



STUDENT HANDBOOK

**SECTA Training
Academy**

August 2020

POLICIES & PROCEDURES

1 Welcome

Thank you for choosing SECTA Training Academy, we look forward to working with you to achieve your training and career goals.

SECTA Training Academy is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

SECTA Training Academy will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavor will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this Handbook with you during your training, as it will provide additional guidance as you progress throughout your training. In this Handbook, you will find information about SECTA Training Academy's Policies and Procedures, together with forms and documents that you may need to refer to and / or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an *"Opportunity for Improvement"* Form and submit it to the RTO Manager.

We sincerely hope your time at SECTA Training Academy is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your Trainer for assistance, who can explain the process further.

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1	Welcome	1
2	Student Responsibilities.....	5
3	Enrolment Agreement Form	6
4	Enrolment and Selection.....	6
4.1	Support Services Process	8
4.2	Information Session	8
5	Course Fees, Payments, Refunds and Certification	8
6	Consumer Guarantee.....	9
6.1	What happens if this guarantee is not met?	9
7	Changes to Agreed Services.....	10
7.1	Changes to Agreed Services Process.....	10
8	Training Evaluation Form	10
9	Language, Literacy and Numeracy (LLN).....	11
9.1	LLN Assessment Process	12
9.2	Monitoring the Effectiveness of Services	12
10	Support Services	12
10.1	Support Services Form	13
10.2	Support Services List.....	13
11	Principles of Assessment and the Rules of Evidence	13
11.1	Assessment Cover Sheet.....	15
12	Recognition of Prior Learning (RPL)	15
12.1	RPL Assessment Kit	16
13	Cheating and Plagiarism.....	16
13.1	Definition of Cheating.....	16
13.2	Definition of Plagiarism.....	17
13.3	Penalties.....	17
13.4	What if I don't agree with the decision?.....	17
14	Opportunity for Improvement.....	18
15	Certification.....	19
16	Access to Records	19
17	Credit Transfer	19
18	Unique Student Identifier	20
18.1	Do you need a USI?.....	20
18.2	Enrolment Process for USI	21
18.3	Security of the Student USI.....	21
18.4	USI Privacy Notice	21
18.5	Issuance of recognised qualifications or statements of attainment	21
19	Complaints Policy.....	22
19.1	Complaints Process.....	22
19.2	Complaint's Flowchart	23
19.3	Complaints and Appeals Form	23
19.4	Complaints Report Form.....	24
19.5	Complaints and Appeals Register	24
20	Assessment Appeals Policy	24
20.1	Assessment Appeals Procedure	24

21	Insurance.....	25
22	Legislative and Regulatory Requirements	25
22.1	Statutory Education Licence	25
22.2	Standards for Registered Training Organisations 2015	26
22.3	National Vocational Education and Training Regulator Act 2011.....	26
22.4	Australian Qualifications Framework (AQF)	26
22.5	Data Provision Requirements 2012 (T)	27
22.6	Privacy Protection Act 2012 & Privacy Act 1988	27
	<i>Australian Privacy Principle 1 – Open and transparent management of personal information.....</i>	<i>27</i>
	<i>Types of information which will be collected and where it is held</i>	<i>27</i>
	<i>How information is gathered.....</i>	<i>27</i>
	<i>Australian Privacy Principle 2 – Anonymity and Pseudonymity</i>	<i>28</i>
	<i>Australian Privacy Principle 3 – Collection of solicited personal information</i>	<i>28</i>
	<i>Personal information other than sensitive information</i>	<i>28</i>
	<i>Sensitive information</i>	<i>28</i>
	<i>Australian Privacy Principle 4 – Dealing with unsolicited personal information</i>	<i>28</i>
	<i>Australian Privacy Principle 5 – Notification of the collection of personal information</i>	<i>28</i>
	<i>Australian Privacy Principle 6 – Use or disclosure of personal information</i>	<i>28</i>
	<i>Australian Privacy Principle 7 – Direct marketing.....</i>	<i>28</i>
	<i>Australian Privacy Principle 8 – Cross border disclosure of personal information.....</i>	<i>28</i>
	<i>Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers.....</i>	<i>29</i>
	<i>Australian Privacy Principle 10 – Quality of personal information.....</i>	<i>29</i>
	<i>Australian Privacy Principle 11 – Security of personal information</i>	<i>29</i>
	<i>Australian Privacy Principle 12 – Access to personal information</i>	<i>29</i>
22.7	Workplace Health and Safety Act 2011	29
	<i>WHS Incident Report.....</i>	<i>30</i>
	<i>Hazard Identification.....</i>	<i>31</i>
22.8	Emergency Procedures	31
	<i>Fire Emergency</i>	<i>31</i>
	<i>Evacuation Procedure (T&S).....</i>	<i>32</i>
	<i>Attending the Course with an Illness</i>	<i>32</i>
22.9	Anti-Discrimination Act 1977	32
22.10	Sexual Harassment Act 1984	32
22.11	Harassment Act 1997	33
22.12	Anti-Bullying.....	34
22.13	AFP National Police Check	34
22.14	Copyright Act 1968	35
22.15	Working with Children Check.....	35
	<i>Who needs a Working with Children Check?</i>	<i>35</i>
22.16	Child Protection (Working with Children) Regulation 2013	35
23	Support Services List.....	1

Code of Conduct (T&S)

SECTA Training Academy 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 complies 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

SECTA Training Academy 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)

SECTA Training Academy 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 (amended 2017)

