



Student Handbook

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Introduction

Congratulations on your decision to embark on a study and career path through Vocational Education and Training (VET) offered by Skillinvest Limited (Skillinvest). We strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Skillinvest is an incorporated 'not for profit' organisation and is a private provider of training and further education, and an accredited provider of Nationally Recognised Training. We deliver flexible, competency-based training customised to meet individual and organisational needs.

Your enrolment is an important step in further developing your learning and/or formally recognising your skills and knowledge to assist in your career aspirations. We will work with you to ensure your time with us is productive and rewarding.

You will discover that Skillinvest provides a supportive and friendly environment for students. Feel free at any time to contact Skillinvest to discuss any matters or concerns throughout your time with us.

Skillinvest aims for continuous improvement in all areas of its training related operations, and we encourage and welcome your feedback on what is working well or what could be done better.

This student handbook will provide you with generalised information about Skillinvest, as well as the services and support we provide.

Advantages of training with Skillinvest:

- We listen to your needs. A Skillinvest Trainer/Teacher/Educator will meet with you to discuss your training
- All competencies are provided from the relevant Training package
- We offer customised and flexible training options
- For on-the-job training, there are regular scheduled visits to your workplace for individualised training and follow-up
- Open access to your Skillinvest Trainer/Teacher/Educator at all times
- Year round rolling intakes in the majority of courses (some exceptions apply)

Skillinvest will:

- Provide high quality training services, including training and assessment and robust administrative processes to support contract compliance
- Demonstrate the highest ethical standards in its dealings and conduct in the provision of the training services
- Maintain strong links to industry
- Provide you with information about current legislation and regulatory requirements that significantly affect your participation in the program
- Ensure you are made aware of circumstances where you are accessing the *Skills First* Funding Program entitlement that this may impact your access to further government subsidised training
- Provide student support where appropriate to ensure you have every opportunity to successfully undertake and complete your qualification
- Process your enrolment and develop an appropriate training plan for you
- Determine whether you can be credited with units of competency through either a Recognition of Prior Learning (RPL) or Credit Transfer (CT) process
- Conduct assessments and make the final decision on competency
- Issue a state or nationally recognised qualification and/or statement of attainment at the completion of the training and assessment process

Skillinvest's scope of registration is publicly accessible via www.training.gov.au .

Nationally Recognised Training

As a Training Organisation registered with Australian Skills Quality Authority (ASQA), Skillinvest offers nationally recognised training. At the successful completion of your program with Skillinvest, you will be awarded a testamur and a record of results. All qualifications are state or nationally-accredited and confirm that you have achieved a pre-determined level of competency in a variety of skill areas. These skill/subject areas are referred to as 'units of competency'. They are designed as stand-alone units however, when they are combined as part of your qualification, enable you to acquire the necessary range of skills to prove yourself a valuable member of a workplace team.

The program applies the current Standards for Registered Training Organisations (RTOs). The key objective of these standards is to provide the basis for a nationally consistent, high quality vocational education and training system.

Being nationally or state-accredited, the units you attain can also be used in differing configurations for certification in other training streams and with other training providers and educational institutions. If you choose to undertake further or different studies you may be eligible for credit transfer for units which you have successfully completed.

Transition Arrangements

Skillinvest implements an effective policy and procedure to ensure that it delivers current AQF training packages and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements. Transition arrangements will also take into account state / territory education department requirements for courses.

If for any reason Skillinvest has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. Skillinvest is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students.

Government Subsidised Training

Skillinvest, through its association with the Victorian Higher Education and Skills Group (HESG), is able to offer a range of government subsidised training places in Victoria.

Funding is available for accredited training, and may be applicable for both traineeships/apprenticeships and non-traineeships/apprenticeships.

Skillinvest will determine an individual's eligibility for government subsidised training and provide further information on eligibility criteria upon request, and during the enrolment process.

VET in Schools (VETiS)

The VETiS program offers students a chance to complete years 10, 11 and 12, at their secondary colleges, whilst undertaking vocational studies at Skillinvest. The outcome is that students gain their Victorian Certificate of Education (VCE) and a VET qualification (or units towards a VET qualification) at the same time. In some cases the VETiS program has been given approval to directly contribute to the student's Australian Tertiary Admission Rank (ATAR) score for the VCE.

