

# Student Handbook

POWERED BY



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<b>Student Name</b>	
<b>RTO</b>	
<b>Course</b>	

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# Training Alliance Group

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## *Our vision*

“Everyone in our community, regardless of their income or social position, will be able to access education and training that will benefit them in gaining employment and advancing their career aspirations.”

## *Our mission*

We will:

- Ensure our services are accessible and accommodate our clients’ individual needs
- Deliver skills training and education to provide pathways for people to gain employment and advance in their careers
- Offer training programs that meet industry and employer skills requirements
- Provide high-quality services
- Partner with other organisations and people to achieve mutual goals

## *Our values*

We value:

- Access and Equity Our services are available to everyone who needs them
- Quality A qualification from our RTOS ensures the student has received quality training
- Continuous Improvement We are always looking for ways to improve services to our clients
- Respect for individuals We adapt our services to meet the needs of individual clients
- Integrity We are committed to the highest standards of ethical behaviour
- Community We build partnerships with people and organisations who share our ideals so that together we can achieve more for our clients
- Service We exist to serve our community

# Introduction

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Welcome to Training Alliance Group. We deliver nationally accredited qualifications through our three Registered Training Organisations (RTOs):

Australian Business and Vocational Training Pty Ltd (ABV)

Mining, Transport and Construction Services Pty Ltd (MTACS)

Stirling Skills Training Inc (SST)

Your career advocate or jobactive provider will inform you of which RTO you will be studying with. You will also receive details about your course, its duration and location and the units you will be studying.

Please read this Student Handbook carefully as it contains important information to guide you through your course. Topics are arranged in alphabetical order to make it easy to locate the information you are seeking.

Wishing you every success in your studies with us.

## ***Contact Details***

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Telephone: (08) 61100800

Email: [training@trainingalliance.com.au](mailto:training@trainingalliance.com.au)

# Information for Students A-Z

## ***Academic Misconduct***

All work submitted by students must be their own. Academic dishonesty undermines the integrity of our assessment processes and issuance of qualifications and damages the reputation of our RTOs. Most significantly, it reduces the knowledge/skills gained by students during their studies. Acts of academic dishonesty are deemed to be academic misconduct and treated as a very serious matter by our RTOs.

### **Definitions**

We define Academic Misconduct as any conduct by a student in relation to academic work that is dishonest and includes, but is not limited to:

- Plagiarism
- Unauthorised collaboration (collusion)
- Theft of another student's work

### **Plagiarism**

Plagiarism occurs when a student submits the work of another person as their own work or copies directly from a source without acknowledgement. The fact that a student did not intend to plagiarise does not prevent it from being considered plagiarism.

### **Unauthorised Collaboration - Collusion**

Collusion occurs when a student works with another person for a fraudulent purpose with the intention of obtaining an advantage by submitting a co-authored assignment or other work. This can occur when:

- A student works with others on an assessment that is meant to be individual
- A person/student completes an assessment in part or in its entirety for a student

### **Penalties for Academic Misconduct**

We will impose a penalty on any student who is found to have committed an act of Academic Misconduct. Penalties may include:

- Counselling/warning
- A request for resubmission
- Having to repeat a unit
- Removal from the program

The penalty applied will depend on the nature and extent of the academic misconduct.

## ***Access and Equity***

We actively support and encourage people of all abilities and backgrounds to participate in training programs. We are committed to integrating access and equity principles into all services we provide to our students, clients and community. All staff recognise the rights of learners and provide information, advice and support on our services. Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

We provide a safe learning environment to all students regardless of cultural background, gender, sexuality, disability or age. All participants have the right to learn in an environment that is free from discrimination and

harassment and to be treated in a fair and considerate manner. Our RTOs are committed to complying with State and Federal Anti-Discrimination and Equal Employment Opportunity laws.

Students who have a language barrier may request that an interpreter attend the training. This must be supplied by the student at their own cost. We may refer students to additional support services that they require, at the student's own cost.

Please provide details of any potential barriers to your learning on the *Training Enrolment Form* in order for our training staff to tailor a suitable learning pathway.

