



# STUDENT HANDBOOK

v1.20 (2022)

## TABLE OF CONTENTS

<b>HISTORY</b> .....	<b>3</b>
<b>STAFF</b> .....	<b>3</b>
KEY STAFF .....	3
<b>VOCATIONAL EDUCATION AND TRAINING (VET) SECTOR</b> .....	<b>4</b>
THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) .....	4
REGISTERED TRAINING ORGANISATIONS (RTOs) .....	4
AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA) .....	4
TRAINING PACKAGES AND ACCREDITED COURSES.....	4
<b>ENROLMENT</b> .....	<b>5</b>
INDIVIDUAL LEARNING NEEDS .....	5
<b>PAYMENT OF FEES</b> .....	<b>5</b>
SUNDRY FEES .....	6
STATE-BASED FUNDING .....	6
<b>ALREADY SKILLED?</b> .....	<b>6</b>
<b>MUTUAL RECOGNITION</b> .....	<b>6</b>
<b>RECOGNITION OF PRIOR LEARNING (RPL)</b> .....	<b>7</b>
OLDER QUALIFICATIONS .....	7
NON-FORMAL and INFORMAL LEARNING .....	7
NON-VOCATIONAL, FORMAL EDUCATION .....	8
<b>LEGISLATION</b> .....	<b>8</b>
<b>DATA COLLECTION &amp; PRIVACY</b> .....	<b>8</b>
ACCESS TO YOUR INFORMATION:.....	9
VIEWING YOUR FILE.....	9
UPDATING / AMENDING DETAILS .....	9
<b>ASSESSMENT METHODS</b> .....	<b>9</b>
ACTIVITY DEADLINES.....	9
<b>ZOOM RECORDINGS</b> .....	<b>9</b>
WEBINARS .....	9
ASSESSMENTS.....	9
<b>VOCATIONAL PLACEMENT</b> .....	<b>10</b>
<b>SUBMISSION OF ASSIGNMENTS</b> .....	<b>10</b>
FREQUENTLY ASKED QUESTIONS .....	10
<b>PLAGIARISM &amp; REFERENCING</b> .....	<b>10</b>
<b>APPEALING ASSESSMENT RESULTS</b> .....	<b>11</b>
<b>ISSUANCE OF QUALIFICATIONS</b> .....	<b>11</b>
REQUESTING A REPLACEMENT/COPY PARCHMENT .....	11
<b>SERVICE EVALUATION</b> .....	<b>11</b>
<b>FORMS AND DOCUMENTS</b> .....	<b>12</b>
<b>STUDENT CODE OF CONDUCT</b> .....	<b>12</b>
<b>CODE OF PRACTICE</b> .....	<b>12</b>
<b>GRIEVANCES</b> .....	<b>15</b>
<b>POLICIES &amp; PROCEDURES</b> .....	<b>16</b>
ASSESSMENT .....	16
ATTENDANCE.....	17
CHILD SAFE ENVIRONMENT .....	17
CONFLICT RESOLUTION – STUDENTS .....	18
DIVERSE LEARNING NEEDS.....	18
EXTERNAL STUDY .....	18
INTERNET AND COMPUTER USAGE.....	18
LANGUAGE, LITERACY AND NUMERACY (LLN) .....	19
REFUNDS .....	19
SEXUAL HARASSMENT .....	20
STUDENT PROGRESS REPORTS.....	20
STUDENT SERVICES .....	21
UNIQUE STUDENT IDENTIFIER (USI).....	21
VOCATIONAL PLACEMENT .....	21
WITHDRAWAL FROM COURSE .....	21

### Interskills Training

RTO #6653  
ACN 68 093 718 766

Web [www.interskills.edu.au](http://www.interskills.edu.au)  
Email [info@interskills.edu.au](mailto:info@interskills.edu.au)  
Phone 1800 779 574

#### VERSION CONTROL

Version	Date
v1.16	29/04/2020
v1.17	29/07/2020
v1.18	13/01/2021
v1.19	19/11/2021
v1.20	03/03/2022

**HISTORY**

WISE Employment Ltd and Interwork Ltd merged as a company under the name of WISE Employment Ltd in 2014. Each organisation had a training division; WISE Training and Interskills respectively. Both organisations were very similar in service delivery and approach.

WISE Employment is a flexible and innovative specialist employment and training service for people with disabilities and others who experience disadvantages in the open employment market. Our employment, vocational training and personal support services help job seekers, workers and employers to enable people to contribute their skills and abilities to businesses and industry through meaningful employment.

We provide training services in all states.

Our success has been a direct result of understanding the skills and training needs of its clients. Introductory courses allow students to develop their employability skills and their confidence to undertake further training has been an invaluable avenue for many job seekers.

**STAFF**

Should you have any issues, suggestions or feedback with anything to do with the delivery, assessment or support services we offer; we encourage you to discuss them with us. Our staff are committed and are here to assist and help you achieve your educational goals. Trainers and assessors are fully qualified with extensive experience in adult learning and the industry related to the Qualification.

**KEY STAFF**

<p>Paul Malloy RTO Manager eMail paul.malloy@wiseemployment.com.au</p>
--------------------------------------------------------------------------------

<p>David Watt Compliance Officer eMail david.watt@wiseemployment.com.au</p>
-------------------------------------------------------------------------------------

<p>Sian Sauerwald RTO Administrator eMail sian.sauerwald@wiseemployment.com.au</p>
--------------------------------------------------------------------------------------------

**VOCATIONAL EDUCATION AND TRAINING**

**(VET) SECTOR**

If you are new to nationally recognised training, we have identified a few key points you may read in the resources we send you or hear us talking about throughout your course.

Australia’s Vocational Education and Training (VET) system is made up of some key elements:

- The Australian Qualifications Framework (AQF)
- Registered Training Organisations (RTO)
- The Australian Skills Quality Authority (ASQA)
- Training Packages and Accredited Courses

In order to become registered as a RTO, we had to meet the *Standards for Registered Training Organisations (RTOs) 2015* through an audit process. This audit ensures we adhere to the high quality outcomes vocational education and training provides throughout Australia.

**AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

SCHOOLS SECTOR	VOCATIONAL SECTOR	HIGHER EDUCATION
Senior Secondary Certificate of Education (VCE, HSC, SACE, etc)	Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree

**THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)**

The AQF outlines a nationally consistent framework for all qualifications in post-compulsory education and training in Australia. This framework ensures the quality and portability of training outcomes across Australia.

The AQF identifies all nationally recognised qualifications in schools, VET and higher education.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and universities as your learning and career ambitions require.

**REGISTERED TRAINING ORGANISATIONS (RTOs)**

Registered Training Organisations are providers and assessors of nationally recognised training. Only RTOs such as Interskills can issue Australian Qualification Framework (AQF) qualifications and Statements of Attainment.

Only RTOs delivering nationally recognised qualifications can use the Nationally Recognised Training logo. When you successfully complete any nationally accredited training with us your Qualification or Statement of Attainment will feature this logo.



**TRAINING PACKAGES AND ACCREDITED COURSES**

A ‘training package’ describes the set of skills and knowledge individuals need to possess to be competent in the workplace. We are registered to deliver the following qualifications from the community services, business service, hospitality, and retail training packages:

CODE	TITLE
BSB10120	Certificate I in Workplace Skills
BSB20120	Certificate II in Workplace Skills
BSB30120	Certificate III in Business
BSB30120	Certificate III in Business (Administration)
BSB30120	Certificate III in Business (Customer Engagement)
BSB30220	Certificate III in Micro Business Operations
BSB40520	Certificate IV in Leadership and Management
BSB51918	Diploma of Leadership and Management
CHC22015	Certificate II in Community Services
CHC32015	Certificate III in Community Services
CHC33015	Certificate III in Individual Support (Disability)
CHC40413	Certificate IV in Youth Work

CHC41115	Certificate IV in Employment Services
CHC41215	Certificate IV in Career Development
CHC43115	Certificate IV in Disability
FSK10119	Certificate I in Access to Vocational Pathways
FSK10219	Certificate I in Skills for Vocational Pathways
FSK20119	Certificate II in Skills for Work and Vocational Pathways
SIR20216	Certificate II in Retail Services
SIT20316	Certificate II in Hospitality
SIT30616	Certificate III in Hospitality

You will find course information for every qualification and accredited course in our specific course brochures.