There are a number of advantages to students participating in VETiS such as:

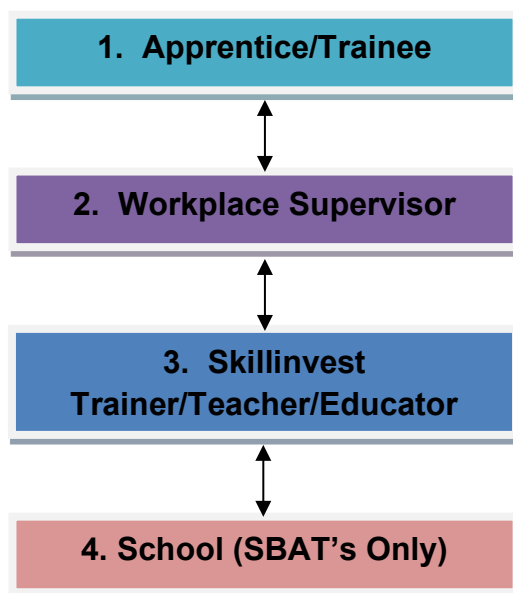
- it improves the student's opportunities of gaining employment, in their chosen area of interest, by providing links with industry
- the student may gain two qualifications (the VCE or Victorian Certificate of Applied Learning (VCAL) qualification and the VET qualification – although the VET qualification isn't necessarily covered in full during a VCAL program. The units completed however will count towards a full qualification); and
- assists students to continuing onto further study at a Certificate IV or Diploma/ Advanced Diploma level

Apprenticeship/Traineeship Program

The Apprenticeship/Traineeship program is an employment-based training arrangement that has been designed in consultation with industry to meet the needs of business for well-trained staff.

Your Apprenticeship/Traineeship is certain to contain challenges but overall is designed to provide you with a sense of achievement, and the skills and confidence you will need to continue in the workforce as a valuable, contributory member.

There are three parties in your training and assessment process (four if you are an SBAT):



The information on the following pages is provided to give you some background on how your training and assessment process operates.

Apprentice and trainee responsibilities

Active participation

You should be an active participant in your training and assessment.

It is your responsibility to:

- complete the assessment activities and any other activities required, to help you work towards acquiring the necessary skills and achieving competency
- collect evidence that shows you are competent, such as work samples, reports you have written, research you have done and/or assessment activities
- keep your records neat, organised and up-to-date
- be prepared to show your supervisor how to do a task
- advise your Trainer/Teacher/Educator if you are unable to keep an appointment

- present your completed Time Release Logs Books (if applicable) to your Trainer/Teacher/Educator at each visit, or when requested.

Maintain your Time Release Log Book (Workplace Training only)

You will be provided with a Monthly Time Release Log Book (see below) in which you need to record all time spent undertaking structured training. This record will form part of the evidence required to gain competency.

If you are experiencing apprenticeship/traineeship employment issues, you should contact the Victorian Apprenticeship Administration Information Line on 1300 772 603.

Assessment Preparation Checklist

Prior to a scheduled training/assessment session with your Trainer/Teacher/Educator please check:

1. all set work/activities have been correctly completed, all relevant additional evidence has been attached, and all work has been presented in the appropriate format (also ensure you have an additional copy for your own records, as this evidence will be retained by Skillinvest)
2. your Time Release Logbook has been completed and signed by all parties (if applicable)
3. you have confirmed your assessment date with your Trainer/Teacher/Educator.

Employer Responsibilities

The employer/workplace supervisor plays an important part in the development of the skills and knowledge of the apprentice/trainee. The employer/workplace supervisor is responsible for:

- Supervising the work duties of the apprentice and trainee and providing opportunities for practice and consolidation of the skills they are developing
- Releasing the apprentice/trainee from their normal work duties for training (see Time Release below)
- Being available to meet with the Skillinvest Trainer/Teacher/Educator at each training visit (or making an alternative time to catch-up) to discuss the progress of the apprentice/trainee
- Signing a Contact Record to verify the face-to-face training visits that take place
- Participating in the assessment process by confirming the assessment strategies are appropriate for the workplace and apprentice/trainee (negotiating changes where necessary) and verifying that the apprentice/trainee is demonstrating the appropriate work skills
- Confirming their agreement with the decision of the Trainer/Teacher/Educator that the apprentice/trainee is competent in a unit of competency/cluster of units and/or the qualification as a whole. For Apprentices/Trainees, the employer must confirm the apprentice/trainee's competence in the workplace at agreed stages during the apprenticeship/traineeship.

