



RTO No. 32129

Student Handbook

Welcome to AMC Training & Consulting

Please read and become aware of the contents of this handbook prior to enrolling

Courses available with AMC

HLT23215	Certificate II in Health Support Services
CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC43115	Certificate IV in Disability
CHCSS00070	Assist Clients with Medication Skill Set
CHCSS00098	Individual Support - Disability Skill Set

The Student Handbook outlines AMC TRAINING & CONSULTING policy and procedures for prospective and current students.



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1. AMC TRAINING & CONSULTING Welcome Note

The management and administration team would like to welcome you to AMC Training & Consulting (RTO Num: 32129). During your time here, we will endeavour to make your learning journey a rewarding and exciting experience and of course, we expect you to try your best to achieve the results and goals you are aiming for.

This information contained within this student handbook will enable you to familiarise yourself with the requirements for the course you are about to undertake and to become aware of our terms, conditions and services here at AMC Training & Consulting. Please read the following information very carefully and contact AMC Training & Consulting administration staff if you have any questions.

2. AMC Training & Consulting Details

Address : Shop 30 Building H 2-32 Bunker Road VICTORIA POINT QLD 4165

Phone : [\(07\) 3711 7130](tel:0737117130)

Email : enquiry@amctc.com.au

Website: <https://www.amctc.com.au/>

3. Code of Conduct

AMC Training & Consulting is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of the RTO comply with the requirements of the VET Quality Framework, which includes the following:

- the [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- the [Australian Qualifications Framework](#)
- the [Fit and Proper Person Requirements 2011](#)
- the [Financial Viability Risk Assessment Requirements 2011](#)
- the [Data Provision Requirements 2012](#)

AMC Training & Consulting will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register (<http://www.training.gov.au>). (5.3)

AMC Training & Consulting has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

Standards for Registered Training Organisations 2015

- Standard 1 – Training and Assessment
 - Learners benefit from high-quality training that equips them for employment and/or further study in their chosen field.
 - Learners are confident they hold the skills and knowledge their certification describes and are well-equipped to undertake relevant tasks safely and productively.
 - Graduates have enhanced employment prospects because employers are confident in their abilities.
- Standard 2 – Quality Assurance Strategies
 - Learners are confident that the quality of training is monitored to ensure it meets their needs and the needs of employers.
- Standard 3 - Certification
 - Learners receive certification that clearly documents their skills and knowledge in a timely manner.
- Standard 4 - Marketing
 - Learners can make informed choices that the RTO has training that meets their needs with clear and accurate information including information about the performance of the RTO
- Standard 5 – Students rights and obligations
 - Learners can make informed choices about the RTO and the training program that best suits their needs
 - Learners know who is delivering their training and who is issuing any qualification or statement of attainment
 - Learners are aware of their rights and responsibilities
- Standard 6 – Complaints and appeals
 - Learners have any concerns about their training or assessment addressed promptly and equitably

- Standard 7 - Governance
 - Learners know their provider is stable and well-governed, so are confident it will continue to operate and be properly resourced to deliver training
 - Learners know that their exposure to financial loss is limited in the case of a provider closing or not being able to provide the training
- Standard 8 – Compliance with legislation
 - Learners are assured that our RTO is monitored by a regulator that has accurate, up-to-date information about the provider
 - Learners are confident our RTO complies with relevant legislation and regulatory requirements
 - Learners are aware of requirements that relate to their training
 - Learners can make informed choices about the RTO using accurate and up-to-date information

Australian Qualifications Framework:

- Adhere to the requirements of the AQF Qualifications Issuance Policy
- Adhere to the requirements of the AQF Qualifications Pathways Policy

Fit and Proper Person Requirements

- All senior management, or persons who would have a significant impact on the RTO, are required to complete and submit a Fit and Proper Person form to the National VET Regulator

Data Provision Requirements

- Collect and store student and training records within an AVETMISS-compliant Student Management System (DPR 4)
- Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
- Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
- Submit annual reports to the National VET Regulator on data collected (DPR 7)

Working with Children Check

- All Trainers and Assessors are required to undertake a Working with Children Check prior to commencing training and assessment if they will be delivering training and assessment to students under the age of 18 years.

4. Student Information

3.1 Course Information

Refer to our website <https://www.amctc.com.au/> for specific details relating to the following qualifications:

HLT23215	Certificate II in Health Support Services
CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC43115	Certificate IV in Disability
CHCSS00070	Assist Clients with Medication Skill Set
CHCSS00098	Individual Support - Disability Skill Set

3.2 Student Responsibilities

As a student, you will be required to take responsibility for:

- Reading all relevant course and training information.
- Advise the RTO, Trainer / Course Coordinator / Employer if you have previous skills and knowledge and seeking recognition of this prior learning before enrolment.
- Monitor your understanding of the subject by self-assessing your skills and knowledge.
- Attend all training sessions as required.
- Behave reasonably and appropriately in the classroom and work experience settings. Any behaviour that is disruptive or dangerous will be investigated.
- Meet with your Trainer/Course Coordinator to review progress.
- Hand in all assessment tasks as per requirements stipulated unless discussed with the trainer.
- Complete course requirements within the designated time frame.
- Ensure all work is your own and not copied or plagiarized. (see cheating and plagiarism on page 22 for further details)
- Retain evidence of your working notes and assessments and any other documents in your portfolio of evidence and present them for assessment.
- Discuss any concerns regarding the training course, session activities and or your ability to learn with your trainer/course coordinator/employer.
- Advise the Trainer/Course Coordinator if you require any special adaptive equipment or support for the training course if not identified at enrolment.
- Participate in course evaluation and provide feedback.
- Make full payment for the course (if applicable).
- Notify AMC Training & Consulting of any injury (especially back and neck) that occurs during class time or the industry work placement.
- Notify AMC Training & Consulting of any change in your personal details that occur throughout the course of your training.