## **ENROLMENT**

All participants are encouraged to discuss their decision to enrol into an accredited course prior to enrolling. We will help you examine your skills, experience, educational achievements and other attributes and identify some potential vocational options which match these skill sets and how your training choices will help make these job options a reality.

If you have decided to enrol in a nationally accredited qualification with us, you must:

- Read the course brochure for the qualification you want to enrol
- Attend an information session or a one to one pre-enrolment interview
- Read this handbook
- Complete the Language Literacy and Numeracy (LLN) evaluation
- Complete the enrolment forms

## **INDIVIDUAL LEARNING NEEDS**

We are committed to making all reasonable adjustments to ensure our enrolled learners are able to equitably participate and complete our training programs and courses. We will discuss your individual circumstances before you enrol in a confidential manner and you are welcome to invite some one of your choice into the discussions.

## **PAYMENT OF FEES**

- Payment for courses must follow the payment plan as outlined in the *Payment Schedule*.
- **Payments for accredited tuition must not exceed \$1,500 in advance at any one time and no more than \$1,000 prior to course commencement.**
- Payment for materials must be made prior to or on the first day of training and are in excess of the tuition fee herein discussed.

## **DEPOSITS**

- \$100 deposit for courses under \$1,000.
- \$200 deposit for courses over \$1,000.

## **PAYMENTS**

- A payment plan will be agreed upon with the RTO Manager so that the outstanding balance is paid in full prior to completion.
- Students are to make payments according to this plan.
- Students will be issued with receipts upon any payment and will receive statements on a monthly basis.
- Payment can be made by Direct Deposit (details are listed on the invoice).

## LATE PAYMENT

- Failure to following the payment schedule according to the Payment Schedule may incur an administration fee as listed in the Schedule of Sundry Fees at item (8) and as may be updated from time to time.
- We reserve the right to charge interest for accounts which remain outstanding beyond the period covered by the *Payment Schedule*. The interest applicable is stated in the Schedule of Sundry Fees at item (9) and as may be updated from time to time.

## NON-PAYMENT OF FEES

- For these purposes, non-payment is where the instalment payment due exceeds 14 days.
- Students are advised to contact the RTO Manager if they are having problems keeping to the payment schedule as stated in the Payment Schedule.
- Non-payment of tuition fees may result in the student being withdrawn from training.

## SUNDRY FEES

There are a number of sundry fees:

ITEM	FEE	PER	GST
1. Application for Mutual Recognition (Credit Transfer)	nil	unit	n/a
2. Application for RPL	50%	of the fee payable per unit	ex
3. Re-Issuance of Parchment	\$110.00	each	inc
4. Copy of Parchment	\$11.00	each	inc
5. Withdraw fee after enrolment	\$200.00		ex
6. Late Payment Administration Fee	\$10.00	Per month	inc
7. Late Payment Interest	6.0%	Per annum	ex

While these fees are current at the time of printing, we reserve the right to amend them as and when we see fit. They are normally confirmed on an annual basis at the Annual General Meeting and are published on the website at [www.interskills.edu.au](http://www.interskills.edu.au).

## STATE-BASED FUNDING

Funding for vocational training is available in all states of Australia. Each state has its own rules and regulations and funding beneficiaries will only engage in activities which will see the continued access to that funding. Should that funding be withdrawn for any reason whatsoever, then the student will be liable for the payment of outstanding fees, if any.

NOTE that this is particularly the case if you have started a unit and do not complete it AND the funding is provided only on the basis of completion of a unit. In this instance, the student will be liable for the payment of the training of the unit whether they have finished it or not.

State based funding does not cover costs for materials which have been loaned to students and which are expected to be returned. Should loan items not be returned, an invoice for their value will be issued.

## ALREADY SKILLED?

We recognise you may have developed valuable and relevant skills, knowledge and expertise throughout your life and as such, offer you two (2) forms of recognition:

- Mutual Recognition - Credit Transfer
- Recognition of Prior Learning (RPL)

It is essential that if you are applying for either Mutual Recognition or RPL you do so before you formally enrol in a qualification so we can determine whether you need to attend classes for each unit.

## MUTUAL RECOGNITION

Mutual Recognition is an underpinning concept of Australian's national VET system. This concept means that all RTOs must recognise Qualification parchments and Statements of Attainment issued by all other RTOs. If you have successfully completed the exact unit(s) of competency that make up any of the qualifications offered by us through another RTO, we will recognise these units towards your achievement of the full qualification with us.

You will need to provide us with an original or verified copy of your Qualification Parchment or Statement of Attainment issued from the other RTO. There is currently no charge associated with this assessment method.

Some units of competency from any mutually accredited training package may apply to more than one qualification.

Units of competency from qualifications in corresponding AQF levels can be transferred between qualifications. We can assist you with this process upon enrolment.

**Mutual Recognition - Case Study: "Sally"**

Sally completed a Certificate I in Retail Services last year through an RTO in Queensland. She decided that she wanted to enrol in the Certificate II in Retail Services with us as she really enjoyed studying and finding out how things worked in the retail environment.

Sally went through all of our pre-enrolment information including the units within the Certificate II in Retail and realised she had already completed some of the units within the Certificate I in Retail Services with the other RTO. These units included:

SIRXCLM101 Organise and maintain work areas  
 SIRXCOM101 Communicate in the workplace to support team and customer outcomes  
 SIRXICT001A Operate retail technology  
 SIRXIND101 Work effectively in the retail environment  
 SIRXWHS101 Apply safe work practices

Sally notified us of this so we provided her with a Mutual Recognition Application Form. Sally came back two weeks later and submitted her completed Mutual Recognition Application Form together with a verified copy of her parchment from the other RTO identifying all of the above units. We credited these units and Sally completed her enrolment in the Certificate II in Retail Services by submitting:

- her completed enrolment form
- her LLN evaluation

Sally only had to complete nine (9) instead of fourteen (14) units to complete Certificate II in Retail Services.

Note that some units of competency have a shorter lifecycle. Normally, we will accept for Mutual Recognition any unit which is less than 8 years old **except** where they lead to a licence or certificate which is endorsed by a third party – for example, a First Aid Certificate is current for only 2 years. Consequently, the unit HLTA301C Apply First Aid, where it is older than 2 years, will not be recognised for Mutual Recognition unless the candidate can also provide a copy of a current First Aid Certificate.

**RECOGNITION OF PRIOR LEARNING (RPL)**

Note that payment for recognition of prior learning must be paid prior to evaluation of your evidence.

- If you are enrolled in funded training, then this fee will be refunded only upon successful assessment.

Recognition of Prior Learning (RPL) is a way that you can get your existing skills and knowledge formally recognised and without having to attend training or do further study. RPL is an assessment process that assesses the individual's formal learning, non-formal learning and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency.

- Older qualifications
- Non-formal learning refers to learning that has been acquired through courses, workshops or other training programs that did not lead to a formal qualification or partial qualification. For example, courses or workshops undertaken in the workplace or by a professional body
- Informal learning refers to any skills or knowledge developed without receiving any actual training. For example through work experience, hobbies, or other social and leisure activities
- Non-vocational, formal learning (ie university)

**OLDER QUALIFICATIONS**

You may have completed an older qualification with a similar unit of competency to that which is included in your current study. This is not available for Mutual Recognition, but rather you should apply for a Recognition of Prior Learning. We will then review the similar unit and complete an exercise called "mapping" – comparing the two units and reviewing the differences and similarities – this is a case-by-case process.

To be deemed competent in **older** units:

- Complete the *Recognition of Prior Learning Application Form*
- Provide us with either the original parchment(s) or a notarised copy (ie signed by a JP)
- Pay the Recognition of Prior Learning fee
- Explain how you have met the requirements of the new unit – this is done with help from your trainer

**NON-FORMAL and INFORMAL LEARNING**

Recognition of Prior Learning involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside formal education and training – this includes skills gained on the job. To apply for Recognition of Prior Learning status for your non-formal and informal learning, we will ask you to provide evidence of your competency against the performance criteria.

