

Home Modifications Course

Training Guide

- CPPACC4020A** – Provide access advice on building renovations 
- CPPACC5016A** – Provide expert access advice on renovations to private dwellings 

Assistive Technology Australia

Shop 4019, Level 4, Westpoint Shopping Centre, 17 Patrick St, Blacktown NSW 2148
PO Box 8034, Blacktown Westpoint NSW 2148
T (02) 9912 5800 F (02) 8814 9656
welcome@at-aust.org
www.at-aust.org

CONTENTS

Purpose of this Training Guide	3
Assistive Technology Australia – Registered Training Organisation	3
Home Modifications Course	4
Program’s Aim	4
AT-AUST Trainers and Assessors	4
Course Overview	4
Professional Recognition	10
Delivery Strategies	11
Assessment	12
Final Assessment.....	12
Statements and Certificates.....	13
Assessment Submission	13
How is the Training Evaluated and Reviewed?	14
Study Support for Students	14
Learning Support	14
Prerequisites to Training	15
Enrolling in the Home Modifications Course	15
Fees	15
Recognition of Prior Learning (RPL)	16
Learning Materials	17
Course Information	18
Contacts	18
Student Feedback and Complaints Form	19

Purpose of this Training Guide

The purpose of this Guide is to provide an overview of the Home Modifications Course which includes the nationally accredited units of competency;

CPPACC5016A Provide expert access advice on renovations to private dwellings

CPPACC4020A Provide access advice on building renovations

Prior to enrolling in Home Modifications Course, you are required to read this Training Guide and the Student Handbook. If you have any questions, or would like more information about Assistive Technology Australia as a Registered Training Organisation (ID# 90707) and the requirements for enrolment in Home Modifications Course, please phone (02) 9912 5800 or email training@at-aust.org.

Assistive Technology Australia– Registered Training Organisation

AT-AUST is a registered training organisation, providing competency-based training for allied health professionals and environment professionals. The AT-AUST vision is to provide endless possibilities for all. The purpose of the AT-AUST is to provide impartial advice, information and leadership on assistive technology that builds possibilities for choice. The need for accessible, universally designed built environment to suits people of all ages & abilities have been reflected in the AT-AUST vision & mission statements for more than 30 years.

AT-AUST Training Services and Courses

Information about AT-AUST Training programs can be found by:

- calling our office on telephone 02 9912 5800
- emailing training@at-aust.org
- visiting the AT-AUST website: www.at-aust.org

Our staff will provide personalised advice to help with training needs. All training is interactive and practical, creating an environment where students learn with, and from each other.

Home Modifications Course

Program's Aim

The aim of the training program is to expand the knowledge of allied health professionals, builders, building consultants and building designers, to have the requisite skills and knowledge to create and modify existing private dwellings to suite the specific needs of the client, and where appropriate, the family and/or carers.

In the FAQ issued by the National Disability Insurance Agency (NDIA) on the 24th of February, 2017, successful completion of Nationally Recognised Training modules CPPACC4020A and CPPACC5016A is required to undertake complex home modifications. The AT-AUST recognises that there is a gap in the market and has provided resources in order to offer these two units as a Home Modifications Course.

AT-AUST Trainers and Assessors

AT-AUST trainers and assessors:

- have the TAE40110 Certificate IV in Training and Assessment qualification along with extensive training and assessment experience.
- are qualified in their discipline.
- have a history of working with the building industry.
- have participated in a training program induction giving them a sound understanding of the complete training package and all AT-AUST Training policies and procedures.
- participate in continuous professional development programs to maintain currency in their areas of expertise.

AT-AUST is a leader in its field. All staff employed to deliver training and conduct assessments meet the curriculum requirements for vocational training qualifications including WH&S, access and equity awareness and also have recent industry experience.

Course Overview

The **Home Modifications Course** training program covers the knowledge and skills needed to achieve the units of competency;

CPPACC5016A - Provide expert access advice on renovations to private dwellings

CPPACC4020A – Provide access advice on building renovations

These units form part of CPP50711 (Diploma of Access Consulting) and CPP40811 (certificate IV in Access Consulting) respectively.