3.3 AMC Training & Consulting Responsibilities To The Student

AMC Training & Consulting will:

- Provide you with a safe and healthy learning environment and treat you with respect.
- Provide you with a training and assessment schedule.
- Provide you with the appropriate unit of competency details included in your plan.

- Follow all legislation affecting the learning environment. (Refer to Legislation page 29)
- Provide opportunities to practice the skills and knowledge required.
- Deliver and record training and assessment outcomes.
- Provide you with access to your file records if requested.
- Set up work tasks to provide training and coaching to help you achieve the competency standards outlined in your schedule.
- Provide training materials and recommend other resources for further learning.
- Prepare you for assessment and encourage you to self-assess along the learning.
- Advise you where, when, and how assessment will occur and what to bring.
- Assess your skills and knowledge by observation, questioning, and other methods as outlined in each unit's assessment tools.
- Give feedback to you on your progress.
- Refer you to the appeals process unhappy with the assessment results.

3.4 Government-Funded Training

Students may be eligible for Government Funding in a Traineeship or through State Government Certificate 3 Guarantee Program or Higher-Level Skills Funding. If you can be enrolled with any of these funding subsidies, you will be given a **Fact Sheet** about your specific funding and the requirements and eligibility criteria.

If you are studying in High School and are eligible for VETiS funding, your school will speak to you and your parents to ensure you are eligible before they contact us (the RTO).

If you are a Trainee, your employer and an Apprenticeship Service will meet with you and ensure you are eligible before they contact us (the RTO).

If you are applying for a Certificate III or below you may be eligible for funding if you do not hold, or are enrolled in, a Certificate III level or higher qualification (not including qualifications completed at school and foundation skills training).

Certificate 3 Guarantee Fact Sheet -

https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

If you are applying for a Certificate IV or a Skill Set you may be eligible for funding if you do not hold, or are enrolled in, a Certificate IV level or higher qualification (not including qualifications completed at school and foundations skills training)

You must:

- be a Queensland resident
- **be aged 15 years or over, and no longer attending school** (not applicable to VETiS funding)
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits
- on the pathway to permanent residency

Documentation will be required to support the above eligibility.

High Level Skills Fact Sheet https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf

DESBT Training and Employment Survey

The Department of Small Business and Training (DESBT) will contact you directly when you have finished your studies for a survey. By accepting Government-subsidised training you agree to participate in this survey.

If you are eligible for funding, you will be asked to provide AMC with documents proving your eligibility for the funding which could include:

- Specifying on the enrolment that you are not enrolled in or have not completed a Certificate III / IV or higher since leaving High School.
- Drivers Licence / over 18 ID Card / Birth Certificate
- Passport
- Medicare Card (Green)
- VEVO

Co-contribution fee

You will be required to contribute to the costs of your training through a co-contribution fee

If you wish to learn more, please visit the Department of Employment, Small Business and Training (DESBT) website: <https://desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq>

5. Enrolment

4.1 Enrolment Process

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

Students are required to sign the form to acknowledge their agreement with the RTO's terms and conditions.

A copy of the Enrolment Agreement Form will be supplied to the learner, in line with the Australian Consumer Law requirements, prior to course commencement.

The Training Manager is responsible for ensuring each student has completed an enrolment form prior to course commencement.

Following is a list of "Terms & Conditions of Enrolment" outline throughout this handbook that you need to be aware before signing the Enrolment Agreement Form:

- Enrolment and Selection (Clause 5.3)
- Consumer Guarantee (Clause 5.3)
- Course Fees, Payments and Refunds (Clause 5.3)
- Fee Protection (Clause 7.3)
- Cooling Off Period (Clause 5.3)
- Complaints and Appeals (Clause 6.1)
- Credit Transfer (Clause 3.5)
- Language, Literacy and Numeracy (Clause 1.7)
- Support Services (Clause 1.7)
- Legislative and Regulatory Requirements (Clause 8.5)
- Workplace Health and Safety (Clause 8.5)

The student also needs to be aware of the following:

- That the RTO is responsible for compliance of training and/or assessment
- That the RTO is responsible for the issuance of AQF certification documentation
- Details of the RTO complaints and appeals processes (also refer Clauses 6.1 – 6.4)
- The learner's rights if the RTO or third party closes or ceases to deliver the agreed training and/or assessment.

Each student is required to complete an enrolment form prior to course commencement. The form is to be signed by the student stating that they agree with the RTO's policies and procedures.

4.2 Enrolment and Selection

1. The student is responsible for notifying AMC Training & Consulting if they have a medical condition or disability or require assistance in their training.
2. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee. (refer to the AMC website for specific details)
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.
10. If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

Initial Interview

Before commencing training with AMC Training and Consulting, participants are required to do an initial interview conducted via a virtual meeting platform such as TEAMS or Zoom. This essential step serves multiple purposes. Firstly, it provides participants with the opportunity to gather detailed information about the training programs and to ask any questions they may have. Additionally, this interaction allows AMC Training and Consulting to assess a participant's online computer literacy, which is crucial for successfully engaging with our digitally delivered courses;

- trainers/course coordinators to assess prospective student's eligibility to commence training where there are prerequisites:
 - Student Vocational Placement Assessment
 - ◆ Verify if the student can attend vocational placements in aged care, disability, or community care during the specified hours of 0600 – 1400 (morning shift) and 1400 – 2200 (afternoon shift).
 - ◆ Consider the student's residential location in relation to their preferred placement location to ensure practicality and feasibility of travel and scheduling.
 - Compliance with Placement Facility Requirements
 - ◆ Inform prospective students that they may need to meet specific health and legal requirements such as current influenza vaccinations, COVID-19 vaccines, police clearance, and relevant permits like the Working with Children Blue Card and Working with People with Disability Yellow Card.

