

ACTA



Australian Construction Training Alliance

## STUDENT HANDBOOK

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# 1. INTRODUCTION

## USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with the Australian Construction Training Alliance (AusCTA) in order to develop their skills and knowledge in the industry relevant to their course.

## HISTORY

AusCTA takes pride in the quality of courses and services it delivers. AusCTA works within the Standards for Registered Training Organisations (RTOs) 2015 which has brought about major changes in the vocational pathways we are able to offer to our clients.

We work in partnership with the Australian Pilot Training Alliance (AusPTA) who are registered by the Australian Skills Quality Authority (ASQA).

## BUSINESS LOCATIONS

- 17 Northern Ave  
Moorabbin Airport 3184

## KEY CONTACTS

Sean Tennyson – Director

Laveniya Ruthraligam – Administration Manager

## LEGISLATIVE COMPLIANCE

We must comply with the following legislation within the operations of our college:

- *Workplace Health and Safety Act 2011*
- *Affirmative Action (Equal Employment Opportunity for Women) Act (1986)*
- *Anti-Discrimination Act 1977 (Commonwealth)*
- *Copyright Act 1968 - Sect 1 Short title*
- *Copyright Act, 1879. 42 Vic No 20 (modified 2006)*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Environmental Planning & Assessment Regulations 2000 (NSW Fire provisions)*
- *Equal Opportunity Acts 2010*
- *Information Privacy Act 2000*
- *National Vocational Education and Training Regulator Act 2011*
- *National Work Health and Safety Act and Regulations (Commonwealth)*
- *Privacy Act and National Privacy Principles (2001)*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Specific legislation noted in course materials.*
- *Unique Student Identifiers Act 2014*
- *Workers Compensation Regulation 2003*
- *Workplace Injury Management and Workers Compensation Regulation 2002*

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see [www.austlii.edu.au](http://www.austlii.edu.au)

For legislative and regulatory requirements relating to VET see the following web site: Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au)

## 2. INFORMATION

### ATTENDANCE

#### Sick Leave

If you are unable to attend a class due to sickness, it is ideal that you contact AusCTA and notify them on the day. A medical certificate is not required if you only miss one class, however if you miss 2 or more classes you will be required to submit a medical certificate to (RTO). You will also need to submit a medical certificate to AusCTA if you are sick on a day that an assessment is due.

#### Holidays or Leave

If you have holidays or leave planned at a time during your course, you must notify AusCTA of the dates you will be absent from class, this is to ensure any documentation you require is set aside for you for your return.

#### Expulsion

AusCTA reserves the right to expel students for serious breaches of discipline following appropriate AusCTA disciplinary procedures. Fees paid are not refunded for expelled students.

### STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

You should direct all problems and information requests to the Administration Manager and they will refer the issue to the best person if they cannot resolve it themselves.

The Director acts as the access and equity officer for AusCTA so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

#### AusCTA

- Aims to ensure that access to training is available, regardless of gender, socio-economic background, disability, religion, age, marital status, sexual preference or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Has updated facilities to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

AusCTA provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

## STUDENT SELECTION

We encourage applications from everyone provided that they meet the entry requirements. Training inquiries are co-ordinated by the Administration Manager.

## ENROLMENT

When you enrol in one of our courses, the Administration Manager will send you:

- This Student Handbook
- Information on Recognition of Prior Learning (RPL) and an RPL Application Form;
- A Course Information Brochure including Course Fees
- Fee Refund Information
- An Application for a Unique Student Identifier (USI)
- The Complaints and Appeals Information and Form

Enrolment can be processed via our website, by phone or in person providing you with the opportunity to discuss the course you would like to enrol in with one of our Trainers or the Director.

After your interview, it may be decided that you need to take a Language, Learning and Literacy (LLN) Assessment. If this is the case, this will be done at AusCTA premises. The Trainer will arrange a suitable time to conduct the assessment.

Enrolments completed via our website shall require learners to complete an online LLN quiz which provides AusCTA the opportunity to access and develop any learning requirements needed.

When you've been accepted into the course, you will be given a confirmation of your enrolment and your fee schedule. You must pay a course deposit to secure your position. No certificate or qualification will be issued until course tuition fees have been organised with the Director.