If an employer/workplace supervisor has any difficulties during the training period, they should talk to the Trainer/Teacher/Educator or contact the Training Manager.

Time Release

The employer is required to release the apprentice/trainee from their routine work duties to allow them time to train.

The amount of time that an employer has to release an apprentice/trainee depends on the level of qualification in which they are enrolled:

1. For apprentices/trainees undertaking a Certificate III or above, they must be released for a minimum of 3 hours per week, averaged over a four week cycle (for part-time, it is calculated on a pro-rata basis)
2. For apprentices/trainees undertaking a Certificate I or II, they must be released for a minimum of 1.5 hours per week, averages over an eight week cycle (for part-time, it is calculated on a pro-rata basis)

The training activities done by the apprentice/trainee during this time may include:

- Face-to-face training with Skillinvest Trainer/Teacher/Educator
- Completion of set activities and assessment tasks
- Job rotation
- Instruction in a new process by the Workplace Supervisor
- Practising skills under supervision
- Attendance at seminars and workshops

The dates and time periods of time release, and the activities done must be logged by the apprentice/trainee, and given to the Trainer/Teacher/Educator at each visit.

School Based Apprenticeships/Traineeships (SBAT)

Skillinvest also offers school-based apprenticeships and traineeships. SBAT are designed to give young people a more flexible way of moving from school into the workplace. They allow an apprentice/trainee to combine work and vocational training with their schoolwork. Because the apprentice/trainee is still at school, the school becomes involved in the apprenticeship/traineeship along with the employer. The school is included in all of the arrangements for a SBAT – they will sign off the training plan and arrange for the apprentice/trainee to have their qualification credited towards their VCE or VCAL. For further information, refer to the contact details on page 4 or the Skillinvest website at www.skillinvest.com.au

Enrolment

Skillinvest is committed to ensuring that all student selection processes are fair and equitable. Therefore, selection into a training program is based upon you:

- satisfying appropriate funding body entry criteria (if you are relying on funding)
- meeting any pre-requisite qualifications or work experience
- meeting any age requirements that may be in place for a particular course
- satisfactorily completing a Pre-Training Review to ensure that the proposed training program is suitable and learning strategies and materials are appropriate for you. This includes a language, literacy and numeracy assessment.

If you need training to meet the entry requirements for a course, Skillinvest provides advice regarding training options.

Enrolment is conditional upon:

- Accurate and complete information being supplied by you
- Completion of the required enrolment and statistical information
- An undertaking by you to abide by the policies and procedures and standards of conduct of Skillinvest; and
- Payment of any prescribed Tuition Fee, and course materials fees (where applicable)

At the time of enrolment, you are required to complete a Student Enrolment Form which documents your eligibility for government funding and includes your acknowledgement of all fees and charges, as well as Skillinvest's privacy statement.

Fees and Charges

Student fees and charges vary, depending on the nature of the enrolment.

Prior to enrolment, a Skillinvest Trainer/Teacher/Educator will explain your training and assessment arrangements, and outline the associated costs. These fees and charges will be discussed and confirmed prior to finalising enrolment.

Detailed information of fees and charges will include:

- the total amount of all fees including course fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit
- the nature of the guarantee given by Skillinvest to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services (e.g. for replacement certificates/statements)
- Skillinvest's Refund Policy forms part of the Credit and Debt Collection Policy. Please refer to this document for all refund information.