## ***Alcohol and Drugs***

We recognize that alcohol and drug abuse can affect one's ability to safely perform training and is a work health and safety risk. Our RTOs have a zero tolerance policy in regards to the use of drugs and consumption of alcohol whilst on the property. We do not tolerate students attending training under the influence of drugs or alcohol. If anyone is suspected of being under the influence of drugs and/or alcohol, the matter will be further investigated by management and the student will be suspended. If there are repeat offences, the student may be permanently removed from the course.

## ***Attendance***

Students are required to attend all scheduled classes for their course. Absenteeism will impact on a student's ability to commence and be assessed in units of competency and may result in a delay in completion of the program. Absences of more than five days from a training program will result in administrative follow up and the formation of an intervention plan. Medical absences from training will require submission of a valid medical certificate to the Administration office.

Funded students must attend and complete all units of the course. Students will not be allowed to attend delivery of machinery units if they have not completed the units preceding the machinery units.

Students who do not attend their classes will be withdrawn from their studies if they do not make contact with the RTO and their intentions known within a 12 week period after the initial course completion date.

## ***Bags and Valuables***

Please keep your bag and valuables with you at all times whilst training with us. You should avoid, as far as possible, bringing large sums of money or expensive personal items to your training sessions. Please be aware that we are not responsible for any lost or stolen items.

## ***Bullying and Harassment***

In accordance with legislation and our commitment to providing a safe learning environment, harassment, bullying and intimidation, including sexual harassment, will not be accepted in the training environment. If you have any concerns, please speak with your trainer, the RTO Training Coordinator and/or Student Administration. Any reported cases of harassment, bullying, discrimination and/or intimidation will be taken very seriously and investigated further.

## ***Cancellation, Withdrawal and Refunds***

### **Jobs and Skills**

Formal written notification is required. Students are eligible for a refund of tuition fees and or resource fees under the following circumstances:

- A full refund will be provided if a unit is cancelled or re-scheduled to a time unsuitable to the student or a student is not given a place due to the maximum number of places being reached.

- Students who lodge a written withdrawal before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee and 50% of the resource fee.
- If a student can produce reasonable documentary evidence of serious illness, injury or disability or other exceptional circumstances preventing the student from completing the course, the RTO may approve a pro rata refund.

**Please note:** Students who withdraw from their course without notifying the RTO in writing may not be eligible for a refund. Withdrawal Forms are available from the Administration Office and on the website.

### **Fee for Service (Non-Funded)**

- Formal written notification of withdrawal is required. A full refund will be provided if a unit of competency, qualification or training is cancelled or re-scheduled to a time unsuitable for the student
- A full refund will be provided prior to unit of competency commencement – the withdrawal request must be submitted 7 days prior to commencement of the unit
- A partial refund of 50% will be provided for withdrawal within 7 days of unit of competence commencement. A \$50.00 administration charge will apply.
- Outside of the above, individual circumstances will be considered by the RTO on a case by case basis to determine refund suitability (supporting documentary evidence must be provided).

### **Course Cancellation**

We reserve the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.

In the case that an RTO closes or ceases to deliver any part of the training product the learner has enrolled in, any fees paid will be refunded in full.

## ***Certificates and Qualifications***

### **Certificates awarded**

On successful completion of your training program, the RTO will issue a Qualification, Statement of Attainment or Statement of Attendance, whichever is relevant, for the course you are completing.

### **Partial completion of qualifications**

If you are unable to achieve the full qualification, or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved.

### **Information appearing on certificates**

Certificates and Statements of Attainment will include the following:

- RTO name and logo
- The name of the person receiving the credential
- The title and code of the accredited course and units
- A unique certificate number
- The date of issue
- Signature of RTO's authorised signatory
- The Nationally Recognised Training logo

### **Provision of certificates and replacement certificates**

Certificates and Statements of Attainments will be provided within 30 calendar days of the student exiting their course or the student's final assessment being completed and found to be competent. Qualifications are issued under the authority of the Australian Skills Quality Authority and recognised nationally within the Australian Qualifications Framework.