Both units are nationally recognized and will provide you with future opportunities to complete Diploma or Cert IV level qualifications if you complete the assessment task.

'Assessment is not compulsory'. You will receive a Certificate of Attendance if you choose not to complete the assessment. Should you complete the assessment you will be awarded a nationally recognized Statement of Attainment.

The units of competency have been contextualized for this course so that they specifically reflect the requirements of the building and construction industry.

COMPETENCY NAME	NUMBER	LEARNING OUTCOMES
Provide expert access advice on renovations to private dwellings	CPPACC5016A	<ul style="list-style-type: none"> • Identify client's particular needs • Assess building capacity in relation to the client's needs • Formulate response to client's current and long-term needs • Prepare report for the client and complete documentation
Provide access advice on building renovations	CPPACC4020A	<ul style="list-style-type: none"> • Identify areas of building that require modification to achieve access • Provide advice to client on renovation process to achieve compliant access • Identify areas of the building where pre-existing conditions prevent compliant access • Prepare the building renovations access report • Distribute and store the building renovations access report

At the end of the course you will:

- recognise the needs and desires of a person with a disability to undertake daily living activities in their own home, and their right to do so
- interpret accurately information from reports and interviews to assist in determining the client's needs to live in their own home and developing home renovation strategies that optimise their capacity to do so
- interpret building legislation and applying it to the provision of appropriate renovation solutions to meet the client's needs
- interpret construction methodologies and applying them to the design of home renovation
- develop effective and practical home renovation solutions to meet the client's needs
- comply with WHS regulations applicable to workplace operations
- apply organisational management policies and procedures, including quality assurance requirements
- recognize the needs and desires of people with disabilities to engage fully in all aspects of society, and their right to do so
- interpret accurately the impacts of the full range of disabilities and the limitations that each disability places on the individual's ability to access the environment
- interpret accurately how the full range of environmental barriers impact on any of the impairments that people with disabilities might have
- interpret and apply anti-discrimination legislation for the provision of access
- interpret and apply other relevant legislation for the provision of access

- read and interpret building plans accurately
- use measurement tools correctly and recording collected data accurately
- assess accurately the method of the building's construction
- interpret accurately manufacturers' specifications and advising on their suitability for providing practical access
- prepare a building renovations access report that complies with legislative requirements and fulfils contractual requirements

The following table provides a list of key topics covered in the units of competency:

CPPACC5016A: Provide expert access advice on renovations to private dwellings

This unit specifies the competency required to work with people with disabilities, members of their family, and their carers to achieve appropriate building renovations to private dwellings (homes) to suit their needs. The unit focuses on ensuring the home environment is modified to suit the specific needs of the client, and where appropriate, the family and/or carers.

To achieve appropriate home renovations for clients, access consultants typically work in collaboration with professional construction and/or health personnel. To provide advice on renovations to private dwellings access consultants should, with the client's permission, obtain relevant construction and/or health professional reports relating to the design requirements of the client.

Access consultants will need to apply anthropometric, ergonomic and physiological principles in the performance of their role.

Element	Key Topics
<p>1 Identify client's particular needs</p>	<p>1.1 Relevant health professionals and medical reports are consulted in regard to the client's functional abilities, using ethical practices.</p> <p>1.2 Client's current level of functioning is identified and discussed with the client and relevant health professionals.</p> <p>1.3 Functional features critical to maintaining independence are identified in consultation with the client using anthropometric, ergonomic and physiological methodology.</p> <p>1.4 Assistive equipment required by the client is identified.</p> <p>1.5 Situations requiring specialist advice are identified and assistance is sought.</p> <p>1.6 Client's current and long-term lifestyle needs are identified and discussed with the client and relevant health professionals.</p> <p>1.7 Client's understanding of the need for renovations is confirmed in accordance with ethical practices.</p>
<p>2 Assess building capacity in relation to the client's needs</p>	<p>2.1 Existing building is audited against client's needs and in accordance with relevant legislative requirements.</p> <p>2.2 The capacity of the building and surrounds to meet the client's functional needs is determined and documented.</p> <p>2.3 The capacity of the building and surrounds to meet the requirements of the client's assistive equipment is determined and documented.</p> <p>2.4 Building renovation strategies that meet the client's needs are developed and documented.</p>