- Standard 1 – Training and Assessment
 - Students benefit from high-quality training that equips them for employment and / or further study in their chosen field.
 - Students 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
 - Students are confident that the quality of training is monitored to ensure it meets their needs and the needs of employers.
- Standard 3 - Certification
 - Students receive certification in a timely manner that clearly documents their skills and knowledge.
- Standard 4 - Marketing
 - Students can make informed choices that the RTO has training to meet their needs with clear and accurate information, including information about the performance of the RTO.
- Standard 5 – Student's rights and obligations
 - Students can make informed choices about the RTO and the training program that best suits their needs.
 - Students know who is delivering their training and who is issuing any qualification or statement of attainment.
 - Students are aware of their rights and responsibilities.
- Standard 6 – Complaints and appeals
 - Students have any concerns about their training or assessment addressed promptly and equitably.
- Standard 7 - Governance
 - Students know their provider is stable and well-governed, so are confident it will continue to operate and be properly resourced to deliver training.
 - Students 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

- Students are assured that our RTO is monitored by a regulator that has accurate, up-to-date information about the provider.
- Students are confident our RTO complies with relevant legislation and regulatory requirements.
- Students are aware of requirements relating to their training.
- Students can make informed choices about the RTO using accurate and up-to-date information.

Australian Qualifications Framework:

- SECTA adheres to the requirements of the AQF Qualifications Issuance Policy.
- SECTA adheres 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

SECTA will:

- 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.

2 Student Responsibilities

As a Student with SECTA Training Academy, you are responsible for your own actions, this includes:

- Comply with the Policies and Procedures within the *Student Handbook*.
- Participate in all training activities by asking questions and interacting with other Students.
- Communicate with the Trainer of any struggles that you may have, especially if it will affect your training and assessment.
- Think of the classroom as your workplace, are you are good work colleague?
- Dress appropriately for the classroom as if you would dress for your workplace.
- Use your brain and challenging yourself in the classroom. You will thank yourself later when you have a better understanding of the training that was delivered.
- Complete all assessment requirements required to determine your competency.
- Cooperate with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment.
- Paying all course fees prior to course commencement.
- Find ways to relate to your reading and writing. What original thoughts and experiences can you bring to the course to make it come alive for yourself?
- Be “in the training”, participate and don't jeopardise your own learning by not participating.
- Surround yourself with other Students who can help you. You don't have to be best friends with everyone you seek advice from but find friends or acquaintances that will help you to be the best.

3 Enrolment Agreement Form

All Students are required to complete an *Enrolment Form* prior to course commencement to ascertain their 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.

The back of the *Enrolment Agreement Form* outlines the Terms and Conditions of enrolment, including Student’s Rights and Responsibilities. Students are required to sign the back of 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 Student, in line with the Australian Consumer Law requirements, prior to course commencement.

The RTO Manager is responsible for ensuring that each Student has completed an Enrolment Agreement Form prior to course commencement.

Following is a list of “Terms & Conditions of Enrolment” listed on the *Enrolment Agreement Form*:

- Enrolment and Selection (Clause 5.3)
- Consumer Guarantee (Clause 5.3)
- Course Fees, Payments and Refunds (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 *Enrolment Agreement Form* includes:

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

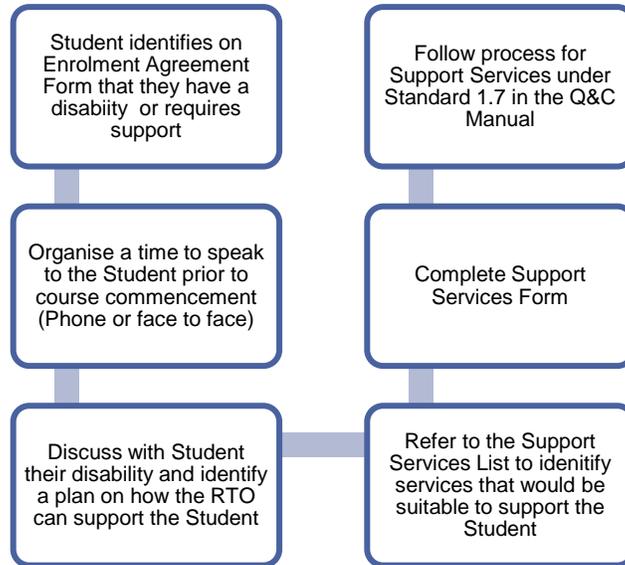
The form is to be signed by the Student stating that they agree with the RTO’s Policies and Procedures, as outlined on the back of the Enrolment Agreement Form.

4 Enrolment and Selection

1. The Student is responsible for notifying SECTA Training Academy if they have a medical condition or disability or require assistance in their training.
2. It is the Student’s responsibility to note the date, time and location of the course as advertised. The Student must ensure that they will be available on the specified dates before enrolling.
3. Courses with low enrolments may be cancelled. Every effort will be made to contact Students so please ensure your contact details are correct.
4. 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.
5. If you are unable to complete your course because of changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
6. 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.
7. Students will 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.

