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# Welcome to Step into Training Services

On behalf of the staff at Step into Training Services, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the form at the back of the book acknowledging that you have done so. If you haven't already done so, please sign the front cover of this handbook and hand it to Administration. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, Step into Training Services would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

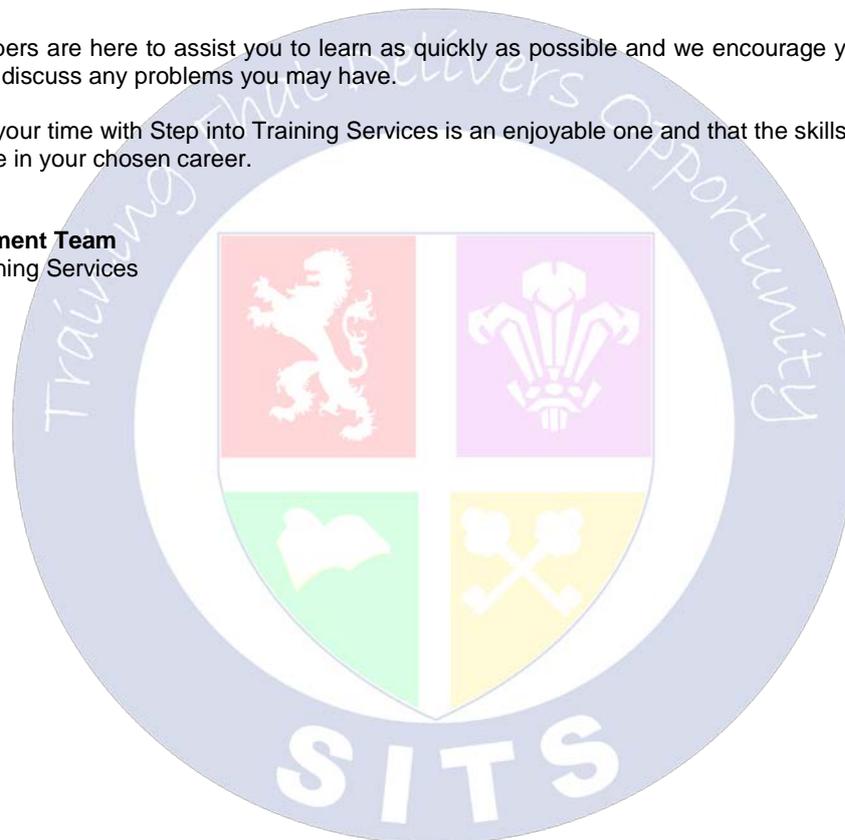
This acknowledgement form will be collected one month from today's date and will be retained in your student file.

If, after reading this booklet you have any questions, please ask your trainer or admin staff member to explain.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Step into Training Services is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

**The Management Team**  
Step into Training Services



## **Students' Rights and Responsibilities**

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### **Students' Rights**

Step into Training Services recognises that students have the right to:

- expect Step into Training Services to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all 'Step into Training Services' services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Step into Training Services will be ethical and open in their dealings, their communications and their advertising,
- expect that Step into Training Services will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

### **Students' Responsibilities**

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise Step into Training Services of any changes to their address or phone numbers within 7 days.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- regular and punctual attendance.
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to Step into Training Services administration office.
- respecting Step into Training Services property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.

## **VET Quality Framework**

You are about to consider becoming a student in the process that can result in achieving a nationally accredited qualification. The required standards are defined in the VET Quality Framework (VQF). The Department of Education and Training audits Registered Training Organisations (RTOs) to ensure compliance against these standards.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the VQF standards and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

VET Quality Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

VET Quality Framework (VQF) is a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the clients of Australia's vocational education and training system.

