



# **STUDENT HANDBOOK**

## **COURSE INFORMATION FOR STUDENTS**

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## **Welcome to Skills Institute Australia**

Thank you for enrolling with Skills Institute Australia. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with Skills Institute Australia depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Daman Bedi  
Chief Executive Officer, Skills Institute Australia  
*February, 2013*



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## QUALITY & CONTINUOUS IMPROVEMENT POLICY

The purpose of this policy is to confirm Skills Institute Australia's commitment to meeting or surpassing the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looking for ways to improve our service.

Our quality system is based on the requirements of the VET Quality Framework - The National Vocational Education and Training Regulator Act 2011, Standards for NVR Registered Training Organisations 2011 and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality system is well documented so that policies, procedures, and processes can be implemented consistently and are able to be reviewed, monitored and improved. The quality system will be consistently used throughout the organization's activities including situations with partnering arrangements and offshore and inter jurisdictional activities.

Our quality objectives are to:

- Provide quality training, assessment and support services
- Grow our business by looking after our Customers
- Use the quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement and enhancement of processes and performance so that the changing needs of clients and industry continue to be met.
- Comply with Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

Skills Institute Australia will ensure the organisation's continuous improvement is systematic, cyclic and includes:

- Planning, including identification of stakeholders and issues about which data needs to be collected so that performance can be evaluated
- Collecting data from the identified stakeholders about issues that affect the quality of the organisation's operations
- Collating and analysing this data to identify improvement opportunities
- Planning improvements and implementing them
- Monitoring the improvements made to gauge how effective they are
- Reviewing the improvements by collecting data, collating and analysing it
- Reviewing continuous improvement processes to determine whether they were effective and productive. (Refer Procedure 1: Continuous Improvement)

To implement this policy we shall focus on the needs of our clients with particular reference to consistently meeting or surpassing our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Procedures Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

## CODE OF PRACTICE

As a Registered Training Organisation, Skills Institute Australia has agreed to operate within the Conditions and Standards of the VET Quality Framework.

### *Legislative Requirements*

Skills Institute Australia will meet all legislative and regulatory requirements of State and Federal Government that are relevant to its operations and scope of registration. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation and regulations which specifically impact on staff, contractors and visitors and the way work is carried out is addressed through induction training and on-going orientation programs and professional development. Legislation and regulations which specifically impact on the role of our learners is addressed during training. The rights and responsibilities of all parties are explained and adhered to by Skills Institute Australia. Internal audits are conducted regularly to ensure any potential breaches of legislation are identified and dealt with in an appropriate and timely manner.

The relevant Acts include:

- Anti-Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 2011(QLD)
- Workcover QLD Act 1996 (QLD)
- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisations 2011
- Copyright Act 1968 (Commonwealth)
- Commission for Children & Young People Act 2000 (QLD)

### *Access and Equity*

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and are supported during our courses.

### *Quality Improvement Focus*

Skills Institute Australia has a commitment to providing a quality service and a focus on continuous improvement using the Standards for NVR Registered Training Organisations 2011. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs and improvements in operations of the RTO to ensure that the changing needs of clients and industry continue to be met.

### *Client Service*

We have sound management practices to ensure effective client service. In particular Skills Institute Australia has client service standards, in accordance with Standards for NVR Registered Training Organisations 2011, to ensure:

- Agreements are in place with each client

- The rights of students/clients as consumers are protected
- Skills Institute Australia systems support the provision of quality training, assessment and student/client services
- Processes are in place to monitor, review and continuously improve products and services provided to students/clients
- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund Policy,
- A Complaint Policy
- An Appeal Policy
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

#### *Interaction and cooperation with the National VET Regulator, the Australian Skills and Quality Authority (ASQA)*

Skills Institute Australia agrees to interact and cooperate with National VET Regulator (ASQA) by participating in monitoring and audit processes and actions. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration. Skills Institute Australia also agrees to supply the following:

- Accurate and timely data relevant to measures of RTO performance
- Information about significant changes to its operations
- Information about significant changes to its ownership.

Skills Institute Australia agrees to abide by ASQA and the Training and Employment Recognition Council's requirements for the retention, archiving, retrieval and transfer of training and assessment records.

#### *Management and Administration*

Skills Institute Australia has policies and management strategies, which ensure sound financial and administrative practices. Skills Institute Australia will provide to National VET Regulator (ASQA) and the Training and Employment Recognition Council a financial statement or statements and/or financial projections and/or a business plan in a timely manner on request by ASQA to demonstrate the organization is financially viable during the period of registration. Financial projections which are aligned with the RTO's business plan will be reviewed and confirmed by Skills Institute Australia external accountant.

We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. Skills Institute Australia has adequate insurance policies including public liability.

Management guarantees the organisation's sound financial position. For trainee/student fees, safeguards are in place to ensure the fees for training/assessment comply with one of the following options. The option selected will relate to the trainee/student, client or regulatory requirements and the training situation.

- (Option 3) - the RTO will not accept payment of more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be



paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

#### *Marketing and Advertising*

Skills Institute Australia markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product with full details on the product and service disclosed. All advertising will be conducted in accordance with the provisions of the VET Quality Framework - Standards for NVR Registered Training Organisations 2011.

Skills Institute Australia recognises all trainees/students and clients as consumers requiring the protection afforded by legislation.

Skills Institute Australia will provide clients and trainees/students with the following fee information relating to courses and training so as to ensure clients and trainees/students are supplied sufficient and clear information to make valid decisions. The fee information will explain:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by Skills Institute Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- Skills Institute Australia refund policy.

#### *Training and Assessment Standards*

Skills Institute Australia has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

#### *Sanctions*

Skills Institute Australia will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

## ACCESS, EQUITY AND DIVERSITY POLICY

Skills Institute Australia will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims Skills Institute Australia will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups, in particular priority VET program target groups as identified by the Queensland Department of Employment and Training;
- Ensure access and equity issues are considered during curriculum development;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators who deliver courses to under represented groups.

Skills Institute Australia recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Skills Institute Australia's commitment to State and National equity legislation and policy requirements including:

- Disability Services Act (2006) QLD
- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1915) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

## Equity

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Skills Institute Australia:

- That it is common for people to identify with more than one equity group;
- Of the differences within and between equity groups;
- That each equity group does not experience the same type of disadvantage; and
- There remain many common systemic barriers for equity groups.

## Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience
- Cultural diversity
- Language and / or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with Skills Institute Australia including specific equity groups such as:

- Women
- Indigenous Australian peoples
- People with a disability
- People from non-English speaking backgrounds
- People with English literacy and numeracy needs
- Residents of rural and remote communities

Beyond these groups, and in recognition of diversity, Skills Institute Australia aims to respond to the needs of the local community for example:

- Young and mature age people;
- People in transition from institutions;
- People who are socioeconomically disadvantaged; and
- People with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of Skills Institute Australia planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- Resource allocation;
- Support personnel;
- Staff training;
- Curriculum product development and delivery;
- Marketing and promotion; and
- Research

Skills Institute Australia will monitor and review its equity performance in order to:

- Comply with national and state legislation and policies;
- Meet national and state reporting requirements; and
- Modify and improve performance to better achieve access, equity and diversity objectives

## **COURSE ADMISSION POLICY**

All applicants for enrolment are required to satisfy Skills Institute Australia that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant accredited course, syllabus or Training Package, prior to acceptance for admission to courses.

Skills Institute Australia also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. Skills Institute Australia will provide assistance in clarifying the suitability of the course to learner's skill development requirements.

The training costs and fees associated with the courses offered by Skills Institute Australia are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

IT IS ESSENTIAL THAT YOU ADVISE SIA ENROLMENT STAFF -

1. If you are not an Australian Citizen
  2. If you hold an international student visa and are currently studying with another provider.
- Failure to disclose this information could result in the cancellation of your enrolment.

## **ISSUING QUALIFICATIONS POLICY**

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with Skills Institute Australia, or another registered training provider either within the state of Queensland or

interstate, should the participant wish to complete the course at a later time. A Certificate is awarded when all units of competency identified within a specific qualification, have been successfully completed.

## **NATIONAL RECOGNITION POLICY**

This policy is to confirm that National Recognition is available to any student enrolling with Skills Institute Australia.

National recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's. This procedure enables individuals to receive credit for their achievements.

This means credit towards a qualification is granted to students on the basis of outcomes gained by the student through participation in courses or training packages with another Registered Training Provider.

All applications for National Recognition (Credit) will be processed within 21 days of receipt of a completed National Recognition application form.

All qualifications, not issued by Skills Institute Australia, will be verified and decisions will be supplied in writing to the student.

## **CREDIT POLICY**

Skills Institute Australia is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Skills Institute Australia.

The terms of credit are at the discretion of the CEO, Skills Institute Australia and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

Conditions for refund of course enrolment fees are outlined in our Refund Policy.

## **FEES POLICY**

For members of the general public, unless otherwise agreed upon, the fees are payable immediately upon completion of enrolment.

## **REFUND POLICY**

It is the policy of Skills Institute Australia to ensure that all applications for refund of fees are considered.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable two weeks (10 working days) prior to the commencement of the course.

No refund applies to the enrolment fee should the applicant not enrol in the training program.

- A full refund of fees is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty. However, the administration fee is non-refundable. Refund of the merchant fee may be applicable.
- Where cancellation is made less than 10 working days prior to the commencement of a course, the applicant will be eligible for eighty percent (80%) refund on enrolment fees. However, participants will be provided with an option to transfer to a course being offered at an alternate time.
- Where cancellation occurs up to 5 business days prior to the commencement of a training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Skills Institute Australia. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.

Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the CEO, Skills Institute Australia and may be negotiated on an individual case-by-case basis.

## **RECOGNITION OF PRIOR LEARNING POLICY**

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the Skills Institute Australia Training Manager for information on the RPL process. To apply for Recognition of Prior Learning students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process.

**Read ALL of this information carefully to ensure you understand the RPL procedure**

***What is Recognition of Prior Learning (RPL)?***

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

### **Benefits**

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

### **How to apply**

#### **Step 1**

- Discuss your RPL potential with the course co-ordinator.
- Obtain a RPL Application Form, and Guide to Completing a RPL Application from the Skills Institute Australia Office.

#### **Step 2**

- Read the units of competency, that you are seeking recognition for, very carefully.
- Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course co-ordinator.
- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

If submitting qualifications or similar, the original document(s) must be sighted by the Skills Institute Australia Chief Executive Officer, or certified copies attached.

#### **Step 3**

- Complete the RPL Application and attach your evidence.

#### **Step 4**

- Lodge the forms with the Skills Institute Australia Chief Executive Officer.

#### **Step 5**

- Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment, the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

### **RPL interview**

You may be requested to attend an interview with an RPL assessor:

- The assessor will outline the process.
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may include a 'challenge test'.
- If you do not understand any of the questions, ask the assessor for an explanation.
- After the interview a recommendation will be made to the Chief Executive Officer of the Skills Institute Australia for a decision on your RPL application.

### **RPL decisions**

#### **1. Request granted**

- Application accepted and prior learning recognised.



- Study requirements may be reduced if this decision is made.
2. Request for partial exemption granted
    - Your prior learning does not totally match the competency content in the course.
    - You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.
  3. Request denied
    - Your prior learning has not been recognised as relevant to the course.
    - The usual study requirements of the course must be completed.

### ***RPL notification***

You will be formally notified of the outcome of your RPL application by the Skills Institute Australia Chief Executive Officer.

### ***RPL appeal process***

If you are dissatisfied with the level of credit obtained, discuss the assessment with the Chief Executive Officer.

If you are still dissatisfied, write to the Chief Executive Officer Skills Institute Australia within seven days of receipt of the RPL notification and request a review of the decision.

The Chief Executive Officer's will access a third party to review the application. No further appeals are possible.

### ***RPL fee***

An initial application fee of \$50.00 is payable at the time of lodging a RPL application.

## **COMPLAINTS AND APPEALS PROCEDURES**

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

### **APPEAL PROCESS**

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to Skills Institute Australia, in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with Skills Institute Australia, requesting an independent review by an external appeal consultant.



Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

### COMPLAINT PROCESS

A participant enrolled in a course who has a complaint on any matter, **other than academic decisions**, will be given the opportunity to present their case. The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to Skills Institute Australia, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with Skills Institute Australia requesting an independent review by an external consultant, or appropriate body.
  - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
  - A complaint can be forwarded directly to Skills Institute Australia, Chief Executive Officer by telephone on 1300 036 765.
  - Any complaint received by the Chief Executive Officer will be written into the Improvement Log.
  - Where possible the complaint will be dealt with immediately by the Chief Executive Officer.
  - All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
  - Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.

### EXTERNAL CONSULTANT APPEALS

- Mutual agreement is to be reached between Skills Institute Australia and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
- Where participants wish to use an external consultant who is not approved by Skills Institute Australia they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

### APPEAL DECISIONS

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

Should a learner wish to speak with someone about a complaint they can contact the National VET Regulator (ASQA) information line to discuss if they can help with the complaint, call **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au).

## RECORDS MANAGEMENT

This policy ensures systems are in place for recording personal details of course/program participants, enrolments, recording evidence of assessment, competencies achieved and results of assessment. It also ensures continuous improvement systems are in place to guarantee the ongoing monitoring and review of all aspects of business operation.

### Record Maintenance

Skills Institute Australia is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and AVETMISS compliant computer based systems designed to ensure we could provide detailed and timely information to our clients. Records of trainees/students who relate to a government funded arrangement will display the allocated unique student identifier supplied by the funding authority.

When a unique student identifier national system is implemented, Skills Institute Australia - will make the necessary changes to ensure all current trainees/students records display the allocated national student identifier.

Only authorised personnel at Skills Institute Australia can access client records.

### Personal Details and Privacy Policy

Student details of address, email and phone numbers are entered into the RTO database and remain confidential. Any change of address must be given to Skills Institute Australia on a change of address form. It is the student's responsibility to ensure that personal details are current and correct. Learners/clients are informed of the process to gain access to their records. A student/client request for permission to access individual student/client records must be in writing.

Skills Institute Australia in its operations and provisions complies in all ways with the Privacy Amendment (Private Sector) Act 2000. This prevents Skills Institute Australia from providing any student details to any other person other than the student without the express permission of the individual concerned.

### Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by Skills Institute Australia are maintained in accordance with the VET Quality Framework - Standards for NVR Registered Training Organisations 2011.

Records of learners' participation and progress through their training program are systematically collected, recorded and stored. Skills Institute Australia uses both paper based and AVETMISS compliant record keeping systems for recording evidence. In face to face sessions, instructors complete all required program assessment documents on candidates (e.g. trainee assessment books, evidence record forms) as completed by the

candidate throughout their study program. Electronic records are updated as soon as practical after completion of assessment to ensure up to date information is available on participants and authorised clients on request. On-line student records are updated as soon as assessments are 'marked'.

Assessment results are retained by Skills Institute Australia for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and or for a period of six months from the date on which the judgment of competence for the student was made or for the duration of the students' enrolment whichever is the longest period of time in accordance with the National VET Regulator (ASQA) [general direction](#) in regards to the retention period of completed student assessment. Participant results will only be released for legal, educational or individual participant, or their authorised client, requirements as necessary.

## ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

Skills Institute Australia adheres to principles of access and equity and to maximise outcomes for our clients.

### Anti-Discrimination

It is the policy of Skills Institute Australia to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

Skills Institute Australia is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain organisational standards or service.

The organisation does not tolerate any form of discrimination or vilification. All persons on site (including visitors) have the right to an environment free of discrimination, vilification and harassment.

### Sexual Harassment

The policy of Skills Institute Australia is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

### Vilification

Vilification on the basis of race or religion is simply a public act of hatred - and it's against the law.

It can include things such as graffiti in churches or other public places, speeches, abuse, remarks in the media or on internet sites, gestures, posters or stickers. For these sorts of things to be considered vilification, they need to be public and to incite people to hate others because of their race or religion.

All Skills Institute Australia employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to vilification or harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

***What to do if you are discriminated against or Sexually Harassed***

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away - often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from Skills Institute Australia

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide: 1300 130 670 or TTY 1300 130 680

Visit: Level 17  
53 Albert Street,  
Brisbane  
(cnr Albert and Margaret Streets near the City Botanic Gardens)

## **HEALTH & SAFETY POLICY**

### ***Workplace Health & Safety Responsibilities:***

Students have an obligation under the Workplace Health and Safety (WH&S) Act 2011.

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Skills Institute Australia
- Students **MUST** carry out safety directions given by members of Skills Institute Australia ;
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at Skills Institute Australia

**NOTE:** *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

## STUDENT SUPPORT SERVICES POLICY

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in this 'Student Handbook', or can be obtained by contacting our office on 1300 0 ENROL. Advice for course facilitators regarding the procedure for accessing support services is provided in Procedures for Student Information.

In addition to client support the college provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the college will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, will refer you to the appropriate agency. LL&N support can be accessed through:

### **Adult English Language, Literacy and Numeracy:**

TAFE English Language and Literacy Services  
GPO Box 2599, Brisbane, QLD 4001

Telephone: (07) 3244 5488  
Facsimile: (07) 3244 5222  
Email: [tells@southbank.edu.au](mailto:tells@southbank.edu.au)

Or contact your nearest TAFE Institute.

Please discuss the matter with us if you have any special needs or questions.

## STUDENT RULES

Skills Institute Australia aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow Skills Institute Australia Student Rules.

## STUDENT RIGHTS AND RESPONSIBILITIES

### *Change of Personal Details*

It is your responsibility to notify Skills Institute Australia if you change your name or address after enrolment. This is critical to receive important information from Skills Institute Australia (e.g. Results of Assessments). There is a 'Student Change of Address Notification' available from the office or you can ask your trainer.

### *Mobile Phones and Pagers*

The staff at Skills Institute Australia make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

### *Drugs, Alcohol and Articles Considered Dangerous*

Skills Institute Australia prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Skills Institute Australia. The penalties for serious misconduct range from exclusion from Skills Institute Australia courses for a period of time to 'Removal of Academic Privilege'.

### *Examinations / Course Assessments and Results*

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Skills Institute Australia

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to

disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Skills Institute Australia courses for a specific period of time.

### ***Cheating***

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

## **MISCONDUCT**

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Skills Institute Australia operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

### **Vandalism / Theft**

- Defaced equipment, furniture or fixtures on premises under the control of Skills Institute Australia
- Was caught stealing

### **Safety / Hygiene:**

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

### **Failure to Comply With Directions:**

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

### **Cheating / Plagiarism:**

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

### **Verbal Abuse:**

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

### **Physical abuse:**

- Became involved in a physical argument



- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

**Alcohol / Drugs:**

- Drinking an alcoholic drink on premises under the control of Skills Institute Australia
- Intoxicated and disorderly on premises under the control of Skills Institute Australia
- Engaging in the taking or selling of drugs

**Weapons:**

- Carried a weapon on their person on premises under the control of Skills Institute Australia
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Skills Institute Australia

**Exposure / Decency:**

- Acted in a lewd way
- Engaged in sexual behaviour

***Misconduct is a disciplinary offence and includes but is not limited to:***

1. Wilfully obstructing or disrupting any Skills Institute Australia meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any Skills Institute Australia property or the property within premises under the control of Skills Institute Australia personnel
5. Assaulting or attempting to assault any person within Skills Institute Australia
6. Drunken and disorderly behaviour on premises under the control of Skills Institute Australia
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Skills Institute Australia operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities



## DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

### *Consequences of Misconduct:*

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

**In the 1<sup>st</sup> instance** (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

**2<sup>nd</sup> Offence** - A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3<sup>rd</sup> time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

**3<sup>rd</sup> Offence** will result in the removal of academic privilege by Skills Institute Australia. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
  - Modify or dismiss the charge
  - Reprimand and warn the student/trainee against repetition of the breach of discipline
  - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
  - Remove Academic Privilege

## COURSE OVERVIEW

Skills Institute Australia is a high quality training provider specializing in the delivery of a range of qualifications.

Please ask for a course brochure for the specific qualification you are seeking information on.

Please refer to the following link for the current courses available.

<http://skills.qld.edu.au/domestic.php?link=courses>

### ***Delivery strategy:***

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are used by Skills Institute Australia:

- **Classroom** - face to face
- **RPL** - Recognised Prior Learning

SIA has classroom areas where theory sessions will be conducted and it has computer lab for the practical sessions.

### ***Assessment strategy:***

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing.

### ***Assessment methods:***

- Clear instructions are provided to the candidate in an 'assessment tasks' book.
- Candidates are required to complete written short answer questions as confirmation of understanding of the underpinning knowledge requirements is required in each units.
- In some cases, written task may include responding to questions based on a case study or scenario that reflects actual workplace examples.
- Assessments of practical tasks are mostly conducted on in the workplace

### ***Pathways:***

The staff at Skills Institute Australia will be able to provide you with information on the pathways for further stud toe employment. Please ask them.

### ***Award:***

Learners successfully completing a full certificate qualification will be issued with the relevant certificate.

Learners completing individual units, or group of units will be awarded a nationally recognised Statement of Attainment.

**Contact:**

Please contact Skills Institute Australia on 1300 036 765, if you have any questions or require any additional information.

**Note:**

You are required to return this page to the Skills Institute Australia office.

I have read the information contained in Skills Institute Australia Student Handbook. I am aware that further detailed information relating to Skills Institute Australia services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Name (please print): \_\_\_\_\_

**PLEASE RETURN THIS SIGNED FORM WITH YOUR ENROLMENT FORM  
BY POST TO:**

Skills Institute Australia  
10 Judds Ct  
Slacks Creek  
Queensland 4127.