8. If a Student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.
9. The Student will be refused entry should they be running late for class for any reason. This is a requirement of the *Security Licensing & Enforcement Directorate (SLED)*, Training Regulation Team, of the NSW Police Force.
10. If the Student does not provide 100 POINTS of acceptable identification as per the NSW Police requirements then they will not be able to commence training with SECTA.
11. **SECTA reserves the right to decline admission to a course or terminate a Student's enrolment in a class at any time without notice due to unacceptable behaviour. This includes, but is not limited to, refusing reasonable directions and disruptive behaviour affecting the learning of other students.**
12. Students participate in courses involving any physical activity at their own risk. SECTA Students are covered by public liability insurance whilst working within the business premises, including other training venues designated for approved security training from time to time.
13. Students are required to attend the course in neat, clean clothing. Students will not be allowed into the classroom wearing any type of headgear (excluding for legitimate religious reasons), thongs, singlets or T-shirts bearing offensive slogans.
14. Whilst mobile phones can be used during some Assessments, Students will not be permitted to use their mobile phone for personal use while the class is in progress. The Student will be dismissed from the course should this condition be contravened.
15. It is the Student's responsibility to ensure that they have the correct VISA entitling them to full Australian work-rights, to undertake training with SECTA. Full work rights are essential and the Student must ensure that they are not on a Holiday or Student VISA. **NO REFUNDS will be given if the Student does not check their VISA rights before commencing training.**
16. If the Student is **not** a permanent Australian resident, Australian citizen or New Zealand citizen it is their responsibility to ensure that they are able to obtain a current Police Certificate, issued within the last 12 months, from each country the Student has lived in for 12 months or more, over the previous 10 years, since turning 16 years of age. The Student is to contact their embassy / consulate. Each certificate **must be translated** into English (if necessary) and verified by the relevant country's embassy / consulate in Australia.
17. Once the Student has signed Form P1016 *Acknowledgment of Fact Sheet 6 (Grounds for Refusing or Revoking a Class 1 or Class 2 Licence)* the Student will not be able to request a refund should their Application be denied due to any previous criminal record they have not declared.
18. The Student will be exposed to confronting and threatening language and actions techniques in role plays, scenarios and video presentation that are designed to reflect possible workplace issues. This will include visual, auditory and kinaesthetic scenarios / examples.
19. The Student will have 3 months to complete their training on any course. Should the Student not complete their training within this period, the Student will be required to recommence the course at the full fee.
20. Should the Student be deemed "Not Yet Competent" in any of the Clusters in CPP20218 Certificate II in Security Operations, there will be a \$300 fee to be paid to repeat that Cluster.
21. The Student will be withdrawn from the course immediately without receiving any qualifications, if they are caught cheating in any of the assessments. Cheating includes plagiarism, recycling / resubmitting work, fabricating information, collusion, contract cheating and impersonation. **There will be NO REFUNDS.**

4.1 Support Services Process



4.2 Information Session

An information session is offered to Students to provide them with further information about the course to assist them with making an informed decision about enrolling into a course. The Information Session is only applicable for Full qualifications.

5 Course Fees, Payments, Refunds and Certification

1. Please 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. Full payment for course fees is required upon course commencement. The Student's training will commence from the time they have completed the *Registration* Form and have received their *Pre-Learning Material* and log-in number to the SECTA on-line learning platform. **SECTA has a NO Refund Policy once the Student has commenced their training course.**
3. Certificates and Statements of Attainment are issued to Students who are assessed as Competent in the units successfully completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
 - a) Participants have overpaid the course fee;
 - b) Participants enrolled in training that has been terminated by the RTO;
 - c) Immediately after being **withdrawn** due to failing to PASS the LLN Test (SLED Condition 17) upon enrolment when fees have been prepaid.
 - d) Participant advises the RTO prior to course commencement that they are withdrawing from the course;
 - e) If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO; and / or
 - f) If the RTO fails to provide the agreed services.
5. No refunds will be issued once the Student has commenced the course.
6. 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 \$30** will be charged.
7. **The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion.**

8. If a Student is deemed not yet competent on completion of training, they will be offered an opportunity to repeat that section. If a Student is deemed not yet competent a second time, they are required to withdraw from the course.
9. If the Student is deemed Not Yet Competent or Unsatisfactory in any of the Assessments in Cluster 1, they will not be able to continue with their training in the current course in which they are enrolled. He Student may be offered the opportunity to enrol in a future course and pay the additional cost of \$300.00 to re-commence.
10. If a Student is required to be reassessed, they will be provided with further guidance from their Trainer prior to reassessment.
11. If a Student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued covering those Units of Competency successfully completed.

6 Consumer Guarantee

SECTA Training Academy guarantees that the services provided by SECTA Training Academy will be:

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

On the *Enrolment Agreement* Form the supply of services states when the services will be provided and the date they will be completed. If the *Enrolment Agreement* Form does 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.

6.1 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 Section 20 of this Handbook on 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; and / or
- creates an unsafe situation.