<p>3 Formulate response to client's current and long-term needs.</p>	<p>3.1 Client's immediate needs are analysed with relevant health professionals and/or construction personnel.</p> <p>3.2 The client's changing longer-term needs are analysed in collaboration with relevant health professionals and/or construction personnel.</p> <p>3.3 The client's identified needs are documented in accordance with organisational requirements.</p> <p>3.4 Appropriate strategies for maximising client's independence in their home are identified.</p> <p>3.5 Specific fixtures, fittings, equipment and associated Spatial requirements needed by the client are incorporated into the design of renovations.</p>
--	--

	<p>3.6 Proposed building renovations are discussed with the client and their feedback is incorporated into the proposed building strategies.</p> <p>3.7 Identified methodologies are communicated to appropriate personnel for implementation of design and construction of the renovations.</p> <p>3.8 Referral to other service providers is arranged in response to specific client requirements and instructions.</p>
<p>4 Prepare report for the client and complete documentation</p>	<p>4.1 A report including associated documentation detailing the agreed building renovations is prepared to enable the client to communicate their access requirements to building and/or design professionals.</p> <p>4.2 A report and associated documentation are forwarded to the client and/or referring health professionals in accordance with contractual arrangements.</p> <p>4.3 A copy of the report and associated documentation are recorded and retained for future reference in accordance with organisational and legislative requirements.</p>



CPPACC4020A: Provide access advice on building renovations

This unit specifies the competency required to provide advice on renovations to achieve optimum access to existing buildings. This advice is required both in situations where compliance can be achieved as well as where compliance cannot be achieved due to pre-existing conditions.

Access consultants work in close consultation with other professionals in the building industry and are required to provide a high level of accurate advice on access issues to inform decision making by certifying authorities.

Element	Key Topics
<p>1 Identify areas of building that require modification to achieve access.</p>	<p>1.1 Classification of the building to be renovated is determined in accordance with the Building Code of Australia (BCA).</p> <p>1.2 BCA requirements for access to the class of building to be renovated are determined.</p> <p>1.3 Areas of the building that require modification to achieve compliant access required by building legislation are identified.</p> <p>1.4 Appropriate renovation options for non-compliant areas and non-compliant elements to achieve a compliant level of access are determined.</p>
<p>2 Provide advice to client on renovation process to achieve compliant access.</p>	<p>2.1 Appropriate steps in the renovation process for achieving compliant access are determined.</p> <p>2.2 Processes to be undertaken to renovate the building spaces and elements to achieve compliance are determined.</p>
	<p>2.3 Proposed renovation process is discussed with the client and the extent to which compliant access can be achieved is explained.</p>
<p>3 Identify areas of the building where pre-existing conditions prevent compliant access.</p>	<p>3.1 Non-compliant areas and elements unable to be modified due to pre-existing conditions are identified and documented.</p> <p>3.2 Advice is provided on renovation options for upgrade where pre-existing conditions prevent modification to full compliance.</p>

<p>4 Prepare the building renovations access report.</p>	<p>4.1 A building renovations access report is prepared for the client in accordance with contractual arrangements and organisational requirements.</p> <p>4.2 The draft building renovations access report is reviewed with appropriate persons in accordance with organisational requirements.</p> <p>4.3 Feedback received from the review process is incorporated and the building renovations access report is completed.</p>
<p>5 Distribute and store the building renovations access report.</p>	<p>5.1 The building renovations access report and associated documentation are prepared in accordance with organisational arrangements.</p> <p>5.2 The building renovations access report and associated documentation are forwarded to the client in accordance with contractual arrangements.</p> <p>5.3 A copy of the building renovations access report and associated documentation are recorded and retained for future reference in accordance with organisational and legislative requirements.</p>

Professional Recognition

Assistive Technology Australia is a Registered Training Organisation (RTO) under the Australian Quality Training Framework, registered by the Australian Skills Quality Authority to deliver training, conduct assessment and issue training qualifications.