As a Registered Training Organisation, Step into Training Services adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

### **Trainers' Responsibilities:**

All Trainers employed by Step into Training Services must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach,
- any information passed on to students is accurate
- any advice given is done so consistent with the National Code and Step into Training Services own Code of Practice.
- all student attendance is recorded accurately for each module that is delivered.
- all absences are recorded for each session.
- attendance and absence information is passed on to the Management in a timely manner.
- classes are held as scheduled by Step into Training Services and any changes are to be reported immediately to ensure continued compliance.
- Step into Training Services Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator/compliance officer.
- trainers who successfully complete additional qualifications advise Step into Training Services of such and provide certified copies of the qualification and transcript.

### **Student Records**

As a student, you should be aware that our lecturing staff is required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses.
- supply in a timely manner as per Step into Training Services procedures accurate attendance records of student(s) for each session they deliver.
- refrain from engaging in or permitting any practices that could result in false attendance records.
- sign and verify attendance records for each and every session which they deliver or supervise.
- if Trainer is aware that a student has been absent for more than five consecutive days, the Trainer is required to notify management.
- assist in ensuring that students are not allowed to repeat any unit more than once.

## **Induction**

On the first day all new students are requested to register at reception at 9:00am. Students will be greeted, and an Orientation will be conducted which will include the following.

- Distribution of Student Handbooks to those who have not already received one.
- Policies and procedures contained in the Student Handbook will be explained
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc) will be given
- Overview of the Evacuation procedure will be conducted
- Student Application Forms will be completed
- Disclaimers will be completed and handed in

The students will then be conducted to their designated classrooms.

## **Accidents**

All accidents must be reported at Reception and recorded on the Incident Report Form (see Appendix "B"), which must be signed by the DIRECTOR. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

## **First Aid**

In the event of a student requiring First Aid, a qualified trainer or a staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

## **Academic Progress**

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment page 12). Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

## **Dress Code**

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

## **Behaviour on Campus**

Students are expected to reflect the ideals and code of behaviour of Step into Training Services in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of Step into Training Services .

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person.
- to assist in maintaining the self-confidence and self-esteem of others.
- to maintain constructive relationships with all staff and fellow students.
- to take the initiative to assist in making things better.
- to always lead by example.
- to always respect the property of Step into Training Services, staff and fellow students.
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at Step into Training Services .

Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

## **Plagiarism and Cheating**

Collusion, plagiarism or cheating in assignments, class assessments or test will not be tolerated. Trainer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

## **Theft**

As the premises of Step into Training Services are open to the public, students are advised not to leave their valuables unsupervised. Step into Training Services cannot be held responsible for anything which may be stolen from its premises.

### **Smoking**

Step into Training Services premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

### **Change of address**

Students are required to promptly notify Step into Training Services of changes to their addresses and telephone numbers within seven (7) days of the change.

### **Part Time Studies**

Students may be able to undertake courses on a part-time basis by negotiation with the DIRECTOR

### **Access and Equity**

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Step into Training Services is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

**All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.**

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Step into Training Services scope of registration.

Any issues or questions raised regarding access and equity can be directed to the DIRECTOR. Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English.
- numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

### **Course Withdrawals**

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

### **Change of enrolment details**

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It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

### **Issuing of qualifications**

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Step into Training Services will issue all AQF qualifications and statements of attainment within 30 days of the training programs completion. All qualifications and statements of attainment issued by Step into Training Services comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook.

Step into Training Services will only issue AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses. Students are able to download the Employability Skills for the training package qualification they are completing by visiting [employabilityskills.training.com.au](http://employabilityskills.training.com.au).

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

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Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could

include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or through
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the student acquired the skills.

Step into Training Services has an established RPL process.

The procedure for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL applicant wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL applicant is fully aware of the RPL process.
3. If the applicant decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
  - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
  - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
    - i. Letters or statements for experts attesting to the applicants ability
    - ii. samples of work or documentation completed
    - iii. certificates from courses attended,
    - iv. details of participation in activities, this may include resumes, or other types of records
    - v. videos demonstrating skills,
  - c. The portfolio of evidence will be assessed by a competent person.
  - d. The assessment will be determined and results forwarded in writing to the applicant.
  - e. The applicant has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
  - f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

**RPL Fee: RPL will be charged at the usual cost of the unit of competency.**

### **Credit Transfer Policy**

Credit Transfer is available to all students enrolling in Step into Training Services courses on Step into Training Services scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider, in line with Step into Training Services Recognition of Qualifications Policy.

