



Student Handbook 2016



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Welcome

Dynamic Learning Services trading as TVET AustralAsia is a Registered Training Organisation registered with the Australian Skills Quality Authority (ASQA) and has been in operation since June 2012 committed to providing quality training and assessment services to our students within the Australian Qualifications Framework (AQF) to help people change, grow and create better lives. Dynamic Learning Services trading as TVET AustralAsia focus is continuous improvement and best practice.

Dynamic Learning Services trading as TVET AustralAsia is committed to providing high quality standards of vocational education and training.

Dynamic Learning Services trading as TVET AustralAsia will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Dynamic Learning Services trading as TVET AustralAsia policies and procedures, together with forms and documents that you may need to refer to.

We sincerely hope your time at Dynamic Learning Services trading as TVET AustralAsia is a memorable and productive learning experience.

Yours sincerely

Greg McCullough
CEO – TVET AustralAsia

Mission Statement

TVET will strive to be a leader in professional and innovative training and education for both employment outcomes for Jobseekers and business improvement for Employers and Employees.

We will achieve these goals by providing solutions to our customers that enhance productivity and increase opportunities for growth.

The TVET Team will have a “make it happen” attitude and meet our objectives through our core values: Passion, Initiative, Team-work, and Driving Excellence.

Term and Conditions

We reserve the right to make changes to our terms and conditions and will inform learners 14 days before the changes take effect.

Code of Practice

TVET has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the VET Quality Framework (VQF) requirements TVET recognises the possibility of conflicts of interest between its staff and business operations, and requires that existing and potential conflicts of interest be declared, discussed and that action be taken where there is an actual conflict of interest, or when there may be a perception of conflict, and that these actions will be open, accountable and properly documented while respecting the confidentiality of the information disclosed.

TVET maintains its regulatory obligations against:

1. Legislative requirements

In all dealings with staff and students, TVET endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Work health and safety; (Work Health and Safety Act 2011)
- Workplace harassment, victimisation, bullying and sexual harassment (Disability Discrimination Act (Cth) 1992)
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination; (Anti-Discrimination Act 1977)
- Privacy; (Privacy Act 1988)
- The delivery and administration of vocational education and training; (Standards for Registered Training Organisations 2015, Standard 7 (Clauses 7.1 to 7.5)
- All relevant legislation and regulations associated with qualifications offered. (National Vocational Education and Training Regulator Act 2011)
- Fair Work Act 2009
- Copyright Act 1968`

2. Access and equity

TVET will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

TVET prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender

- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Harassment is unwelcome, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. As in any area of human interaction the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. Staff and students will recognise and respect the boundaries set by others.

If a student believes they are experiencing harassment or discrimination they must consult the RTO Manager. Staff who feel they are experiencing harassment or discrimination can contact the RTO Manager.

All people associated with TVET may expect the same rights:

- The right to learn, teach or carry out their duties
- The right to be treated fairly and with respect
- The right to be safe in the workplace
- The right to have all reports of harassment to be treated seriously, impartially and sensitively.
Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Students have the responsibility to:

- Allow others to learn
- Make a safe place to study by not threatening, bullying, or hurting others in any way
- Make the classroom and learning environment safe by obeying instructions
- Make the premises safe by not bringing illegal substances or weapons onto the premises: and
- Not steal, damage or destroy the belongings of others

It is expected that all staff will:

- When acting in the course of their employment, comply with all applicable Australian laws
- Maintain appropriate confidentiality
- Disclose, and take reasonable steps to avoid any conflict of interest in connection with their employment
- Not use status, power or authority, in order to gain, or seek to gain a benefit or advantage for the employee or for any other person.

3. Quality focus

TVET is committed to the provision of quality training and assessment services and is focused on the continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

4. Client service

We have sound management and administrative processes to ensure delivery of an efficient client service. Student's assessment results, Qualifications, Transcripts and Statements of Attainment are issued in a timely manner with competencies recorded and certified in ac

Our commitment to quality client service is maybe demonstrated by the following policies and procedures:

- Recognition of Prior Learning Policy and Procedure;
- Credit Transfer Policy and Procedure
- a fair and reasonable Refund Policy;
- Complaints and Appeals Policy and Procedure;

- an Access and Equity Policy; and
- Monitoring attendance and course progress policy

5. External audit and review

TVET participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

6. Financial and administrative practices

TVET guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance (Maximum \$1500) are identified and protected and the business maintains appropriate insurance policies. Students' records/includes USI are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements set by ASQA (Clauses 3.1-3.4 – 3.6) and retained records are retrievable for perusal by students or regulatory authorities if requested and in accordance with Australian Privacy Principles.

7. Marketing and advertising

TVET markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. The marketing material is reviewed at least twice a year for accuracy and ongoing integrity and each time a change is made to the product offered by TVET, as relevant.

8. Individual Training Plans (ITP)

TVET provides all students at pre-enrolment a copy of the individual training plan, these plans denote comprehensive information in relation to the training and assessment processes. (Including workplace support arrangements and on the job training requirements). All Apprentices and Trainees engaged through government funded training programs will also have an Individual Training Plan structured and issued as part of their enrolment.

9. Training and assessment standards

All training staff has the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered. We are committed to the ongoing professional development of our staff and regularly conduct trainer/ assessor monitoring to continually improve assessment methods and training delivery. Assessment is conducted in accordance with the requirements set by ASQA (Clauses 1.13 – 1.16) and the relevant National Training Package (including National Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made. At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

10. Issuance of qualifications

TVET will issue either a full Certificate and Transcript or Statement of Attainment to students who meet the requirements as denoted in the individual Units of Competency contained within the relevant training package or nationally accredited courses.