Members of the Master Builders Association of NSW and Building Designers Association of NSW who gain the Statement of Attainment should contact their Association for information on professional development benefits associated with this training.

Allied Health Professionals registered with the Australian Health Practitioner Regulation Agency who attend the course, can claim up to 14 hours of formal CPD. Additional informal hours may be claimed for professionals who gain the Statement of Attainment.

Delivery Strategies

A flexible approach to training delivery is used. In order to address student needs and abilities as well as the training requirements.

The program has been designed to take into account your work and family commitments and range of learning styles.

Flexible delivery methods may include:

- Face to face training sessions
- Online training modules
- Unit reviews to ensure understanding
- Set reading
- Workplace Scenarios
- Individual and small group problem solving activities
- Presentations of research and reports
- Projects
- Workplace documentation

Delivery Plan

Unit of Study	Duration of face to face delivery hours	Approximate private study and coursework outside of class hours
Pre-course reading/preparation		4
CPPACC5016A Provide expert access advice on renovations to private dwellings	9	20
CPPACC4020A Provide access advice on building renovations	5	20
Subtotal	14	44

TOTAL HOURS: 58

Training is generally carried out over two consecutive days. Support to complete the project and assessment tasks will be provided throughout

Program Information

No one unit of study is a prerequisite for another. Both units of competency are stand alone but are delivered and assessed together.

With exception of students completing CPPACC5016A prior to March 2017, a bridging online module to complete CPPACC4020A is available – please contact Assistive Technology Australia.

Students will be required to undertake learning and assessment tasks outside the allocated training time. On average, an additional 20 hours per unit of study will need to be dedicated to completing these tasks over the duration of the course.

An approximate guide for the study time that will be required for a successful outcome is further outlined within the Delivery plan on (previous page).

Assessment

Students' competence will be assessed by a fully qualified assessor and will be assessed against the units of competency.

Assessment of performance will be *competency based*. A portfolio is required to be completed after the conclusion of face-to-face training.

The assessment process commences with a number of activities in face to face training to develop your skills in preparation for the final assessment. These activities may include:

- Gathering and documenting workplace examples
- Scenarios and case studies
- Simulations and role-plays
- Oral questioning
- Short answer quiz
- Group discussions and activities
- Presentations
- Individual and group problem solving
- Written reports

Final Assessment

- The portfolio, which is the assessment that deems you competent, covers the two units of competence.
- When submitting the final assessment the Portfolio Cover Sheet must be attached.
- The portfolio simulates the real world, whereby you are working with a client to set up an environment that is conducive for managing disabilities. Therefore you can use the resources provided to you to assist you in the development of your portfolio.
- Please note that all parts that make up the portfolio must be completed to a satisfactory level in order to be deemed competent for the unit.
- All student work (including reports, drawing and plans) need to be clear and legible.

- The portfolio is to be submitted no later than 12 weeks after the completion of the face-to-face training. Refer to student handbook for late submission fees.
- Extension request must be lodged prior to the due date. Refer to student handbook for procedure
- Students can resubmit a portfolio two times if the assessor deems your work unsatisfactory. After the third submission if work is still unsatisfactory AT- AUST will discuss the most appropriate strategy for you.
- Resubmissions are due no later than 4 weeks after request for additional information. If unable to submit by due date, this needs to be negotiated with assessor at the time of request for additional information.
- Interactions with the assessor are highly recommended during the development of the portfolio.
- If a student believes that the decision made by the assessor is unfair, contact AT-AUST in writing stating concerns. The student Feedback and Complaints Form can be used.

The training assessor will assess the work, record feedback on the marking sheet and return directly to the student. Any incomplete or unsatisfactory work will be indicated and a new submission due date recorded.

Statements and Certificates

Students who successfully complete face to face training and all assessments will receive a Statement of Attainment from AT-AUST for the nationally recognised training units.

Those who undertake only part of the face-to-face training program or who do not successfully complete or choose not to complete the set learning and assessment tasks will be issued with a Certificate of Participation

Assessment Submission

When ready to submit assessment please do so via one of the following:

1. Link sharing – send your share link to training@at-aust.org once we receive the link we will download your file
2. send hard copy via mail to
Assistive Technology Australia
PO Box 8034
Blacktown Westpoint NSW 2148

Once received students will be sent a confirmation email acknowledging assessment has been received.