Ideally, we look for three forms of evidence; however, because Recognition of Prior Learning is a case-by-case process, this is a guide only. Examples of evidence could be:

- A third party report, eg a reference, performance report or similar
- A job and person specification or position description for the position/job you may have had
- Your resume
- Statement of Attendance for non-accredited training
- Qualifications from outside the Vocational Training Sector (eg university)
- Samples of completed work – for example a business plan, poster, advert, letter or other correspondence

Four key words about evidence: sufficient, reliable, valid and current:

<b>SUFFICIENT</b>	Make sure we have enough evidence to make a decision – one item of evidence by itself is not enough – at least three pieces of evidence
<b>RELIABLE</b>	Ensure that the evidence is real – we need to be able to see that the documents you provide us are genuine
<b>VALID</b>	The evidence should actually provide support for the particular element of competency you are applying for
<b>CURRENT</b>	A course you attended, or skills you gained a long time ago are not necessarily relevant in today's market. This is certainly a case-by-case matter, some skills are timeless, others need updating every year or so.

**NON-VOCATIONAL, FORMAL EDUCATION**

This can be most confusing for applicants – a university degree is not equivalent or greater than any unit of competency or qualification from the VET Sector (ie vocational training).

The greatest difference between University and the VET Sector is that the VET Sector has the requirement of practical experience for assessment, whereas university education does not necessarily have this. Admittedly, university education will generally have a higher level of theory and understanding but it lacks the practical component. Therefore, as an example, a Bachelor of Education is insufficient by itself for Recognition of Prior Learning against a Certificate IV in Training and Assessment – it might cover the theory of education, methodologies, learning difficulties, etc. It doesn't cover, say, the unpacking of a training package, delivering training to adults, skills in demonstration, etc. This is not to say that a University degree won't be taken into consideration for a Recognition of Prior Learning application, but it must be supported with practical, preferably vocational, experience.

**LEGISLATION**

There is a vast body of legislation that may apply to your learning. This listing is not exhaustive:

- Standards for Registered Training Organisations (RTOs) 2015
- Age Discrimination Act 2004
- Australian Privacy Principles
- Broadcasting Services Act 1992
- Copyright Act
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Act 1986
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Health and Safety Act 2011

And various state-based legislation, for example

- Child Protection
- Equal Opportunity
- Training and Skills Development
- Workplace Health and Safety

**DATA COLLECTION & PRIVACY**

All information gathered and disclosed is subject to the Privacy Act 1988 and the Australian Privacy Principles. Simply put, we only gather information we need for our purpose, we don't disclose unless required to do so for our purpose or required under law.

Circumstances in which we may **GATHER** information about the student include:

- Training records from other training or education providers
- Reports from third party student service providers (eg in the case of special learning needs)
- Employers and supervisors (eg as in the case, but not limited to, traineeships)
- Australian residence status (eg correspondence about immigration, visa status, etc)

Circumstances in which we may **DISCLOSE** information about the student include

- Centrelink – if you are a recipient of benefits such as Newstart, Austudy or Abstudy, for the duration of training and one year following: attendance records, course progress, enrolment status (eg fulltime/part-time, current, graduated, withdrawal date, ...)
- Job Networks – for the duration of training – attendance records and course progress, upon request
- State Training Departments – enrolment details and course outcomes are registered on the national training database



- ASQA – in the course of our continued registration as a Registered Training Organisation (RTO), ASQA are authorised to view any records upon request
- Department of Education and Training – enrolment details and course outcomes upon request
- If your course was funded by a government or other agency we will disclose such information as is required by the contract of funding where your name and signature appears on the contract of funding
- Employers of trainees – for the duration of training, disclosure of attendance records, course progress and course outcomes
- Other training or education providers so that we can verify your training record
- Prospective Employers – this disclosure is twofold:
  - We often receive requests from employers for graduates of particular courses, to that end we may provide them with a shortlist or speak on your behalf – this authority is granted in perpetuity
  - You may have applied for a position with a prospective employer and nominated your trainer as your referee: we will speak “the truth, the whole truth and nothing but the truth”

#### **ACCESS TO YOUR INFORMATION:**

In accordance with the *Privacy Act 1988*, the *Australian Privacy Principles* and the *Standards for Registered Training (RTOs) 2015*, students are entitled to have access to their records. Only students may apply to view their own records. Third parties do not have access to student records – this includes employers and parents. Employers of trainees will receive regular *Student Progress Reports*. Parents and guardians will need to request to view the *Student Progress Report* from the student.

#### **VIEWING YOUR FILE**

To view your record, complete a *Request to View Student File Form* and submit to the RTO Manager. Note you will need to provide photographic ID on the day and you are not permitted to take the file or make copies of its contents.

#### **UPDATING / AMENDING DETAILS**

If you move address, change phones or email, or change employers we will need to be notified ... use the *Change of Details Form*.

#### **INVITATION TO PARTICIPATE**

Students are advised of the possibility of receiving an NCVER survey and/or invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit or review purposes.

### **ASSESSMENT METHODS**

There will be ongoing evaluation of your knowledge and skill levels throughout the course. There will not be a “big test” at the end of each unit or the qualification to test your knowledge.

A variety of assessment methods will be used for each unit including:

- In-class activities
- Vocational placement activities
- Supervisor evaluation
- Learner guide assessment activities
- Case studies
- Research projects
- Portfolios
- Presentations
- Video evidence
- Interviews
- Holistic assessment

#### **ACTIVITY DEADLINES**

You are provided with the due dates for all activities. Extensions may be requested under special circumstances (ill health, job or lifestyle change etc). Extensions must be negotiated with your trainer at least five (5) working days in advance of the due date.

### **ZOOM RECORDINGS**

This clause applies to all online and external learning; and may apply to classroom learning.

Interskills uses Zoom for conducting webinars and for some assessment activities which are recorded for evidence purposes. All students must have their webcam activated when instructed to do so by their trainer – this is mandatory and not negotiable.

#### **WEBINARS**

In the case of webinars, there is a requirement for us to identify each student’s participation in learning. Please ensure that your name (as per the Enrolment Form) is listed against your image. Webinars may be recorded and uploaded to YouTube for access by course participants ONLY – they are generally deleted within 3 to 4 weeks. Note that your image, name and voice will be recorded in this process.

#### **ASSESSMENTS**

All assessments must comply with the Rules of Evidence as listed in the *Standards for Registered Training Organisations (RTO) 2015*. One of these rules is “authentic”; this means that we must identify that you are the person completing the assessment. In the classroom, we often will take photos of your practical assessments; online we record video from Zoom. If you refuse to activate your webcam, then we will not record your results. Recordings are kept for a maximum

of 5 years and for a minimum of 6 months. Only your trainer, the Compliance Officer and possibly an ASQA Auditor will have access to this recording. Your image, name and voice will be recorded in this process.

### **VOCATIONAL PLACEMENT**

Some qualifications we have on our scope of registration require vocational placement. We do this to provide you with an opportunity to experience firsthand what it is like to work in the industry. The experiences you have during the vocational placement will allow you to decide which occupations in the industry are best suited to you and how best to pursue a career and potentially further training within the sector. We will work with you to ensure you secure a Vocational Placement which is appropriate to your learning needs.

Before you are permitted to start your vocational placement we will ensure that:

- The host employer is provided with a copy of our relevant Insurance cover
- The host employer provides you with the appropriate work place Induction
- You are properly prepared for the workplace
- Your host employer is able to and has made any reasonable adjustments required in the work place to accommodate your personal circumstances

If you want us to discuss on your behalf your personal circumstances and/or details of your disabilities please feel confident that you can discuss this with your trainer or other staff confidentially.

During your Vocational Placement, you will complete a logbook. The submission of this logbook is mandatory for completion of the qualification. Should you lose it, we will provide you with a replacement. Note that if you do not submit a logbook you cannot be issued with a Parchment for the full qualification. You will, instead, be provided with a Statement of Attainment for completed units.

If you already work in the sector which is covered by the course you are enrolled in – eg you work at a JSA or DES and are enrolled in the Certificate IV in Employment Services, or work in an aged care centre and are enrolled in the Certificate IV in Disability – then your Vocational Placement experience is different. We will discuss your particular circumstances with you.

You will be provided with more information closer to the time of Vocational Placement.

### **SUBMISSION OF ASSIGNMENTS**

If you are attending classes, then your trainer may collect and return assignments during class time. Otherwise, activities are to be submitted by email.

#### **Assignment Cover Sheet**

All assignments are to have a completed and signed Assignment Cover Sheet attached.

#### **Email**

Email your assessments and supporting evidence (including your assessment coversheet) to the email address supplied by your trainer. Email is the preferred method of submitted assessments.

### **FREQUENTLY ASKED QUESTIONS**

#### **How often do I need to submit assessments?**

This differs for every course. Your trainer will provide you with deadlines for each unit as the course progresses. As a rule of thumb, however, if a course is 12 months in duration and there are 12 units, then one unit should be completed every month or so.