- ◆ Explain that facility-specific policies and procedures will determine the exact requirements and that non-compliance could impact their eligibility for placement at certain locations.
- Adaptive Learning Needs
 - ◆ Engage in a detailed discussion with the student to understand any special needs or access requirements they might have.
 - ◆ Assess the need for alternative formats and adaptive technologies to facilitate the student's learning.
 - ◆ If necessary, collaborate with the student to develop an individualized plan that incorporates suitable learning resources and supports to accommodate their specific educational needs.
- Assessment of Computer Literacy
 - ◆ During the virtual meeting, evaluate the student's ability to use basic computer functions such as email, navigating web interfaces, and participating in online platforms like TEAMS or Zoom.
 - ◆ Determine the level of computer literacy and readiness to engage with digital learning resources and online course components.

Should there be a requirement for adaptability, AMCTC will collaborate with the student to integrate a tailored plan into their overall student plan, as agreed upon by both the trainer and the participant.

- AMC will provide accurate, relevant, and up-to-date information to participants prior to course commencement. This will include, but not be limited to;
 - scope of registration
 - certification to be issued on completion or a Statement of Attainment for partial completion of the course
 - competencies to be achieved during the training
 - assessment procedures
 - arrangement for recognition of prior learning (RPL/RCC)
 - complaints/appeal procedure
 - facilities and equipment
 - student support services
 - application process and selection criteria
 - fees and costs involved in undertaking training
 - fee refund policy
 - student support services

Participants will need to become familiar with all Induction material and to sign the enrolment form indicating they are aware the details on this form may be used for statistical reporting.

6. Special Needs and Assistance

Should you have any special needs that will assist you in participating in this study program, please contact us as soon as possible. Below is a list of some of the ways we may be able to assist you. This information summarises some of the information provided in this student handbook. If your need is not identified/listed below, please contact AMC Training & Consulting administration staff:

Assistance required	Whom to contact	What they can do	How to make contact
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General English (Language Literacy / Numeracy) Support	AMC Training & Consulting Admin staff	They can talk to you about the individual course's LLN requirement, they will put you through an LLN Assessment to help gauge of you will be able to successfully complete the course. If currently unable to entry into the course, they will help by pointing you in the right directing for your special need.	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Enrolment process	AMC Training & Consulting Admin staff	Admin can walk you through the different ways to enrol and what is expected for course commencement.	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Your Privacy	AMC Training & Consulting Admin staff and/or AMC Training & Consulting Management	They can walk you through why it is needed and how it is used and stored.	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Gaining your USI	AMC Training & Consulting Admin staff and/or AMC Training & Consulting Management	Admin can walk you through the USI process or with your permission they can create a USI for you.	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Assessment Decisions	Your Assessor and/or AMC Training & Consulting Management	Your assessor can take you through your assessment decision, explain how you went and what to do moving forward The FQ management will speak to both yourself and you assessor to find out what the issue is and then make a decision on moving forward	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Assessment Difficulty	Your Assessor and/or AMC Training & Consulting Admin	Your assessor can take you through your assessment, explain what is expected but cannot give you the answer. The assessor can also help customise	At AMC Training & Consulting reception and/or by phone or email Ph: Em:
Results	Your Assessor and/or AMC Training & Consulting Admin	They can take you through your results, explain why and how you then and what to do (if possible) to improve.	At AMC Training & Consulting reception and/or by phone or email Ph: Em:

Lost property	Your Assessor and/or AMC Training & Consulting Admin	They can go through the Lost and Found to see if anyone has handed your item in.	At AMC Training & Consulting reception and/or by phone or email Ph: <u>Em:</u>
Specialist Agencies: The following agencies have been identified as being able to help within specific special needs, their contact details are below.			
Agency		Contact details	
Al-Anon		https://al-anon.org/	
Family Drug Support		https://fds.org.au/	
Adult learning Australia		https://ala.asn.au/ Ph: (03) 9689 8623	
Australian Council for Adult Literacy		http://acal.edu.au/	
Vision Planet Australia		http://visionplanet.com.au/contacts/ Ph: +61 70801353/ +61 0429069975	
Reading Writing hotline		https://www.readingwritinghotline.edu.au/ Ph: 1300 655 506	
Beyond Blue		https://www.beyondblue.org.au/	
Lifeline		https://www.lifeline.org.au/ 13 11 14	
Salvation Army		https://www.salvationarmy.org.au/	

7. Course Fees, Payments, Refunds and Certification

1. Refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the RTO's Fee Protection Policy, the RTO will not collect more than \$1,500 before course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed and all fees paid. The cost of the certificates is included in the course fees.
4. Refunds will be made in the following circumstances:
 - a) Participants enrolled in training that has been terminated by the RTO
 - b) Participant advises the RTO before course commencement that they are withdrawing from the course.
 - c) If the participant withdraws from a course or program, before course commencement, due to illness or extreme hardship as determined by the RTO
 - d) If the RTO fails to provide the agreed services

- e) The participant is enrolled under the Certificate 3 Guarantee or Higher Level Skills Funding therefore the Co-contribution payment will be refunded for each unit of competency not commenced at the time of withdrawal.
5. A \$1,500 deposit (including a non-refundable \$200.00 administration fee is included) on acceptance into the course, and the remaining amount on the first day of class. If the student withdraws from the course before course commencement, they will forfeit this administration fee.
 6. No refunds will be issued once the student has commenced the course unless The participant is enrolled under the Certificate 3 Guarantee or Higher Level Skills Funding as per 4.e)
 7. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$25 will be charged.
 8. The RTO is responsible for the issuance of AQF certification documentation within 30 calendar days of the learner being assessed as meeting the requirements of the training product in the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.
 9. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
 10. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
 11. There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.
 12. If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the course
 13. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

6.1 Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment unless the student has already commenced the training. Please refer to the Refund Policy for the process of acquiring a refund.

6.2 Payment Plan

For fees that are more than \$1,500, a payment plan will be offered on the course flyer.

A deposit to be paid before course commencement of up to \$1,500, includes a non-refundable administration fee of \$150.