How is the Training Evaluated and Reviewed?

The AT-AUST Training Manager in consultation with the appropriate Trainers and Assessors will progressively monitor the training delivery.

Documented evaluations include:

- *Learner Questionnaire* – to be completed by individual students at the end of the training. The trainer will submit these forms to the AT-AUST Training Manager. This form is contained within the training resources distributed at the commencement of the program.
- *Employer Questionnaire* – to be completed by the student's employer at the end of training.

We have appropriate policies in place and maintain high professional standards in the marketing and delivery of vocational education and training and safeguard your interests and welfare.

Ongoing evaluation will ensure programming, delivery and assessment processes meet your needs, the national standards for vocational training and the continuous improvement in our delivery of training programs.

Study Support for Students

The completed *Enrolment Form* will be used by training staff as a tool for identifying students who may potentially require support, for example in language, literacy and/or numeracy or if the student has a disability. All students prior to commencing the course will complete this form.

You may access training support by contacting the AT-AUST Training Manager.

Learning Support

During the course, students will be supported by:

- Qualified facilitators during training sessions
- Email and telephone support

Students are encouraged to use the support services offered by AT-AUST.

Clients may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

Prerequisites to Training

There are no specific prerequisites skills required for the course; **however you will need to be able to:**

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts and course documents.
- Read and interpret the appropriate Australian Building Codes and Australian Standards and apply them to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.
- Recognise, interpret and apply building terminology and classifications.
- Produce clear and accurate reports, including development of basic plans/drawings.

Enrolling in the Home Modifications Course

The course brochures and the AT-AUST website (www.at-aust.org) give specific details with accurate, relevant and current information for employers and students.

The Home Modifications Course Training Guide, Student Handbook and Enrolment Form can be obtained from the website or you can contact AT-AUST to have a copy forwarded by post or email.

Confirmation of enrolment

Once the enrolment has been accepted you will be sent a confirmation letter.

On the first day of the program you will receive a student manual, the assessment requirements for completion, a training evaluation form and other learning materials where appropriate.

Fees

Cost of 2 day course is \$890, short courses require full payment prior to enrolment being confirmed. Payment options are on the registration form. For other charges and fees that may apply, refer to student handbook.

NB. The Training Guide and Student Handbook must be read before signing the declaration on the enrolment form

Recognition of Prior Learning (RPL)

For experienced people already working in industry, one of the ways to achieve National Qualifications is through a Recognition of Prior Learning (RPL) process.

RPL is a form of assessment which relies on the student being in a working situation when naturally occurring products and processes can be observed or produced in written form, or explained through a professional conversation and can therefore produce evidence of the student's skills, knowledge and competency as described in the unit standards contained in the qualification.

You will need to work with an assessor to identify: the qualification(s) you wish to achieve, the key elements and outcomes of each of the units which comprise the training program, in relation to the work you are doing and what you would be able to produce to use as evidence of your skills, knowledge and competency.

This evidence would need to demonstrate the following -

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts and course documents.
- Read and interpret the appropriate Australian Building Codes and Australian Standards and apply them to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.
- Recognise, interpret and apply building terminology and classifications.
- Produce clear and accurate reports, including plans

The AT-AUST organisation has a RPL process to assist you should you have recent educational or professional qualifications that may meet some or all of the competencies within this course.

If you are interested in RPL, please contact the AT-AUST Training Manager prior to enrolment in the course. Application for RPL must be received at least one month prior to course commencement to allow time for assessment. Please refer to student handbook for RPL procedure and costs.

Learning Materials

All students interested in enrolling in Home Modifications Course will receive:

- Student Handbook, Training Guide which includes contact details, overview of training and assessment strategies and AT-AUST policies and procedures.
- Enrolment Form

Pre-Course Reading

The information and references listed below will help students attending the course, and better enable them to participate in group discussions during the course.