### **Statement of Authorship**

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included on Step into Training Services Assessment Validation Checklist at the completion of assessment for each unit.

### **Recognition of Qualifications issued by other Registered Training Organisations**

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Step into Training Services .

Students enrolling in Step into Training Services courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Step into Training Services, effectively reducing the duration of the Certificate III course.

## Refund Policy

### Fees and Refunds

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Fees are levied on all courses, details of which are contained in the relevant course information sheet. Step into Training Services management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

The policy of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the Director of the organisation.

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### For Full Paying Students

If the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student if 7 or more days' notice is given. Less than 7 days' notice will attract a 50% cancellation fee. If a student is disadvantaged and cannot complete his/her course as a result of a situation that is instigated by the RTO then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment issued for units completed. If the student does not complete the course or withdraws of their own volition then the normal refund policy of "no refund after commencement of course" applied.

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### Funded Programs

Student Co-Contribution refunds must be requested in writing 7 days prior to withdrawal. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

### Provider Default

In the cases below a full refund will be provided to students within 2 weeks of the course default date:

- the course does not commence on the agreed start date, or
- the course ceases to be provided at any time after it starts but before it is completed, or
- the course is not provided in full to the student because a sanction has been imposed on the registered provider

Should Step into Training Services need to postpone a course for any reason every effort will be made to reschedule the course within the following two months.

In the event that Step into Training Services is unable to deliver the course in full, the student will be offered a refund of all the course fees the student has paid to date. The refund will be paid to the student within 2 weeks of the default date.

Alternatively, the student may be offered enrolment in an alternative course at Step into Training Services at no extra cost to the student than the total cost as advertised or given in the student's offer letter. The student has the right to choose whether to take a full refund of course fees or to accept a place in another course. If the student chooses placement in another course, Step into Training Services will ask the student to sign a document to indicate acceptance of the placement.

### Student Default

In the circumstances below there will be no refund of any fees paid.

- students are not permitted transfer course fees to another student, or
- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or
- the student failed to pay an amount he or she was liable to pay to the provider in order to undertake the course, or
- the student breached a condition of his or her student visa including non- attendance or unsatisfactory progress, or
- misconduct by the student (for more details on misconduct please refer to the Code of Conduct Policy)

## REFUNDS

*Abandonment of Course:* If a student abandons the course there will be no refund of any money paid to SITS and any fees due will be claimed from the student.

*Credit Transfer:* In the case where a student believes they have ability to credit transfer post paying the tuition fees for a course then the following process applies.

Application for refund is to be completed relating to the unit(s) of the course along with an application for credit transfer is to be lodged 14 days before the commencement of the unit(s) and/ or course.

A review of the application and verification of documentary evidence will take place.

A full refund of unit(s) fees will be provided for those unit(s) of credit transfer once approved as being verified.

Refund the money will be refunded to the student within 20 working days of the application being verified.

*RPL:* In the case where a student believes they have ability to receive RPL post paying the tuition fees for a course then the following process applies.

Application for refund is to be completed relating to the unit(s) of the course along with an application for RPL is to be lodged 14 days before the commencement of the unit(s).

A review of the application and verification of documentary evidence will take place.

A full refund of unit(s) fees will be provided for those unit(s) of RPL once approved as being competent in the unit(s)

Refund the money will be refunded to the student within 20 working days of the application being verified.

In the case of compassionate and compelling grounds there will be a full refund of tuition fees for that semester and full refund for next semester will apply if the refund application is lodged before the commencement of the course. Compassionate and compelling grounds include death in the family involving student, parents, siblings, spouse and children only, or declared natural disaster affecting the place of student residence.

Please provide evidence to support any cases of compassionate and compelling grounds.

If eligible for refund the money will be refunded to the student within 20 working days of the refund application and supporting documentation being received.