## ***Classroom Behaviour***

All students are expected to comply with the following rules of behaviour whilst enrolled at our RTOs:

- Demonstrate mutual respect for staff and fellow students.
- Turn off mobile phones, paging devices and portable personal music players during class times
- Prepare for each class by completing the required reading
- Attend all classes except when prevented by illness or exceptional circumstances.
- Arrive at classes at the scheduled time as late arrival is both disrespectful and disruptive to trainers and fellow students.
- Participate actively in learning activities.
- Avoid all forms of general and academic misconduct.
- Provide constructive feedback when evaluating courses and trainers
- Refrain from any activities that might have a negative impact on other members of the community.
- Familiarise themselves with the responsibilities required of their course
- Refrain from eating or drinking in classrooms at any time
- Abide by any other rules of classroom behaviour as determined by, and/or negotiated with their trainer

## ***Code of Conduct***

All students are provided upon enrolment with a copy of the Code of Conduct to be read and signed. The purpose of the Code of Conduct is to inform students of the expected standards for conduct required whilst engaged in our training programs. Breaches of the Code of Conduct will be thoroughly investigated and penalties applied in alignment with the severity of the breach. Students should be aware that a breach of the Code of Conduct may, in serious cases, result in their removal from the training program.

## ***Collection of Information***

At times, it is necessary to collect additional information from official sources such as Government departments, referring organisations and other third-party sources in order to confirm the eligibility of applicants to participate in funded programs or to confirm previous qualifications. In the event of being unable to confirm entitlements, there may be reason to deny or delay training. Students are required to provide consent for the RTO to acquire verbal and written evidence, including copies of documents or statements held by certified third parties.

## ***Complaints and Appeals Processes***

The RTO has Informal and Formal Complaints and Appeals Procedure to help resolve any issues students may have in relation to their training. The Complaints and Appeals Policy is based on the principles of natural justice and procedural fairness and aims to assist all students or parties to resolve disputes, settle grievances, and receive a fair hearing.

Student concerns will be handled in the strictest confidence. Lodging a complaint or appeal will not affect a student's ability to continue studying or obtain other services that the student is eligible to receive.

### **Informal process**

- Learners may attempt to resolve a complaint directly with the parties concerned through discussion and through mutual agreement.
- Students may seek support with an informal complaint by discussing it with their trainer who may direct them to other relevant staff members

- If the student does not wish to discuss the complaint with the trainer (or if the complaint is about the trainer), the student may contact the RTO via the provided telephone number or email address and seek the support of the Training Coordinator who may refer the matter to other staff members as required.
- Learners may be accompanied by a third party of their choice to support them in the informal process discussion.
- All informal complaints when finalised will be reported to management for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- The complaint will be recorded in the Complaints and Appeals Register
- All informal complaints that are not resolved with learners by mutual agreement with staff will require the completion of the formal complaints process.

### **Formal Process**

- When a learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff/relevant parties), the learner may submit a formal complaint to the Training and Deployment Manager by utilising the Student Complaint Form available on the website.
- The Training and Deployment Manager will respond in writing to all formal learner complaints within 5 days of receipt of a Student Complaint Form.
- When a complaint is recognised as requiring more than 60 calendar days to resolve, the manager must inform the complainant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant on the progress of the matter.
- The manager shall respond to formal complaints from learners in writing proposing a resolution to the complaint.
- Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to the CEO for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

### **Appeals Process following a Formal Complaint**

In the event of a learner advising that they are dissatisfied with the proposed solution for a formal complaint, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

### **External Appeals**

- The CEO shall advise the learner that an Independent Third party shall be sought to consider the nature of the complaint /appeal and a possible further resolution at no cost to the learner.
- The selection of the Independent Third party shall be communicated to the learner and the selection must be with the mutual agreement of the learner.
- The CEO shall make contact with the Independent Third party and provide all documentation related to the formal complaint and learner contact details.
- Independent adjudication responses must be within 7 days from the date that all formal complaint/appeal documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve, management must inform the appellant in writing, including reasons why more

than 60 calendar days are required and regularly update the appellant on the progress of the matter.

- On receipt of the formal complaint documentation, the Independent Third party shall make contact with management and the learner and arrange a suitable time for further discussion pertaining to the formal complaint/appeal.
- All Independent Third Party proposed solutions shall be final and be reported to management and the learner in writing and will require immediate implementation by both parties.

### **Assessment Result Appeals**

All appeals from learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

### **Assessment Appeals Procedure**

Staff delivering training and assessment services on behalf of the RTO will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student that requests an assessment appeal with the required Student Appeal form or direct them to the website.
- Communicate directly via email as soon as possible with management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.

