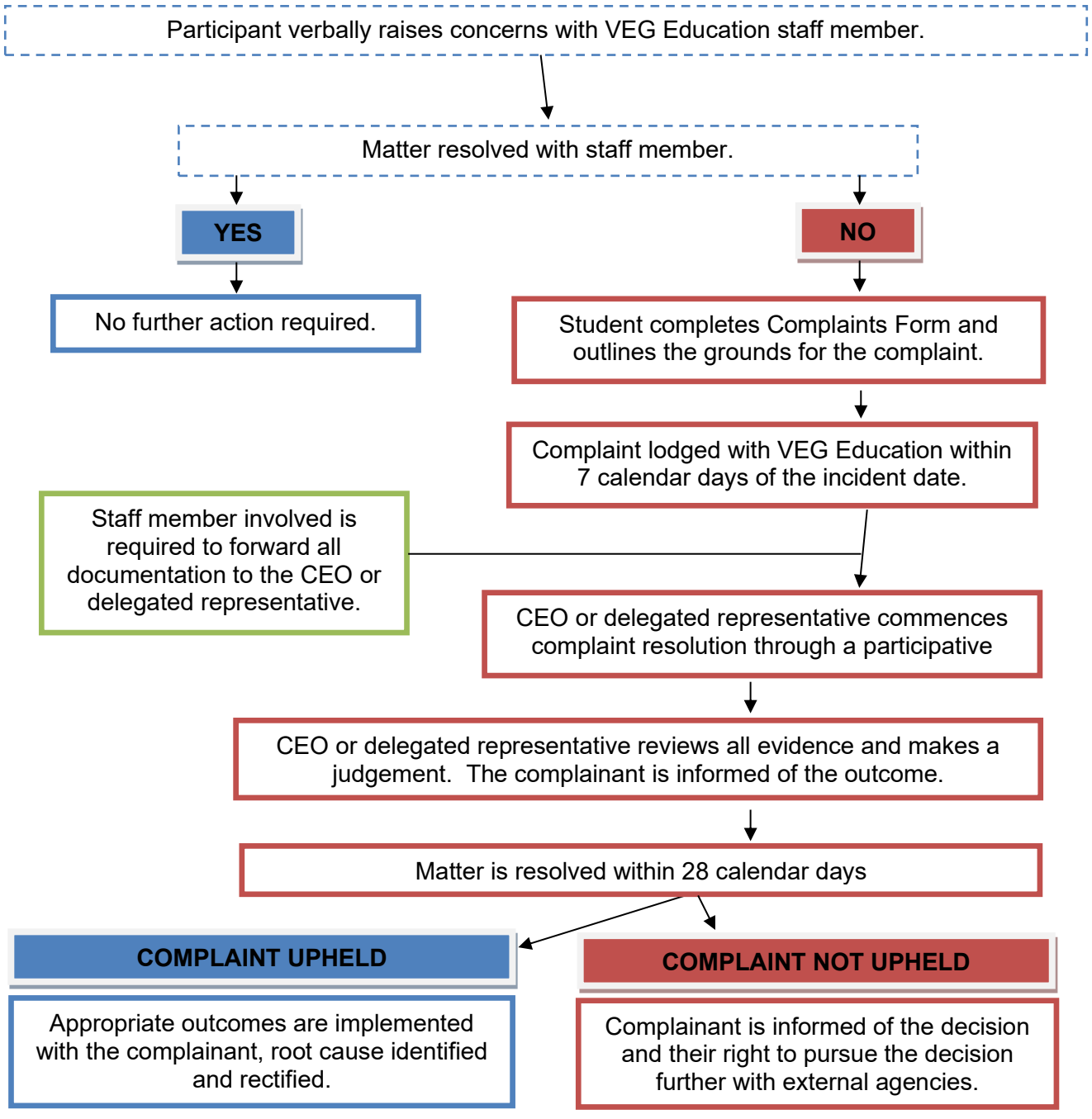
Records of all complaints and their outcomes are maintained securely in our student management system "aXcelerate".

Records of complaints include:

a) How the complaint was dealt with;
b) The outcome of the complaint;
c) The timeframes for resolution of the complaint;
d) The potential causes of the complaint; and
e) The steps taken to resolve the complaint.