### Notes:

As a general rule, no refunds will be payable after the commencement of a course, however, exceptions will be considered on a case-by-case basis under application for refund and documentary evidence provided to meet the guidelines of compassionate and compelling grounds.

Requests for refunds must be made in writing to DIRECTOR, stating all the details of the claim for refund. The request may be emailed or handed to reception.

Refunds will be made to the person who entered into the contract with Step into Training Services.

## DISPUTES

Any dispute arising from this agreement will be addressed through SITS's *Dispute Resolution* policy.

### Notes:

- This agreement does not remove the right to take further action under Australia's consumer protection laws.
- Step into Training Services dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies
- **Full refund policies must be signed alone by each students and kept in his file**

## Harassment and Discrimination

At all times Step into Training Services will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination 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 Step into Training Services management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep Step into Training Services premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Step into Training Services premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

### **Definitions**

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees either full-time, part-time or contract of Step into Training Services .

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

### **Occupational Health and Safety Policy**

The Occupational Health and Safety Act 2000 (OHS Act) aims to protect the health, safety and welfare of people at work. This replaces the 1983 Act and contains new provisions that require employers to consult with employees on health, safety and welfare matters.

Employers must ensure the health, safety and welfare of their employees when at work by:

- (a) maintaining places of work under their control in a safe condition, and ensuring safe entrances and exits;
- (b) making arrangements for ensuring the safe use, handling, storage and transport of plant and substances;
- (c) providing and maintaining systems of work, and working environments, that are safe and without risks to health;
- (d) providing the information, instruction, training and supervision necessary to ensure the health and safety of employees;
- (e) providing adequate facilities for the welfare of employees.

Employees must take reasonable care of the health and safety of themselves and others. Employees must co-operate with employers in their efforts to comply with occupational health and safety requirements.

**All persons** must not:

- interfere with or misuse things provided for the health, safety or welfare of persons at work;
- obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work;
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety;
- disrupt a workplace by creating health or safety fears.

### **Competency Based-Training and Assessment**

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by Step into Training Services will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAA04)

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment TAA04),
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess,
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- Fairness - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- Flexibility - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,

### **Assessment Criteria**

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal, see further details in the appeal process section.

### **Assessment Methods**

A minimum of two methods of assessment will be conducted for each competency. Some of the methods are:

*Observation:* where the student will be observed performing a series of tasks a number of times to determine their competency.

*Verbal question and answers:* when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

*Written assessment:* In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.

Other methods include case studies, projects, essays etc.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once competency is achieved in **all** the performance criteria for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to Step into Training Services Appeal Procedure and Resit Policy.

### **Assessment Criteria**

Students should be aware of the assessment criteria used by the trainers at Step into Training Services. Assessment requiring essay or report writing will be based on the following criteria:

#### **1. Answering the Question**

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

#### **2. Referencing**

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

#### **3. Accuracy of Spelling, Grammar and Punctuation**

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the DIRECTOR and dealt with accordingly. Students should keep a copy of their assessments.

### **Format**

- Cover sheet
- Use one side of page only
- Assignments to be word-processed\*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*\*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

### **Academic Misconduct**

Step into Training Services will deal with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.

### **Issuing of Qualifications**

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course.

### **Assessment Re-sit Procedure**

#### **Stage 1: Student undertakes in-class assessment**

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee will be charged for re-sitting the assessment.

### **Stage 2: Student deemed Not Yet Competent in FIRST assessment**

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

- Students will then have the opportunity to repeat the assessment task within 7 days of notification.

### **Stage 3: Student deemed Not Yet Competent in FIRST re-sit**

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 will be required to be paid prior to the assessment.

### **Stage 4: Student deemed Not Yet Competent in SECOND re-sit**

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- Step into Training Services will determine the time at which the unit will be available.
- The student will be liable to pay a fee to be determined by Step into Training Services to cover the cost of extra tuition.

## **Complaints**

---

Step into Training Services will deal with any complaint in an effective and timely manner. Step into Training Services has processes in place for all students to lodge complaints in relation to any matter.

In the event of a complaint the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a Complaint form.

All formal complaints must be recorded in writing. The Trainer will pass on your complaints form to the DIRECTOR who will record the complaint in the complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and where appropriate fed back into the continuous improvement process. Results of all complaints are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

Students should also be aware that:

1. they may nominate a support person to accompany them at any stage of the dispute resolution process.
2. If it is not possible to resolve the dispute internally, via the process above, then Step into Training Services will arrange for independent mediation to resolve the dispute.

## **Discipline**

---

Step into Training Services will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to Step into Training Services or any training venue hired by Step into Training Services,
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by Step into Training Services ,
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of Step into Training Services premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the DIRECTOR will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file
- Where the behaviour continues after the verbal warning, the DIRECTOR will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow Step into Training Services complaints procedure.

Step into Training Services expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the DIRECTOR and the appropriate action will be taken.

### **Appeals Process**

Step into Training Services will deal with any complaint in an effective and timely manner and has processes in place for all students to lodge complaints in relation to any matter.

In the event of a complaint of a general nature, the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a Complaint form.

All formal complaints must to be recorded in writing. This will be passed on to the DIRECTOR who will record the complaint in the complaint register and initiate an investigation.

All complaints against an assessment decision must be completed in writing on the Appeal against Assessment Decision form within fourteen days of notification of the decision. The form will be passed on to the assessor for review and conclusion. The student will be notified in writing of the decision and provided with opportunity to accept the decision or request the matter be heard by an independent person.

### **Grounds for Appeal**

An application for appeal will be considered where a student claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is upheld Step into Training Services will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

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

Step into Training Services aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with DIRECTOR any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. Step into Training Services will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, Step into Training Services will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Step into Training Services can offer include:

## **Literacy**

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either cassette tape or on CD,
- Consider the use of group exercises so that the responsibility for writing rests with more than one person,
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

## **Language**

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

## **Numeracy**

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

## **Student Training Records**

Step into Training Services has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

### **Definitions:**

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results).
- We are committed to maintaining and safeguarding the confidentiality and privacy of all of Step into Training Services individual student's information. Step into Training Services will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back up system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects 'Step into Training Services computer systems from unauthorised access from the internet.

Student results will be archived for a period of not less than 30 years.

Training records other than student results will be collected and stored as per department requirements.

## **Student Training Records Procedure**

Each individual student will have a personal file for storage of training records.

Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the Step into Training Services.

## **Access to Student Training Records**

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- Step into Training Services staff who require this information as part of their job role,
- officers from the Department of Education and Training or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

### **Student Support, Welfare and Guidance**

---

Step into Training Services wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the RTO staff.

The staff member will ensure that the full resources of Step into Training Services are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the DIRECTOR who will seek to direct them to the most appropriate person to provide free advice relating to:

- |                               |                           |
|-------------------------------|---------------------------|
| • managing time               | • ways of learning        |
| • setting and achieving goals | • coping with assessments |
| • motivation                  | • looking after yourself  |

### **Privacy**

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Step into Training Services operates in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF 2007.

### **Training Staff**

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Step into Training Services will abide by the VQF regarding Trainer and assessor qualifications in relation to all training and assessment activities. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

**A Certificate IV in Training and Assessment (TAE40110) and recent industry experience in your vocational area. Familiarity with the principles and practices of Competency-Based Training, VET Quality Framework and Recognition of Prior learning and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles. Current Working with Children Check.**

**APPENDIX "A" - APPEAL PROCESS FORM**

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**APPEAL PROCESS FORM**

Student Name .....

Student Number.....

Trainer's Name .....

Course .....

Unit..... Date of Assessment.....

**Reason for Appeal**

.....  
.....  
.....  
.....

Student's Signature..... Date .....

**Decision**

Follow Up Action

.....  
.....  
.....  
.....

DIRECTOR's Signature .....

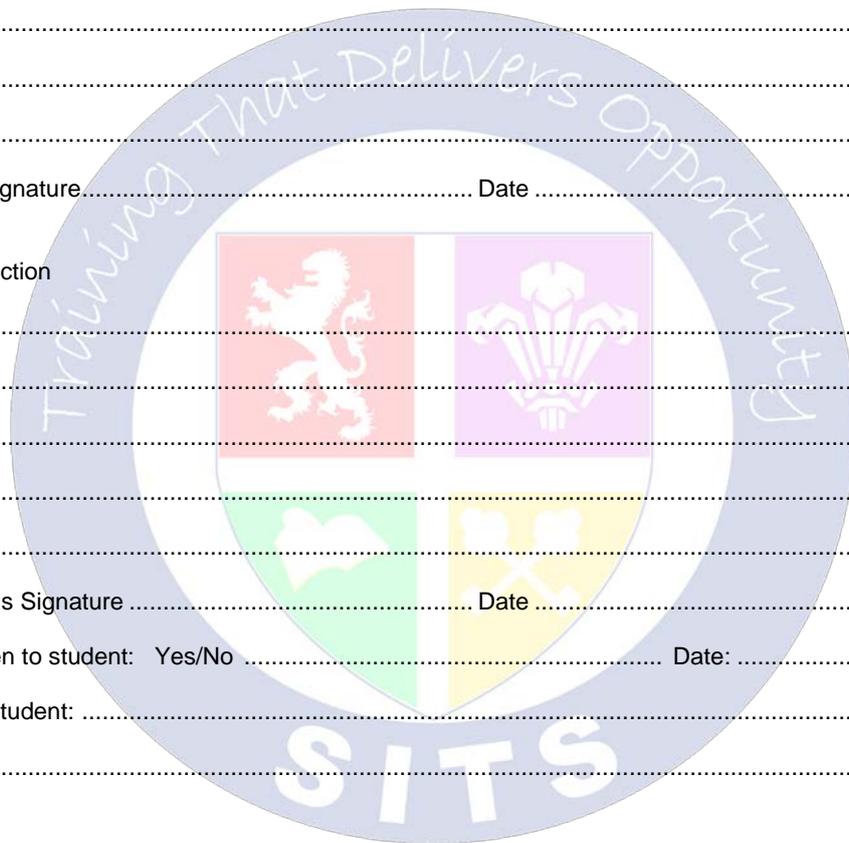
Date .....

Results given to student: Yes/No .....

Date: .....

Signed by Student: .....

Date .....



**APPENDIX "B" – INCIDENT REPORT FORM**

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**INCIDENT REPORT FORM**

Student Name .....

Student Number .....

Course ..... Class .....

Date of Incident ..... Time of Incident .....

**Details of Incident**

.....  
.....  
.....  
.....  
.....

Student's Signature..... Date .....

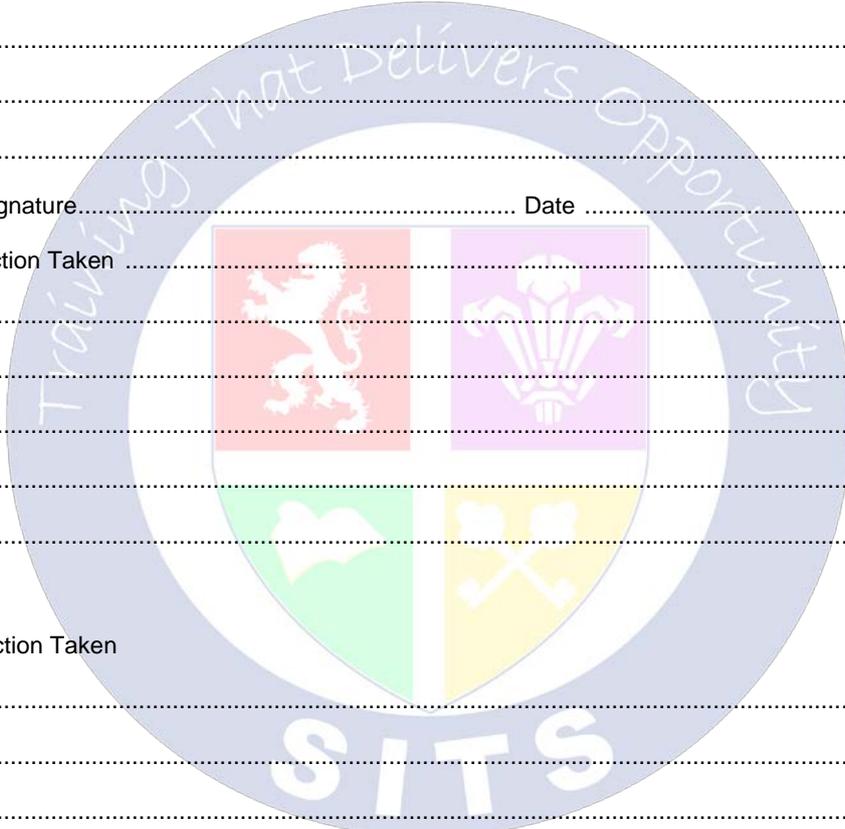
Details of Action Taken .....