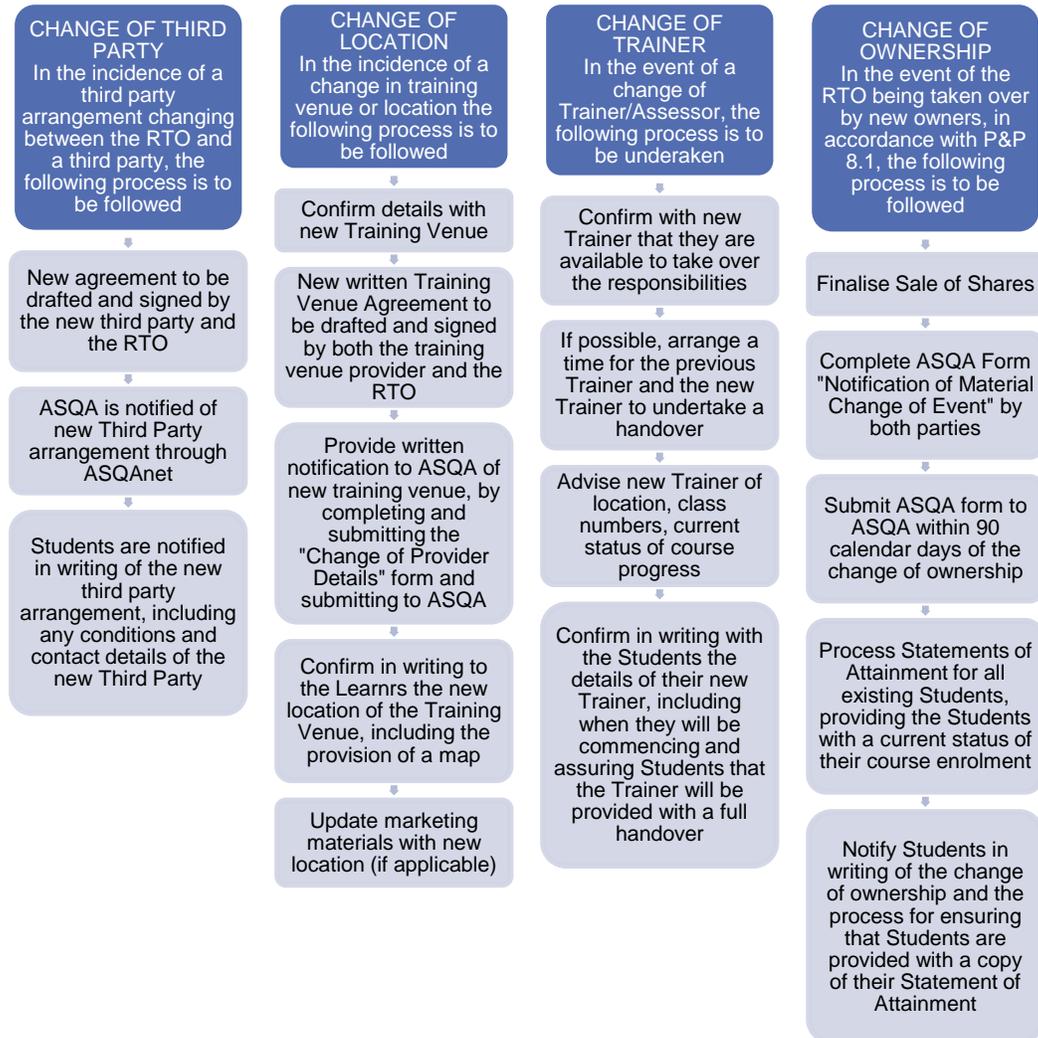
SECTA Training Academy is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training, or
- discovers they can buy the training more cheaply elsewhere.

7 Changes to Agreed Services

Where there are any changes to the agreed services that will affect the Student, including in the event of SECTA Training Academy closing down, the RTO will advise the Student 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.

7.1 Changes to Agreed Services Process



8 Training Evaluation Form

The purpose of the *Training Evaluation* Form is to collect feedback from Students on the delivery of training and assessment, including training facilities, the Trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

At the completion of each training program a *Training Evaluation* Form is to be handed out to the participants for completion. The *Training Evaluation* Forms are to be collected and the relevant Trainer will prepare a summary of the evaluations to be given to the RTO Manager to be reviewed at the monthly Quality and Compliance Meeting.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, Students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the Trainer who delivered the training, with positive feedback being acknowledged. These discussions will assist in the revision and adjustment of training material and delivery methods and enable Trainer’s professional development.

Any complaints or issues that are identified from feedback are to be recorded in an *Opportunity for Improvement* Form for action. Once action has been taken the Opportunity for Improvement Form is to be filed into the Opportunity for Improvement Register. Forms filed into the folder are reviewed at the monthly Quality and Compliance Meetings.

9 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 provide Students with support 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 LLN requirements, Students are required to have skills that comply with the ACFS Core Skills required for CPP20218 Certificate II in Security Operations.

The table below details the Australian Core Skills Framework (ACFS) levels demanded of each training product.

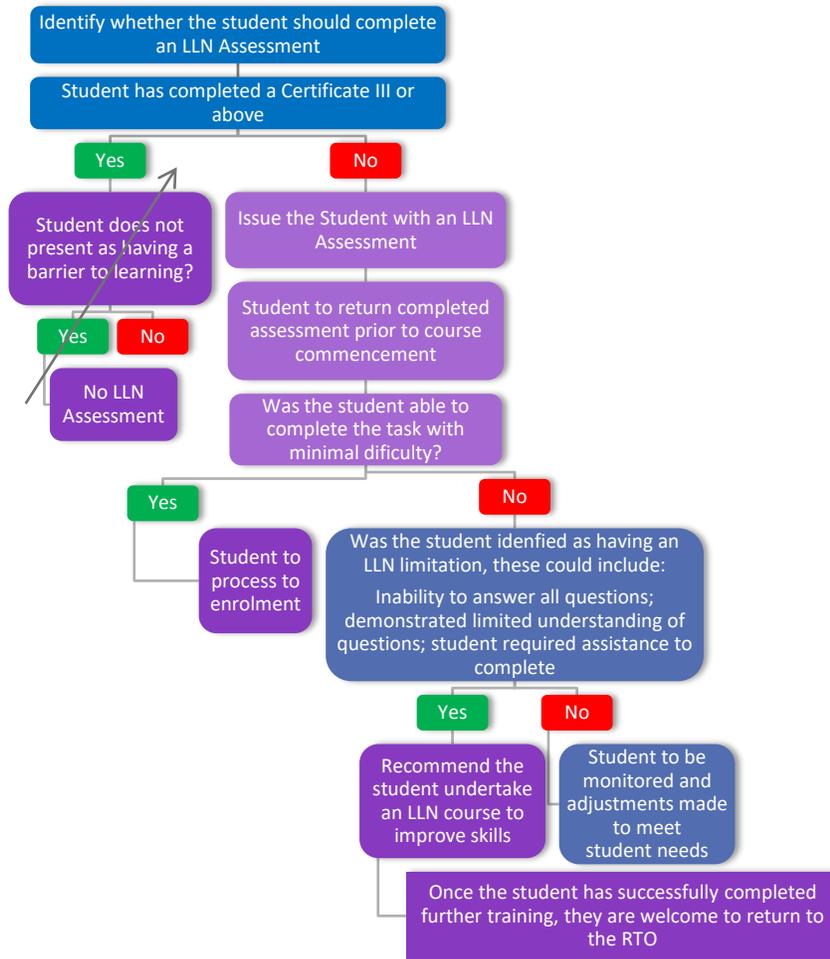
CPP20218 Certificate II in Security Operations				
Learning	Reading	Writing	Oral Communications	Numeracy
Level 4 (3.01 – 4.01)	Level 3 (3.03, 3.04)	Level 2 (2.05 – 2.06)	Level 3 (3.07, 3.08)	Level 2 (2.09, 2.10)

For detailed information on the required skill levels open this hyperlink: <https://www.employment.gov.au/download-acsf>

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.