Management will be required to:

- Schedule a meeting with the student when a completed assessment appeal form is received from a student.
- Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- All assessment appeals will be processed by management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the student's file.
- Student records will be adjusted to comply with management appeal outcome decisions.

### **Other Appeals**

Students may also appeal against any other decision taken by the RTO (eg fee payment issue, exclusion from a course) by using the Student Appeal form.

In this case, Management will be required to:

- Schedule a meeting with the student when a completed appeal form is received from a student.
- Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- All appeals will be processed by management within 10 days of receipt of an appeal. All appeals must be maintained on the student's file.
- Student records will be adjusted to comply with management appeal outcome decisions.
- Students may avail themselves of the external process should they be dissatisfied with the outcome of the internal appeal process.

### **Complaints and Appeals records**

Management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the Management meeting minutes, identifying potential causes of complaints and appeals and taking appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all informal and formal complaints and appeals will be recorded in the meeting minutes.

## ***Credit Transfer***

The RTOs accept and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation
- b) Authenticated VET transcripts issued by the registrar

Learners are not required to repeat any unit or module in which they have already been assessed as competent.

Please request Credit Transfer as soon as possible on or after enrolment by providing us with the required documentation. There is no charge for Credit Transfer.

## ***Competency based assessment***

Vocational Education and Training (VET) aims to provide people with the skills and knowledge they require to:

- enter the workforce for the first time
- re-enter the workforce after an absence
- train or re-train for a new job
- upgrade their skills
- progress into further study including further VET or university courses

Training in the VET sector is competency based. Competency based training and assessment requires that all parts of a unit of competency are addressed in order for a candidate to be deemed competent in that unit. To be found competent, students must provide sufficient evidence of their knowledge and skills. Students are evaluated as Satisfactory or Not Yet Satisfactory in each assessment task in a unit and as Competent or Not Yet Competent for the overall unit and the course as a whole. (See Reassessment).

Methods of assessment used by our RTOs include:

- Written theory questions
- Oral questioning
- Practical tasks
- Third party evidence
- Portfolio of evidence e.g. photographs, reports
- A blend of several of the varieties stated above

Your trainer will fully explain the requirements of each assessment before the assessment takes place and supply you with the date, place and time of assessment. You have the right to indicate your readiness to undertake assessment and to negotiate a different assessment date with your trainer if required.

## ***Compliance with Legislation***

We will inform all students of any Commonwealth, State and Regulatory requirements that affect their participation in training. Students will be provided this information at enrolment. Copies of this will be made available to students upon request. Please ask your trainer, the Training Coordinator or our Administration

Office if you require any further information. Additionally, we will make all students aware of any legislative or regulatory changes affecting them during the course of their training.

## ***Disruptive Behaviour***

To ensure all learners are provided with an equal opportunity to learn and achieve, disruptive behaviour, including offensive behavior and language usage, will not be tolerated. Any student who exhibits such behaviour will be asked to leave the premises immediately and risks being permanently removed from the course.

## ***Dress Code***

Our students are expected to dress in neat, casual clothing. In accordance with our equity and diversity principles, please wear clothing that is modest and suitable for the training environment. Where a course requires it, students will be expected to wear relevant Personal Protective Equipment (PPE).

## ***Feedback***

Our RTOs continuously work to improve the quality of our training services.

Feedback from students is a fundamental part of improving our training services. A Student Feedback Form will be provided to you during or after your training and we hope that you will take the opportunity to complete the form.

Please be assured that any comments you provide as part of this process are totally confidential and are only used for the purposes of improving the quality of our services to students.

## ***Fees and Charges***

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

- It is preferred that fees are paid by EFT, credit card (VISA or MasterCard)
- Cash or cheque payments can be organised upon request
- Students may apply for a fees and charges waiver on the grounds of severe financial hardship (supporting evidence will be required)
- Payment can be arranged by instalment
- Certificates and Statements of Attainment or Attendance will not be issued until all fees owing are paid. This is in accordance with the Standards for RTOs 2015 guidelines.

## ***Payment of Fees in Advance***

Requests for acceptance of fees in advance of delivery of training services need to be made in accordance with the Standards for RTOs 2015, Schedule 6.

This means that we will not collect fees before the commencement of a course of more than \$1500 from an individual or where the payer is a company. Our payment policy for traineeships (progressive billing) is designed to comply with this condition.