#### **Will I receive acknowledgement that my assessment has been received?**

You will only receive confirmation of posted work, this is made by email. If you do not receive confirmation within five (5) working days you should contact your trainer.

#### **How is my assessment marked or graded?**

The VET sector only has two grades: Competency Achieved (CA) or Not Yet Competent (NYC).

If you receive a grade of NYC it does not mean you have failed, it simply means you were not able to provide enough evidence on the day of your assessment. You will be provided another opportunity to re-submit your activity.

#### **When and how will I be notified of my assessment result?**

Your trainer will endeavour to return your assessment result (either CA or NYC) within seven (7) business days of receipt. This will be to your postal address or email. If for any reason we anticipate not being able to meet this deadline we will contact you. Please keep us informed of your current/correct postal and email address.

### **PLAGIARISM & REFERENCING**

We accept that in certain circumstances you may need the assistance of a scribe.

We do not, however, condone plagiarism or cheating. Learners must declare that they have not plagiarised, or cheated in the preparation of any assessment and have not

allowed any other learner the opportunity to plagiarise, collude or cheat from their work.

Whenever you use information that is printed, published or available on the internet by a person or organisation, you must acknowledge that person or organisation. We will provide you with a *Harvard Referencing Guide* to assist you.

## **APPEALING ASSESSMENT RESULTS**

You have two (2) opportunities to reach a competent (CA) standard for any unit.

If you are assessed as not yet competent (NYC) after completing an activity on your first submission, you will be provided with the documented reasons including a re-assessment date.

If, when you re-submit your assessment, you are still assessed as NYC and do not agree with the reason you must notify the RTO Manager in writing of your assessment appeal within five (5) working days of receiving a NYC result by completing a *Assessment Appeal Form*.

The RTO Manager will convene a panel to hear the appeal and provide you with the opportunity to formally present your case. You may be accompanied by one (1) other person as support (advocate). If you do not wish to be present, we will rely on your documentation alone.

Your assessment appeal outcome will be documented along with the panel's decision. You will be provided with a written outcome within sixteen (16) working days from formal submission of your assessment appeal. Further options may include:

- re-enrolment in the unit(s)
- issuance of a Statement of Attainment for the Unit(s) of Competence that have been achieved

Please remember that you are provided with on-going support during your studies. You are encouraged to use this support to ensure successful completion of your assessment.

If you are deemed to have not satisfactorily completed your vocational placement or on-the-job observation, you must repeat the placement or will be issued with a Statement of Attainment only.

## **ISSUANCE OF QUALIFICATIONS**

Parchments are issued within 30 days of completion of all assessment activities and after all fees have been paid.

**If you move address before receiving your parchment, make sure that you advise us – we accept no responsibility for lost parchments and we will not reissue free of charge.**

Documents should be kept in a safe place. If you require a replacement at any stage we will provide one (see *Requesting a Replacement / Copy Parchment* below).

### **Parchments**

A qualification will be issued to you once you have successfully completed all the required units of the course.

You will also be issued with a relevant Transcript of Results which details the individual Unit(s) of Competence making up the Qualification that you have completed.

### **Statement of Attainment (SOA)**

A Statement of Attainment will be issued for all Unit(s) of Competence against which you have been assessed as Competent. This Statement will detail the individual Unit of Competence codes.

### **REQUESTING A REPLACEMENT/COPY PARCHMENT**

A parchment is an important document, only one original document should be in circulation. In event that you have lost it, had it stolen or it was damaged or destroyed, we will provide a replacement parchment and copies of academic records. Use the *Re-Issuance of Parchment Form* and complete a *Statutory Declaration*. Where you have the original parchment (ie it was damaged) you will need to relinquish that document. A fee does apply for this service.

## **SERVICE EVALUATION**

We are committed to the principles and practice of continuous improvement. We conduct formal evaluation of our programs and we ask you to participate in, and contribute honestly to this evaluation process. **Your feedback does make a difference.**

We may ask you to complete the three (3) evaluations:

1. **Quality Indicator Reporting** - RTOs are required to use the *Learner Questionnaire* and the *Employer Questionnaire* to collect the data for the learner engagement and employer satisfaction quality indicators.
2. **Survey** – we will invite you to participate in a survey, either a phone, written or group forum. Please provide us with your input even after you have finished your course and are working in your chosen career.
3. **Assessment Evaluation** - on completion of your assessment and awarding of your Qualification or Statement of Attainment, you will receive an email inviting you to complete this survey on-line.

We also welcome your feedback at any stage during your training. All feedback will be treated in the strictest confidence.

## **FORMS AND DOCUMENTS**

Here is a listing of the forms you may need – they are all available upon request from the receptionist or via email request from your trainer:

- Application to Defer Studies
- Assessment Appeal Form
- Assignment Cover Sheet
- Change of Details
- Grievance Form
- Issuance of Parchment - Client Notice
- Medical Declaration
- Mutual Recognition Application Form
- Notice of Absence
- Recognition of Prior Learning Application Form
- Refund Application Form
- Re-Issuance of Parchment - Client Notice
- Request to View Student File Form
- Student Services Feedback Form
- Withdrawal from Course Form

## **STUDENT CODE OF CONDUCT**

Students are informed of the *Student Code of Conduct* prior to enrolment and be required to agree at all times during their course to:

- Respect other people's rights to hold different positions and views in our society
- Are receptive to others' points of view
- Not be disruptive (including the use of phones)
- Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex
- Not to impose their own values on other students
- Not to abuse, assault, yell at or verbally assault any staff member – staff are to be spoken to politely

Improper or inappropriate behaviour includes but is not restricted to:

- No student or participants shall present themselves for training under the influence of alcohol or any other drug, except where the drug is legally prescribed for the purposes of treating a medical condition
- Where a student or participant is prescribed medication which may impair their judgement, they are to notify a staff member and may be required to undertake training at another time
- Being on premises and consuming or having consumed alcohol
- Persistent disruptive behaviour
- Verbally abusive or hostile behaviour affecting fellow students
- Smoking or the use of prohibited or illegal substances at classes or on premises
- Deliberate misuse of equipment or materials
- Behaviour of a discriminatory nature

- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on premises
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening
- Theft from staff or students
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students
- Arson of property
- Wilful or malicious damage to property or equipment
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

The RTO Manager is delegated with the authority to suspend or expel a student where the conduct of that student does not comply with this *Code of Conduct* and two warnings in writing have been given to the student by the RTO Manager or other staff.

### **SERIOUS MISCONDUCT**

- Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated
- Serious misconduct is behaviour that leads or may lead to harm, damage or undue risk to another person or property
- Misconduct of a criminal nature will be reported to the appropriate authority
- Where serious misconduct has occurred, the RTO Manager is delegated with the authority to immediately suspend or expel a student without notice
- RTO Manager to follow the procedures under the Grievance Policy and Withdrawal Policy
- In such cases, the student can appeal the outcome by way of the Grievance Policy

### **REFUND OF COURSE FEES**

A student who has been expelled under the policy is not entitled to receive a refund for any course fees which may have been prepaid.

## **CODE OF PRACTICE**

### **1. INTRODUCTION**

- 1.1. Interskills is committed to quality training to support our client's business needs and training activities and for all Interskills staff/contractors

### **2. PROVISION OF EDUCATION AND TRAINING SERVICES**

- 2.1. Interskills provides education and training services in accordance with the *Standards for Recognised Training Organisation (RTOs) 2015*
- 2.2. Interskills provides education and training services in accordance with the *VET Funding Contract (Victoria)*
- 2.3. Interskills has adopted policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the interest and welfare of students
- 2.4. Interskills maintain a learning environment that is conducive to the learning needs of students
- 2.5. Interskills has the capacity to deliver the courses for which it has been registered, provides adequate facilities and use methods and materials appropriate to the learning needs of students
- 2.6. All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.
- 2.7. Interskills is committed to continuously improving the services we offer and will seek feedback from students about the services they have received from us.
- 2.8. Interskills will monitor and assess the performance and progress of its students
- 2.9. Interskills will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required
  - 2.9.1. Staff who have responsibilities with minors (under 18yo) have
    - 2.9.1.1. Been screened by providing a successful National Police Certificate
    - 2.9.1.2. Hold current mandatory reporting certificate according to the governing jurisdiction
- 2.10. This means that the training and assessment the participants receive from us is done in accordance of the national quality training framework and any qualifications they achieve with us will be recognised anywhere in Australia.