11. Recognition of qualifications

All AQF qualifications and Statements of Attainment issued by other registered training organisations will be fully recognised by TVET. All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by TVET.

12. Transitioning arrangements

Unless otherwise approved by the VET Regulator, TVET ensures that:

- a. where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.
- b. where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register
- c. where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and
- d. a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified above do not apply where a training package requires the delivery of a superseded unit of competency.

13. Third Party Arrangements

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy,

- a) current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the: (iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and d) the learner's rights, including:
 - (ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.' Prior to enrolment or commencement, your RTO must ensure that learners are told about any third parties who are involved in the training, assessment and/or related services. Learners must also be provided with the contact details of the third party. The RTO must ensure that learners are notified of the procedure which will be followed if a third party delivering training and assessment on its behalf is unable to fulfil its obligations in providing that training and assessment.

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.' If there are any changes to your third-party arrangements, your RTO must communicate these changes to the learner.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content: a. the code, title and currency of the training product to which the learner is to be enrolled, as

published on the National Register b. the training and assessment, and related educational and support services the RTO will provide to the learner including the:

- i. estimated duration
- ii. expected locations at which it will be provided
- iii. expected modes of delivery
- iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
- v. any work placement arrangements.

c. the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

d. the learner's rights, including: i. details of the RTO's complaints and appeals process required by Standard 6, and ii. if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in

e. the learner's obligations: i. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services ii. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and iii. any materials and equipment that the learner must provide, and

f. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

14. Employment Outcomes

TVET does not guarantee any employment outcomes at the completion of training, additionally TVET do not guarantee placement as a result of any work placement undertaken. Employment is outside of the control of TVET.

The Chief Executive Officer and Senior Management will ensure that the operations, staff and students of the RTO comply with the requirements of the VET Quality Framework, which includes the following:

The Standards for Registered Training Organisations (RTO's) 2015

- Standard 1: Responsive to industry and learner needs
- Standard 2: Quality Assurance
- Standard 3: Secure and accurate certification
- Standard 4: Accessible information about services
- Standard 5: Informed and protected learners
- Standard 6: Fair complaints handling
- Standard 7: Effective governance and administration
- Standard 8: Legal compliance

The Australian Qualifications Framework

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. It is an integrated policy that comprises:

- The learning outcomes for each AQF level and qualification type
- The specifications for the application of the AQF in the accreditation and development of qualifications
- The policy requirements for issuing AQF qualifications
- The policy requirements for qualification linkages and student pathways
- The policy requirements for the registers of:
 - organisations authorised to accredit AQF qualifications
 - organisations authorised to issue AQF qualifications
 - AQF qualifications and qualification pathways
- The policy requirements for the addition or removal of qualification types in the AQF, and

- The definitions of the terminology used in the policy.

Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates. These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally). The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

Data Provision Requirements.

The Data Provision Requirements 2012 ensure RTOs provide Australian Skills Quality Authority (ASQA) with a range of accurate and complete data about their business and operations. These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system. The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

Quality and Continuous Improvement

TVET is committed to ensuring that the quality of service is constantly monitored and that planning, procedures and financial resources are in place to ensure systematic improvement, and to enhance efficiency and effectiveness for the benefit of TVET and the students. TVET's commitment to the provision of quality service is underpinned by a Quality Assurance Framework that applies to every activity of TVET. TVET's Quality Assurance Framework will support and enhance policies, procedures and implement key quality controls within a continuous improvement cycle to ensure that courses delivered by TVET:

- Meet student's needs
- Meet industry needs
- Are delivered in a quality assured manner

The Quality Assurance Framework will also meet the requirements of the Australian Qualifications Framework (AQF) and the National Vocational Education and Training Regulator Act 2011. TVET identifies the following key areas of activity, which make up the Quality Assurance Framework:

- Assessment validation
- Governance
- Planning and review
- Policy and Procedure
- Stakeholder feedback
- Staff reviews
- Course and curriculum reviews
- Internal audit and self-assessment
- Benchmarking

Accredited Training

Accredited training are usually competency based which means training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specific standard.

The specific skills and knowledge required for a particular workplace application are set out in individual Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov/tga. It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided.

Each Unit of Competency is made up of the following:

- Elements
- Performance Criteria
- Foundation skills and knowledge
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is material proof that you have performed the specific competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, Foundation Skills, Industry expectations, Government regulations and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licences
- Position Descriptions and performance reviews
- Third party report
- Question responses
- Tests
- Any other acceptable form of evidence approved by management.

Evaluation of Training (Feedback)

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers' skills and training ability, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the mid-way point and completion of each training program a Training Evaluation Form is to be handed out to the participants for completion. The Training Evaluation Forms are to be collected and the relevant trainer will prepare a summary of the evaluations of the program.

A summary of each program is to be prepared with one copy being filed in the program folder and one copy being given to the RTO Manager for reviewing at the monthly Quality and Compliance Meetings.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, learners and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion.

Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable the trainers professional development, this information is also inclusive of the training and assessment strategy as part of the business continuous improvement program and processes.

Any complaints or issues that are identified from feedback are to be recorded and actioned appropriately.

All Trainers will be given a Trainer's Course Evaluation Form for review and for feedback on training material and delivery methods. TVET continually strives to improve its courses, resources, training and assessments.

Throughout the duration of your course you will be asked to complete questionnaires regarding your training, which we hope you take the time to fill-out. Your survey responses are then discussed at various validation and management meetings and where your ideas possibly have the chance to improve our practices and essentially your course.

At completion of the course you will be requested to complete an ASQA/AQF feedback survey on your course. We would like to thank you in advance for completing with our surveys, and in turn helping us to continually improve our systems.

Resource Validation

The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO's scope of registration:

- when assessment validation will occur;
- which training products will be the focus of the validation;
- who will lead and participate in validation activities; and
- how the outcomes of these activities will be documented and acted upon.

For the purposes of each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET regulator.

Language, Literacy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning should be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

- Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLN Assessment, the LLN Assessment will reflect on the AQF Framework and the level of Qualification being undertaken all LLN requirements are denoted in the individual Training and Assessment Strategy according to industry and level of Qualification.

LLN Assessment Process

TVET will issue you with an LLN assessment which you will complete and return prior to the commencement of your course.

TVET will use this assessment to identify any LLN challengers you may have by looking at your ability to answer all of a majority of the questions, have you demonstrated a limited understanding of the questions or did you need assistance to complete the assessment.

TVET will put strategies in place to assist you. This could be suggesting you undertake an LLN course to improve your skills or to simply monitor you and make adjustments to meet your learning needs. For additional help please refer to the following link:

<http://www.acal.edu.au/> - Australian Council for Adult Literacy

Student Code of Conduct

Students of TVET are expected to comply with the Student Code of Conduct at all times. The Disciplinary procedure is clearly outlined and misbehaviour will not be tolerated.

Expected behaviour

- Students are expected to participate in all assessment tasks as scheduled, honestly and to the best of their ability;
- Follow normal safety practices and act in a safe manner that does not place you or others at risk
- Treat staff and fellow students with respect and fairness
- Follow reasonable directions from a member of TVET staff.

Dress Code

A high standard of dress is expected of all students. This allows students to familiarise themselves with the correct attire suitable for a professional environment. Students must ensure their professional appearance is conducive to a professional working environment. CLOTHING ATTIRE NOT ACCEPTABLE includes; thongs, singlet tops, midriff tops, board shorts, ripped & highly torn jeans. Any breaches of the dress code may result in the student being asked to leave class to change into more appropriate attire.

Drugs and Alcohol

TVET is a drug and alcohol free environment. To ensure the integrity of TVET, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any client on TVET premises is strictly forbidden at all times.

Any client who is affected by the use of drugs and/or alcohol whilst attending training is in breach of TVET policy and guidelines and is subject to severe disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

Smoking

TVET is a smoke free zone. Smoking is not permitted inside ANY TVET locations or surrounds. Students wishing to smoke must do so outside and away from TVET premises (10 metres).

Staff will provide information as to where the designated smoking areas is.

Cheating and Plagiarism

TVET regard cheating/plagiarism as a very serious offence, it will not be tolerated and can result in instant dismissal from your course. Any person found cheating or plagiarising in a particular unit of competency will be excluded from that unit and will have to repeat that unit when next offered, at your own expense.

A second offence may be subject to instant dismissal from the course, at the academic manager's discretion. Assignments, projects and essays must be the student's own work; this includes material from staff, students or the internet.

Where it is believed a student has cheated in this manner in particular copying another student's work, the assessment will be marked as a fail, and the unit will need to be undertaken again at your own expense. Anyone who gives the impression that the ideas, words or work of another person are their own ideas, words or work is guilty of plagiarism.

TVET regards the following as cheating or plagiarism:

- Copying or using another student's work during a test, including food during a practical test
- Copying any section of another student's assignment work
- Allowing another student access to one's assignment work for the purpose of copying content
- Using (without adequate attribution) content from any printed material or website

Procedures for dealing with cheating/plagiarism cases

Allegations regarding cheating and plagiarism should be referred to the Program Manager who will investigate the matter and advise the student of the finding outcome. In all cases the student will be advised in writing and given fourteen days to show cause as to why a penalty should not be applied.

Students who have allegations of cheating/plagiarism proven, are liable to incur a penalty ranging from the award of a fail result in the unit concerned, to dismissal from TVET.

Unacceptable behaviour

The following are examples of unacceptable behaviour / misconduct which may trigger disciplinary action against you

These include but are not limited to:

- Behaving in any way that may offend, embarrass or threaten others;
- Lack of personal hygiene
- Theft, fraud, violence / assault, damaging, modifying or misusing property or facilities;
- Discrimination, harassment, intimidation or victimisation of fellow students or staff, this would encompass but not limited to – Use of offensive language, sexual harassment / advances / viewing of sexually explicit material via the internet or other mediums.
- Acting in an unsafe manner that places you or others at risk, WHS non-compliance
- Continued absence at required times
- Continuous interruptions to the trainer whilst delivering the course content
- Refusing to participate when required in group activities
- Being disrespectful to other participants, staff or the public
- Smoking in non-smoking areas or in uniform
- Being under the influence of alcohol or illegal drugs
- Carrying weapons capable of harming others, including knives of all sorts, blades and any other sharp objects (special consideration e.g. religious requirements must be applied for prior to course commencement)
- Breach of confidentiality
- Non-payment of fees
- Other objectionable behaviour

Rights and Responsibilities

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socioeconomic status;
- have personal property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner; lodge a complaint and have it investigated effectively without fear of retaliation or victimization; and
- work and learn in a supportive environment without interference from others; work in a safe, clean, orderly and cooperative environment;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur and appeal within twenty one days of receiving notification of any decision made about late or missed assessment;

- express and share ideas and to ask questions

Academic

You must maintain satisfactory performance standards by passing each of your assessments. The courses you are undertaking are not just knowledge tests and you may be assessed in several different ways but all require you to be on-site and to provide written evidence to demonstrate you know and understand the learning outcomes. These are called Units of Competencies.

Your course progress may also be identified for review during the study period, and reviewed at other times including on return from suspension of studies and after extended absence.

Log Book

You may receive a logbook (dependant on your course/units of study) when your work experience placement begins. Complete the first page with as much information as possible. Your logbook is a valuable document as it provides a record of the number of hours completed in structured on-the-job training as part of your course; and the activities undertaken during the work.

It is your responsibility to show your log book to your host employer or supervisor every day to verify that: you have completed your time sheet accurately; and you have listed all of the activities undertaken during your work placement. These activities should be entered daily.

Your Logbook is your responsibility, and lost or stolen logbooks may mean you need to repeat hours. Field Officers will check these logbooks during workplace monitoring visits at your host workplace, as well as assessing your skills during the visit.

Mobile Phones

Mobile phones must be switched to silent when you are in class. Important personal calls may be taken, however you must excuse yourself from the classroom and limit any interruptions to yours and others study. Please be considerate of others at all times.

The Enrolment Process

TVET will ensure all learners or prospective learners are provided with information that outlines the services of TVET.

TVET will provide the learner, along with the rights and obligations of the learner, the rights and obligations of TVET. The information may be provided to the learner through one or more documents, for example an enrolment form, policy and procedure and pre-enrolment information pack.

Prior to enrolment or the commencement of training and assessment, whichever comes first, TVET will provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to enrolment or the commencement of training and assessment, whichever comes first, TVET provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with TVET.

Student Selection

Courses are open to all adults 16 years and over, subject to individual course and licensing requirements, or upon parental/guardian permission for students under 16 year of age.

The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in attending a class.

A deposit must accompany enrolment to secure a placement.

It is the student's responsibility to note the date, time and location of the course as advertised.

Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.

Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.

If you are unable to complete your course, due to changed personal circumstances, TVET will make every effort to ensure you are placed into an alternative pre-scheduled course.

Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.

TVET reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course or tutor at any time without notice.

Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. TVET students are covered by public liability insurance whilst working within the classroom.

Enrolment Form

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, course of interest, emergency contact details, whether there is any recognition of current competency or recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

The back of the enrolment form outlines the conditions of enrolment information, including student's rights and responsibilities. Students are required to sign the back of the form to acknowledge their agreement with the RTO's terms and conditions.

Trainers are responsible for ensuring each student has completed an enrolment form prior to course commencement.

Change of Personal Details

Students are required to notify TVET in writing of any change of address or contact phone number, including mobile phone and email addresses. Any information given by students is considered private and confidential.

Unique Student Identifier

The Student Identifier Act 2014 requires that any students enrolling into a nationally recognised training as from 1st of January 2015 must obtain a Unique Student Identifier (USI) number. USI number will make it easier for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that student's VET records are not lost.

TVET will ensure that it complies with this policy and will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier number for that individual. Dynamic Learning Services trading as TVET AustralAsia is a Registered Training Organisation committed to providing quality training and assessment services to our students within the Australian Qualifications Framework (AQF) to help people change, grow and create better lives. Dynamic Learning Services trading as TVET AustralAsia focus is continuous improvement and best practice.

Individual students can create their USI by logging onto the www.usi.gov.au website and accessing the "Create a USI" icon. Students will require at least one form of ID from the list below to create their USI:

- Driver's Licence
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate

Students must ensure that the details they enter when they create their USI matches exactly with those shown on the form of ID used. Once students obtain their USI's they must email it to TVET which will be recorded in the student management system.

TVET will ensure that all students are provided with its fees, charges and refund information prior to enrolment so that the students can make an informed choice about studying with TVET.

TVET will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

Notification of fees and charges

Students seeking to enroll in a course with TVET are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees, recognition of prior learning fees and any other charges via the website and course pre enrolment information packs prior to the student enrolling in a course. Students are also informed that our fees and charges are subject to change, which will also be published on the website.

Students who wish to enroll in a course are required to read and understand the Fees, Charges and Refund Policy before enrolling into our course.

Payment arrangements

It is requirement of TVET that all specified fees be paid by the specified due dates or prior to commencing the course. Payments are to be made by EFTOS, direct bank deposit, credit card payments or in cash at the administration office of TVET.

Non-payment of fees

Failure to pay fees prior to attending the course may result in suspension of the participant from attending or participating and termination of the enrolment.

VET FEE-HELP

TVET acknowledges and supports the intent of providing 2 days (48 hours) cooling off period for persons undertaking VET FEE-HELP courses. Payments and refunds

Students will be referred to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).

A non-refundable deposit is required be paid, prior to course commencement, to confirm a place into a course, unless other arrangements have been made with the RTO. The deposit is outlined on the course flyer.

Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.

Deposits are non-refundable (deposits are outlined on each course flyer) but can be transferred to another course or student.

Refunds may be made in the following circumstances:

- Participants have overpaid the administration charge

- Participants enrolled in training that has been cancelled by the RTO
- Participant advises the RTO prior to course commencement that they are withdrawing from the course
- If the participant withdraws from a course or program due to illness or extreme hardship as determined by the RTO.
- An administration fee of \$150 will be charged to any student who withdraws from a course in excess of 3 working days prior to course commencement.
- No refunds will be issued once the course has commenced

Withdrawal on or after Scheduled Course Commencement Date

No refund of tuition fees will be made after the student's scheduled course commencement date.

Note:

- The Enrolment Fee is non-refundable.
- Materials fees are non-refundable once the student's course has commenced.
- Requests for refunds must be made in writing to TVET Manager as soon as practicable and should include any relevant documentary evidence. Refunds will be processed within 28 days after receiving the student's written request and made to the payment source, i.e. directly to the student or the student's nominated agent.

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Orientation/Induction

Students will be given a full orientation on their commencement day.

The Orientation program is designed to give you important information that will help familiarise you with TVET, support services and your course, along with:

- understanding the information contained in the Student Handbook, including your rights as a student,
- ensuring you are familiar with the facilities, classes and resources,
- meeting your tutors and additional support staff,
- understanding your course timetable, class requirements and attendance,
- understanding your overall course assessment requirements,
- providing you with essential evacuation and emergency plan procedures, and
- Knowing where to access more information, as required.

Work Placement

There are two main types of Work Placement requirements, firstly there is the Compulsory Work Placement requirement and secondly it may be a requirement by the RTO that the student undertakes work placement as a key component of their training to assist them to gain employment upon completion or to provide a simulated workplace environment.

For Compulsory Work Placements, students may be required to complete a set number of hours in order to meet the minimum requirements of a qualification according to the Training Package requirements. In both cases, a Work Placement Supervisor's Third Party Report will need to be completed to record students' competency against the relevant unit and/or qualification.

The RTO has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

To help you understand your responsibilities in the workplace, you will be given a code of practice, which indicates expected standards of behaviour from the employer. Your trainer will explain to you and your

workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your trainer.

You need to take particular care if workplace clients are people who may be in vulnerable circumstances – for example, people who are frail, children, young people, and people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (e.g. massage therapy or nursing care).

A Working with Children Check must be signed by a student in courses where contact will be made with children and young people. Your trainer will give you more information about this, if required.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your trainer can provide you with more information more information about this policy. If you are unsure about whether it may prevent you from completing a course you should discuss the matter with your trainer. In some circumstances students may be required to undertake a Police Records Check prior to undertaking work placement, this will be identified on the course flyer if it is a requirement.

All students should refer to their trainer if they have any questions or require any assistance with regards to their work placement.

Career Pathways

Career Pathways are discussed in detail at pre-enrolment and will be industry specific to Job descriptions and training/course content.

Support Services

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, the RTO provides student counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO for further counselling:

- Additional support and services include:
- Education and Career Counselling
- Assistance when applying for RPL and RCC
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context.
- Briefings on the assessment process may be written or verbal. If verbal, must be looked up in writing.

Personal counselling services are available to all clients and staff. This may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include, but are not restricted to:

- Mentoring
- IT support
- Assisted technology
- Additional tutorials
- Online Assistance
- Referral to counselling services

- Literacy and numeracy support
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

TVET will advise students of any additional costs required prior to pre-enrolment for these services. The RTO staff members are to ensure that they understand the principles of access and equity. Training staff are familiar with learning options available to accommodate a variety of pathways to completing qualifications, which are identified within the Training and Assessment Strategy.

Genuine difficulties for a learner to complete a program in the allotted time are to be brought to the attention of Senior

Management at the first available opportunity.

Services are monitored and improved through Opportunity for Improvement and the Quality and Compliance Meetings.

Student Assessment

TVET will ensure that it will ensure assessment is carried out in accordance with the principles of assessment and rules of assessment and guide the implementation of the strategic goals of TVET to ensure students gain the required skills, knowledge and attributes in the qualifications they are studying.

- Assessment is the learning process that:
 - provides a diagnosis of current competencies and knowledge
 - analyses where training and learning effort should be focused
 - develops training to suit individual needs and adult learning styles of Students
 - enables access and equity for all students enrolled at TVET
 - measures progress towards achievement of competencies and learning outcomes
 - provides feedback to both teachers and learners
 - assesses competence of Students

Implementation

This section outlines the proposed implementation strategy for the Policy and assigns responsibility for implementation tasks.

Students will take the opportunity to be well informed of the expectations and specific guidelines outlined by the qualification they have elected to study. Students are expected to be aware of all assessments in preparation for participation in the assessment process. The information provided on assessment must be clear and understood by the student and if necessary clarified if the student feels that their role and responsibilities are not clear.

Responsibilities of the Assessor

TVET is committed to maintaining the quality of staff that prepare, co-ordinate and implement assessment processes on their behalf. Assessors employed to undertake assessments comply with the requirements of the Standards for RTOs, and possess current and relevant qualifications and vocational experience to undertake valid, reliable, fair and flexible assessment activities to ensure that all Students are offered the opportunity to demonstrate their competence against the benchmarks for each unit of competency they are enrolled in.

Assessors will provide all relevant information relating to the proposed education and assessment to be undertaken prior to the Students participation. Students will be well-informed of the nature of assessment and the options that are available to them to allow further planning and negotiation if relevant.

Assessors need to inform the student prior to the assessment process being undertaken, of the appeals procedure that can be utilised if the student wishes to proceed with an appeal or grievance against the assessment outcome.

Verbal feedback is offered to the student on the outcome of the assessment. The feedback is framed around the specific elements of the competencies that the student was assessed against. Feedback is delivered in written and verbal form to the student. Specific examples to illustrate the nature of performance and suggestions for improvement, if relevant, are offered to the student by the assessor.

Assessors will demonstrate integrity and professionalism by respecting the confidential nature of assessment and the communication and records storage procedures established by TVET to protect the privacy of students, their history, their records and related documentation.

Assessors will document the results of the assessment process for individual student and pass it on to TVET Manager for processing. The student will be advised of the assessment outcome in approximately four weeks from the date of assessment was completed by the student.

Training and assessment will be conducted by trainers and assessors who:

- have the necessary training and assessment competencies, and
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
- continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence

Assessors will adhere to the Code of Practice for Assessors. Assessment practices will be inclusive and support equity principles. Reasonable adjustments may be made to assessment processes, to minimise disadvantaged students, however, these adjustments will not compromise the integrity of the unit of competency standard.

Assessment Outcome

Once sufficient evidence is presented to the assessor to determine the competence of the student against prescribed unit of competency, a result is recorded as a valid record of the student's progress in achieving the qualification. Results from assessments for Students are recorded as either:

Competent (C); or Not Yet Competent (NYC)

Students must be assessed as **“Competent”** in all units of competency before they can be issued with a qualification (e.g. Certificate/Diploma) for the course in which they are enrolled in. A qualification will be issued at the completion of a course and upon final payment.

If a student successfully completes one or more units of competency but do not meet the requirements for a full qualification (as specified in the course outline), they will be issued with a Statement of Attainment. The Statement of Attainment will list all the units of competency achieved by the student.

Re-Assessment

If a student has been affected by unexpected or extenuating circumstances and has already submitted or attempted their assessment, they may be eligible for re-sitting their assessment task/s.

Resubmission or re-assessment allows the student to keep working on a piece of assessment for a reasonable time, given the nature of the circumstances, without giving the student an unfair advantage over other students.

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

If a reassessment fee is applicable this fee will be made known to the student prior to re-assessment taking place providing notice of all costs involved.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

In accordance with the VET Quality Framework, TVET recognises AQF Qualifications and Statements of Attainments issued by other Registered Training Organisations (RTOs). All students are made aware of the ability to apply for course credit via a Credit Transfer application prior to the enrolment process and during the induction process of their course.

Students will be advised of the RPL/Credit Transfer possibilities prior to enrolment and encouraged to submit documentation when enrolling. Students who have previously completed a Nationally Recognised qualification/unit that have the same code as a unit currently enrolled will be eligible for credit transfer for that particular unit(s) of competency.

TVET will operate within the following legal and policy context within which this Policy operates and with which the Policy must conform to. Recognition of Prior Learning (RPL)/Credit Transfer (CT) will: Meet the requirements of the Training Package requirements; and Is conducted in accordance with the principles of assessment and rules of evidence; and Meets the workplace and, where relevant, regulatory requirements listed below; and is systematically validated.

All students will be informed at the time of enrolment and during orientation that they will not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Students will be required to provide suitable evidence that they have successfully completed a unit or module at any RTO as part of their application process.

All costs involved with RPL/CT costs will be advised to the student at the pre-enrolment segment.

Recognition of Prior Learning (RPL) Procedure

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills. Students are advised of RPL possibilities prior to enrolment and encouraged to submit documentation when enrolling.

Students wishing to apply for RPL are encouraged to speak to TVET Manager at the time of enrolment. RPL is assessed against the unit/s of competency in a program based on the completion of one or a combination of the following:

- Review of evidence including relevant formal qualifications
- Interviews
- Confirmation of testimonials
- Validated workplace logbooks
- Skills/challenge testing
- Written/oral reviews and questioning

The steps to apply for RPL are as follows:

Student requests information on RPL at the time of enrolment (this information is also included in the student Handbook)

TVET Manager makes an appointment with the student in the first instance to arrange a meeting to discuss the request and the requirements for the submission of evidence. If the student believes they have the required skills and knowledge to apply for RPL, they will be required to complete an RPL/CT Application form.

The student will then be required to collect evidence to support their claim for RPL.

Once evidence has been collected, the student is required to organise a meeting with TVET Manager where they are required to submit the evidence.

TVET Manager will organise the evidence to be assessed by an assessor who will assess the evidence against the unit/s of competency and if the evidence matches the outcomes/competencies, then full recognition will be granted

If the claim does not match learning outcomes/competencies, then the student might be required to submit further evidence or demonstrate the skills relating to the unit/s of competency.

If further evidence is not forwarded within two (2) weeks of submission, the student's claim for RPL will be rejected and the student will be informed in writing.

If the student wishes to appeal the decision he/she must inform TVET Manager from TVET in writing within one (1) week of receiving the rejection letter.

Credit Transfer (CT) Procedure

If a student has studied and completed a unit/s of competency previously and wishes to lodge an application for CT, the following procedures will apply:

Student completes enrolment form and indicates that the student wishes to request for CT at the time of enrolment:

- The student is provided with an RPL/CT Application Form.
- Student completes and submits the Application Form with a certified copy of the AQF Qualifications and/or Statements of Attainment awarded from another RTO.
- If the student has studied previous units of study at TVET, TVET will validate and verify these Qualification/Statements of Attainment.

All AQF Qualifications and/or Statement of Attainments provided by the students must clearly identify the following:

- National recognised training
- Name of issuing RTO
- National provider number of RTO
- Full surname and first name of the recipient
- The qualification title
- Record of results identifying the units of competency attained
- The issuing RTO is registered to issue the certification, which is acceptable within the guidelines of the relevant Nationally Endorsed Training Package.

TVET will verify the evidence provided prior to acceptance of recognition.

To authenticate and validate the testamur, TVET will check with the issuing RTO to validate that the qualification and/or Statement of Attainment was issued by that particular RTO. Authentication will be conducted via phone with a follow up email.

On confirmation of authenticity and validity of the AQF Qualification and/or Statements of Attainment, TVET will accept the student's application for CT and communicate the results to the student.

Result of the outcome will be recorded into TVET's student management system database. A scanned copy of the evidence and any other relevant documentation will be maintained on the student's file.

TVET will only award credit transfer to qualifications which are on TVET's scope of registration. Credit transfer will only be awarded to an entire unit of competency and not part of a unit of competency TVET will not award credit transfer for an entire qualification

Complaint and Grievance Handling

TVET is committed to providing all its students, staff and stakeholders the best possible environment in which to study or work. TVET however understands that there may be instances where there may be dissatisfaction and acknowledges that the cause(s) must be addressed and rectified immediately.

In such instances, TVET will invite feedback from dissatisfied parties so that a resolution can be reached and gives TVET an opportunity to consolidate the feedback into a review and improvement of TVET policies and practices. TVET will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to them. Complainants have the right to appeal a decision.

Complaints and appeals may include, but is not limited to:

Complaints:

- Course advice and/or cancellation of enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of AQF qualifications, record of results and/or statement of attainment
- Fees and charges
- Learning resources
- Equity and access, discrimination
- Bullying and harassment

Appeals

- Assessment process and decision

Complaints Procedure

TVET processes must follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by TVET, or anyone else who has allegations made against them, to tell their side of the story before a decision is made.

TVET may receive complaints from students, staff or other stakeholders (Including third party service providers) through a variety of means e.g. verbally, written documentation, electronically (email). Complaints can either for informal or formal. There is no cost for lodging a complaint. All complaints will be treated with integrity and privacy will be maintained at all times.

Once a complaint is received, a staff member of TVET will identify the issue and seek to resolve the concern immediately so as to avoid any further disruption. Attempts encourage both staff from TVET and the complainant to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means. Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue.

If the complaint is not resolved, then the complainant is asked to complete a "Complaints and Appeals Form" by downloading from the website www.dynamiclearningservices.com.au or by contacting TVET's

administrative staff stating their case and providing as much detail as possible, and submit this to RTO Manager either by email or post. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the incident
- Name of witnesses; and
- Attachments (if applicable)

Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register, which is reviewed and maintained by TVET Manager. Information recorded on the Complaints and Appeals Register includes:

- A specific complaint number
- Submission date of the complaint
- Name of the complainant
- Description of the complaint
- Determined resolution (outcome)
- Date of outcome

TVET Manager will investigate all complaints recorded on the Complaints Register and identify a satisfactory resolution to the complaint. The proposed resolution will be communicated to the complainant within 21 working days and agreement to the proposed resolution sought. If no resolution is achieved within 21 days the complainants will be notified within a 60 day period.

No student, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process. If a student has lodged a complaint, then the students' progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

TVET and the complainants will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential. Complainants have the right to nominate third party representation (e.g. a family member or friend, counsellor, professional representation or support person) if they require.

Upon receipt of the agreement, TVET Manager will;

- Provide the complainant with written confirmation of the resolution within 10 working days.
- Record the action(s) taken to resolve the complaint on the Complaints Register
- Where applicable communicate the outcome of the complaint resolution to the relevant staff member/s.

If applicable, TVET Manager will also document the process in "Continuous Improvement Register" and implement the necessary corrective and preventative action if applicable and advise the complainant of the outcome.

Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal. To appeal a decision TVET must receive, in writing, grounds of the appeal. Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by TVET as evidence and filed in the student's and/or staff's personal file. Any complaint received that is not from a student and/or staff, will be stored in the dedicated Complaints and Appeals folder maintained by TVET.

TVET securely maintains records of all complaints and appeals and their outcomes, and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrences.

Appealing a Decision

If a student, staff or any other stakeholder are not satisfied with outcome of a complaint, they are entitled to formally appeal the outcome of the decision by completing the “Complaints and Appeals Form”, by contacting TVET’s administrative staff stating their case and providing as much detail as possible, and submit this to TVET Manager either by email or post. Appellant are to include the following information:

- Submission date of appeal
- Name of appeal;
- Nature of appeal;
- Supporting documentation
- Attachments (if applicable)

Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register, which is reviewed and maintained by TVET Manager.

Information recorded on the Complaints and Appeals Register includes:

- A specific appeal number
- Submission date of the appeal
- Name of the appeal
- Description of the appeal
- Determined resolution (outcome)
- Date of outcome

If the appeal is regarding the outcome of an assessment, TVET Manager shall seek details from the Assessor involved and any other relevant parties if required. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a ‘third party’. The third party shall be another Assessor appointed by TVET Manager.

The Appellant shall be notified in writing of the outcome with reasons for the decision, and the ‘Complaints and Appeals Register’ updated. The Appellant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The Appellant is required to notify TVET Manager if they wish to proceed with the external appeals process.

External Appeals

If the Appellant is not satisfied with the decision from the formal complaints or appeals process, the Appellant may request that the matter to be further reviewed by an external dispute resolution process, by contacting the Dispute Resolution Centre in New South Wales at the following address:

*The NSW Bar Dispute Resolution Centre
Selbourne Chambers
Level 1, 174 Phillip Street
SYDNEY NSW 2000
DX 973 Sydney
Freecall 1800 066 239 Ph: 02 9223 1044 Fax: 02 9221 4746
Email: bookings@nswbardisputersolution.com.au*

Or

*Fair Trading Australia
NSW Fair Trading*

If the Appellant is still dissatisfied with the decision of the external dispute resolution body, they may wish to seek legal advice or place a complaint about TVET to ASQA directly either by calling 1300 701 801 or by accessing the following website: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>. (Please be aware that ASQA does not act in a mediation capacity). Complainant must attach evidence to ASQA to demonstrate that they have followed the TVET's formal complaints procedure and the TVET's response to the complaint. Any fees incurred with an external dispute (at any level) will be paid for by individual parties.

Appealing Refund decisions

Students can appeal Refund decision as per "The Complaints and Appeals Policy and Procedures". (Refer to our Complaints and Appeals Policy and Procedure on how to appeal this decision).

Fee Assurance

TVET is required to protect prepaid fees for nationally recognised training. To meet this regulation, TVET may accept payment of no more than \$1,500 prepaid fees from individuals prior to the commencement of their course. These include payments made at any time before, during or after the learner enrolls. The requirements that apply to prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course. Following course commencement, they may require payment of additional fees prepaid fees from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services, yet to be delivered to the student does not exceed \$1,500.

Recording keeping and Privacy

TVET is firmly committed to honouring your privacy. In the course of our business, TVET may collect information from student's enrolment applications, either electronically or in hard copy format, including information that personally identifies individual users.

TVET may also record various communications between individuals and TVET.

In collecting personal information, TVET will comply with the requirements of Schedule 1A of the Higher Education Support Act 2003, the Vet Provider Guidelines and the Information Privacy Principles set out in the Privacy Act 1988 (Cth).

All collected information is private, confidential and access is restricted to authorised personnel only.

To whom we may disclose student's information

The third parties TVET may disclose your personal information to include, but are not limited to are:

- Commonwealth and State government departments and agencies, Boards of Study, specified VET-related bodies including the National Centre for Vocation Education Research for:
- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- VET Regulators to enable them to perform their VET regulatory functions;
- the National Centre for Vocational Education Research for the purpose of the Registrar creating authenticated VET transcripts, resolving problems with Unique Student Identifiers and for the collection, preparation and auditing of national VET statistics;
- any other person or agency that may be authorised or required by law to access the information;
- Any organisation for any authorised purpose with the student's express consent.

- Your personal information will not be shared or disclosed other than as described in this policy, without your consent.

Security

Once TVET receives personal information from you, the information is maintained in a secure environment. Student's personal information will not be released unless the law permits it or student's permission is granted.

TVET takes reasonable steps to ensure student's personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. However, as the data is transmitted via the internet, TVET cannot provide assurance regarding the security of transmission of information. TVET also cannot guarantee that the information student's supply will not be intercepted whilst being transmitted over the internet.

TVET may hold student's information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed in accordance with the requirements of the Archives Act 1983 (Cth).

Access to records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Form and assessment results that are collected), are kept within a secure area (both electronic and hard files).

An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of **30 years**; this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner, in order for a student to access their records they are required to forward a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

Workplace Health and Safety (WHS)

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management this generally occurs through the Trainer / Assessor.

WHS Incident Report

The WHS Incident Report is utilised to record injuries and incidences that occur within the RTO/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer or to the administration office at the RTO.

Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard please report it to either your RTO Manager or the administration office. You will be required to complete either a WHS Injury Report Form or a Hazard Identification Report Form.

It is important all staff report any injury immediately, by completing a WHS Injury Report Form, which located in the Trainers Folder or in the Administration Office. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of RTO Manager or an Administration staff member of the RTO.

Accidents (Reporting)

A First Aid Kit is located in the Administration Office at the RTO premises.

In the Trainers Folder is an Incident Report form. If there are any accidents during class please notify the RTO Manager as soon as possible and complete the incident form to record the details.

If assistance is required for an emergency situation outside Administration Office hours, the RTO Manager may be contacted by mobile.

Evacuation Procedure

In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures. Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden, await further instructions from the Fire Warden.

Once the Fire Warden has given instructions to evacuate each staff member should follow the Fire Warden to the Evacuation Meeting Point in a calm orderly manner, and meet at the Evacuation Meeting Point indicated on the signs located around the building.

Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.

Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

Participate in Environmentally sustainable work practices

It is every student's responsibility to look after the environment and use work practices that help sustain the environment. We can do this by:

- Turning off light switches whenever possible
- Minimising water usage
- Not putting chemicals or dangerous liquids down the drains
- Minimising paper usage – using electronic methods where possible
- Minimising wastage of products

We ask every student to be aware of our environmentally sustainable work practices and help keep our environment green.

Safety and Security

TVET is committed to ensuring all students and staff are safe and secure whilst on premises or in transit to and from your study. Please speak to your trainer or Project Manager if you have any safety or security concerns.

Safety on Premises

- Get to know the layout of the premises including safe paths and exits
- Report anything suspicious occurring in or around the premises
- Report any threatening behaviour
- Do not leave valuables such as wallets or mobile phones unattended
- Avoid isolated areas and move around with other students where possible
- Avoid leaving the premises alone
- Always ensure someone is aware of your timetable and knows when to expect you

Safety and Transport

- Use a timetable to plan your travel and avoid unnecessary delays
- Choose well-lit busy areas rather than dark quiet spots when travelling
- Travel close to the guard or driver
- Where possible exit transport into well-lit areas
- Be aware of who is around including who gets off with you
- Consider carrying a personal alarm

Safety on the street

- Stay alert as awareness is your best defence
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to well-lit major roads and paths at night, avoid taking shortcuts
- If approached for money, advise you have no cash, avoid eye contact and move towards other people
- If you are being followed, change direction and seek a safe place
- Keep personal items close to your body or out of sight
- Have your keys ready to quickly enter your home or car

Useful Websites –

www.education.gov.au

www.centrelink.gov.au

www.fairtrading.nsw.gov.au

www.safeworkaustralia.gov.au

www.training.gov.au/home/tga

www.asqa.gov.au

www.aqf.edu.au

www.dynamiclearningservices.com.au