The Director will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

## UNIQUE STUDENT IDENTIFIER

### STUDENT INFORMATION

From January 2015 it is a requirement that all students in Australia have a Unique Student Identifier (USI) The USI will be a lifelong number which will enable your records and results, obtained after January 1 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before AusPTA can Issue a Certificate or a Statements of Attainment, unless you fall into one of the exempt categories. These exemptions include:

1. You are an offshore international student studying outside of Australia
2. You have completed the requirements for a VET qualification or Statement of Attainment prior to 1 January 2015

For further information on USI exemptions, please refer to: <http://www.usi.gov.au/Pages/exemptions.aspx>

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx> If you are unsure or unable to apply for a USI, we can apply for one for you by completing our Application for USI form and giving us permission to apply for it on your behalf.

### ***Protection of Student's Privacy***

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

### **ACTIONS ON CLOSURE OF AusCTA**

AusCTA is a confident business providing quality training outcomes to students. If AusCTA is closed for any reason whatsoever AusPTA will offer a copy of all student records in both soft copy and where available, hard copy to the Australian Quality Skills Authority (ASQA). The format for the soft copy shall be as agreed between the two parties but will normally be the data files from our software package.

If ASQA does not elect to take the copy of the records, then they will be transferred to and remain available from an agreed repository, with a listing of the student data base left with ASQA for back up.

Students will be offered placement at another RTO that has the relevant qualification on scope; this will be organised by AusPTA. If money has been paid in advance of training, it shall be refunded less

- Course Fees for training delivered up to the time of closure
- Resource Costs
- Course Deposit

Where funds have not yet been paid and training has not yet been provided then those funds may be payable to the RTO that AusCTA has engaged to complete.

## **3. FEE STRUCTURES**

### **COMPULSORY FEES**

The course fees for each of the courses provided by AusCTA as well as fees for Recognition of Prior Learning (RPL) are summarised in the Fee Schedule which you will receive from the Administration Manager prior to enrolment.

Contained in this Fee schedule is detailed information regarding:

- Total course fees
- Payment terms
- The nature of guarantees
- Fees and charges for additional services
- Refund policy
- Cooling off periods
- Fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the Administration Manager in consultation with the Director. If you do not pay your fees, it may result in the cancellation of your course and you will not be awarded a Certificate or Statement of Attainment.

All fee payments can be made via EFTPOS, credit card, cash or direct deposit.

If you have any concerns regarding the payment of your fees either in advance or throughout the duration of your course, you can speak to the Administration Manager to see if other arrangements can be made.

## REFUND POLICY

Students are provided with the refund policy prior to enrolment. Refund information is always available from the Administration Manager.

Requests for refunds are to be made in writing, by email or by fax to the Director using the Refund Application form which is available from the Administration Manager. All fee refund applications are considered on a case-by-case basis however majority of fee refunds will apply to the following:

<b>Withdrawal from Course</b>	Full refund of fees paid less the course deposit and an \$80 withdrawal fee
<b>Course Cancellation 7 days or more prior to commencement due to student default</b>	Full refund of fees paid including course deposit
<b>Course Cancellation within 7 days prior to commencement due to student default</b>	Full refund of fees paid less the course deposit
<b>Course Transfer (once only commencing within 3 months of course cancellation)</b>	Full refund of fees paid less a \$50 administration fee
<b>Course Cancellation due to AusCTA default</b>	Full refund of fees paid including course deposit or transfer of fees to another course at no extra cost

The Director is responsible for the approval of all fee refund applications. Applications for refunds may take up to 5 working days to be processed. Refund payments will be finalised no later than 10 working days after the dated receipt of the application.

This refund policy is subject to review from time-to-time in accordance with the change to conditions policy outlined below.

## CHANGE TO CONDITIONS

AusCTA reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to the operation of AusCTA. If there are any changes that may affect your training and/or assessment you will be notified as soon as practicable.



## 4. RECOGNITION AND PRIOR LEARNING

### NATIONAL RECOGNITION

AusCTA recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, simply attach a sited copy of your original qualifications or statement of attainment and complete the application for RPL through the Administration Manager. The Administration Manager reserves the right to contact a training organisation to check your qualification.

### RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should ask for a RPL Kit and Information Form relevant to the course in which they are enrolling. RPL kits are available from the Administration Manager. The costs associated with Recognition of prior learning are summarised on the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Standards for Registered Training Organisations (RTOs) 2015.