.....  
.....  
.....  
.....

Follow up Action Taken .....

.....  
.....  
.....

DIRECTOR's Signature ..... Date .....



**APPENDIX "C" – COMPLAINT FORM**

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**COMPLAINT REPORT FORM**

Student Name: .....

Student ID Number: ..... Course: .....

Describe your comments / concerns: .....

.....  
.....  
.....

Describe any effort you have made to resolve your concerns: .....

.....  
.....

Date of incident or concern: .....

Signature: ..... Date .....

**'Step into Training Services Decision:**

Follow Up Action: .....

.....  
.....

Resolution: .....

.....  
.....

Results given to student: Yes/No ..... Date: .....

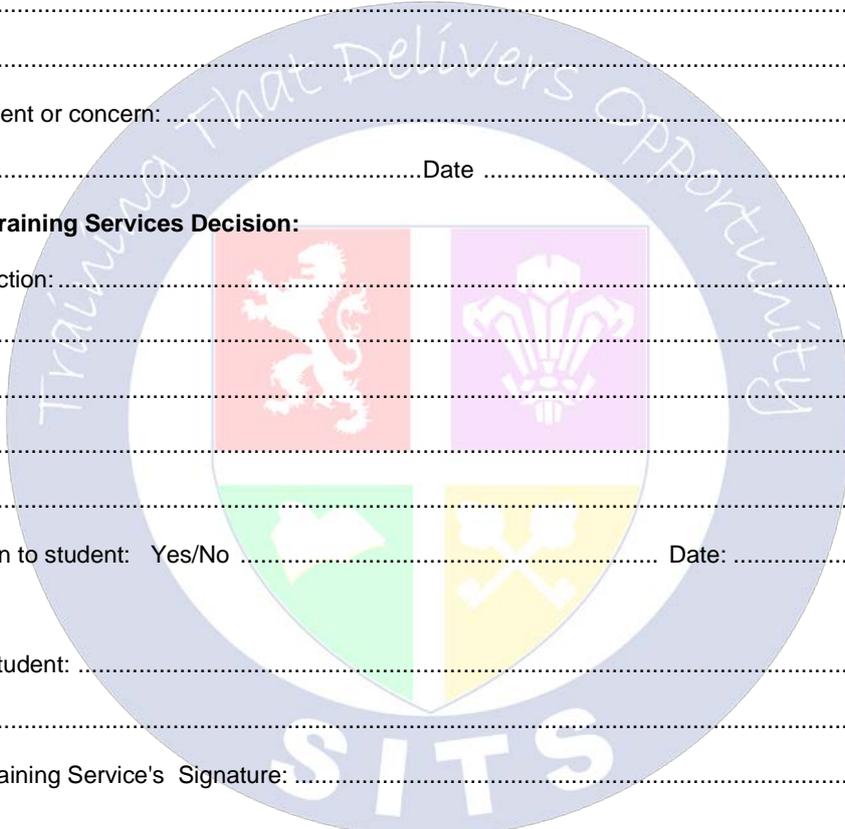
Resolved:

Signed by Student: .....