For indicative costs of your tuition fees and associated charges, please see our Statement of Fees on the Skillinvest website at www.skillinvest.com.au

Concession Fees

For enrolments in courses at Certificate IV level and below, Skillinvest will charge the concession fee for individuals who are eligible for Victorian Government funding and who, prior to the commencement of training, hold a current and valid:

- Commonwealth Health Care Card (or a dependant spouse or dependant child of a cardholder); or
- Pensioner Concession Card (or a dependant spouse or dependant child of a cardholder); or
- Veteran's Gold Card; or
- Alternative card or concession eligibility criterion approved by the Minister for the purposes of the *Skills First* Program Guidelines about Fees.

To be eligible for the concession fee, you **must** produce your card prior to the commencement of training, in line with Clause 3.11 of the "Guidelines about Fees".

The concession fee will be at 20% of the Standard Government Subsidised Tuition Fee only.

Skillinvest will retain a copy of any concession cards as Evidence of Concession.

Fee Exemptions

It may be a condition of special government funding that a student not be charged fees. In that case, you would be exempt from tuition fees.

Skillinvest will apply a fee waiver/exemption to all Eligible Individuals who have been referred to training in accordance with the *Guidelines about Fees* as issued by the Department of Education and Early Childhood Development (DEECD) from time to time.

Payment of Fees

All fees must be paid in full, or a student payment plan approved, prior to training commencing. An application for a payment plan may be made for tuition fees (only) where they are greater than \$500.00. Fees can be paid by cash (if paying in person), cheque, credit card or EFTPOS.

Payment of Fees by a Third Party

If your fees are being paid by an employer, parent or other third party, they will need to confirm this in writing prior to the enrolment being finalised so that Skillinvest can send them an invoice for your fees. Please note that if the third party does not pay the fees the debt will be referred back to you for payment.

Payment of Fees by an Employment Service Provider (ESP)

If an Employment Service Provider (Job Service Agency or Disability Employment Service) refers you to training at Skillinvest, a referral form must be provided at enrolment. The referral form will reflect what fees are being paid by the ESP, and Skillinvest will invoice accordingly.

Refunds

Skillinvest understands there may be circumstances where you need to withdraw from a course, or where a course is cancelled. Skillinvest intends to be fair and reasonable in the application of refunds. Skillinvest's refund information is included in our Credit and Debt Collection Policy, which is available on our website at www.skillinvest.com.au.

Unique Student Identifier

From 1 January 2015 to undertake nationally recognised training you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a registered training organisation.

A USI is made up of ten numbers and letters like the following example: 3AW88YH9U5.

The USI will allow you to access your USI account which 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.

If you do not currently have a USI, on enrolment you may provide Skillinvest with written permission to apply for a USI on your behalf.

More information about the USI is available at www.usi.gov.au.

Pre-Training Review

During your enrolment, Skillinvest will conduct a Pre-Training Review.

During the Pre-Training Review, the Trainer/Teacher/Educator will:

- identify any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- ascertain the most suitable qualification for you to enrol in, based on your existing educational attainment, capabilities, aspirations and interests, and considering the likely job outcomes from the development of new competencies and skills
- conduct a Language, Literacy and Numeracy assessment
- discuss with you the learning strategies and materials used in the course to check they are suitable for you.

If any language, literacy and numeracy needs are identified during the Pre-Training Review, specialist assistance may be provided to help you develop learning skills related to your study. Additional fees may apply, but this would be discussed with you.

Induction

Students are given an induction session during their first attendance at class, or workplace visit, prior to the commencement of training.

Your Trainer/Teacher/Educator will:

- explain their role in your training
- confirm the details of the course and training/assessment requirements
- deliver and explain your learning and assessment materials
- if you are a trainee or apprentice, confirm monthly contact and structured time release requirements with you and your supervisor
- if you are a School Based Apprentice/Trainee: collect a copy of your school timetable to confirm that at least one day per week is timetabled for attendance at either on-the-job training or trade school during the normal school week
- confirm all parties understand their role and responsibilities in the training and assessment process
- ensure that you have access to the Student Handbook

You should take this opportunity to clarify any queries resulting from reading this handbook.

Resources

You will be provided with or be able to purchase all required learning and assessment materials. In circumstances where you misplace your materials and you are required to obtain replacement materials, this cost will be incurred by you.

Withdrawal from Course

If you intend to withdraw from your course for any reason you must notify Skillinvest in writing.