### 3. INDUSTRY ENGAGEMENT

- 3.1. Interskills regularly engages with industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge

to the standard of performance required in the workplace.

- 3.2. Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training or assessment occurs in a workplace, evidence of participant's performance will contribute to our assessments.
- 3.3. Our training and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.

### 4. LEGISLATIVE REQUIREMENTS

- 4.1. Interskills will ensure that its training policies and procedures comply with relevant Commonwealth, State or Territory legislation and regulatory requirements and that its staff and participants are informed of legislation that significantly affects their duties or participation in training. Interskills is committed to meeting its obligations and responsibilities for employers and participants in relation to:
  - 4.1.1. Occupational Health and Safety
  - 4.1.2. Workplace harassment, victimisation and bullying
  - 4.1.3. Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
  - 4.1.4. Vocational education and training
  - 4.1.5. Apprenticeships and traineeships
  - 4.1.6. Child safe environment, working with children, child wellbeing and safety
  - 4.1.7. Competition and consumer law
  - 4.1.8. Disability acts
  - 4.1.9. Charter of human rights and responsibilities

### 5. ETHICAL STANDARDS

Interskills and its staff and contractors will

- 5.1. demonstrate the highest ethical standards in its dealings and conduct in the provision of the Training Services and in otherwise performing its obligations under the Standards for Registered Training Organisations (RTOs) 2015, and under the state VET funding contracts to which it is a signatory
- 5.2. not do or omit to do anything which may damage, ridicule, bring into disrepute or be detrimental to the Department of Education (in any state), the VET sector, any state VET funding contracts to which it is a signatory, state government

subsidised training markets, or the Department of Education (in any state) or any State's name or reputation

- 5.3. behave honestly and in a way that upholds the objects and values of any state VET funding contracts to which it is a signatory
- 5.4. not behave in a manner that damages the public confidence in the integrity of any state VET funding contracts to which it is a signatory
- 5.5. be aware of the existence and requirements of, and comply with, all policies, procedures and guidelines that are binding on the Training Provider under, or otherwise relate to the performance by the Training Provider of its obligations under, any state VET funding contracts to which it is a signatory
- 5.6. not make improper use of the position of trust placed in the Training Provider in the appropriate expenditure of substantial amounts of public moneys for VET;
- 5.7. not harass, intimidate, threaten or seek to improperly influence the exercise of any powers or functions by any person exercising powers on behalf of the Department under any state VET funding contracts to which it is a signatory

### 6. MARKETING OF EDUCATION AND TRAINING SERVICES

- 6.1. Interskills will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses
  - 6.1.1. Consistent with Interskills scope of registration
  - 6.1.2. Accurate
  - 6.1.3. Ethical
- 6.2. No false or misleading comparisons will be drawn with any other provider or course
- 6.3. The NRT (*Nationally Recognised Training*) logo will only be associated with qualifications that are on the scope of registration

### 7. FINANCIAL STANDARDS

- 7.1. Interskills will put in place measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of Interskills
- 7.2. Interskills will adopt a refund policy that is fair and equitable
- 7.3. Interskills will ensure that the contractual and financial relationship between the student and Interskills is fully and properly documented, and

that copies of the documentation are made available to the student

- 7.3.1. Documentation shall include the rights and responsibilities of students, costs of training, payment arrangements, refund condition and any matters that place obligations on students

- 7.4. Interskills has its financial accounts independently audited at the end of each financial year.

### 8. PROVISION OF INFORMATION

- 8.1. Interskills will supply accurate, relevant and up-to-date information to prospective students
- 8.2. Interskills will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance
- 8.3. Interskills will advise students if a third party is responsible for training and/or delivery
- 8.4. Interskills will never guarantee that a student will successfully pass a qualification except by way of successfully completing all the assessment items
- 8.5. Interskills will never guarantee that an employment outcome will be the result of studying a qualification
- 8.6. Interskills will evaluate whether it is suitable for a student to applying for Recognition of Prior Learning

### 9. SELECTION OF STUDENTS

- 9.1. Selection of students will be conducted at all times in an ethical and responsible manner
- 9.2. Interskills will ensure that the education background of intending students is assessed prior to enrolment in any course
- 9.3. Language, literacy and numeracy needs will be addressed

### 10. ACCESS AND EQUITY

- 10.1. Interskills training is committed to principals of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- 10.2. Interskills policies and procedures ensure that participants are treated fairly and receive all reasonable assistance to successfully complete their course.

- 10.3. Interskills will deal fairly and constructively with participants concerns and complaints about our services.

#### **11. LANGUAGE, LITERACY AND NUMERACY (LLN)**

- 11.1. All students will be assessed in order to ascertain if their Language, Literacy and Numeracy (LLN) skills are sufficient to successfully undertake the training program. This is usually ascertained on application or via initial interview.
- 11.2. Where extensive support is needed, specialised LLN support may be set up.
- 11.3. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, the enrolment may be declined.

#### **12. MUTUAL RECOGNITION**

- 12.1. Interskills acknowledges the obligations for mutual recognition of qualifications and statements of attainment issued by other Registered Training Organisations.
- 12.2. If the participants have completed relevant units of competency with other Registered Training Organisations, we will credit these towards completion of their qualification.

#### **13. RECOGNITION OF PRIOR LEARNING (RPL)**

- 13.1. Interskills recognises that participants may hold skills and knowledge that are relevant to course outcomes. We will assist participants to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- 13.2. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.

#### **14. SUPPORT SERVICES**

- 14.1. Interskills will provide adequate protection for the health, safety and welfare of students and will include adequate and appropriate support services in terms of academic and personal counselling

#### **15. GRIEVANCE MECHANISM**

- 15.1. Interskills will ensure that students have access to a fair and equitable process for dealing with grievances and will provide an avenue for students to appeal against decisions that affect their progress
- 15.2. The grievance mechanism as a whole will be made known to students at the time of enrolment

- 15.3. Every effort will be made by Interskills to resolve students' grievances

- 15.4. Where a grievance cannot be resolved internally, Interskills will advise students of the appropriate legal body where they could seek further assistance

#### **16. RECORD KEEPING**

- 16.1. Interskills will keep complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request in a timely and professional manner.
- 16.2. All records will be kept in strict confidence and their security maintained
- 16.3. Interskills is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Interskills will be required to apply themselves to the provisions of various Privacy Acts
- 16.4. There records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by participants or under law. Participants may view their own records to confirm accuracy and completeness.
- 16.5. Interskills also maintains/retains client records for a period of 30 years

#### **17. BUSINESS OPERATIONS**

- 17.1. Safety and workplace health considerations form an important part of our training and assessment activities
- 17.2. Interskills will comply with all relevant legislation, regulations and standards requirements

#### **18. CONTINUOUS IMPROVEMENT**

- 18.1. Interskills will actively seek our clients' views as part of the assessment and evaluation process

### **GRIEVANCES**

We are committed to providing an environment which is non-discriminatory and in which staff and trainees have their rights, dignity, privacy, and confidentiality valued and respected. It is recognised that at times, differences will occur or decisions will be made with which individuals may be dissatisfied. If a grievance appears unresolvable, further advice is to be sought by following the procedure governed by this policy.

All grievances must be submitted in writing and be about events or circumstances which are no older than one (1) month old. It must be pointed out to any complainant that for older grievances, an acceptable resolution may not be possible.

All grievances should be completed within 60 calendar days. Should this not be the case, the RTO Manager is to inform the complainant and provide updated information about the progress of the grievance.

The internal grievance procedure should be followed prior to the complainant contacting an external authority.

Where an outcome is not satisfactory to the complainant (appellant), they may refer to the *National Training Complaints Hotline* (13 3873), to an external governing body such as ASQA, the state department responsible for vocational training, or the state department responsible for the administration of consumer law. Despite our head quarters being in the state of Victoria, the governing law for the purpose of this policy is the law of the state in which the grievance took place.