7. Monitoring and Improvement

All complaints practices are monitored by the CEO of VEG Education and will be discussed at Management Review Meetings with areas for improvement identified and acted upon.



ISSUING CERTIFICATE OF ATTENDANCE

The intent of HSR training is to enable HSRs to develop skills to represent the members of their Designated work group (DWG) and exercise their powers under the OHS Act. An HSR training course is not intended to train HSRs to be health and safety professionals or to fulfil an employer's obligations in relation to OHS.

While HSR training is non-competency based and not formally assessed, it is acknowledged that participation in an HSR training course approved under the OHS Act may provide an HSR with the motivation and/or confidence to pursue more formalised training or seek recognition leading to a vocational qualification, should they wish.

VEG Education will issue you with a hardcopy Certificate of Attendance once you have attended the required face to face training for the course. Participants who miss a day(s) of training are not issued with certificates until they have attended a make-up day(s).

- HSR Initial OHS Training Course – 5 Days of face-to-face training (35 hours exclusive of breaks)
- HSR Refresher OHS Training Course – 1 Day of face-to-face training (7 hours exclusive of breaks)

VEG Education will issue a certificate of attendance to each participant who completes a course of training approved under s67 of the Victorian OHS Act 2004 within 10 working days of course completion.

All Certificate of Attendance documents include a unique certificate number that links back to your formal record with us.

If requested, VEG Education will provide an employer who has released an HSR to attend approved training with certification that the HSR attended all training sessions.

Replacement Certificate

Records of all certificates issued are kept for a minimum of seven (7) years. Participants who have completed approved training are able to be provided with a replacement certificate of attendance, on request. This will be issued as a soft copy, emailed to the participant. Contact us on 1300 835 474 to request a replacement certificate.

ALCOHOL & DRUGS

VEG Education is committed to providing a safe training environment and to looking after the wellbeing, health and safety of all participants and staff. Therefore, we have a NO ALCOHOL and NO DRUGS policy. This means the use of or possession of alcohol and/or drugs in our Training locations is forbidden and any breach will result in disciplinary action by VEG Education.

Participants thought to be under the influence of alcohol or drugs will be removed from the training program immediately without exception. The Chief Executive Officer (CEO) or delegate will conduct an interview of any participant(s) removed from a training program if suspected to be under the influence of alcohol and / or drugs. Further investigation will determine if the participant is fit to return to training.

Participants found in possession of, or under the influence of drugs and/or alcohol may be withdrawn from the course and lose the right for a refund of any fees paid.

If you are taking any prescription medication that may affect your behaviour or cause drowsiness or other symptoms, we ask you to disclose this information to your Trainer, as some side effects may present as if you are under the influence of drugs or alcohol.

DISCIPLINARY POLICY AND PROCEDURES

General Misconduct includes, but is not limited to:

- persistent disruptive behaviour
- behaviour which is lewd or obscene, taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- use of mobile telephones or headphones during classroom or workshop activities
- behaviour that constitutes discrimination, victimisation or harassment
- attending VEG Education premises under the influence of alcohol and/or non-prescription drugs
- consuming alcohol or non-prescription drugs at VEG Education premises
- smoking on the premises outside designated smoking areas
- verbal abuse
- physical assault on a member of VEG Education staff, fellow participants or members of the public
- any behaviour that causes a person on or in the immediate vicinity of VEG Education premises to feel intimidated, threatened or in fear of being attacked
- abuse and misuse of tools and equipment
- wilful or malicious damage or destruction of facilities, equipment, materials or property on VEG Education premises, regardless whether it is our property or private property
- theft of property on VEG Education premises, regardless whether it is our property or private property
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- failing to follow the reasonable direction or instruction of VEG Education staff or other person in supervision
- failing to follow road traffic laws when on, or leaving VEG Education premises
- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with VEG Education policies and procedures

Participants witnessing breaches of conduct are encouraged to report these to a VEG Education representative.

1. Participant Discipline

VEG Education will treat all breaches of conduct seriously. VEG Education will conduct a fair and equitable investigation, which will give the participant the right to be heard. The General Manager and/or CEO will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

2. Appeal

The participant has the right to appeal the outcome of any general misconduct decision.

Refer to *Complaint's policy and procedures* above.