Withdrawing from a course is a serious matter. Students considering taking this step are advised to firstly discuss this issue with their Trainer/Teacher/Educator and/or the relevant Training Manager.

If all requirements of the course are not complete, a certificate cannot be issued. In this case, a Statement of Attainment will be issued in respect of units where you have obtained competency.

Student Enrolment Obligations

Notification of change of personal information

It is essential that students ensure that their correct postal address is registered with Skillinvest.

You should note that much official correspondence is sent to your 'Postal Address'. If you fail to notify Skillinvest of a change of address you may jeopardise your chances of meeting deadlines and observing other special requirements.

Any other changes to personal data, such as name, emergency contact details, or employer details (for Apprentices/Trainees) etc., should also be communicated to Skillinvest as soon as possible.

Participation

All students must meet their attendance obligations, as set out in their training plans. If you find you are unable or unlikely to be able to do so, you must discuss this with your Trainer/Teacher/Educator and employer/school (if applicable), as soon as possible.

Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a course or unit of study. In some circumstances, if you have not satisfied the assessment requirements and wish to satisfactorily complete the unit, you will be required to re-enrol.

Excursion Attendance

If you are attending an excursion as part of your study you will be notified about it in advance, including the start and finish times. If you leave an excursion early for any reason, then the responsible Trainer/Teacher/Educator must be informed so that you can be marked off the attendance roll.

Standard of progress

All students are expected to maintain a minimum academic standard to be allowed to continue their studies.

Training

Skillinvest will coordinate a training program that will meet your needs and the needs of your employer (if applicable), while at the same time fulfilling any statutory requirements (e.g. the guidelines governing Apprenticeships and Traineeships) and the training package requirements.

Depending on your program, your training may include one or more of the following formats:

1. Structured training: Classroom - This is structured training and assessment that Skillinvest delivers in a formal setting. For Apprentice/Trainees it may be referred to as 'trade school'. Timetables vary, but may include a day a week or blocks of weeks at a training facility.
2. Structured training: Workplace based - This is the structured training (and assessment) organised to take place in the workplace by Skillinvest.
3. Online training
4. Self paced training - this allows for study in a classroom or at home using e-mail or telephone to contact Trainers/Teachers/Educators.

All training will meet national standards, which are benchmarked to reflect workplace requirements.

Training Plans

All students have a Training Plan which documents their proposed learning and assessment strategy. The Training Plan will be signed by you, your employer and/or school (where applicable) and a Skillinvest representative. Training Plans are usually developed and signed prior to training commencing but must be finalised no later than four (4) weeks after training commencement.

The outcome of your Pre-Training Review shapes the approach Skillinvest will take to design your Training Plan.

All Training Plans will include, at least the following information:

- name and contact details of Skillinvest (and employer, for apprentices/trainees)
- title and code of qualification
- unit title and code of competencies/modules to be obtained
- scheduled hours for competencies to be obtained
- timeframe for achieving competencies including the proposed start date and end date of each competency (and actual dates where training has already occurred, for Apprentices/Trainees)
- delivery modes to be used
- assessment details and arrangements
- party or parties responsible for the delivery and/or assessment of each unit of competency; and
- Record of RPL assessment and CT granted, as relevant.

Apprentice/Trainee Training Plans

Apprentice/Trainee Training Plans are designed to meet these additional requirements:

- detailed training activities and responsibilities for training to be undertaken as part of any workplace based training arrangements
- details (when, how and how much) of the time allocated outside routine work duties for structured training
- signature (including date of signature) of the Skillinvest representative, employer, Apprentice/Trainee (School-based Apprentices/Trainees also require the signature of the school's representative); and
- Any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.

A Training Plan can be changed after training commences and units selected may be replaced by another where it would create a better fit. This would only occur following discussion and agreement with your Trainer/Teacher/Educator (and employer, if applicable).

Previous Experience or Learning

Credit Transfer

Skillinvest recognises all Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other RTOs.

A student may apply to have a unit recognised by Skillinvest if the unit code and title exactly matches the unit for which recognition is being sought; or if the unit held is equivalent to the current unit.