Progress Payment, to be paid following commencement, will be 50% of the remaining fees

Midway Payment, to be paid at the halfway point of the course, will be 25% of the remaining fees

Final Payment, to be paid prior to course completion, will be 25% of the remaining fees

6.3 Debt Collection

Failure of a student to continue in course payment commitments will result in the engagement of a debt collection service with an added cost of 20% debt recovery fee.

Certificates and Statement of Attainments will not be issued until all fees owing are paid.

8. Consumer Guarantee

AMC Training & Consulting guarantees that the services provided by AMC Training & Consulting will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

AMC Training & Consulting training strategies are developed to state when the services will be provided and the date they will be completed. If the training strategies do not include the dates, i.e. for RPL or on-the-job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the student's ability to complete the training and assessment.

7.1 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy on page **Error! Bookmark not defined.** for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is minor and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

AMC Training & Consulting is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training

discovers they can buy the training more cheaply elsewhere

9. Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of AMC Training & Consulting closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

Change of Location	Confirm details with new training venue	New written training venue agreement to drafted and signed by both the training venue provider and the RTO	Provide written notification to ASQA of new training venue, by completing and submitting the "Change of Provider Details" form and submitting to ASQA	Confirm in writing to the students the new location of the Training Venue, including the provision of a map	Update marketing materials with new location (if applicable)
Change of Trainer	Confirm with new Trainer that they are available to take over the responsibilities	If possible, arrange a time for the previous trainer and the new trainer to undertake a handover	Advise new Trainer of location, class numbers, current status of course progress	Confirm in writing with the students the details of their new trainer, including when they will be commencing and assuring students that the trainer will be provided with a full handover	
Change of Ownership	Finalise Sale of Shares	Complete ASQA Form "Notification of Material Change of Event" by both	Submit ASQA form to ASQA within 90 calendar days of the change of	Process Statements of Attainment for all existing students,	Notify Students in writing of the change of

		parties	ownership	providing the students with a current status of their course enrolment	ownership
Change of Third Party	New agreement to be drafted and signed by the new third party and the RTO	ASQA is notified of new Third Party arrangement through ASQAnet	Students are notified in writing of the new third party arrangement, including any conditions and contact details of the new Third Party		

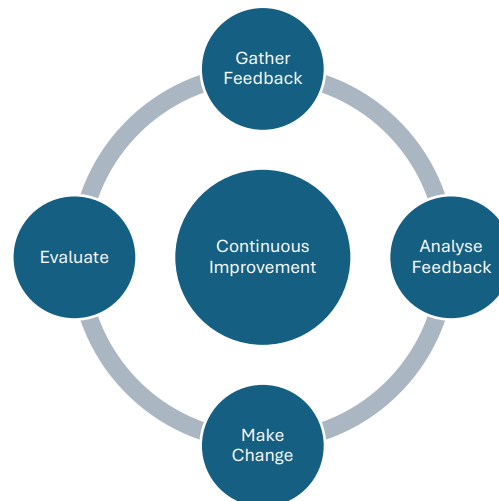
10. Feedback and Surveys

AMC Training & Consulting (AMC) values ongoing feedback from our students and we aim to have a training service that is always improving our service.

We collect, analyse and act on relevant data to provide ongoing improvements and development of our

- Training and assessment strategies
- Client services and
- The systematic management of our operations

Reviews will be undertaken during training and a Questionnaire Learner Survey will be provided to you for completion. Any evaluation of services is confidential and is only used to improve the quality of our service to students. Feedback is graphed analysed and presented at staff meetings.



Step 1: Submission of Complaint

If you encounter any issues or have concerns regarding our services or training, we encourage you to voice them. Please submit your feedback using our designated "Opportunity for Improvement Form." This form allows us to systematically address and record any issues.

Step 2: Recording and Action

Once you have submitted the form, your complaint will be officially recorded in our "Opportunity for Improvement Register." This register helps us keep track of all feedback and the steps taken to address each issue.

Step 3: Review and Implementation

After recording your complaint, we will take appropriate action to resolve the issue. The details of this action and any resolutions will be documented in the same form.

Step 4: Filing and Monitoring

The completed form, post-action, will be filed in the "Opportunity for Improvement Register." This process ensures that all feedback is reviewed and monitored for efficacy.

Step 5: Continuous Improvement Review

All filed forms are subsequently reviewed during our monthly Quality and Compliance Meetings. These meetings are dedicated to assessing the effectiveness of the actions taken and determining if further improvements are required. This review helps us ensure continuous improvement in our services and training programs.

As an RTO, AMC is audited by the State and Federal Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative from one of these training authorities.

As a Skills Assured Provider for the Department of Employment, Small Business and Training (DESBT) we wish to inform students accessing a Queensland Government-subsidised training place, that The Department of Small Business and Training (DESBT) will be surveying students directly on completion or withdrawal from the program.

11. Language, Literacy and Numeracy (LLN)

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

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately.
- Read and interpret.
- Estimate, calculate and measure.

All students undertaking training are required to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above, or can demonstrate equivalent industry experience.

10.1 Monitoring the Effectiveness of Services

Student progress will be monitored by the Assessor, in conjunction with the Training Manager, to ensure that the student's needs are being met. The Trainer is required to report to the

Training Manager on student progress through the Trainer Report, which is submitted once a month to the Training Manager.

At AMC Training and Consulting, we recognise the importance of Language, Literacy, and Numeracy (LLN) in ensuring that all students have the best possible chance to succeed. To effectively monitor and support our students' LLN needs, we employ a comprehensive process involving various strategies and tools:

1. Moodle Monitoring

Automated Alerts: Our Moodle Learning Management System is set up to notify trainers when a student fails to submit work on time or if submissions repeatedly show potential LLN issues.

Engagement Tracking: Trainers monitor student activity and engagement through Moodle, allowing for early identification of those who may require additional support.

2. Marking and Feedback

Detailed Marking Summaries: Support trainers provide detailed feedback on student submissions, marking behind the class to ensure timely and constructive responses. Regular summaries help trainers pinpoint specific LLN challenges that students may be facing.

Targeted Support: Upon identifying issues, tailored support strategies are developed to address individual student needs in literacy and numeracy.