All assessments of RPL applications are reviewed by a trainer who is qualified to conduct the assessment. The trainer is also responsible for identifying any gap training that may be required in order to complete the full qualification.

From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the trainer is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

No recognition will be given to theoretical training other than that covered examinations and AusCTA reserves the right to conduct a language, literacy and numeracy (LLN) test.

### CREDIT TRANSFER

When you have completed a unit of study at another Registered Training Organisation, that is identical or equivalent to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form that can be obtained from the Administration Manager and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) before emailing it back to the Administration Manager to show you have completed that unit.

## 5. YOUR RIGHTS AND OBLIGATIONS

### USE OF YOUR PERSONAL INFORMATION

Your personal information will only be used for training and assessment purposes or purposes relating to your enrolled course(s). However, from time to time, we may ask your permission to use your photo or testimonial for marketing purposes. In this case, you will be asked to give your written permission.

It is a requirement of the National vocational education and training regulator, Australian Skills Quality Authority (ASQA), to request participant's permission to release information in certain circumstances. In this instance, your personal details and student records may be made available to:

- Any Commonwealth Government agency and/ or
- Any State Government agencies and/or
- When requested by a court/tribunal.

### WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

### WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any student who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within AusCTA is not a requirement by Law, but rather is seen by AusCTA as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the college. Being involved in the AusCTA community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the Director.

### UNACCEPTABLE BEHAVIOUR INCLUDES

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants.
- Discriminating against teachers and/or other students based on race, religion, gender, etc.
- Harassment by using offensive language or gestures.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.
- Academic Dishonesty and Plagiarism

## **YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED**

- Expect us to provide courses of high quality that recognise and appreciate your individual needs and learning styles
- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.
- To Appeal for a review of the results of an assessment
- Privacy and confidentiality, and secure storage of your records in accordance with our policies, to the extent permitted by law.

## **STUDENTS RESPONSIBILITIES:**

- Understanding and accepting the enrolment conditions for the course you are undertaking
- Providing accurate information about yourself at enrolment, and advising us of any changes to your personal information.
- Recognising the rights of staff, trainers, assessors, third parties or organisations 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 you attend classes sober and free from drugs.
- Paying your fees as they are due in accordance with your fee schedule
- Promptly reporting all incidents of harassment or injury to the office
- Respecting the organisation's property and observing all instructions for the use of equipment.
- Coming to class prepared for that session and bringing all required materials and equipment.

## **IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES; THE FOLLOWING APPLIES**

- A Trainer or the Director will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

## **PRIVACY & CONFIDENTIALITY RECORDS ACCESS**

AusCTA is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Administration Manager with a minimum of 2 days' notice.

Individual participant records are stored in a locked secure office area. Access to individual participant training records must meet commonwealth and state privacy legislation and are limited to:

- Trainers and assessors to update the records of their students
- Management and staff as required to ensure the smooth and efficient operation of the business
- People as are permitted by law to access these records (e.g.) subpoena/search warrants/social service benefits/evidence act)
- Officers from ASQA or their representatives required under the standards for registered training organisations.
- Participants Authorising releases of specific information to third parties in writing
- Participants themselves after making application in writing

Software and hardcopy systems retain participant results for a period of not less than 30 years.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is a Government requirement.

## DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- |                         |                                |                                |
|-------------------------|--------------------------------|--------------------------------|
| • Age                   | • Lawful sexual activity       | • Pregnancy                    |
| • Carer status          | • Marital status               | • Race                         |
| • Disability/impairment | • Physical features            | • Religious belief of activity |
| • Gender                | • Political belief of activity | • Sexual orientation           |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Director to get some assistance.

## SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by (RTO). Your trainers and assessors have been specially trained in (RTO)'s safety standards.

If you are asked to do anything you feel is unsafe:

1. Stop.
2. Advise the trainer of your worries and do not proceed.
3. Stop anyone else with you from doing anything unsafe.

It is the staff at (RTO)'s responsibility to keep you in a safe learning and working environment and they must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free training facility: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

## COMPLAINTS

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager.\*

AusCTA maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

### Step 1:

If the complaint is regarding a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer / assessor, or the organisation, then go straight to step 2.

### Step 2:

You should lodge a formal written complaint to the Administration Manager by completing a Complaints and Appeals form that can be obtained from the Administration Manager or from the website. The Administration Manager will acknowledge receipt of the formal complaint in writing.

AusCTA will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

### Step 3:

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the Director. The Administration Manager will email your complaint to the Director.

The Director will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within 10 working days. The Director is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

#### **Step 4:**

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (133873) or the Department of Fair Trading (NSW: 13 32 20 / VIC: 1300 55 8181) for review.

#### **Recording:**

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the Director notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, AusCTA will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Quality Management System. Privacy requirements and student/ individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, AusCTA will maintain the student's enrolment while the complaints and appeals process is ongoing.

*\*NOTE: We aim to finalise any complaints and appeals within 60 days of the initial lodgement in the event that the complaint cannot be finalised within the 60 days the RTO will notify the complainant in writing why it has not been finalised and any other information they can provide at the time to assist the complainant*

#### **APPEALS**

If you are not happy with the outcome of a **complaint** then the following appeal process is followed.

The appeal is discussed directly with the Director. If this does not resolve the matter then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

The Director records the student's dispute in the Register for Continuous Improvement and puts written notification on the student's file and organises attendance by the student as AusCTA representatives at the local

court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

You can also contact the Ombudsman of New South Wales <http://www.ombo.nsw.gov.au/complaints/making-a-complaint/>

**NOTE: The National Training Complaints Hotline is also accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au)**

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised an attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this a problem again

The final agreement achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process Aust Skills Systems will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern Aust Skills System but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance

## 6. SUPPORT & ASSESSMENT

### LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements. In addition, students may be required to complete a language, literacy and numeracy (LLN) assessment prior to course commencement.

The Director may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

### SUPPORT SERVICES

The teaching staff of AusCTA are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Please see extensive list of support services in the local area at the back of your Student Handbook.

### FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

### COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <http://training.gov.au/> .

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

### ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.



## **APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS**

AusCTA maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

### **Step 1:**

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

### **Step 2:**

Lodge a written appeal to the Administration Manager by completing a Complaints and Appeals form (Form 06). The Administration Manager will forward the appeal to the Director who will commence investigation into the matter within 10 working days.

The Director will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

## **TRAINERS AS ASSESSORS**

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace.

## **FORMS OF EVIDENCE**

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
  - extracted examples within the workplace; and
  - simulations, including competency and skills tests, projects, assignments.
- Supplementary evidence, from:
  - oral and written questioning; and
  - personal reports.

## **ACADEMIC DISHONESTY AND PLAGIARISM**

Academic dishonesty is a serious matter and will be treated as such, Academic dishonesty includes but is not limited to:

- Dishonesty, such as cheating
- Plagiarism or recycling (this includes phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including from the internet) without appropriate acknowledgement of the source.
- An engagement of another person to complete work (whether for payment or otherwise)
- Fabrication of data
- Copying from another student
- Failure to follow appropriate referencing practices or
- Failure to determine, verify or acknowledge the source of the work.

## 7. GRADUATION

*It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way*

Once you have successfully completed all of the units of competency required by your course, (or you have exited the course) you will receive your Certificate in the mail. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course. You will receive your certificate within 30 calendar days.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

### INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

### REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Director of AusPTA in writing with proof of identity provided.

Ideally you should attend AusPTA to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will **NOT** be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

## 8. FEEDBACK

AusCTA actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Director.

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

## 9. RECEIPT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

Click here

<p><b>ABORIGINAL SERVICES</b> Aboriginal Medical Service Western Sydney 9832 1356 Butucarbin Aboriginal Corporation 9832 7167 Cawarra Women's Refuge 1800 656 463 Gilgai Aboriginal Centre 9832 3825 Wangary Aboriginal Home Care Services 4734 9422 Yanna Jannawee - Community Support Service 9628 3031</p> <p><b>ACCOMMODATION SERVICES</b> Affordable Community Housing Ltd 1300 692 245 Homeless Persons Information Centre 1800 234 566 Providential Homes 1300 364 701 Richmond Fellowship of NSW 8882 4000 St Michael's Family Centre 9639 0155 Wentworth Community Housing 4777 8000 Tenancy Advice Services Tenants Union of NSW (Advice Line) 1800 251 101 Western Sydney Regional Public Tenants Council 9676 5200 Western Sydney Tenants Service (WESTS) 8833 0911</p> <p><b>AGED &amp; DISABILITY SERVICES</b> Accessible Arts 9251 6499 Aged Care Assessment Team (ACAT) - Blacktown 9881 8288 Ageing, Disability and Home Care (ADHC) 9841 9350 Anglicare Disability Services 8805 0900 Assistance with Care &amp; Housing for the Aged (ACHA) 9837 0106 Blacktown Neighbour Aid – Catholic Care 8822 2288 Blacktown agency contact list 2012 Care Connect Ltd 9830 8900 CALD Aged Care Services – Syd West MSI 8825 3777 Commonwealth Respite &amp; Carelink Centre 1800 052 222 Disability Council of NSW 8217 2800 Disability Services Australia (DSA) 1300 372 121 Emmaus Disabled Persons Catholic Services</p>	<p><b>COMMUNITY/ NEIGHBOURHOOD CENTRES</b> Anglicare Mt Druitt Community Care Centre 8805 0900 Dean Park Community Development Project 9626 5128 Doonside Cottage 9621 2937 Glendenning Neighbourhood Centre 9677 0242 Glenwood Neighbourhood Centre 8814 7649 Graceades Community Cottage 9628 2045 Hassall Grove Neighbourhood Centre 9835 1559 Karabi Community &amp; Development Services Inc. 9631 6575 Marayong Community Centre 9839 6000 Marayong House Neighbourhood Centre 9626 5312 Minchinbury Neighbourhood Centre 9839 6000 Mt Druitt Community Ministry 9835 2970 Quakers Hill Neighbourhood Centre 9837 2518 Riverstone Family Centre 9627 3511 Riverstone Neighbourhood Centre 9627 3622 Rutherglen Community Centre 9628 4674 Shalvey Community Centre 9628 4313 Woodcroft Neighbourhood Centre 9676 8509</p> <p><b>COUNSELLING SUPPORT</b> ADRA Community Centre 9622 7188 Blacktown Children Adolescent &amp; Family Counselling 9622 0787 Family/Financial/Gambling Counselling – Catholic Care 8822 2222 Gambling Help Counselling Service - SVdP 9686 1281 Interrelate Family Centres 8882 7850 Relationships Australia 9806 3299 Salvo Care Line 1300 36 36 22</p> <p><b>DRUG &amp; ALCOHOL SUPPORT</b> Alcohol &amp; Drug Information Service (ADIS) 9361 8000 Alcoholics Anonymous (AA) 1300 222 222 Bridges Inc. 9622 7511 Blacktown Methadone Management Unit 9621 3600 Centre for Addiction Medicine (CAM) - Mt Druitt 8887 5800 DRUG ARM 9755 0596 Drug and Alcohol Multicultural Education Centre 9699 3552</p>	<p><b>HEALTH SERVICES</b> AIDS Council of NSW (ACON) 9206 2000 Arthritis NSW 1800 011 041 Blacktown / Mt Druitt Needle &amp; Syringe Program 1800 354 589 Community Health Centre - Blacktown 9881 8700 - Doonside 9881 8650 - Mt Druitt 9881 1200 Community Health - Aged, Chronic &amp; Complex 1800 013 101 - Child and Family 1800 222 608 Health Care Complaints Commission 1800 043 159 Hospitals - Blacktown 9881 8000 - Mt Druitt 9881 1555 Short Term Equipment Service 1800 039 450 The Western Suburbs Haven Inc. 9672 3600 Western Sydney Medicare Local 8811 7100</p> <p><b>LEGAL SERVICES</b> Courthouses - Blacktown 9672 2610 - Mt Druitt 9881 9100 - Penrith 4720 1510 Children's Legal Service - Parramatta 8688 3800 Juvenile Justice - Blacktown 8882 4300 - Cobham 9623 8088 - Penrith 4720 3600 Macquarie Legal Centre 8833 0911 Law Access NSW 1300 888 529 Legal Aid - Blacktown 9621 4800 Mt Druitt &amp; Area Community Legal Centre Inc 9675 2009 Police Local Area Command - Blacktown 9671 9199 - Mt Druitt 9675 0699 - Quakers Hill 9678 8999 Probation &amp; Parole - Blacktown 9671 4266 - Mt Druitt 9421 3000 Toongabbie Legal Centre Inc. 1300 373 353 Welfare Rights Centre 9211 5300 Women's Legal Contact Line 8745 6988</p> <p><b>MEN'S SERVICES</b> MensLine Australia (24hrs) 1300 789 978 Men's Shed - Emerton 9628 7396 Men's Shed Social Support Program - Riverstone 9627 3219</p>	<p>Credit &amp; Debt Hotline 1800 808 488 Child Protection Helpline (24 hrs) 13 21 11 Child Abuse Prevention Service (24 hrs) 1800 688 009 Domestic Violence Line (24 hrs) 1800 656 463 Gambling Help (G-Line NSW) 1800 858 858 Kids Helpline (24 hrs) 1800 551 800 Lifeline (24 hrs) 13 11 14 Mt Druitt Family Referral Service 1300 403 373 Parent Line (24 hrs) 1300 130 052 Poisons Information Hotline 13 11 26 Salvo Suicide Prevention &amp; Crisis Intervention 8736 3295 State Emergency Service (SES) 132 500 GOVERNMENT DEPT. (STATE/FED) Community Services - Blacktown 9852 3200 - Mt Druitt 8887 7400 - St Marys 9851 4100 Department of Immigration and Citizenship 131 881 Housing NSW - Blacktown 9831 0866 - Bidwill 9675 8835 - Mt Druitt 9675 8998 NSW Fair Trading 13 32 20 USEFUL NUMBERS &amp; WEBSITES Australian Electoral Commission (AEC) 4702 5000 Blacktown Community Aid &amp; Information Centre 9621 5788 Blacktown City Council 9839 6000 Blacktown City Council Community Development Team 9839 6203 Energy &amp; Water Ombudsman NSW (EWON) 1800 246 545 NSW Ombudsman 9286 1000 P.O. Box 149 Plumpton 2761 Ph: 9832 4762 Fax: 9832 4802 Email: project2@network.crn.org.au Web: www.crn.org.au www.blacktown.nsw.gov.au Women's DV Court Advocacy Service - Blacktown 9671 9126 - Penrith / Mt Druitt 4731 5098</p> <p><b>YOUTH SERVICES</b> Aftercare Kurinda Adolescent Service 8825 2200 Ask! A Free Legal Service for Youth 9305 6600 Blacktown Youth Services Association (BYSA)</p>
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<p>8822 2288        Fusion Home Modification &amp; Maintenance Service 8805 5960        Independent Living for the Physically Disabled 9622 5557        Indigenous Disability Advocacy Service (IDAS) 4722 3524        Interaction Disability Services Ltd 1300 668 123        Karelle Life Enrichment Service Inc. 9832 1057        La Valette Social Centre Inc. 9622 5847        Meals on Wheels - Blacktown / Mt Druitt 9622 6183        Mt Druitt Neighbour Aid 9832 4585        Northcott Disability Services 1800 818 286        Paterson Whitlam Support Service - Aftercare 8825 2230        Pecky's Limited 9688 3268        Riverstone Neighbour Aid 9627 3219        Self Advocacy Sydney Inc. 9622 3005        The Aged-care Rights Service (TARS) 9281 3600        Tuesday Night Club (TNC) Inc. 9671 7217        Senior Citizens Services &amp; Clubs        Blacktown &amp; District Older Women's Network 9631 3289        Combined Pensioners and Superannuants Assoc. 1800 451 488  <b>CALD SERVICES</b>        Adult Migrant English Program (AMEP) 9621 4175        Afghan Community Support Assoc. of NSW 9831 2436        Australian Sudanese Community Inc 9675 7010        Centrelink (Multilingual Call) 131 202        Mt Druitt Ethnic Communities Agency (MECA) 9625 9300        STARTTS 9854 7300        SydWest Multicultural Services Inc. 9621 6633        Translating &amp; Interpreting Service - Telephone (24 hrs) 131 450  <b>LANGUAGE, LITERACY AND NUMERACY SERVICES</b>        Mission Australia – Skills for Education Program 1300 676 937        Australian Government Department of Human Services</p>	<p>Marrin Weejali Aboriginal Corporation 9628 3031  <b>EDUCATION &amp; TRAINING</b>        Computer Pals Blacktown Inc. 9920 0829        Family Worker Training &amp; Development Programme 9620 6172        Holy Family Social Services 9628 2288        New Enterprise Incentive Scheme - Mission Australia 9675 1022        Reading Writing Hotline 1300 655 506        TAFE Counselling &amp; Careers Service - Blacktown 9208 1727        - Mt Druitt 9208 6383        - Nirimba 9208 7037  <b>EMPLOYMENT</b>        Ability Options Limited 8811 1777        Break Thru People Solutions 8884 3000        CRS Australia 1800 277 277        Max Employment 9834 8200        Nova Employment 9831 7199        The Salvation Army Employment Plus 9679 5400  <b>FAMILY SUPPORT SERVICES</b>        Anglicare Sustainable Living &amp; Family Services 8805 0900        Blacktown Family Relationship Centre 8811 0000        Blacktown Family Support Service – Catholic Care 8822 2222        Brighter Futures Mt Druitt – Uniting Care Burnside 9421 3333        Communities for Children - Mission Australia 9832 8943        Family Relationships Advice Line 1800 050 321        Junaya Family Development Services 9621 3922        Salvation Army Community Services Centre 9622 3108        St Vincent de Paul Family Assistance Line 1800 606 724        Swinson Cottage Family Centre (Child Protection) 9621 2454</p>	<p><b>MENTAL HEALTH</b>        Alice's Cottages (Women's Supported Accom.) 9622 9791        Blacktown City Mental Health Service 9881 8888        Compeer Mental Health Friendship Program 9622 2411        Embark Cottage 9690 8972        Recovery &amp; Resource Service Program - PRA 9690 8972  <b>REGIONAL RESOURCE GROUPS</b>        Australian Red Cross 9229 4272        Women Partners of Bisexual Men Service 9560 3011        Community Resource Network (CRN) 9832 4762        TRI Community Exchange Inc. 4721 1866        The Centre for Volunteering / Volunteering NSW 9261 3600        Western Sydney Community Forum (WSCF) 9687 9669        Youth Action Policy Association (YAPA) 9281 5522  <b>SEXUAL ASSAULT</b>        NSW Rape Crisis Centre 1800 424 017  <b>SEXUAL HEALTH</b>        Family Planning NSW - Healthline 1300 658 886  <b>TRANSPORT</b>        Blacktown City Council Community Mini Bus 9839 6000        Blacktown Community Transport 9621 5518        Transport Infoline 131 500  <b>WOMEN'S SERVICES</b>        Blacktown Hospital - Social Work Department 9881 7076        Blacktown Women's &amp; Girl's Health Centre 9831 2070        Immigrant Women's Speakout Assoc. of NSW 9635 8022        Jessie Street Domestic Violence Service 9622 7999        Mt Druitt Family Violence Service 9677 9628        Pam's Place 1800 656 463        WASH House 9677 1962</p>	<p>9831 2095        BLITS 0416 552 520        BREED Taskforce Inc. 9853 3200        Catherine Villa (Pregnancy) - CatholicCare 9837 2095        Emerton Youth Recreation Centre 9628 9292        Fusion Youth Services &amp; FASS 8805 5900        Hebersham Aboriginal Youth Service (HAYS) 9832 9330        Legal Aid Hotline for Under 18s 1800 101 810        Mackillop Family Services 9628 3333        Marayong House Youth Service 9626 3681        Marist Youth Care 9672 9200        Mt Druitt Integrated Youth Service 9628 0424        P.C.Y.C - Blacktown 9622 3470        - Mt Druitt 9628 2628        Quakers Hill Youth Support Services 9626 6620        Reconnect - Blacktown LGA 9832 3934        Riverstone Youth Centre 9627 9925        The Street University, Ted Noffs Foundation 8886 2800        The Hills Youth Support &amp; Accommodation Service 9680 1201        Western Area Adolescent Team (WAAT) 9881 1230        Youth Emergency Accommodation Line 9318 1531        Youth Insearch 9659 6122   <b>HELPLINES</b>  <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>  <a href="http://www.community.nsw.gov.au">www.community.nsw.gov.au</a>  <a href="http://www.communitybuilders.nsw.gov.au">www.communitybuilders.nsw.gov.au</a>  <a href="http://www.keepthemsafe.nsw.gov.au">www.keepthemsafe.nsw.gov.au</a>  <a href="http://www.lawlink.nsw.gov.au">www.lawlink.nsw.gov.au</a>  <a href="http://www.mylocalguide.net.au">www.mylocalguide.net.au</a>  <a href="http://www.ncoss.org.au">www.ncoss.org.au</a></p>
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