Further increments will be paid during and upon completion of the course. These increments will not be greater than \$1500 in any one payment. Please refer to individual qualification payment schedules for more information.

## **Payment Plans/Instalments**

Alternative payment plans (including scheduling of payment) may be assessed on an individual basis and must be discussed and approved by the Operations Manager.

## **Payment Methods**

Payment is preferred via Debit Card, Visa, Mastercard, EFTPOS, or Direct Bank transfer (see bank details below).

Credit/Debit card payments are via phone or in person at the Osborne Park Office only.

EFTPOS with a non Credit/Debit enabled card payments can be made in person at the Burswood office only.

## **Payment Terms**

Payment must be made within 14 days from the issue of the invoice.

Overdue invoices may be forwarded to a Debt Collection Agency for recovery. Costs for debt collection will be charged to the individual/company.

All outstanding fees must be paid prior to issuing Statement of Attainment and/or Certificates.

## **RPL Fees**

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the VET Fees and Charges 2019 document. A \$150.00 non refundable application fee will apply for a full qualification.

## ***Food and Drink***

Please avoid consuming food and drink in our training rooms.

## ***Language, Literacy and Numeracy (LLN)***

All students are required to complete an LLN test prior to course confirmation. When students are enrolling, the enrolling officer will administer an online LLN test to measure LLN ability. If the student does not achieve satisfactory scores in the online test, he or she may be asked to sit a paper based test as a second opportunity.

If it is identified that the student may find it difficult to complete the course in part or full with their existing LLN levels, a number of options may be available to them including:

- One on one tutoring with trainers in house
- Modification to the delivery and assessment methodology
- Access to LLN specialist services
- Transition into a more suitable course with the RTO or recommendation on other courses through other RTOs.

The outcome of the LLN test and, in the case of lower than required scores, what action will be taken will be discussed with the student and his or her representative by the enrolling officer.

## ***Lost Property***

For any lost property enquiries, please see the Administration office. If you find any property, please hand it to Administration.

## **Mobile Phones**

Please refrain from using mobile phones during training. As a courtesy to your trainer and other students, please keep your phone on silent mode when training is in progress.

## **Parking**

Parking is limited at our training sites. If you are unsure of where to park, please ask administrative staff.

## **Personal Hygiene**

Our students are expected to adhere to a high standard of personal hygiene whilst training with us.

## **Privacy and Data Provision**

Under the *Data Provision Requirements 2012*, the RTO is required to collect personal information about you and to disclose that information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including School (if you are a secondary student undertaking VET including a school based apprenticeship or traineeship), Employer (if you are enrolled in training paid by your employer), Commonwealth or State or territory government departments and authorised agencies, NCVER, Organisations conducting student surveys and Researchers. Personal information disclosed to NCVER may be used or disclosed for the following purposes: issuing a VET Statement of Attainment or VET qualification and populating Authenticated VET Transcripts, facilitating statistics and research relating to education, including surveys, understanding how the VET market operates for policy, workforce planning and consumer information and administering VET, including program administration, regulation, monitoring and evaluation. You may receive an NCVER survey which will be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)) (<http://www.ncver.edu.au>)

Students consent to the collection, use and disclosure of their personal information on the Trainign Enrolment Form

For Jobs & Skills WA Students – please be advised that the RTO you are enrolled in may share your attendance records and qualifications with your Jobactive provider if requested.

## **Punctuality**

Please ensure that you arrive on time for training at the commencement of a session and after breaks. Late students may be excluded from training sessions.

## **Reassessment**

Where an assessment is considered Not Yet Satisfactory (NYS) or Not Yet Competent (NYC), our RTOs give students reassessment opportunities. Students are able to resubmit theory assessments up to three times and resit machinery based/practical assessments up to twice. After this, an RTO

may, at its discretion, grant a further reassessment opportunity based on the particular circumstances and the learner's needs. This will be evaluated on a case by case basis.

Our trainers will provide you with comprehensive feedback should your submitted work be deemed NYS or NYC.

## ***Recognition of Prior Learning (RPL)***

RPL refers to the acknowledgment of the full range of an individual's skills and knowledge. It includes competencies gained through formal study, work experience and other 'life' experience.