### **PROCEDURE**

The short story is:

- Try to resolve the issue yourself
- Otherwise submit a form
- The RTO Manager will hold a reconciliation meeting
- The complainant will be notified of any outcome
- The grievance should be completed within 60 days

The long story is:

1. Complainant raises the issue(s) with the person involved, if any. If no resolution is achieved then the complainant raises the issue with the RTO Manager. Complainant may instigate an informal or formal grievance:
  - 1.1. In the case of an informal grievance, the complainant meets with the RTO Manager who may find a resolution at that meeting or may suggest that the grievance should be formalised. At this stage, no record of the grievance is created or maintained – although the RTO Manager may wish to diarise the grievance
  - 1.2. In the case of a formal grievance, the complainant completes a *Grievance Form* and forwards this to the RTO Manager.
  - 1.3. If the complainant is a recipient of SEE Funding, then the grievance form should be forwarded to the SEE Manager as well as the RTO Manager.
2. The RTO Manager will contact the complainant within 24 hours to confirm that the *Grievance Form* has been received and to notify the *Grievance Procedure* and provide time frames for next action, confirm details of grievance, nature, staff involved, attempts at resolution and what the complainant is expecting from this action (complainant may ask for assistance from an advocate).

3. The RTO Manager begins investigation of the grievance within five (5) working days of receiving the *Grievance Form*.
4. A meeting between associated parties will be held within sixteen (16) working days and documented on the *Grievance Meeting Form*.
5. RTO Manager provides the *Notice of Grievance Outcome* of the grievance investigation to the complainant within thirty (30) working days from receiving the *Grievance Form*.
6. Should the grievance not be able to be resolved within 60 calendar days (for whatever reason), the RTO Manager will inform the complainant of such delay as well as keep the complainant up to date of the progress of the grievance.
7. The *Notice of Grievance Outcome* letter if emailed with a read receipt and posted. A copy of the letter is to be retained in student file.
8. A note will be made in the Learner Management System of a grievance being received.
9. The *Grievance Folder* will also be updated to reflect the receipt of a formal grievance.
10. RTO Manager will report the grievance and outcome to the next Managers Meeting
11. All grievances and feedback are reported to the CEO annually.

## **POLICIES & PROCEDURES**

### **ASSESSMENT**

1. Interskills is committed to ensuring that all assessors meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* and as amended:
  - a. As from 1/7/2019 all assessors must be qualified with either
    - i. TAE40110 Certificate IV in Training and Assessment PLUS TAE40110A or TAE40111 PLUS TAEASS502A or TAEASS502B or TAEASS502
    - ii. TAE40116 Certificate IV in Training and Assessment
    - iii. A higher qualification in Training and Assessment such as diploma of TAA or TAE or a bachelor of an education degree which has adult education or vocational education in its nomenclature
  - b. All assessors must undertake continuous professional development in both their industry knowledge and skills, and in vocational education skills and knowledge.
  - c. Assessors must submit an annual report on their professional development activities (due in January each year) which is reviewed by the RTO Manager
  - d. All assessors must have current vocational competencies.
  - e. Where a worker employed in the capacity represented by the qualification being assessed must have mandatory qualifications and/or certification, the assessor must also hold the mandatory qualifications and/or certifications.
2. Assessment activities must meet the requirements of the *Principles of Assessment* and the *Rules of Evidence*.
3. At least three separate sources of evidence are required for successful completion of a unit
  - a. One piece of evidence must be practical or observable



- b. In the case of RPL, one of the pieces of evidence should be tangible (ie examples of work, observation by the assessor)
4. All skills assessments must be completed in safe circumstances and must meet all WHS requirements
5. Only assessment instruments approved by the RTO Manager may be used to gather evidence of compliance.
  - a. All students will attest to their work resulting from their own effort, will cite external references, and will name collaborators (eg for group activities)
  - b. Assessors will refer to the benchmark model answers in determining competency AND will draw upon their own experience and knowledge and current industry trends to supplement the benchmark model answers
  - c. The assessor will notify the Compliance Officer of any benchmark answers which do not, or no longer, reflect industry practice (for validation purposes)
6. Students will be notified when assignments have been marked and advised of the outcome.
7. Students who do not meet benchmarks may be offered opportunities to make corrections and provided with information which indicates why they did not achieve competency.
8. Students identified with diverse learning needs may be provided alternative assessment strategies insofar as the alternative assessment strategies do not give those students an advantage
9. Recording Assessment
  - a. Assessment outcomes for each individual assessment activity are recorded in the student's folder on the Record of Assessment (ROA) including the initial of the assessor, the outcome and the date the outcome was achieved.
  - b. When all assessment activities for a single unit of competency are completed, the assessor will sign the ROA, complete the obverse side by indicating competency achieved (CA) against each of the performance criteria and provide a result for the whole unit (ie CA, NYC).
  - c. When an ROA is completed and signed, the result is transferred to the Summary of Assessment Outcomes (SAO) by initial, result and date achieved (the outcome can then be resulted in the Learner Management System)
  - d. Activities at 5.9a and 5.9b and 5.9c can be completed by any person employed by the RTO as this activity is an administrative activity **EXCEPT** that the overall result and the signature must be a person who holds the qualification identified above at 5.1.
10. Students cannot graduate until all assessment activities and (where relevant) Vocational Placement has been successfully completed.

### ATTENDANCE

The attendance policy is for the benefit of all involved in the training process. This includes trainees, trainers and off-site agencies such as job experience sites.

Punctuality and attendance when scheduled are pre-requisites for any persons:

- Lack of **punctuality** may have a number of effects including missing part or all of a lesson, disruption to fellow students, showing an apparent lack of interest to the hosting organisation for vocational placement. Punctuality applies not only to the start of day but also returning from any break.

- **Attendance** is critical. Many learning activities are based on group exercises and participation therefore attendance is expected.

We accept that there will be absences due to job interviews, illness, etc. Wherever possible absences should be notified in advance but at the minimum should be notified first thing on the day/s of absence. Any such absence must be supported by proper documentary evidence otherwise the trainee will be marked 'absent', which will reflect on the trainee's overall attendance record and recorded on the Student Progress Report.

Students who are aware they will not be able to attend part or all of a class, for whatever reason, need to notify us in advance – Notice of Absence. Trainers will inform students of the options available to catch up. The onus is on the student to ensure they catch up, in agreement with the trainer.

### CHILD SAFE ENVIRONMENT

This policy was written to demonstrate the strong commitment of management, employees and volunteers to child safety and establishing and maintaining child safe and child friendly environments.

### COMMITMENT TO SAFETY OF YOUNG PEOPLE (IE UNDER 18YO)

1. All young people have a right to feel and be safe.
2. We are committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be our first priority. We aim to create a child safe and child friendly environment where young people feel safe and enjoy learning.

### SCOPE

This policy applies to all employees, volunteers, young people, visitors and individuals who access our services.

### YOUNG PEOPLE'S RIGHTS TO SAFETY AND PARTICIPATION

Management, employees and volunteers encourage young people to express their views and make suggestions, especially on matters which directly affect young people. We actively encourage all young people who access our services to 'have a say' about the things that are important to them. We value diversity and do not tolerate any discriminatory practices.

We advise young people about what they can do if they feel unsafe. We listen to and act on any concerns young people, or their parents, raise with us.

### RECRUITMENT OF EMPLOYEES AND VOLUNTEERS

We apply the best practice standards in the recruitment and screening of employees and volunteers. Our statement of commitment to child safety and our requirements are included in all recruitment activities.

We conduct criminal history assessments for people working with children by requiring all applications for training and/or assessing to have their National Police Certificate evaluated and, where requirement, government department certification.

### SUPPORT FOR EMPLOYEES AND VOLUNTEERS

We seek to attract and retain the best employees and volunteers. We provide support and supervision so people feel valued, respected and fairly treated. We have a code of conduct to provide guidance to our employees and volunteers, all of whom acknowledge the requirements of the code.

## REPORTING AND RESPONDING TO SUSPECTED ABUSE AND NEGLECT

1. We will not tolerate incidents of child abuse.
2. We are responsible for ensuring that employees and volunteers are aware how to make appropriate reports of abuse or neglect:

VIC	Victorian Child Protection Service on 131 278
SA	Child Abuse Report Line on 131 478
TAS	Child Protection Services on 1300 737 639
NSW	Child Protection Helpline on 132 111
NT	Child Protection Hotline on 1800 700 250

3. We will also provide opportunities for employees and volunteers to undertake child safe environment training.
4. A person does not necessarily exhaust his or her duty of care to a child by making a report as per the table above – they may still have a role in supporting the child or young person. For example, employees and volunteers may also report any form of abuse to the RTO Manager for further support or to ensure that we take all reasonable steps to keep the child and others safe.
5. We will support any employee and volunteer that makes a report.
6. We have an identified Child Protection Contact Person – the RTO Manager.