3. Regular Toolbox Meetings

Daily Collaboration: The training team holds daily toolbox meetings to discuss classroom dynamics, student progress, and specific concerns. These meetings foster a collaborative approach to problem-solving and sharing effective teaching strategies.

LLN Focus: A dedicated section of the meeting template allows trainers to bring specific LLN issues to the team's attention, where collective input can lead to innovative support solutions.

4. Weekly Lead Trainer Meetings

Strategic Discussions: Lead trainers meet weekly with the training manager to review ongoing cases and strategize on how to best address identified LLN issues.

Resource Allocation: These meetings also serve to allocate resources effectively, ensuring that LLN support is integrated into the learning plan where needed.

12. Assessment

11.1 Principles of Assessment and the Rules of Evidence

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

Principles of assessment are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable as follows:

Fairness: Fairness requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands, and is able to participate in, the assessment process, and agrees

that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible: To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

Validity: There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.

Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group

Reliability: There are five types of reliability: internal consistency; parallel forms; split-half; inter-rater; and, intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

Following is a guide to what should be in the assessment tools to meet the "Principles of Assessment":

- Elements addressed (to levels as defined in performance criteria)
- Knowledge evidence/required knowledge addressed
- Performance evidence/required skills addressed
- Assessment conditions/critical aspects of evidence addressed
- Context and consistency of assessment addressed to appropriate AQF level
- Assessment of knowledge and skills is integrated with their practical application
- Assessment uses a range of assessment methods
- Criteria defining acceptable performance are outlined for all instruments
- Clear information about assessment requirements is provided (for assessors and students)
- Allows for reasonable adjustment and provides for objective feedback
- Considers dimensions of competency and transferability

Rules of evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity: Assessment evidence considered has direct relevant to the unit or module's specifications.

Sufficiency: Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authenticity: To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.

Currency: Currency relates to the age of the evidence presented by candidates to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

Following is a guide to what should be in the assessment tools to meet the "Rules of Evidence":

Validity	Assessment evidence considered has direct relevance to the unit or module's specifications
Sufficiency	Sufficient assessment evidence is considered to substantiate a competency judgement
Authenticity	Assessment evidence gathered is the learner's own work
Currency	Competency judgements include consideration of evidence from the present or the very recent past

To ensure that assessment activities/tasks meet the Principles of Assessment and the Rules of Evidence requirements, which include meeting workplace requirements and ensuring the reliability and flexibility of assessment, all assessment activities/tasks must be validated.

11.2 Request for Course Extension

Requests for course extension beyond the completion date must be made to and approved by the AMC Operations Manager or their representative. An extension fee of \$100.00 per month will apply.

Timeframes for completion:

- Full certificate courses – 12 months
- Skill sets – 3 - 4 months.

11.3 Feedback to students

Trainers will provide feedback to the participants on their performance. The feedback may include one or more of the following:

- online participants will receive an email outlining the activities needing to be re-submitted as well as comments from within the AMC Moodle platform.
- (if booklet used) a mark on the front of the assessment workbook (refer to marking codes)
- written 'student marking feedback' sheet on page 2 of each assessment workbook
- comments beside individual tasks on their assessment workbook or in Moodle
- all participants receive support and verbal feedback on their overall performance as required by the individual

If the participants are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually.

11.4 Appealing Against Assessment Results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Appeals Process.

11.5 Reasonable adjustments

From time-to-time AMC will encounter participants with particular needs and will make all reasonable adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training. To this end AMC may customise certain aspects of training and assessment to permit equity. (See Participant Support)

It is not possible to accurately document all contingencies without first knowing all variables. This of course cannot be done. AMC has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the Operations Manager.

13. Work Placement (if applicable to your course)

Vocational placement is a structured, workplace learning program that requires you to attend an actual industry-relevant workplace and undertake work as if you were an employee. Vocational placement differs from Work Experience, whereby the participant is merely observing – Vocational placement means that you would undertake tasks that the other workers were doing. You would perform these tasks under the supervision of a workplace supervisor (your buddy) or your assessor (during workplace visits). This helps you to practice hands-on and will link directly to the theory you are learning in the classroom. This hands-on experience will enable you to demonstrate skills that are required for completion of your qualification.

The unit of competency CHCCS040 Support Independence and Wellbeing requires the completion of 120 hours of vocational placement. This is unpaid work.

AMC will usually arrange your work placement; however, distance students are required to source their own. Please speak to AMC to ensure you have the appropriate paperwork before engaging with a facility.

Some aged care and disability facilities require both Criminal History Check and NDIS Worker Screening, some facilities may only require NDIS Worker Screening.

AMC will pay for your Criminal history check if you do not have a current one.

There is no cost for NDIS Worker Screening and a Working with Children Card as they are for volunteers.

COVID and Influenza Vaccinations: Some facilities may require you to be fully vaccinated against COVID (including Booster) and the current season of Influenza before commencing placement.

12.1 Work Placement Privacy Policy

Whilst undertaking your mandatory work placement as a student of AMC, you are required to adhere to the restrictions imposed by the privacy policy of the workplace in which you have been placed. Information provided to or obtained by you in the course of your work placement such as personal information regarding clients and company policies and procedures, are privileged and must remain private. As a representative of AMC, you are prohibited from sharing such information or opinions on social media or any other public platform.

14. Recognition of Prior Learning (RPL)

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the enrolment form and on the course flyer.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor, the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with the agreed evidence plan
- Undertake peer assessment or third-party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

13.1 RPL Kit

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
- RTO to supply the RPL Kit and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the RTO for Certificate issue.

15. Credit Transfer

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by AMC Training & Consulting, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer, the student is required to complete the following steps:

1. Complete the "Credit Transfer Form"
2. Attach a certified copy of the authenticated VET transcript from the other RTO and highlight the units you wish to have applied to your current enrolment
3. Submit completed "Credit Transfer Form" and VET transcript to the RTO
4. Units are verified on www.usi.gov.au, only applicable if student completed the units after 1 January 2015
5. The RTO in consultation with relevant Assessor will review and confirm whether student is eligible for Credit Transfer (CT)
6. If the student is eligible, the result of CT should be applied to the unit within the Student Database
7. The RTO to advise the student in writing of the outcome of the credit transfer application:
 - a) Student is eligible for CT and the result has been entered into the Database
 - b) Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the Peace or someone within the RTO can sight the originals and authenticate a copy.

16. Cheating and Plagiarism

AMC Training & Consulting will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

15.1 Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

15.2 Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e. quotation marks, footnotes, or commentary. Examples of plagiarism include, but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks (or other means of setting apart, such as the use of indentation or a different font size) when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs or part thereof without giving credit.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

15.3 Penalties

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, Firewatch Safety Results Group may come to one of two decisions:

- It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.
- It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing.

What if I don't agree with the decision?

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

17. Harassment and bullying policy

AMC is committed to promoting a fair, safe, and healthy environment where everyone is treated with dignity and respect, and in which no individual or group feels bullied, threatened, or harassed.

This also includes sexual harassment. A single incident of unwanted or offensive behaviour can amount to harassment.

Bullying or harassment in any form is unacceptable behaviour and will not be tolerated. AMC will take swift and affirmative action if any such behaviour is proven. This may lead to dismissal from our course.

18. AMC complaints and appeals processes

Comments and complaints process

AMC Training & Consulting will receive and respond to comments and complaints from any party regarding;

- AMC as a Registered Training Organisation, our trainers, assessors, or other staff.

- A third party providing services on the RTO's behalf, its trainers, assessors/others or
- A learner of the RTO.

The process for dealing with comments and complaints is as follows.

- Receive the Complaint / Comment verbally or in writing and if necessary, may generate an AMC Comments, Complaints and Suggested Improvement Form. (See Appendix I)
- Acknowledge the complaint/comment within 3 business days in writing.
- Investigate the comment/complaint (e.g., by Operations Manager or appointed staff or trainers meeting). This investigation will involve giving anyone subject to a decision by our RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.
- The person undertaking the investigation will not be a person who is part of the allegation.
- Make changes or suggestions to improve the service as required.
- Feedback given to the complainant regarding the outcome of the comment will be given within 30-60 days. If the investigation and process will take longer than this, there will be regular monthly updates about what is happening concerning the complaint's investigation.
- Comment forms are filed in a Complaints and Compliments folder.

17.1 Appeals Process

A fair and impartial appeals process is available to all participants. If a participant wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/ Assessor. If the participant wishes to proceed with the appeal, then the participant should complete an AMC Comments, Complaints and Suggested Improvement Form (See Appendix I) and submit this to the Training Manager or Operations Manager. If they wish not to complete the form, they can make a formal interview appointment where the discussions will be noted and signed at the end.

The appeal application should be received in writing by the Training Manager or Operations Manager, no later than 21 days after the completion of the assessment. All appeals are recorded in writing and the result of the appeal process will also be communicated to the participant in writing, including reasons for the decision made within 30-60 days.

If you are not happy with the outcome of your complaint or appeal, AMC will make arrangements for an independent third party to review the complaint or appeal. Costs up to \$200 will be met by AMC, and any other costs will be paid jointly. Ask the Operations Manager or Training Manager about the independent person if you need further information. You may also contact the Department of Education Training and Employment on 1300 369 935 or the National Training Complaints Hotline on 1800 000 674

At all times we will try to resolve appeals and complaints quickly and satisfactorily

19. Certification

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies and the performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved, as outlined within the Training Product. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

20. Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password-protected and is only accessible by employees of the RTO.

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

The RTO will provide, within 48 hours of receiving the written request, a confirmation in writing that the RTO has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 5 business days the RTO will provide the student with access to their records as well as a Record of Results of the student's participation and progress.

21. Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

20.1 Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; or
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation "view access" to your Record of Results;
- control access to your Record of Results; and
- view online and download your training records and results in the form of a Record of Results which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

While students may create their own USI, our RTO is also able to create USIs for our students. As a part of the enrolment process we have included on the Enrolment Agreement Form a section for the student to provide their USI, if you do not have a USI in place, we can provide you with a USI Privacy Notice so that we can apply for a USI on the students' behalf.

For more information, please refer to the following <http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>, a copy of the USI Fact Sheet is also accessible from the RTO head office.

20.2 Enrolment Process for USI

1. All clients are to complete an Enrolment Agreement Form, which includes a section for the student to provide their USI.
2. RTO to verify the USI supplied by the student before visiting
3. If the student does not currently have a USI, the RTO can apply for a USI on their behalf, by providing the following forms of ID to the RTO:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international students
 - Birth Certificate (Australian)
 - Certificate of Registration by Descent
 - Citizenship Certificate
 - Immi Card (international students)
4. Completed enrolment forms are entered into the Student Management Database creating a client record within the database
5. The client record will be retained within the Student Management System with all records of attainments in an accessible format for a period of thirty (30) years.
6. Where a qualification or statement of attainment is recorded in the USI scheme, no additional records are required to be kept, as the records required will exist within the USI scheme.

20.3 Security of the Student USI

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in manner that will keep all personal information confidential, this includes digital and hard-copy of records.

The following process is in place for ensuring the security of a student's USI:

- Only authorised personnel will have access to a student's personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying the students record, are stored in "locked" filing cabinets within the head office.

- Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.
- Back-up copies of the database is automatic as the Database is cloud based.

20.4 USI Privacy Notice

All students who do not currently have a Unique Student Identifier (USI) in place, and want the RTO to apply for a USI on their behalf, will be issued with a USI Privacy Notice. The student will be required to sign this form prior to the RTO setting up the students USI.

20.5 Issuance of recognised qualifications or statements of attainment

Once a USI has been collected and stored into the RTO's database, and on successful completion of training, the RTO will provide nationally recognised qualifications or statement of attainments to students in a variety of different formats.

Below are some examples that are considered a statement of attainment and they cannot be issued until the student has supplied the RTO with a USI that has been verified. They can include:

- A certificate
- A building industry white card
- A stamp on their license to certify they can now drive heavy machinery

When a student logs into their USI account it will link to the national data collection using the USI. The student's USI account will then be able to see their records and results completed. The student's results from 2015 will be available in their USI accounts in 2016.

22. Fee Protection Policy

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to its staff.

Fees include **all** fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including text books
- Any other fee component that is a mandatory fee to complete the course

The RTO will ensure that all fees are clear and transparent on the course flyer.

Threshold Prepaid Fee

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

In order to protect students who prepay course fees in excess of \$1500, the RTO has in place the following policies:

- 1) If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:
 - a) The new location is suitable to the student

- b) The student receives the full services for which they have prepaid at no additional cost to the student; or
- 2) Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
 - 3) The RTO will not collect more than \$1500 prior to course commencement and progress payments will not exceed \$1500 instalments throughout the course.
 - 4) If course fees are more than \$1500, progress payments will not exceed \$1500 and the remaining course fees will be evenly distributed across the duration of the course delivery.

23. Insurance

The RTO maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration, which is generally set as \$10,000,000.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to the RTO's operations may include:

- Professional indemnity, workers compensation (as required)
- Building and contents (where appropriate)

24. Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training.

The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

23.1 Statutory Education Licence

Provisions under Part VB of *The Copyright Act 1968* allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education licence. [The Copyright Agency Ltd \(CAL\)](#) administers the Statutory Education licence on behalf of the Attorney General's Department.

Any RTO electing to rely on this licence is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this licence an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct licence/subscription in place, or permission has been granted by the creator of the work.

For further details about the Statutory Education licence and/or how to apply, call CAL's education team on 02 9394 7600 or email educationlicences@copyright.com.au.

23.2 Standards for Registered Training Organisations 2015

The [Standards for Registered Training Organisations 2015](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These

Standards set out the requirements that Firewatch Safety Results Group are required to meet in order to be an RTO.

RTOs are required to comply with these Standards and with the:

- *National Vocational Education and Training Regulator Act 2011* or equivalent legislation covering VET regulation in a non-referring State as the case requires
- VET Quality Framework

Note – the *National Vocational Education and Training Regulator Act 2011*, or equivalent legislation covering VET regulation in a non-referring State, provides the VET Regulator with the powers necessary to carry out its functions. Nothing in these Standards may be read as limiting or diminishing those powers.

These Standards should be read in conjunction with the:

- Standards for Training Packages
- Standards for VET Accredited Courses
- Standards for VET Regulators

All employees, including contractors, of Firewatch Safety Results Group are required to comply with the regulatory requirements of these standards across the RTO's operations and scope of registration. Compliance with the Standards includes ensuring that training products delivered by the RTO meets the requirements of training packages or VT accredited courses, and have integrity for employment and further study and ensure that the RTO operates ethically with due consideration of learners' and enterprises' needs.

23.3 National Vocational Education and Training Regulator Act 2011

The [National Vocational Education and Training Regulator Act](#) establishes the regulatory requirements for registration of a RTO's. The objectives of this act are:

- a) to provide for national consistency in the regulation of vocational education and training (**VET**); and
- b) to regulate VET using:
 - i. a standards-based quality framework; and
 - ii. risk assessments, where appropriate; and
- c) to protect and enhance:
 - i. quality, flexibility and innovation in VET; and
 - ii. Australia's reputation for VET nationally and internationally; and
- d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- e) to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- f) to facilitate access to accurate information relating to the quality of VET.

Note 1: The standards-based quality framework mentioned in paragraph (b) consists of instruments made by the Ministerial Council, the Minister or the National VET Regulator.

Note 2: These objects are subject to the constitutional basis for this Act (see Division 3).

23.4 Australian Qualifications Framework (AQF)

Applicants and RTOs are required to comply with the [Australian Qualifications Framework](#) (AQF), in particular when developing materials or writing Training and Assessment Strategies. The AQF is the quality assured national framework of qualifications in the school, vocational

education and training, and higher education sectors in Australia. The AQF Handbook outlines the requirements for setting up Certificates and Testamurs

23.4 Data Provision Requirements 2012 (T)

The [Data Provision Requirements 2012](#) outlines the requirements for applicants and registered training organisations (RTOs) to capture and provide data to the regulatory body.

The data required relates to registration and performance information, including [quality indicator data](#) and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

For a copy of the AVETMIS Standard go to <http://www.ncver.edu.au> and select Statistical Standards – VET Providers.

(Note: AVETMISS is revised from time to time to maintain relevance and appropriateness. The current version can be accessed from the NCVER website (above).

The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators.

23.5 Privacy Protection Act 2012 & Privacy Act 1988

The RTO respects the importance of securing any form of personal information which is collected from the student (s) and/or other Stakeholders. The RTO promotes and conducts the following policy in accordance with the privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Australian Privacy Principle 1 – Open and transparent management of personal information
Types of information which will be collected and where it is held

The RTO collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in the RTO's AVETMISS database includes;

- Student Name
- Age, sex
- Contact information
- Record progress
- For more information, please refer to Clause 17.4 on page 90 for Records Management – paper based Policy and Procedure

How information is gathered

This information is collected for statistical purposes by the Government & regulating bodies. How the RTO gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTF feedback form.

Australian Privacy Principle 2 – Anonymity and Pseudonymity

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

Australian Privacy Principle 3 – Collection of solicited personal information
Personal information other than sensitive information

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities.

Sensitive information

Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to students health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified. The RTO will also, within a reasonable period after receiving the information, determine whether or not it could have been collected under APP 3. to information on request that fall within the definition of personal

Australian Privacy Principle 5 – Notification of the collection of personal information

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

The identity of the RTO and contact details

If the RTO collects or has collected person details from someone other than the individual
If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.