Our RTOs aim to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. To apply for this, you will be required to complete an application form and supply further documentation, which may include evidence such as:

- A certified copy of your qualification/s
- Verification from your current manager indicating your current involvement in relevant areas – on official letterhead
- Documented evidence of your current work, including samples as requested
- Detailed Resume

Please talk with your trainer or RTO administration staff if you have any questions about RPL or would like to commence an application. Please be aware that RPL applications will incur fees and charges as outlined in the relevant section of this handbook.

## ***Special Needs***

Students with a disability or other special need can apply to the RTO for reasonable adjustment. This is a term applied to modifying the learning environment, making changes to the training delivered or changing an assessment or its process to assist a learner with a disability or a learner who is experiencing barriers due to a particular cultural or linguistic background. This gives the learner the same opportunity to perform and complete assessments as those not in these situations. The RTO will offer reasonable adjustment to students as required based on demonstrated learner need.

## ***Student Facilities***

The RTO provides students with sufficient facilities for success in training. Please keep facilities (classrooms, toilets, kitchens) clean and tidy. Please dispose of rubbish in the bins provided.

## ***Student Selection***

Our RTOs follow fair and transparent student recruitment processes. Students are screened for suitability prior to course enrolment by undertaking an LLN test and by being counselled about their career goals by the relevant career advocate or Jobactive provider.

## ***Student Support***

Our RTOs provide students with a range of support services including:

- Academic support and counselling
- Psychological counselling by a qualified clinical psychologist
- Assistance with transport to and from training venues

- Light lunches at selected training venues

The RTO may refer a student to a suitable external provider of support at the student's own cost.

In order to access educational and personal support, please speak to your trainer or the Training Coordinator who will provide you with the contact details of the service suitable for your needs.

## ***Student Records***

We treat all personal records of clients confidentially and in accordance with the Privacy Act 1988 and the Privacy Amendment Act 2012. As Registered Training Organisations (RTOs), we must collect and report certain information to the national VET regulator, Department of Training and Workforce Development, Job Active Providers and other government agencies. This includes your name, address, telephone number, email address, drivers licence details as well as the following information:

- Unique Student Identifier (USI) Number
- Languages spoken at home and level of English language proficiency
- Aboriginal and Torres Strait Islander origin
- Level of schooling completed
- Employment status
- Reasons for undertaking the relevant educational course

We keep enrolment forms, training schedules and records of your assessment on file and store them confidentially. State and Federal government agencies and the RTO will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Information may also be provided to your employer (Apprenticeship and Traineeships only) as per requirements of the Apprenticeship Policy and the VET ACT.

The personal information we collect about you will not be used or disclosed other than in accordance with the Privacy Act, and for the purposes for which the information was collected.

If, at any stage, your personal details change throughout the course of your training, please inform administration so that your details can be amended.

You have the right to access your personal information record at any time and provide any necessary corrections. Please contact your trainer or administration staff to arrange access to your personal records.

## ***Service Quality Commitment***

Each RTO is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of AQF certification documentation. Once a student has commenced assessment in their chosen course or unit of competency, the RTO is committed to completing the delivery of the assessment within the agreed duration and will further negotiate the timing for completion of the assessment if a student is unable to complete the course due to illness or extenuating circumstances.

## ***Smoking***

We do not permit smoking in our training areas or on our property at any time. If you wish to smoke, you must use the designated smoking areas during scheduled breaks only.

## ***Unique Student Identifier (USI)***

Since 1 January 2015, every student doing nationally accredited training in Australia needs to have a USI number. Your USI number will remain with you for life and will collate information on your VET achievements,

regardless of where you study. Students can create a USI number by logging onto [www.usi.gov.au](http://www.usi.gov.au) prior to attending training or they may authorise the RTO to create a USI number on their behalf.

## **WH&S Policy**

We aim to protect students and others at our workplace or training venues from work-caused injury and ill health and comply with all relevant safety legislation.

### **Training in the workplace**

When delivering training and assessment in the workplace, the employer is responsible for safety issues and has to abide by workplace safety responsibilities.

### **WH&S Responsibility**

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or, alternatively, report them to another person who has the authority and capability to do so.

RTO management and trainers may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow workers to the extent of their capability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during day to day training activities. If you have any concerns about any Work Health and Safety matter, please talk with your trainer in the first instance. This will then be escalated to the Training Coordinator and/or the Operations Manager.