All Students undertaking the CPP20218 Certificate II in Security Operations are required to undertake the SLED Mandatory LLN Assessment at Pre-Registration.

9.1 LLN Assessment Process



9.2 Monitoring the Effectiveness of Services

Student progress will be monitored by the Assessor, in conjunction with the RTO Manager, to ensure that the Student’s needs are being met. The Trainer is required to report to the RTO Manager on Student progress through the Trainer’s Report, which is submitted once a month to the RTO Manager. Please refer to policy and procedure on page **Error! Bookmark not defined.** for the Trainers Report Process.

10 Support Services

The RTO caters to the learning needs of diverse client and aims to identify and respond to the learning needs of all Students. All Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing Students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their Trainer in the first instance, if required the Student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support;
- Assistance when applying for RPL or credit transfer;
- Determining whether specialist support equipment or personnel is required;

- Determining whether any reasonable adjustments need to be applied to suit the candidate context;
- Briefings on the assessment process, may be written or verbal. If verbal, must be followed up in writing;
- Provision or access to assistive technology;
- Providing additional tutorials to assist with learning;
- Assist in the use of technology;
- Make adjustments to equipment (i.e. change of study to support a Student with a bad back);
- Referral to LLN assistance;
- Mentoring;
- Referral to counselling services;
- Grievance / conflict resolution;
- Stress management;
- Access and equity issues; and
- Client welfare and support.

Genuine difficulties for a Student to complete a program in the allotted timeframe are to be brought to the attention of the RTO Manager at the first available opportunity.

10.1 Support Services Form

The *Support Services Form* is to be used by the RTO staff to record any counselling they may have undertaken with a Student, including any discussion about providing extra support or referral to the Support Services List. This form is available from the office and can also be emailed to you upon request.

In this form you should include any of the following:

- Discussions raised by Students that may be of a concern. This may have been during class or between individuals.
- Referrals to other Support Services that may have been advised or discussed with the Student.
- Any discussion on disabilities that the Student has disclosed, whereby they may need further assistance.
- Discussions on any adjustments to training that may be required to meet Student needs. You may also complete an Adjustment Plan following this meeting to identify a strategy to assist the Student. See procedure below for the **Training Adjustment Plan**.
- Discussions on Language Literacy and Numeracy and referral to third parties.

Upon completion of the *Support Services Form* the staff member should submit the form to the RTO Manager and arrange a time to discuss the Student's needs with the RTO Manager or other senior management.

All completed *Support Services Forms* will be discussed at the monthly Quality and Compliance Meeting to monitor the Student's progress.

10.2 Support Services List

The Support Services List provides a list of support services available to Students through referral, please refer to the list to identify the most appropriate service for the Students. This list is provided on the back of the Student Handbook and includes website addresses and phone numbers to access these services.

If a Student is unsure of the service that they require, they should contact their Trainer or the RTO Manager to discuss further.

11 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; and
- 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 relevance 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 Student’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, including meeting workplace requirements and ensuring the reliability and flexibility of assessment, all assessment activities / tasks must be validated.

11.1 Assessment Cover Sheet

The Assessment Cover Sheet is to be provided to the Student to complete and attach to their completed Assessment Tasks prior to submission to their Assessor. The Cover Sheet provides a mechanism for the Student to sign a declaration that the work submitted is “all their own work” and that they have kept a copy of their assessment task for their reference. The Cover Sheet also provides a mechanism for the Assessor to provide feedback to the Student as well as their result for work completed. A copy of the Assessment Cover Sheet is provided on the back of the Student Handbook.

12 Recognition of Prior Learning (RPL)

All Students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Agreement Form and on the course flyer.

However, SECTA has two (2) regulatory authorities to answer to:

1. ASQA, and
2. SLED (Security Licensing and Enforcing Directorate)

Under the SLED *Approved Organisation Conditions of Approval* (Dated 11 May 2015), no NSW approved RTO can offer any form of RPL for licensing purposes. Please refer to the SLED website for confirmation:
www.police.nsw.gov.au/online_services/security_licensing_and_enforcement_directorate

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. The process for preparing for Recognition of Prior Learning is listed below:

In consultation with the Trainer / Assessor the Student should:

- Decide which units are to be recognised;
- Provide an Evidence Portfolio in line with agreed evidence plan;
- Undertake peer assessment or third party evidence; and
- 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.

12.1 RPL Assessment Kit

The *RPL Assessment 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.

However, SECTA has two (2) regulatory authorities to answer to:

3. ASQA
4. SLED (Security Licensing and Enforcing Directorate)

Under the SLED *Approved Organisation Conditions of Approval* (Dated 11 May 2015), no NSW approved RTO can offer any form of RPL for licensing purposes. Please refer to the SLED website for confirmation:

www.police.nsw.gov.au/online_services/security_licensing_and_enforcement_directorate

The process for applying for RPL using the RPL Kit is listed below:

- Student is to contact the RTO and advise that they wish to apply for RPL using the RPL Assessment Kit.
- RTO is to supply the RPL Assessment Kit and explain the process for RPL.
- RTO is to allocate an Assessor to contact the Student to ensure that they understand the requirements of the evidence to be supplied.
- Student is to submit to the Assessor all the required evidence and the completed RPL Assessment Kit.
- Assessor is to review the RPL Assessment 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.

13 Cheating and Plagiarism

SECTA Training Academy 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.

13.1 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.

13.2 Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were their own without giving proper credit to the source of the material. 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; and / or
- 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; and / or
- 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.

13.3 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, SECTA Training Academy 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.

13.4 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, and / or
- 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.

14 Opportunity for Improvement

A key process for managing continuous improvement throughout the RTO is through identifying “Opportunities for Improvement”, these can be improvements to Training and Assessment, Client Services or Management Systems. Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
 - Reviewing a Training and Assessment Strategy;
 - Feedback on Training and Assessment;
 - Industry Consultation;
 - Assessment Validation;
 - Internal Audits.
- Client Services:
 - Opportunities for Improvement;
 - *Training Evaluation Form*;
 - *Enrolment Agreement Forms*;
 - Internal Audit Reports;
 - *Complaints and Appeals Forms*.
- Management Systems:
 - Quality and Compliance Meeting minutes;
 - Review of Continuous Improvement Cycle;
 - Conducting Annual Internal Audits.

All staff and Students are encouraged to complete an *Opportunity for Improvement Form* if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meeting. The process for opportunities for improvement is listed below:

1. An opportunity for improvement is identified.
2. An *Opportunity for Improvement Form* is completed, by outlining the details of the current weakness in the system, process, procedure or practice.
3. To focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identify the “Action required for Improvement”. If they are unable to identify a solution, this will be given to the RTO Manager to resolve.
4. Submit the *Opportunity for Improvement Form* to the RTO Manager.
5. RTO Manager reviews the *Opportunity for Improvement Form*, and either reviews the suggested “Action required for Improvement” identified by the person who completed the form or identifies what they believe the “Action required for Improvement”.
6. The RTO Manager enters the Opportunity for Improvement into the *Opportunity for Improvement Register*.
7. RTO Manager either delegates the Opportunity for Improvement to be actioned by another staff member or undertakes the Action to be completed.
8. Once Actioned and finalised, the *Opportunity for Improvement Form* is to be filed into the *Opportunities for Improvement Register*.

- The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

15 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”.

16 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), 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 within a timely manner. To access their records the Student is 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 written request.

Within 48 hours of receiving the written request, the RTO will provide written confirmation 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.

If the RTO receives a Police Warrant of Subpoena for the production of documents regarding a Student, the Student’s permission is not required by the RTO.

17 Credit Transfer

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

However, SECTA has two (2) regulatory authorities to answer to:

- ASQA
- SLED (Security Licensing and Enforcing Directorate)

Under the SLED *Approved Organisation Conditions of Approval* (Dated 11 May 2015), NSW Approved RTOs can only offer a Credit Transfer for units of competency achieved from another NSW SLED Approved RTO. Please refer to the SLED website for confirmation: www.police.nsw.gov.au/online_services/security_licensing_and_enforcement_directorate.

This does not apply to any units of competency achieved that do not form part of the SLED Mandated courses.

To apply for a credit transfer for all other units of competency, the Student is required to complete the following steps:

- Complete the “*Credit Transfer Form*”.
- 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
- Submit completed “*Credit Transfer Form*” and VET transcript to the RTO

4. Units are verified on www.usi.gov.au. This only applies if the Student completed the units after 1 January 2015.
5. The **RTO** in consultation with the relevant Assessor will review and confirm whether the Student is eligible for Credit Transfer (CT).
6. If the Student is eligible, the result of the CT should be applied to the unit within the Student Database.
7. The **RTO** is 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, or
 - 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.

18 Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the *Student Identifiers Act 2014*, allows Students 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 Student after:

- The Student 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.

18.1 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
- a school Student completing nationally recognised training; or
- a 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 a section for the Student to provide their USI on the *Enrolment Agreement* Form. 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 your 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.

18.2 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 will verify the USI supplied by the Student before the Student comes to the SECTA Training Centre.
3. If the Student does not currently have a USI, the RTO can apply for a USI on their behalf, if the Student provides 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.

18.3 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.

18.4 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 Student's USI.

18.5 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, and / or
- 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.

19 Complaints Policy

Staff and Students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. To ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This Policy and Procedure is relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another Student.
- b) Student wishes to raise a complaint against the RTO.
- c) Student wishes to raise a complaint about a Third Party,
- d) RTO staff wishes to raise complaint about a Third Party;
- e) Staff wishes to raise a complaint about another staff member or a Student;

19.1 Complaints Process

If a Student, Trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a Student wishes to seek assistance.

If a Student or staff member wishes to make a formal complaint, they are required to complete a *Complaints and Appeals Form*, which is included in the *Student and Trainer's Handbook*. Once the form has been completed, the form should be submitted to the RTO Manager for actioning.

If required, the Student has the right to have a third party / support person assist them through the Complaints Process, this may be to assist with any language barriers or simply at the Student's request for personal support.