The purpose for which the RTO has collected the information

The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO

Whom the RTO discloses the personal information too

How the individual may access the personal information and seek correction of such information

Please refer to Clause 16.6 on page 72 for access to records Policies & Procedures

How the individual may complain due to any form of breach

Please refer to Clause 16.1 on page 74 for the Complaints and Appeals Policies & Procedures

Australian Privacy Principle 6 – Use or disclosure of personal information

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

Australian Privacy Principle 7 – Direct marketing

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another organisation unless it is a government department.

Australian Privacy Principle 8 – Cross border disclosure of personal information

The RTO will only transfer personal information to an individual or someone overseas if;

The receipt of the information is subject of law

The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

The identifier is prescribed by the regulations

The organisation is prescribed by the regulations

The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identified with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment.

Australian Privacy Principle 10 – Quality of personal information

All personal information collected by the RTO must be accurate, up to date, complete and relevant. Refer to Clause 16.6 on page 72 for the Policies & Procedures.

Australian Privacy Principle 11 – Security of personal information

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

Australian Privacy Principle 12 – Access to personal information

All students have the right to gain access information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.

Workplace Health and Safety Act 2011

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

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

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

According to Division 2, Section 19 - Primary duty of care:

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:

workers engaged, or caused to be engaged by the person, and
workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:

the provision and maintenance of a work environment without risks to health and safety, and

the provision and maintenance of safe plant and structures, and

the provision and maintenance of safe systems of work, and

the safe use, handling, and storage of plant, structures and substances, and

the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and

the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

According to Division 4 of the Act:

28 Duties of workers

While at work, a worker must:

take reasonable care for his or her own health and safety, and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

29 Duties of other persons at the workplace

A person at a workplace (whether or not the person has another duty under this Part) must:

take reasonable care for his or her own health and safety, and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

23.6 WHS Incident Report

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

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

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

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the "WHS Incident Report" form from either a trainer or the administration office at the RTO.
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
3. Submit completed copy to reception at the RTO office.
4. Reception are required to forward the form to the WHS Officer
5. Your supervisor will identify and implement any controls and forward to the WHS Coordinator.

6. WHS Coordinator to complete pages 3 and 4 of the report "Action Required/Taken", including:
 - a. How was the risk managed
 - b. Whether the relevant safety authority and/or the insurance company was contacted
7. WHS Coordinator to identify whether a required WHS Risk Assessment is required.
8. WHS Officer to log the "WHS Incident Report" into the "WHS Register" and file.
9. All incidences to be discussed at the next Quality and Compliance Meeting.
10. In the case of minor incidences an "Opportunity for Improvement" form should be completed.

23.7 Hazard Identification

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

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

23.8 Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating eg. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand up wind or uphill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure (T&S)

In the event of an emergency situation eg: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner, and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

23.9 Anti-Discrimination Act 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MIT, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

The RTO is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.

1. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
2. Trainer/Assessors are accountable for the implementation of this policy.
3. The RTO and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

23.10 Sexual Harassment Act 1984

All representatives of the RTO are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

Sexual Harassment includes but is not limited to:

1. Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual over tones (for example: jokes, slurs, assault, touch or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
4. Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
5. Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, etc in return for sexual favours

The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

23.11 Harassment Act 1997

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

23.12 Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

These are not issues that concern only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

Refer to your state regulatory body for more information.

23.13 AFP National Police Check

A number of industries require students and staff to complete a National Police Check before the students can commence Work Placement, these include Aged Care and Children's Services industries. In order to meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx>

The following requirements must be met when submitting an AFP National Police Check (NPC) application. Failure to meet the required standards will result in the application not being processed.

All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.

Full payment must accompany the application. You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application, you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.

Copies of identification documents totalling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.** Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.

For manually completed applications:

You must submit the form no more than three months after signing it.

Mark the appropriate check boxes with a cross (X).

Ensure you secure all paperwork, forms, payment, and identification to your application. Ensure all the necessary details have been completed and the form is signed and dated.

The application form must be completed using block letters (ie capital/uppercase)

Bank cheques and money orders are to be in Australian dollars (\$AUD) and are to be made payable to the Australian Federal Police.

If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. Personal and Company cheques will not be accepted.

The correct payment must be included with all applications.

Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned.

Applications can be completed online through the following portal:

<https://afpnationalpolicechecks.converga.com.au/>

23.14 Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:

<https://www.legislation.gov.au/Series/C1968A00063>

Students and staff need to be aware that photocopying of text books and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

23.15 Working with Children Check

Who needs a Working with Children Check?

A Working with Children Check is a prerequisite for anyone in child-related work in NSW. All training and administration staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

As a Registered Training Organisation, we have adopted child-safe policies and practices to help keep students under the age of 18 safe. For more information about creating child-safe organisations or to register for a workshop, go to [Office of the Childrens Guardian](#).

A Working with Children Check includes a national police check and review of findings of misconduct involving children. The result is either a clearance or a bar.

If the outcome is a clearance, the Check is valid for five years and may be used for any child-related work (paid or voluntary) in NSW. Cleared applicants will be subject to ongoing monitoring and relevant new records could lead to a bar and the clearance being revoked.

Before engaging a new, paid, child-related worker, an employer must ensure the worker has a clearance to work with children, or a completed Check application in progress. Existing workers and volunteers should be verified online as they are phased in to the new Check.

The only way to accurately determine a person's clearance status is by verifying their Working with Children Check online; paper evidence of a clearance should not be accepted.

Child related work is defined as face-to-face contact with children in a child-related sector or work in a child-related role.

23.16 Child Protection (Working with Children) Regulation 2013

In accordance with the legislation for Child Protection under Child Related Work-Education, Trainers and staff need to be aware of their responsibilities as a Trainer to protect students under the age of 18, this includes staff who:

1. Work in schools or other educational institutions (other than universities) is child-related work.
2. Work providing private coaching or tuition to children is child-related work.

Please refer to the Child Safe Policy below

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+156+2013+cd+0+N>