

EMDR Masterclass - General Training Policies

Equal Access Policy

Any person with specific needs as a result of a disability can seek clarification on the facilities available to meet their individual needs from [us](#) or contact the training facility directly.

Grievance Policy

Should you have any questions or concerns, you can direct these to the trainer/s who presented the workshop. Any ethical concerns can be directed to AHPRA at www.ahpra.gov.au

Purpose

EMDR Masterclass is committed to promoting a healthy and productive training environment. This policy is designed to ensure all participants have an avenue for raising and managing grievances effectively. This policy also provides a frame of reference in providing and maintaining training services that reflect fair and reasonable opportunity for all learners, regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

Procedure

Raising a Grievance

All grievances will be taken seriously. In the first instance, EMDR Masterclass encourages trainees to attempt to resolve the matter with the individual/s involved.

If the grievance cannot be resolved between parties, or it is inappropriate to do so, the trainee must report the grievance to EMDR Masterclass via email or letter. The letter/email should include the nature and details of the grievance and the preferred outcome.

Mediation

EMDR Masterclass should arrange, within 30 days, to respond to the grievance with the trainee involved. EMDR Masterclass will document the meeting and collect specifics about the grievance including names, dates and times.

EMDR Masterclass must attempt to mediate the dispute. Where the grievance cannot be mediated, or the nature of the grievance is considered serious, the trainee has the option to report the matter further to AHPRA.

Confidentiality

Only individuals directly involved in the grievance resolution process should have access to information and documentation regarding the matter. The grievance must not be discussed with anyone not directly involved in the grievance.

EMDR Masterclass will not accept any form of discrimination and we will apply the following principles in support of access and equity: Access and Equity Principles

- a) EMDR Masterclass abides by access and equity principles.
- b) EMDR Masterclass will respect a learner's right to privacy, confidentiality and be sensitive to learner needs.
- c) EMDR Masterclass provides equal opportunity for all learners and is responsive to the individual needs of learners whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.
- d) At enrolment, participants are invited to notify EMDR Masterclass of any specific training needs or supports they may require.
- e) EMDR Masterclass will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimization, and vilification or to deal with it appropriately if it occurs.
- f) EMDR Masterclass seeks to create a learning environment where all learners are respected and can develop their full potential.
- g) All learners are given fair and reasonable opportunity to attend and complete training.
- h) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.