The process for managing complaints is:

1. Formal complaint is received by the complainant to the RTO.
2. If not already submitted with the complaint, a *Complaints and Appeals Form* is completed and submitted to the RTO Manager.
3. A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant within 5 business days, following receipt by the RTO Manager.
4. The complaint is discussed with all parties involved in the grievance, to find a solution agreeable to all parties.
5. Grievances should be kept confidential to protect the complainants.
6. All *Complaints and Appeals Forms* are to be reviewed at the monthly Quality and Compliance Meeting.
7. The RTO Manager will follow the process on the *Complaints and Appeals Form* for the process under "Recommended Action Required for Improvement".
 - a. An initial meeting is to be held within 10 business days.
 - b. If further investigation is required, it should be completed within 60 calendar days.
8. Each appellant:
 - a. Has an opportunity to formally present their case.
 - b. Is given a written statement of the complaint outcomes, including reasons for the decision.
9. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.

10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO.
12. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
13. *Complaints and Appeals* Forms that are received are entered onto the *Complaints and Appeals Register*
14. If the RTO determines that the complaint process cannot be finalised within 60 calendar days the RTO Manager will:
 - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required.
 - b. Will regularly update the complainant or appellant on the progress of the matter.

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the *Complaints and Appeals Register* and a scanned copy saved onto the Student's file in the database.

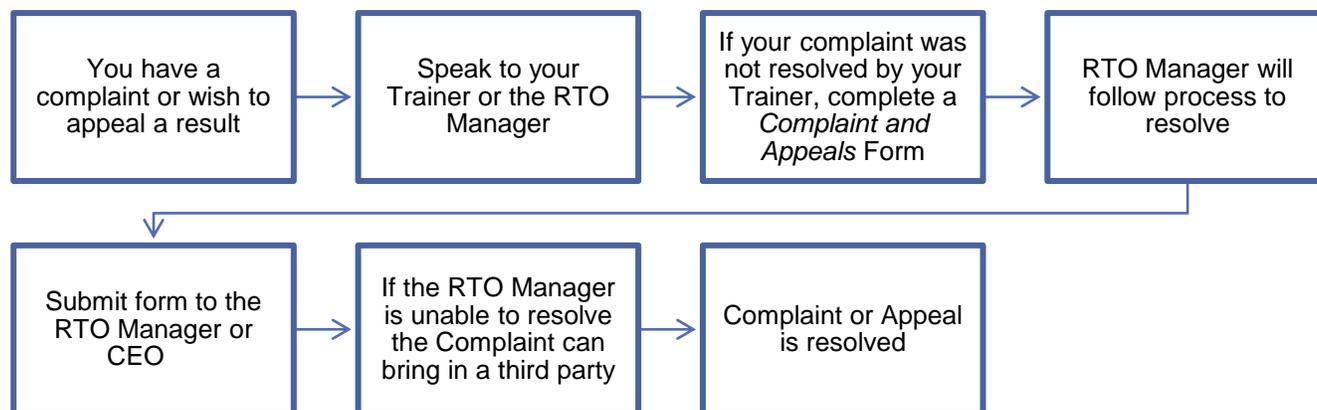
All *Complaints and Appeals* Forms are to be reviewed during the monthly Quality and Compliance Meeting and improvements are to be identified and implemented according to the RTO's Policies and Procedures.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)
- Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)

There is no cost involved with lodging a complaint with SECTA Training Academy.

19.2 Complaint's Flowchart



19.3 Complaints and Appeals Form

The *Complaints and Appeals* Form is accessible from the *Student Handbook* or a complainant can also contact the RTO to obtain a copy of the form.

19.4 Complaints Report Form

The *Complaints Report Form* is to be used if there is not enough room on the *Complaint and Appeals Form* to describe the complaint. This form is to be attached and submitted with the *Complaints and Appeals Form*.

19.5 Complaints and Appeals Register

The RTO has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the *Complaints and Appeals Register* and given a register number.

Complaints and Appeals that are placed into the Register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.

20 Assessment Appeals Policy

The Student has the right to appeal an assessment result if they believe that the result awarded was unfair or unjustified.

This includes Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor (including Third Party).
- b) Student wishes to have their result reviewed by another Assessor.
- c) Student wishes to be re-assessed for the same unit.
- d) Student wishes to change the unit.
- e) Student believes that they were discriminated against by the Assessor.

20.1 Assessment Appeals Procedure

All Students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid, and / or
- Feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with your Trainer / Assessor to try to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing a *Complaints and Appeals Form* within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed to try to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied, another registered training provider in the same curriculum area will be appointed to arbitrate and reassess the participants if necessary.

You always have the right to have a support person involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives an assessment task result of which they do not agree.
2. Student completes a *Complaints and Appeals Form*.
3. The *Complaints and Appeals Form* is submitted to the RTO Manager.
4. A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the *Complaints and Appeals Form*.
5. The RTO Manager will consult with the Trainer / Assessor and Student individually.
6. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under "Recommend Action Required for Improvement".
7. An initial meeting should be held within 10 business days.

8. The Student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the Student. Following the assessment, the Student will be advised of the result within 10 business days.
10. If the Student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An *Opportunity for Improvement* Form may need to be completed to identify any improvements on the process that may need to be made.
11. All *Complaints and Appeals* Forms received are to be entered into the SECTA Complaints and Appeals Register.

All *Complaints and Appeals* Forms are to be reviewed during the monthly Quality and Compliance Meeting. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO Manager will notify the Student in writing including reasons why more than 60 days is required. The RTO Manager will regularly update the Student with the process.

21 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), and / or
- Building and contents (where appropriate).

22 Legislative and Regulatory Requirements

When undertaking work experience, the Student acknowledges that they must observe the employer's policies and workplace activities as instructed by the employer regarding *Work Health and Safety (WHS) Act 2011* including *Equal Rights Act 1977*, *Equal Employment Opportunity Act (C'th) 2010* and the *Anti-Discrimination Acts 1977*. 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.

22.1 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.

22.2 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 SECTA Training Academy are required to meet 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 SECTA Training Academy 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 Students' and enterprises' needs.

22.3 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)

22.4 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

22.5 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 AVETMISS 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 NCVET 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.

22.6 Privacy Protection Act 2012 & Privacy Act 1988

SECTA Training Academy respects the importance of securing any form of Student’s personal information that is collected from the Student and / or other Stakeholders. Information collected from Students is only utilised for the purpose of gathering information about the Student as part of their enrolment, training, assessment and certification process.

All data is securely kept within either a locked filing cabinet / filing room or filed electronically within a password protected database.

SECTA Training Academy has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion the government body will require access to Student records for the purpose of auditing the RTO against the Standards for RTOs or requirements of SLED.

No Student files will be removed from the RTO’s site unless the Student is notified beforehand.

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’s name
- Age, gender
- Contact information
- Record progress

How information is gathered

This information is collected for statistical purposes by the Government and 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 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 relate to a Student’s 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 they have not solicited such information, they will determine as soon as practicable and it is 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.

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 its contact details.
- If the RTO collects or has collected personal 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.
- To whom the RTO discloses the personal information.
- How the individual may access the personal information and seek correction of such information.
- Please refer to Section 17 of this Handbook on how to access to your records.
- Please refer to section 20 of this Handbook on how to lodge a complaint.

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 prohibited unless the individual has consented to the use or disclosing of the information.

Where State or Commonwealth funding supports training, we are obliged to submit personal information 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 given 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, and / or
- 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, and / or
- The adoption, use or disclosure occurs in the circumstances prescribed by the regulations.

In the case of Traineeships and Apprenticeships, Students will be issued with a Training Contract Identification Number (TCID), which will be used for identification purposes 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.

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 to their information on request that falls within the definition of personal information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.

22.7 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

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 involves a Student injury, it is the responsibility of the Trainer / Assessor to complete the *Incident Report* form with all the relevant details. If the incident involves a staff member being injured, it is the responsibility of Administration staff to complete the *Incident Report* form with all the relevant details.

All staff and Students are required to be safety aware and report all incidents and near-misses, 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, and
 - b. whether the relevant safety authority and / or the insurance company was contacted.
7. WHS Coordinator to identify whether a WHS Risk Assessment is required.
8. WHS Officer to log the *WHS Incident Report* into the *WHS Register* and file the form (where to 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.

Hazard Identification

Everyone is responsible for identifying and reporting hazards. This 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 a *WHS Injury Report Form* or a *Hazard Identification Report Form*.

It is important that 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.

22.8 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 when attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from the nearest edge and with a sweeping motion, drive the fire to the far edge.
2. Do not stand down wind or downhill 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 you are unable to immediately control the situation it must be reported to the Fire Department by the quickest available means such as, telephone, etc. Dial “000”.
6. You must notify your name, type of emergency, location of the emergency and the assistance required (ie. Fire).
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 (water or CO₂) or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure (T&S)

In the event of an emergency situation e.g. a fire, bomb threat, gas leak etc.... each employee / contractor is required to follow the Evacuation Procedures below. (All contractors to the site must sign in and out for the day that they are there, in case of emergency).

1. Upon notification to evacuate, e.g. 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 in Mary St, directly opposite the entrance to the SECTA building.
 - 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. The Fire Warden must bring the class attendance record for the day, the staff roster and the contractor attendance list to the Evacuation Point.
5. 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. Each person is to be checked off the record / roster to ensure that they have safely exited the building. Staff and Students are not to leave the area until they have been marked off the record / roster.

Attending the Course with an Illness

Students must inform SECTA staff if they are currently suffering any infectious disease or if they have a serious viral infection. REMEMBER, bacteria and viruses become airborne due to excessive coughing or sneezing. Students will be asked to leave the course should SECTA staff deem a Student to be a health risk to others.

22.9 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 its representatives, clients and participants are treated fairly and equally in their employment and training.

1. All opportunities are merit based without regard to nationality, race, religion, gender, 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, victimisation, or bullying, either directly or indirectly.

22.10 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, touching or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Making 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 to control, influence or affect the career, salary, or environment of another person.
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.

22.11 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 gender, 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 Student's / colleague's work or work capacity;
- Jokes and comments about someone's ethnicity, colour or race; and / or
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression, excluding behaviours;
- Refusing to provide information to someone;
- Ignoring a person;
- Mocking customs or cultures; and / or
- Making a lower assessment of the Student's / colleague's 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 a Student's / colleagues work performance; and / or
- Student's violence, both physical and threatened against teachers and staff.

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.

22.12 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. Acts of 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 a person's 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 concerning only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, social situations, 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.

22.13 AFP National Police Check

A number of industries require Students to complete a National Police Check before the Student can commence Work Placement, these include Aged Care and Children's Services industries. To meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of 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.**

1. All other names by which you are known or have previously been known (such as your maiden name for females), must be provided in full, including first and middle names. Check that your date of birth is correctly entered. The date must be in the format "dd/mm/yyyy".
2. **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.**
3. 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.**
4. Ensure all the necessary details are submitted, including your signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
5. For manually completed applications:
 - You must submit the form within 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 / CAPITAL letters** (i.e. capital / uppercase letters)
 - 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/>

22.14 Copyright Act 1968

The *Copyright Act 1968* is legislation 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 textbooks 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.

22.15 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, including 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 the [Office of the Children's 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 into 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.

22.16 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>

23 Support Services List

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are / or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and / or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contactus.cfm	Depression and Bipolar Disorder Information Australia
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are / or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suiceline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the Trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facs.nsw.gov.au	Support for family, ageing, disability or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health / Mental Health	www.health.gov.au	(02) 6289 1555	Available on website	Support for Students who are affected by health or mental health issues