When Credit Transfer is granted, a credit is noted on the student's academic record and they will not be required to undertake further training or assessment in that unit.

If you wish to apply for Credit Transfer, please speak to your Trainer/Teacher/Educator prior to or at enrolment. An application must be completed, and the original (or certified) Qualification or Statement of Attainment produced. The application, together with supporting evidence, must be submitted prior to the commencement of training.

Recognition of Prior Learning

It is recognised that people learn and acquire skills and knowledge in ways other than just formal study or current training. A person may acquire skills relevant to the work situation through non-accredited training courses, workplace training, hobbies, interests and life experience.

Sometimes the skills and knowledge acquired in these ways can be applied to the current workplace tasks and roles a person is performing. The RPL process measures these previously acquired skills and knowledge against unit/s of competency.

Should you wish to apply for RPL, it is recommended that you discuss this with your Trainer/Teacher/Educator prior to or at enrolment.

Assessment

Assessment refers to the process of collecting evidence and making judgements on whether a student has achieved competency.

Skillinvest has processes to ensure that all assessment conducted complies with the Principles of Assessment (fairness, flexibility, validity and reliability) and Rules of Evidence (validity, sufficiency, authenticity and currency).

Assessment Methods

Competency based assessment involves a wide range of assessment methods and gives you the chance to demonstrate what you can do in a work-related role or task by providing relevant evidence of your skills and knowledge.

Your Training Plan will indicate which assessment methods will apply to each unit of competency. You can expect to have your competency assessed using one or more of the following assessment methods:

1. Third party report - This form of evidence is used when a colleague or supervisor can attest in writing as to your competence in relevant tasks and to your skills/abilities to be able to undertake them successfully.
2. Question and answer - These may be either written or verbal.
3. Demonstration / Observation of performance - Your Trainer/Teacher/Educator may watch you demonstrating particular tasks in the workplace.
4. Written activities - Tasks set out in workbooks or class activities requiring written completion.
5. Test (oral, written, or practical) - You may be asked to provide answers to a series of set questions or tasks to demonstrate your level of understanding.

It is your responsibility to ensure that you are properly prepared prior to every assessment as directed by your Trainer/Teacher/Educator.

You will, in all cases, receive clear assessment instructions, including what is needed for you to be assessed as competent in a unit.

If assessed as 'Competent', that particular unit of competency will be recorded as being successfully completed. If assessed as 'Not Yet Competent', your Trainer/Teacher/Educator will suggest strategies for you to reach the required level of competency, within a negotiated time frame.

Your Trainer/Teacher/Educator will provide feedback to you on assessment material submitted.

Submission of Assessments

The delivery schedule for your course will be discussed with you at enrolment.

When training commences in each unit, your Trainer/Teacher/Educator will provide you with the due date for completion of the individual assessment and the unit. You should attend all training and must submit all assessment tasks by the due date.

If you do not attend training and complete assessments by the due date, then you will be assessed as 'Not Yet Competent' or be withdrawn from the unit.

If that occurs and you want to complete the unit, you will be required to re-enroll in the unit, which will result in additional fees being payable.

Assessment Process

The following describes the process for conducting assessments against the units of competency identified:

Step 1: Prepare for assessment

The assessor is to:

- establish the context and purpose of the evidence to be collected.
- identify and analyse the units of competency, training package and Skillinvest assessment strategy to identify the evidence requirements; and review the assessment tools and confirm their currency and adequacy in meeting the rules of evidence.

Step 2: Prepare the student

The assessor meets with the student to:

- explain the context and purpose of the assessment and the assessment process.
- explain the units of competency to be assessed and the evidence to be collected.
- outline the assessment procedure and the preparation the student should undertake and answer any questions.
- assess the needs of the student and, where applicable, negotiate reasonable adjustment on the basis of that assessment for assessing people's individual needs.
- seek feedback regarding the student's understanding of the evidence requirements and assessment process; and determine if the student is ready for assessment.

Step 3: Plan and prepare the evidence-gathering process

The assessor will:

- establish a plan for gathering sufficient quality evidence about the student's consistent performance in order to make the assessment decision.
- organise equipment or resources required to support the evidence-gathering process; and coordinate and brief other personnel involved in the evidence-gathering process.

Step 4: Collect the evidence and make the assessment decision

The assessor will:

- establish and oversee the assessment process to ensure its validity, reliability, fairness, and flexibility.
- collect appropriate evidence and match compatibility to the unit of competency.

- incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies.
- evaluate the evidence in terms of validity, consistency, currency, authenticity and sufficiency.
- consult and work with other staff, or technical experts involved in the assessment process.
- record details of evidence collected; and make a judgement about the student's competence based on the evidence and the relevant unit(s) of competency.

Step 5: Provide feedback on the assessment

The assessor will provide advice to the student about the outcomes of the assessment process. This includes providing the student with:

- clear and constructive feedback on the assessment decision.
- information on ways of overcoming any identified gaps in competency revealed by the assessment.
- the opportunity to discuss the assessment process and outcome and information on reassessment and the appeals processes if applicable.

Step 6: Record and report the result

The assessor will:

- record the assessment outcome according to the policies and procedures of Skillinvest
- maintain records of the assessment procedure, evidence collected and the outcome according to the policies and procedures of Skillinvest
- maintain the confidentiality of the assessment outcome; and report the assessment outcome to Skillinvest

Step 7: Review the assessment process

On completion of the assessment process, the assessor will:

- review the assessment process.
- report on the positive and negative features of the assessment to those responsible for the assessment procedures; and if necessary, suggest to Skillinvest management ways of improving the assessment procedures through raising a Validation action plan or by providing input to the next scheduled management meeting or assessment validation.

Step 8: Participate in the reassessment and appeals process

The assessor will:

- provide feedback and counselling to the student, if required, regarding the assessment outcome or process, including guidance on further options.
- provide the student with information on the reassessment and appeals process; report any assessment decision that is disputed by the student to the appropriate personnel at Skillinvest; and participate in the reassessment or appeal according to the policies and procedures of Skillinvest

Re-assessment

If you are assessed as 'Not satisfactory' for an interim assessment or 'Not Yet Competent' on an assessment, you will be provided with an opportunity to be re-assessed. You will first need to discuss

the initial assessment outcome with the assessor, and an appropriate course of action will be agreed upon. This may include further training and/or work experience.

Special Consideration

Special consideration in relation to assessment is given in serious and exceptional circumstances which are beyond your control and when the circumstances prevent you from attending training or completing assessment tasks by the due date.

If your ability to train and/or complete your assessment is adversely affected, you may apply for an extension to the due date on medical or compassionate grounds or for hardship/trauma beyond your control.

An application for an extension must be submitted at least one week PRIOR to your assessment due date or, in exceptional circumstances, within one week afterwards. When applying for an extension you must also provide any relevant supporting documentation (e.g. medical certificate). Do not hesitate to contact your Trainer/Teacher/Educator or the Training Manager for more information.

Assessment Decision Appeal

If you disagree with an assessment decision, we encourage you to discuss any concerns with your Trainer/Teacher/Educator. You may also formally appeal the assessment decision. Further details can be obtained from the Complaints and Appeals Policy on the Skillinvest website at www.skillinvest.com.au.

Retention of Assessment Material

Under Skillinvest's registration guidelines, we are required to retain all evidence of assessment. Accordingly, copies of completed assessments will be retained by Skillinvest. We therefore encourage you to make a copy of all assessments prior to submission for your records.

Providing Feedback

At Skillinvest we understand the importance of feedback. Students are encouraged to communicate their impressions or concerns over the delivery, content and quality of training at any time during or after their course. You may be asked to complete surveys during your course. At the conclusion of training, students may also be asked to complete the Australian Qualifications and Training Framework Survey. If applicable, your employer may also be asked to complete these surveys. The feedback from the above surveys is analysed, and the results used by the Skillinvest Management Team in planning future training and assessment procedures and practices.

Access to Records and Results

Skillinvest is committed to providing students with timely access to current and accurate records of their participation and progress in training, in accordance with the Skillinvest Privacy Policy at www.skillinvest.com.au.

Regular updates about your progress will be provided by your Trainer/Teacher/Educator during the course of your training. At any time, a provisional copy of results (via a Statement of Results) may be requested by contacting a Skillinvest office.