## CONFLICT RESOLUTION – STUDENTS

This policy applies where there is improper behaviour as identified in the Code of Conduct – Student.

1. A student's learning is considered their responsibility but the learning environment is our responsibility
2. Students are expected to conduct themselves in a mature manner with consideration for others at all times and to follow the Code of Conduct – Student.
3. Students should be encouraged to act to resolve grievances between themselves before they become critical and some extreme form of action is necessary by discussing the issue with their trainer in the first instance or if necessary, with the RTO Manager
4. Any student not satisfied with the resolution of any problem may then follow the procedures under the Code of Conduct – Student and/or the Grievance Policy

## DIVERSE LEARNING NEEDS

Any group of students may have diverse learning needs based on learning difficulties such as age, gender, intellectual ability, primary language, social background, cultural background, work experience and learning style.

We will manage the diverse needs of clients. This means, not only valuing these differences, but also in providing services to address them. These services include:

- Information and advice to potential applicant
- Skills recognition and credit transfer
- Learner support (eg, language literacy, and numeracy skill support)
- Fair admission process
- Student welfare and guidance services
- Adaptation of training material to suit the needs of the client and industry

- Flexible delivery of training
- Flexible assessment

## EXTERNAL STUDY

External studies will have the same rigour, breadth, depth and industry validity as though the student was attending classes.

We offer flexible study by way of external and online study modes to meet the theoretical components of the chosen units of competency. Where there are practical components to the units of competency, trainers will negotiate with students to obtain an outcome which suits the requirements of the unit of competency.

## ENROLMENT

- An assessment of student support services will be conducted prior to enrolment
- Prospective external students may complete the enrolment process in person or over the phone
- As the *Enrolment Form* needs to be signed, it must be posted or faxed – email copies must be scanned
- A trainer will be allocated to each external student – the trainer allocated may vary depending upon the units of competency chosen

## COURSE OPERATIONS

- The course may be completed via eLearning or by way of workbooks
- Where an assignment is written, this may be completed online or submitted by way of post, email or fax
- Communication will be by email, telephone and, where available, Skype
- Students must maintain regular correspondence with their trainer

## STUDENT SUPPORT SERVICES

- Students are allocated a trainer to oversee all learning activities
- Students are assisted with LLN issues
- Students may be referred to third party support providers

## INTERNET AND COMPUTER USAGE

Use of the Computer Labs, Network and Internet access is a privilege granted to students and this may be revoked any time for inappropriate usage carried out on such systems. These resources are available to enhance learning processes in a supportive environment and to assist in achieving quality learning outcomes. Offences which are in violation of local, state or federal laws may result in the restriction of computing privileges and they will be reported to the appropriate organisation and law enforcement authorities.

Illegal acts involving the use of computer or internet access facilities may also be subject to prosecution by local, state or federal authorities.

We maintain the right to monitor the volume of internet and network traffic, together with the internet sites visited. The specific content of any transactions will not be monitored unless there is suspicion of improper use.

For the benefit of all users, the following rules **must** be observed:

1. The use of computers for personal use is prohibited – the use of computers must be relevant to course requirements.
2. Users must not access gambling or auction sites (eg eBay, Bet365 or Quibids).

- 3 Users will use all computer equipment in an appropriate manner which will not result in damage to equipment. All technical issues must be reported to a staff member immediately.
- 4 Do not swap around, or move, any equipment. This means: no changing keyboards, mice or any other equipment from one computer to another.
- 5 Do not add or remove desktop icons.
- 6 Food and drink is prohibited around the computers, unless otherwise indicated by a staff member or management.
- 7 Do not load software of any kind onto classroom computers. The downloading and installation of software including, but not limited to: Music, Video Streaming, Audio (including radio), MSN, IRS, P2P sharing software, etc, is strictly prohibited.
- 8 Do not waste time and bandwidth with social networking such as Facebook and Twitter – the computer network and internet is provided for your study only, not your personal use.
- 9 Use of YouTube and other streaming video sites must be relevant to your study and approved by your trainer.
- 10 Users will respect copyright laws and licensing agreements.
- 11 Students and participants must not store any file on a hard drive – you are to store your own work on a USB memory stick or other removable storage device. The hard drives are regularly screened and reformatted from mirror disks which means that any files saved on them will be deleted – we accept no responsibility for lost work.
- 12 Users must not deliberately propagate any virus, worm, Trojan horse, trap-door program code, key loggers or any other code file designed to disrupt, disable, impair or otherwise harm the network.
- 13 Do not attach any device to the network unless management has given consent prior.
- 14 Users will not assess materials which would be considered as obscene, indecent or of national security risk (eg sending, receiving or accessing pornographic material). If such material is accidentally accessed, a staff member is to be informed in order for appropriate action to be taken.
- 15 Students are not to be given access to any administration or management computer – their access is restricted to the computers in the PC Suite / ICT Room or other as arranged by staff.

Students who breach the above internet and computer usage rules are deemed to have breached the *Code of Conduct – Students*. Actions open to us are outlined in the *Conflict Resolution – Students Policy*.

### LANGUAGE, LITERACY AND NUMERACY (LLN)

The provision of Language, Literacy and Numeracy (LLN) assistance is a requirement under our Access & Equity Policy.

Information is provided to students regarding assistance and support for LLN prior to enrolment in the Student Information Handbook and through informal/formal discussions.

Assessment of LLN skills must be undertaken prior to enrolment occurring in any training program. This is a mandatory requirement and LLN outcomes must be recorded. An LLN assessment is available for each qualification on scope.

Should a student demonstrate the need for assistance, they should be referred to the RTO Manager for completion of a Diverse Learning Needs evaluation.

- 1 The LLN Assessment Document determines the need for support
- 2 The LLN Outcome Report records the method used, any recommendations made, and actions taken. The completed Assessment Report is then submitted to the RTO Manager for appropriate action (which may include completion of the Diverse Learning Needs Checklist)
- 3 Copies of documents to be kept in the student's file.
- 4 An annual report / summary of all LLN's to be tabled at the Annual General Meeting (AGM)

Consultation with all parties is undertaken in the assessment process prior to completion of the Assessment Report. Solutions can be sought through advice and discussions with relevant experienced staff. The RTO Manager will review the recommendations and actions contained in the Assessment Report and will respond appropriately as required.

### ADJUSTMENT TO ASSESSMENT PROCEDURE

There are a number of ways reasonable adjustments to the assessment procedure are made to allow for the LLN skills of students without losing the integrity component of the assessment. These include:

- interviewing the employer/supervisor about their work
- asking student's to demonstrate their skills on-the-job
- where appropriate, to substitute a written response with a verbal response to assessment

Where a student or a prospective student has been referred to an external service provider, feedback of the efficacy of such referral should be sought from the student and, where appropriate, acted upon.

### REFUNDS

1. Students who are deemed to have breached the Code of Conduct and been summarily dismissed from a course, will not be eligible to receive refunds on fees paid.
2. Material fees paid for text books and learning materials received are non-refundable.
3. Students who withdraw from courses could be eligible for a refund and must complete an Application for Refund Form.
4. In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and password and these have been used to access the online material.
5. The payment of refunds will incorporate the following principles:
  - 5.1. A student withdrawing prior to a course commencing and any administrative processes commencing are eligible for a full refund less the administration fee identified on the Schedule of Sundry Fees at item (5).
  - 5.2. A student who withdraws prior to a course commencing and after administrative processes have begun are eligible for a full refund less the administration fee identified on the Schedule of Sundry Fees at item (6).
  - 5.3. A student who withdraws after course commencement will be eligible for a refund of all fees paid in advance for undelivered training, except commenced units less the administration fee identified on the Schedule of Sundry Fees at item (7).
6. All refunds requests will be processed within 14 days.
7. The method of reimbursement will be by cheque, unless requested in writing by the student and approved by the RTO Manager.

8. In the event that we are unable to fulfil our contract with a client, we will refund the client the proportion of fees paid by the client for the services that were not received.
  - 8.1. In the event that this occurs prior to any training or delivery of training materials, then a full refund will be made and no administration fee will be applicable.
9. The RTO Manager is delegated with the authority to waive all fees.
10. Should the client have a complaint/dispute in relation to a refund request they should refer to the Grievance Policy.