These include:

- AS 1428.1-2009;
- AS 1428.1-2001;
- AS 1428.2-1992;
- AS 4299-1995;
- Building Code of Australia (free download - <https://www.abcb.gov.au/Resources/NCC>)
- DDA Access to Premises Standards (<https://www.legislation.gov.au/Details/F2010L00668>)
- Premises Standards Guidelines (<https://www.humanrights.gov.au/guidelines-application-premises-standards>)
- Livable Housing Design Guidelines http://www.livablehousingaustralia.org.au/library/SLLHA_GuidelinesJuly2017FINAL4.pdf

Additionally, it is recommended that participants are aware of the following design guides:

- Smart and Sustainable Home Design Objectives – Queensland Government <http://www.hpw.qld.gov.au/sitecollectiondocuments/smarthousingdesignobjectives08.pdf>
- Universal Housing Design Criteria – South Australian Government <https://renewalsa.sa.gov.au/wp-content/uploads/2016/12/2.3-Design-Criteria-for-Adaptable-Housing.pdf>
- Housing of the Future: The Livable and Adaptable House <http://www.yourhome.gov.au/sites/prod.yourhome.gov.au/files/pdf/YOURHOME-6-HousingOfFuture-3-LivableAdaptableHouse-%28Dec13%29.pdf>
- Accessible Housing – Queensland Government - <http://dilgp.qld.gov.au/resources/guideline/pda/guideline-02-accessible-housing-may2015.pdf>
- A Guide to Designing Workplaces for Safer Handling of People – WorkSafe Victoria https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0010/207928/ISBN-Designing-workplaces-for-safer-handling-of-people-guide-2007-09.pdf

Our focus will be specific to a person-centered approach, and as such, these standards are only used as guides.

The training resources provided during face-to-face training will include:

- Student manual including unit guides, course notes, learning and assessment tasks, attachments, fact sheets and a list of other resources.
- Additional resources and reference materials will be provided for each of the Unit Guides. These include: texts, journals and newspaper articles, videos and websites. Individual trainers will also provide additional materials including articles, business templates, examples of reports, building plans, checklists etc.

Training resources will also be provided for any online training components

What resources will students need access to?

- Home PC with access to the Internet and a printer for completion of assessments.

Course Information

The date, time and location of all courses are detailed on the Home Modification Course brochure available from the AT-AUST website and by contacting AT-AUST by phone or email.

Contacts

Ghia Sanchez
Training Administration Assistant
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5800
Or 1300 452 679
Fax: 02 8814 9656
E-mail: mgmteam@at-aust.org

Ghia assists with general training information, enrolment and RPL/RCC enquiries and coordinates the supply of training equipment, materials and resources.

Robyn Chapman
Chief Executive Director/Privacy Officer
Shop 4019, Westpoint Shopping Centre, 17 Patrick Street
Blacktown NSW 2148
Phone: 02 9912 5807
Fax: 02 8814 9656
E-mail: robyn@at-aust.org

Robyn may be contacted should you need to discuss any concerns or to answer any questions you may have about AT-AUST Training's procedures and policies.

Student Feedback and Complaints Form

To be filled out by the Participant and submitted to the CEO by post or email.

Student Name:	Student ID Number:
Telephone:	Date of Incident:
Course:	Type of Incident: Feedback <input type="checkbox"/> Complaint <input type="checkbox"/>
Please describe the matter that you want to raise as feedback/complaint	
Complaint Resolution- Please answer the Q's below then describe efforts made to resolve the issue around the complaint following our procedures:	
Have you discussed this with the person involved or the relevant member of staff or the trainer? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Where that is not appropriate or not effective, the complaint can be discussed with the Training Manager or Administration Officer. Have you done this? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you are filling in this form, does this mean you are not satisfied with the suggested resolution ? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please explain :	
Student Signature:	Date:
Follow up	
Continuous Improvement Register Updated: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Raised:
CI Raised by:	Note: Please attach completed form and any other supporting evidence and submit to the CEO within 24 hours.
Signed:	Date:
Received by the CEO <input type="checkbox"/> Yes <input type="checkbox"/> No	
Our policy is to keep a register of complaints and appeals and report these to management meetings.	
Signature of the CEO:	Date: