

Uniting

**...to inspire people, enliven communities
and confront injustice.**

RTO 20956

RTO Quality Management System (QMS)

Student Handbook

Disclaimer

This student handbook is current as at April 2020. Changes after this date may affect the accuracy and currency of the information provided. Uniting RTO regularly reviews documents for accuracy of the information provided but reserves the right to vary information detailed in this guide without notice.

TABLE OF CONTENTS

ABBREVIATIONS:	3
ORGANISATIONAL CHART	4
OUR CONTACT DETAILS	5
WELCOME	5
MISSION STATEMENT	5
OUR OBLIGATION AS YOUR RTO	7
WORKING WITH PERSONS UNDER 18 YEARS OF AGE	7
YOUR OBLIGATION AS A STUDENT	7
SELECTION AND ENROLMENT	7
CREDIT TRANSFERS	9
RECOGNITION OF PRIOR LEARNING	9
COURSE LOCATIONS	10
INFORMATION SESSIONS	11
STUDENT CODE OF CONDUCT	11
COURSE EXPECTATIONS AND REQUIREMENTS	14
ATTENDANCE AND COURSE WORK REQUIREMENTS	14
ASSESSMENT ARRANGEMENTS	14
STUDENT PLAGIARISM, CHEATING AND COLLUSION	15
SUPPORT SERVICES	16
EXTERNAL SUPPORT SERVICES	16
YOUR FEEDBACK	17
ACCESS TO YOUR RECORDS	17
NOTIFYING YOU IF THINGS CHANGE	18
LEGISLATION AND YOU	18
FEES, CHARGES AND REFUNDS	19
COMPLAINTS AND APPEALS	19
<i>ISSUING OF CERTIFICATION DOCUMENTS</i>	19
STUDENT FORMS	20

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ABBREVIATIONS:

Abbreviation	Title Meaning
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
NCVER	National Centre for Vocational Education Research
NRT	Nationally Recognised Training
RTO	Registered Training Organisation
SOR	Scope of Registration
VET	Vocational Education and Training
VQF	Vocational Education and Training Quality Framework
AQTF	Australian Quality Training Framework
AQF	Australian Qualifications Framework
CT	Credit Transfer
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
CBT	Competency Based Training
CERT	Certificate
FFS	Fee for Service
LLN	Language, Literacy and Numeracy

Commonwealth legislation:

- Standards for Registered Training Organisations (RTOs) 2015
- Copyright Act 1968
- Commonwealth Privacy Act 1988 / *Privacy Amendment (Private Sector) Act 2000*
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Victoria legislation:

- Commission for Children and Young People Act, 2000
- Working with Children Act, 2005
- Charter of Human Rights and Responsibilities Act, 2006
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Vocational Education, Employment and Training Act 2005
- Work Health and Safety Act 2011
- Occupational Health and Safety Act, 2004
- Privacy Act, 2010

NSW Legislation:

- Children and Young Persons (Care and Protection) Act 1998
- Disability Services Act 1993
- Fair Trading Act 1987
- Vocational Education and Training Act 2005
- Work Health and Safety Act 2011

SC6:1 Student handbook

Queensland Legislation:

- Work Health and Safety Act 2011
- Vocational Education, Training and Employment Act 2000
- National Vocational Education and Training Regulator Act 2011.
- The Fair Work Act 2009
- Queensland. Working with Children (Risk Management and Screening) Act 2000.
- Queensland: Anti-Discrimination Act 1991
- Charter of Human Rights and Responsibilities Act, 2006

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education, Employment & Workplace Relations (DEEWR)
- Australian Skills Quality Authority (ASQA)
- Higher Education and Skills Group (HESG)

OUR CONTACT DETAILS

Victorian – Head Office

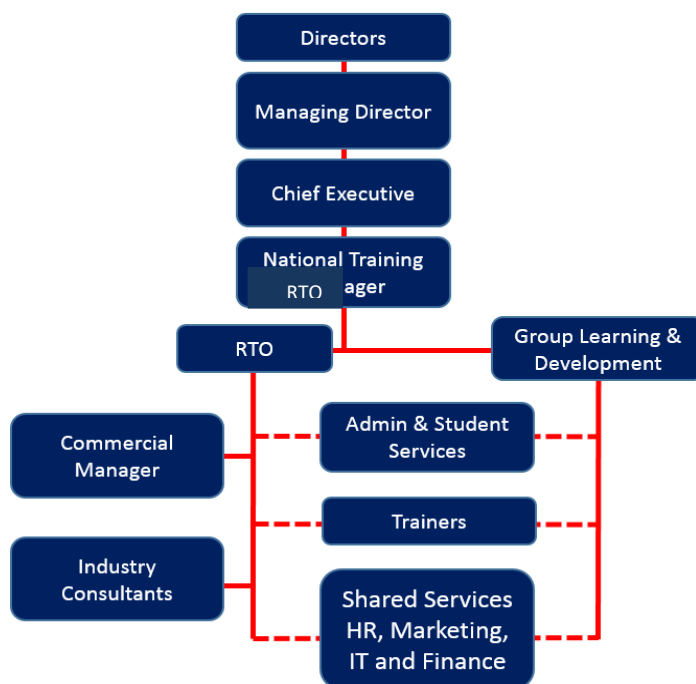
26 Jessie Street, Coburg Melbourne

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info@vt.unitng.org

ORGANISATIONAL CHART



Uniting

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and confront injustice.

WELCOME

Thank you for considering Uniting RTO to provide your learning and development needs to enhance your career. This handbook has been developed to provide important information about our training, services and facilities during your time with us. It will help you make informed decisions about the training you would like to undertake in order to achieve your educational goals and realise your potential.

Uniting RTO (TOID 20956) is a Nationally Registered Training Organisation offering nationally accredited training and short courses in topics derived from the from Community Services Training Package, specialising in AOD skill set, Mental Health Skill set and professional development programs, First Aid, leadership, and many other courses. Each training program is created to include combinations of theoretical, interactive hands-on learning and easy access to online learning providing you with the building blocks for developing skills and knowledge required in achieving real employment outcomes.

Our programs are delivered by facilitators with expertise, knowledge and practical experience to ensure you get the most from your training experience.

THE RTO MISSION STATEMENT

"To design, develop and deliver comprehensive training solutions that meet tomorrow's needs, today."

Our aim is to provide comprehensive training solutions that meet both industry and your needs – the organisation and the community. We at Uniting RTO know that tomorrow's industry leaders are today's students. We provide dedicated trainers to deliver and assess key skills and abilities to future leaders of companies, communities and industry. From First Aid, Safety and Community Services to Leadership and professional development, Uniting RTO offer the foundation upon which knowledge and skills are developed and transferred.

To achieve that goal, we focus on three areas:

Application - Programs will achieve both the community and client's requirements.

Industry Focused - Training will apply to real world situations.

Results - Outcomes improving capability and employability.

Privacy Notice

Under the Data Provision Requirements 2012, Uniting RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Uniting RTO for statistical, administrative, regulatory and research purposes. Uniting RTO may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note 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 (Commonwealth), the National VET Data Policy and all NCVER policies and protocols (including those published on N The collection of VET Data

3.5 VET Data collection applies the principle of 'collect once use many times'. AVETMISS provides a nationally consistent framework for the collection of VET Data for multiple uses.

3.6 Data from the national VET statistical collections and the national survey collections contributes to the publication of reports and data products that illustrate how the national VET market operates.

3.7 VET Regulators and governments collect other information relating to the VET sector in their jurisdiction for regulation, compliance, and administration purposes. This information falls outside the definition of VET Data in this Policy and is not covered by this Policy CVER's website at www.ncver.edu.au).

OUR OBLIGATION as your RTO

Uniting RTO is committed to ensure quality of the training and assessment we deliver. Our organisation complies with the NVR Standards, the ASQA regulators for the VET Quality Framework. To ensure compliance, we have developed comprehensive internal policies, procedures and systems that control our operations. All current audit reports are available on Uniting RTO website. In addition, any third parties associated with our organisation or with your training and assessment, are assessed and must comply with the NVR Standards. This includes our training partners, marketing brokers and sales people where applicable.

As an RTO, we have the responsibility to issue your Australian Qualification Framework (AQF) certification documents in line with our Certification policy.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined in this Handbook and website.

Working with Persons Under 18 Years of Age

Working With Children Act 2005 - sect 1: the protection of children from sexual and physical harm must be the paramount consideration.

"child-related work" has the meaning given by section 9

"direct contact" means any contact between a person and a child that involves:

- (a) physical contact; or
- (b) face to face oral communication; or
- (c) physically being within eyeshot

Vocational Education and Training Act 1990

Adult, Community and Further Education Act 1991

Students under 18 years of age may enrol with Uniting ReGen. According to the law, a child is considered any individual less than 18 years of age. Uniting RTO will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm. In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Uniting RTO will report to the Department of Communities, Child Safety and Disability Services.

YOUR OBLIGATION AS A STUDENT

As a student, you are responsible for adhering to the rules and standards set by Uniting ReGen. This student handbook in addition to other policies and procedures exist to ensure compliance with state and federal obligations. Uniting RTO is dedicated to providing a safe and healthy learning environment for you. Please refer to our section "Student Code of Conduct" for further details on your obligations.

SELECTION AND ENROLMENT

Once you have decided to earn your qualification with us, you will need to complete an 'Enrolment Form' to begin. The enrolment form is available on our website, Uniting RTO- www.uniting.org or you may request one be emailed to you. You can obtain one in any of our office locations during business hours. If your chosen course has entry requirements, you may be required to provide evidence (as indicated within the course outline) such as copies of qualifications, resumes, ID's and other information as required.

If you are applying for “Credit Transfers” (CT) or “Recognition of Prior Learning” (RPL), you must indicate on your enrolment and supply certified copies of your transcripts and/or certificates for verification. See the sections on Credit Transfers and Recognition of Prior Learning for more information.

Once you have completed your enrolment form and gathered the necessary evidence, send it to the Manager at Uniting ReGen. You will be contacted within 3 days to let you know the status of your application enrolment and to confirm your details. If a pre-assessment interview is required, details will be provided to let you know when and where that will take place.

Once approval of your enrolment application has been processed, you will be sent further information about the next steps, payment arrangements and when your course commences.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of (10) numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access, obtain or create your USI on your behalf.

By agreeing to provide us with permission to access, obtain or create your USI, you additionally agree to allow the use of a valid form of identification for this purpose. (Without a USI number a Certificate or Statement of Attainment cannot be processed)

To create or retrieve your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

- You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):
- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- the purposes of administering and auditing VET providers and VET programs;
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without your consent unless authorised or required by or under law.
- The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

CREDIT TRANSFERS

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Uniting RTO may grant you credit transfers towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit Transfer for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed. Uniting RTO has the discretion to decide if the Credit transfer is valid and will provide feedback on reasons for not issuing a credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment. You can apply for Credit Transfer at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts and/or certificates from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised of the outcome of your Credit Transfer Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other informal and formal training can be formally recognised.

Uniting RTO has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

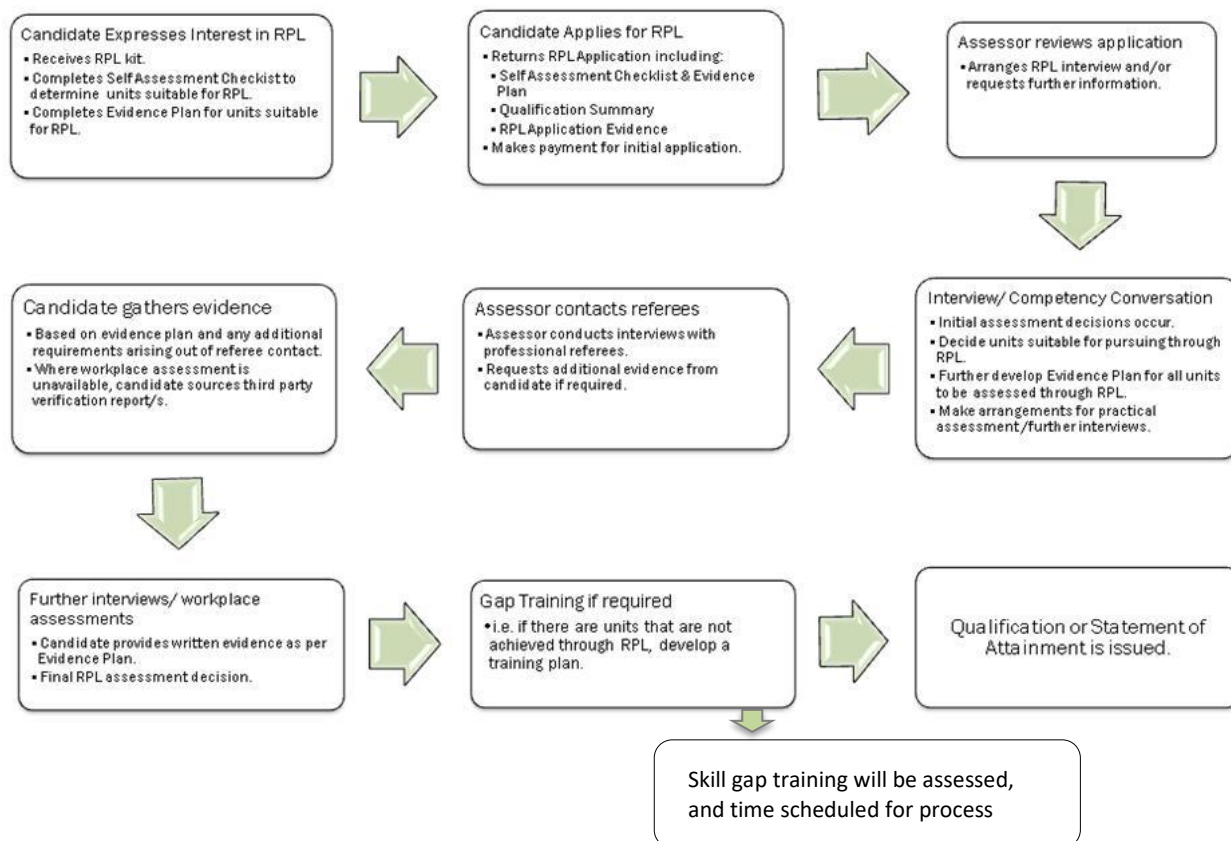
From here, the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

SC6:1 Student handbook

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, review the RPL section/documentation on our website or contact the head office for more information.

RPL PROCESS FLOWCHART



COURSE LOCATIONS

Melbourne Metro & Regional

Canberra

Other states, territories and regional locations

Additional locations will be advertised in addition to other course details as required.

INFORMATION SESSIONS

Prior to course commencement, you may be required to attend an information session. The information session will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The information session will also provide you with important induction information about health and safety requirements including site emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The information session also provides an opportunity for you to ask any questions you might have about studying with us. During this session, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Show consideration for and abstain from discriminatory behaviour against other participants and staff
- Meet course requirements, deadlines for assignments, submission of extensions and punctual attendance at training sessions
- Resist plagiarising, cheating or infringing copyright
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised, notify staff of injury or hazards
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Uniting RTO holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Uniting RTO on the client services, training, assessment and support services they receive.

Students' responsibilities

All students, throughout their training and involvement with, Uniting ReGen, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into Uniting RTO facilities, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Uniting RTO in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.(if there is a breach then instant dismissal or suspension from course will be enacted)
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Uniting RTO if any difficulties arise as part of their involvement in the program.
- Notify Uniting RTO if they are unable to attend a training session for any reason.
- Make payments for their training within agreed timeframes, where relevant.

DISRUPTIVE CONDUCT

Any person who intentionally acts to disrupt or interfere with the daily operation of the RTO will be subject to appropriate disciplinary action by RTO management or law enforcement personnel.

Examples of disruptive conduct include:

- Discrimination or other negative behaviour against any learner, employee or visitor to the RTO.
- Theft or wilful destruction of RTO property or of the property of the staff or learners of the RTO.
- Obstruction of the normal processes and activities essential to the functions of the RTO.

VIOLENT OR CRIMINAL BEHAVIOUR

If staff or learners are the victim of or witness to, any violent or criminal behaviour at the RTO they are to AVOID RISKS to themselves as much as reasonably possible and take the following steps:

- Call 000 if there is an immediate threat
- Immediately report the incident to staff member, national Training Manager and/or building security

When reporting an incident, you should attempt to provide the following information:

- Name, contact number and location;
- Nature of the incident;
- Description of the person(s) involved; and
- Description of the property involved (if any).

NOTE: Should anyone's personal safety be threatened, exit the area and/or take cover immediately using all available concealment.

- Anyone can call Lifeline. The 13 11 14 service offers a counselling service

VICTIMISATION, BULLYING & HARASSMENT

Uniting RTO is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Uniting RTO will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

The RTO wants its staff and learners to enjoy undertaking their jobs/training without being harassed or bullied by others therefore all staff/learners are required to treat others with respect and dignity at all times regardless of their gender, religion, colour, racial origin, age or sexual preference.

Uniting RTO views the issue of harassment or bullying of any of its staff/learners with the utmost seriousness and has processes in place to investigate any occurrences.

Behaviour which constitutes harassment or bullying, could contravene State and/or Federal laws and staff/learners who subject others to harassment or bullying will be subject to disciplinary action irrespective of whether that occurs during training hours or not. Flagrant or persistent breaches of this policy may result in termination.

Any staff member/learner who believes they are being harassed or bullied whilst on a training course should immediately advise the National Training Manager or the Chief Executive who will inform SECURE training's People & Culture department for further action if required.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Uniting RTO Complaints and Appeals procedure and detailed in this Handbook.

ACCESS & EQUITY

The principles and practices adopted by Uniting RTO aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Uniting ReGen. All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Uniting RTO provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

DRUG AND ALCOHOL USE

Uniting RTO have adopted a zero tolerance approach to drug and alcohol abuse and have mandated zero blood alcohol content on any site where staff, students and visitors have access. This is to ensure a safe and healthy workplace for all our employees and to protect employee's health, as well as Uniting RTO safety performance and image.



Australian Government
Australian Institute of
Health and Welfare

Disability support services provided under the National Disability Agreement

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Uniting RTO focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines will include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND COURSE WORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

Where coursework is required as part of the course or, it is a distance education program, there is an expectation that you complete a certain amount of work each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This Course Outline will provide the details needed to successfully complete the chosen course.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Uniting RTO- 26 Jessie Street, Coburg Vic 3058

NOTE: Uniting RTO will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

You must keep a copy of all tasks that you submit as we are not able to return copies as we must keep them as evidence.

Written work will be marked within 21 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment. There will not be any compromise on the outcome for competency.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Uniting RTO has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

SC6:1 Student handbook

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or unauthorised collusion, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we may offer to you include:

- One to one support from our trainers/assessors including providing you with contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow students
- Referral to relevant external services for services not provided by Uniting ReGen

Contact us at (03) 85275511 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Uniting RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate.

SC6:1 Student handbook

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Uniting RTO holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that Uniting RTO holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. It is the responsibility of the RTO to notify of any changes in the status of the RTO – such as foreseen closures or partnership arrangements for delivery or assessments.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student you have both, rights and responsibilities under the applicable legislations.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Uniting RTO must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Uniting RTO has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Uniting RTO emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

SC6:1 Student handbook

As a Registered Training Organisation registered with the Australian Skills Quality Authority (ASQA), we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

PRIVACY POLICY

In collecting your personal information Uniting RTO will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available on www.UnitingReGen.com.au/privacy

FEES, CHARGES AND REFUNDS

A full copy of our Fees, Charges and Refund Policy and procedures is available on our Uniting RTO training Webpage

WITHDRAWALS

- Students who wish to withdraw from their course are required to fill in a Withdrawal Form and return it to our head office.
- Where fees have been paid, a student may wish to apply for a refund using the Application for a Refund following our Fees and Refunds Policy & Procedures.
- Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

COMPLAINTS AND APPEALS

A full copy of our Complaints and Appeals Policy & procedure is available on www.Uniitng.org

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

SC6:1 Student handbook

Uniting RTO reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Uniting RTO is not permitted to do so by law.

Uniting RTO must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

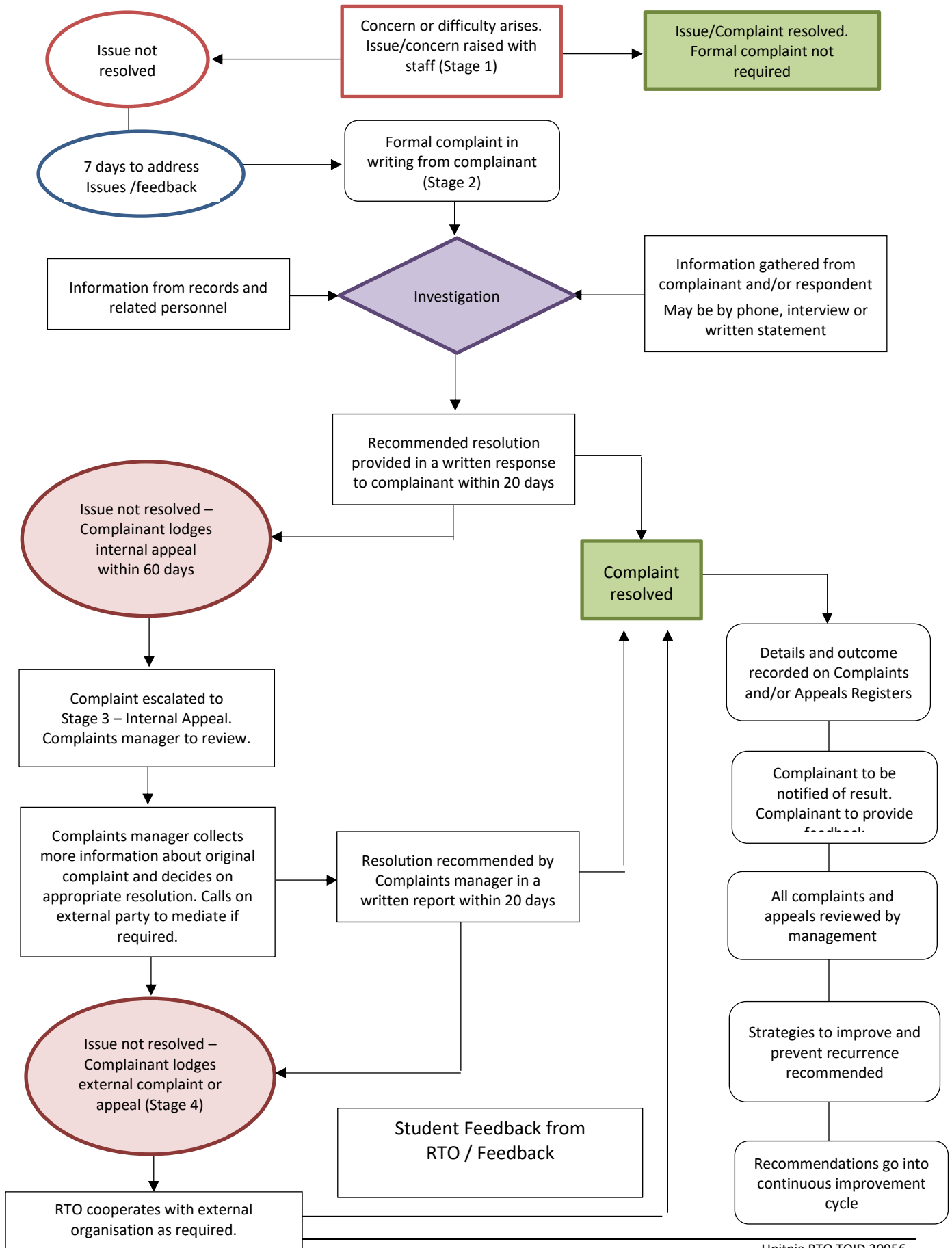
Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fees.

STUDENT FORMS

Include list of student forms

- SC6.2 - Enrolment Form V1.2020
- SC2.1 - Credit Transfer Application Form V1
- SC4.4 - Complaints and Appeals Form V1
- SC5.1 - Refund Application Form V1
- SC6.8 - Student Change of Details Form V1

COMPLAINTS AND APPEALS FLOWCHART



PRIVACY NOTICE

Privacy Notice v.2

- Under the Data Provision Requirements 2012, Uniting RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
- Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Uniting RTO for statistical, administrative, regulatory and research purposes. Uniting RTO may disclose your personal information for these purposes to:
 - Commonwealth and State or Territory government departments and authorised agencies; and
 - NCVER.
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - – populate authenticated VET transcripts;
 - – facilitate statistics and research relating to education, including surveys and data linkage;
 - – pre-populate RTO student enrolment forms;
 - – understand how the VET market operates, for policy, workforce planning and consumer information; and
 - – administer VET, including program administration, regulation, monitoring and evaluation.
- You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.
I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

STUDENT SIGNATURE..... DATE

PARENT/GUARDIAN SIGNATURE DATE

[or electronic acknowledgement] *Parental/guardian consent is required for all students under the age of 18