Date .....

'Step into Training Service's Signature: .....

Date .....



**APPENDIX “D” – CHANGE OF ADDRESS NOTIFICATION FORM**

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**Change of Address Notification Form**

**Family Name** .....

**First Name** .....

**Student Number:** .....

**Course Enrolled** .....

**New Address:** .....

**Suburb** .....

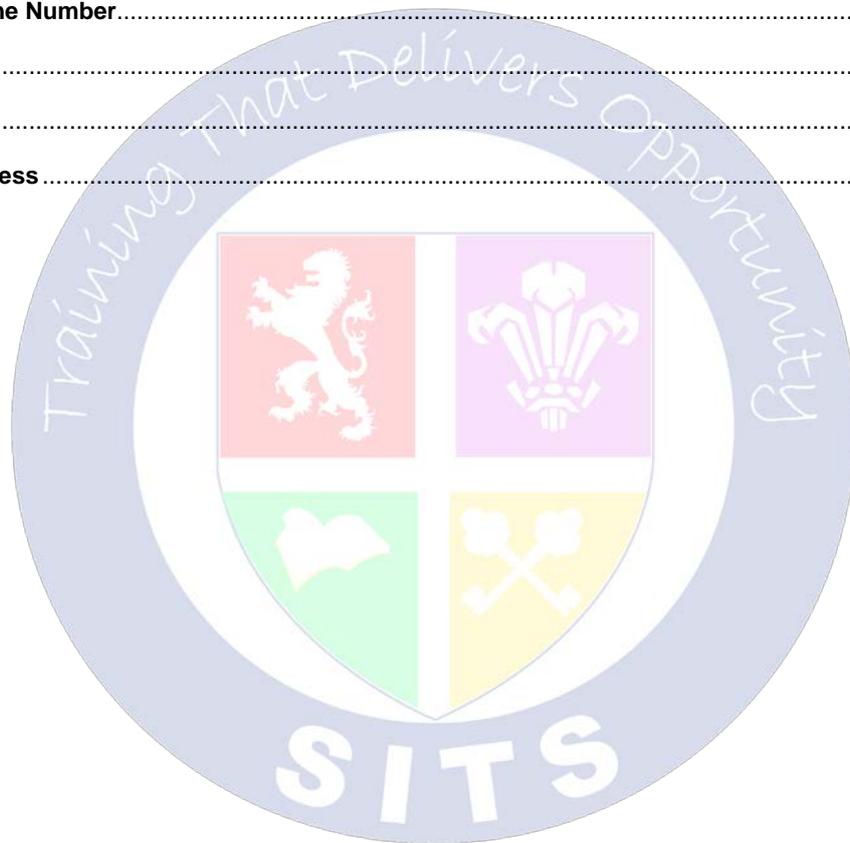
**Post Code** .....

**Home Phone Number** .....

**Work** .....

**Mobile** .....

**Email Address** .....



**Consent Form**

**Images, Recordings, 3<sup>rd</sup> Party Information**

I, (name please print):-----hereby give consent for the following action/s:

**SECTION A - Release of information to a 3<sup>rd</sup> party about [me / my under 18 year old child]**

Step into Training services may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3<sup>rd</sup> party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”) \_\_\_\_\_

Name of 3<sup>rd</sup> Party: (Name of person, organisation, or “anyone”) \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

**SECTION C - Signatures**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Consent for child under 18: Signed: \_\_\_\_\_ [Parent / Guardian]

Child's name: \_\_\_\_\_ Date: \_\_\_\_\_

- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: \_\_\_\_\_ Date image was recorded: \_\_\_\_\_

Description of image: \_\_\_\_\_

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: \_\_\_\_\_ Date/s: \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

### Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my rights and responsibilities as a participant of Step into Training Services and that I have also received induction into my training program at the College as outlined on page four of this handbook.

.....  
Name Signature

.....  
Date

.....  
Name of Witness Signature of Witness

.....  
Date