### SEXUAL HARASSMENT

1. We support the *Sexual Discrimination Act of 1984*, and will ensure compliance with Commonwealth / State / Territory legislation and regulatory requirements are met. The Act defines sexual harassment as any act which contravenes the *Sexual Discrimination Act* and thereby violates human rights.
  - 1.1. Sexual harassment does not refer to mutually acceptable behaviour
  - 1.2. Sexual harassment is constituted if a person makes an unwelcome conduct of a sexual nature including an unwelcome request for sexual favours
2. Sexual harassment includes comments, gestures, leering and jokes that have overt unsolicited sexual connotations, which may cause offence or unease. Sexual harassment also includes invasion of personal space, sexual offensive staring, leering or gesturing, displays of erotic or sexual graphic material, repeated advances, belittling comments relating to sex roles or activities, repeated requests for dates, offensive body and hand movements and any unwelcome questioning concerning personal life and gender preferences
3. All people have the right to feel safe in all matters connected with their training; therefore, no discrimination, victimisation, bullying or harassment will be made or tolerated on the basis of gender or sexual preference
  - 3.1. Where trainers and assessors have a responsibility for minors (ie under 18yo), they have provided us with a *National Police Certificate* and have been assessed accordingly
  - 3.2. Trainers and assessors are not permitted to fraternise with students of any age
4. We support the education of staff and trainees in relation to equal opportunity, discrimination, victimisation, bullying or sexual harassment issues
5. The Grievance Policy will be followed to deal with any complaints
  - 5.1. All complaints of sexual harassment are treated seriously and confidential and all parties are entitled to written notification of the outcome
  - 5.2. A complaint which constitutes a breach of the Sexual Harassment Policy by a student will result in that student being suspended pending the outcome of investigation. A negative outcome may result in expulsion as described in the Code of Conduct – Students.
  - 5.3. A complaint which constitutes a breach of the Sexual Harassment Policy by a trainer/assessor or other staff member will result in that staff member being removed from all activities associated with the complainant pending the outcome of investigation. A negative outcome may result in termination.
  - 5.4. A negative outcome where the complainant is a minor will result in instant expulsion (student) or termination of employment (staff) and the matter reported to the relevant authorities

6. To assist management of any sexual harassment incident, a Critical Incident Report will be completed by the RTO Manager, and it will be included in the report to the AGM

### STUDENT DISCIPLINE AND DISMISSAL

The RTO Manager can suspend a student where that student is found to be guilty of repeated misconduct, which may include, but is not limited to:

- Any conduct which impairs the reasonable freedom of others to pursue their studies
- Wilful disobedience of a reasonable direction of any trainer or manager
- Disruption of any teaching activity or examination
- Impairment of any student's study by assault, attempted assault or threat to any person on premises
- Persistent breaking of the Code of Conduct – Student
- Staff are expected to act with vigour to redress any grievance reported by a student who is being adversely affected by the conduct of another student

### SERIOUS MISCONDUCT

- Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated
- Serious misconduct is behaviour that leads or may lead to harm, damage or undue risk to another person or property
- Misconduct of a criminal nature will be reported to the appropriate authority
- Where serious misconduct has occurred, the RTO Manager is delegated with the authority to immediately suspend or expel a student without notice
  - RTO Manager to follow the procedures under the Grievance Policy and Withdrawal Policy
  - In such cases, the student can appeal the outcome by way of the Grievance Policy

### REFUND OF COURSE FEES

A student who has been expelled under the policy is not entitled to receive a refund for any course fees which may have been prepaid.

### STUDENT PROGRESS REPORTS

1. Every student is to receive a regular Student Progress Report
2. Employers of students enrolled as trainees receive a regular Student Progress Report
3. Student Progress Reports are subject to the Confidentiality Policy in that they (and the information contained on them) are only to be made available to the following persons:
  - 3.1. The Student named on the Enrolment Agreement
  - 3.2. The Employer (if any) on the Traineeship Agreement
  - 3.3. Our staff
  - 3.4. Staff of ASQA
  - 3.5. Staff of other State Government Reporting Agencies where the student is the beneficiary of any funding (eg Skilling SA, Skills First, Skills Tasmania, Skills for All, etc)
  - 3.6. Upon receipt of court order
4. Parents and guardians are not to be provided with the Student Progress Report, neither is any other third party not nominated above.
5. There are other organisations which are entitled to receive information about the student's results such as Centrelink in the case where the student is in receipt of benefits (eg Newstart, Austudy, Abstudy, etc) however this information is not as detailed as that contained on the Student Progress Report

**STUDENT SERVICES**

We will ensure that a high standard of student services are provided to students by highly qualified service providers including library services, career counselling, employment brokerage and learning support services where needed. This policy relates only to those services which are provided externally.

**SERVICE LIMITATION**

- All service providers are to be formally evaluated by the RTO Manager on the Student Services Evaluation Form.
- Under no circumstances will a service provider be engaged that does not have the necessary qualifications and experience.

**SERVICE CO-ORDINATION**

- We will maintain a Student Services Management Folder which will contain the contact details, evaluation forms and feedback results for external service providers.
- We will be responsible for the promotion of student services to our clients by way of provision of a Student Services (External) Brochure and by individual consultation with students.
- The RTO Manager has the responsibility for monitoring the provision of all student services by external suppliers.

**SERVICE FEEDBACK**

Student Services Feedback Form will be conducted to determine the level of satisfaction students have experienced in receiving student services and changes to those services may be consequentially proposed to service providers.

**UNIQUE STUDENT IDENTIFIER (USI)**

1. In accordance with the Act, this policy will come into effect 1/1/2015
2. We will apply the provisions required under the *Student Identifiers Act 2014*
3. No student will be issued a parchment with the NRT Logo attached who has not provided or will not submit to providing the necessary information to generate a Unique Student Identifier (USI)
4. At the time of enrolment, a student will
  - 4.1. Provide us with their USI, or
  - 4.2. Consent to providing the information and permission for us to apply for a USI on their behalf, or
  - 4.3. Undertake to apply for a USI themselves and provide it to us as soon as it is received, or
  - 4.4. A student will acknowledge that they will not be issued with a qualification or statement of attainment parchment with the NRT Logo attached.
5. In addition to (1) above, all information gathered for the purposes of acquiring a USI as well as the USI itself is subject to the Confidentiality Policy, the Records Management Policy and the Privacy Act 1988 (as amended)
6. A transition period will be implemented to acquire the USI's for students who are already enrolled as at 1/1/2015. Existing students
  - 6.1. will be advised of the requirement to provide a USI prior to their graduation
  - 6.2. will be advised that with their permission we can obtain a USI on their behalf

- 6.3. will be advised that they will not receive a parchment without a USI being provided
7. All information gathered to produce a USI will be destroyed (shredded) as soon as practicable after the USI has been obtained

**VOCATIONAL PLACEMENT**

To complete the practical component of their units of competency, students may need to complete on-the-job work experience, also called *Vocational Placement*. An agreement must be signed by us, the hosting workplace and the student.

**US ...**

- a trainer will, from time to time, attend the workplace to observe the Vocational Placement student operating under workplace conditions
- will provide insurance which covers the student while on Vocational Placement
- will inspect the hosting workplace prior to any Vocational Placement student being placed there

**THE HOSTING WORKPLACE ...**

- must hold current public liability insurance
- must adequately supervise students at all times
- must have a child safe policy (where the student is under 18yo)

**VOCATIONAL PLACEMENT STUDENTS ...**

- must be competent in all applicable units of competency prior to placement
- must present copies of relevant licences and clearances (eg Police Clearance) prior to placement
- must provide evidence that they have been inducted in the hosting workplace
- must not be regarded as substitutes for paid employees, nor should they be used to replace staff who are absent
- must not attend the hosting workplace in the circumstance that a strike or similar industrial action is taking place
- must only work during normal operating hours; they are not to participate in overtime or out of hours activities
- are not to be paid for the Vocational Placement
- must be given a work plan
- must not provide direct services to clients of the hosting organisation who suffer any mental disability
- must not provide medical services to clients of the hosting organisation (eg medication, injections, etc)

**WITHDRAWAL FROM COURSE**

1. A *Withdraw from Course Form* must be used for all early terminations of study. Preferably, it is completed by the student, parent or guardian, otherwise by a staff member.
2. A copy of the *Withdraw from Course Form* is to be tabled at the next Management Meeting and are reported to the AGM.
3. Staff are to assist students make the withdrawal process easy.
4. There may be other forms for the student to complete:
  - 4.1. refund application
  - 4.2. issuance of qualification
  - 4.3. possible grievance or appeal procedure
  - 4.4. student feedback form