Testamurs and Statements of Attainment

If you have met all competency requirements of a qualification or accredited course, you will be issued a Testamur and Statement of Results.

If you have not completed a program, you will be issued with a Statement of Attainment in respect of the units in which you are competent.

Testamurs and Statements of Attainment are issued within 30 days of completion of/withdrawal from the training program, provided that all fees have been paid.

Replacement of Testamurs and Statements of Attainment

Replacement Testamurs will incur an administrative fee of \$75. This fee must be paid prior to the replacement document being issued.

If a replacement of a Testamur or Statement of Attainment is required, please contact a Skillinvest office.

Student Rights and Responsibilities

Student Rights

Students are entitled to:

- Expect the best quality education Skillinvest can provide
- Be provided with an innovative, equitable and supportive environment that challenges them to achieve their full potential
- Be provided with current and clear guidelines regarding course content, time demands and assessment details, including assessment criteria and expected standards
- Expect impartial, constructive and prompt assessment of work and have access to staff to whom questions and difficulties can be referred
- Have access to the facilities and resources needed for their academic goals to be achieved
- Be treated with respect by both staff and fellow students
- Expect that scheduled classes will take place, or to be informed of alternative arrangements

Student Responsibilities

Students are expected to:

- Meet the terms of enrolment – including paying all tuition and other fees when required
- Participate and follow all instructions during learning and assessment activities
- Approach learning and assessment activities in an ethical manner
- Be well informed about the requirements of the course that is being undertaken
- Attend all training, contribute to, and participate in, training and be punctual
- Notify your Trainer/Teacher/Educator if you are going to be absent from training
- Notify Skillinvest if any of your personal details (including address) change
- Discuss with staff any problems that may be encountered
- Make the best possible use of the opportunities and facilities that Skillinvest provides, respect all Skillinvest property, and leave training venues clean and tidy
- Submit work, which is wholly your own, within the time frames negotiated
- Respect the rights and welfare of Skillinvest staff and students
- NOT attend training when under the influence of non-prescription drugs or alcohol
- Comply with all Work Health & Safety requirements
- Arrive at training with all prescribed materials and equipment
- Comply with Skillinvest policies and procedures

General Misconduct

All students enrolled in Skillinvest programs are required to maintain appropriate standards of conduct at all times. This applies whether attending a Skillinvest training venue, accessing Skillinvest training in the workplace or representing Skillinvest in any other capacity, such as a work placement.

General misconduct includes, but is not limited to:

1. persistent disruptive behaviour
2. behaviour which is lewd or obscene
3. taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
4. use of mobile telephones and other electronic devices during classroom or workshop activities unless otherwise permitted
5. behaviour that constitutes discrimination, victimisation or harassment
6. attending Skillinvest's premises under the influence of alcohol and/or non-prescription drugs
7. consuming alcohol or non-prescription drugs at Skillinvest's premises
8. smoking on Skillinvest's premises outside designated smoking areas
9. for students residing at Longerenong College, consuming alcohol outside of designated "wet areas"
10. verbal abuse
11. physical assault on a member of Skillinvest, fellow students or members of the public
12. any behaviour that causes a person on or in the immediate vicinity of Skillinvest's premises to hold reasonable fears for their safety or physical or psychological wellbeing
13. any behaviour that causes a person on or in the immediate vicinity of Skillinvest premises to feel intimidated, threatened or in fear of being attacked
14. abuse and misuse of tools and equipment
15. wilful or malicious damage or destruction of facilities, equipment, materials or property on Skillinvest premises, regardless of whether it is Skillinvest property or private property
16. theft of property on Skillinvest premises, regardless of whether it is Skillinvest property or private property
17. carrying, using or being in possession of a prescribed or regulated weapon or dangerous article
18. wilfully activating fire or security alarms
19. engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
20. failing to follow the reasonable direction or instruction of Skillinvest staff or other person in supervision
21. failing to follow road traffic laws when on, or leaving Skillinvest premises
22. encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
23. failing to comply with Skillinvest's policies and procedures

Students who commit general misconduct are subject to the student discipline process. A copy of the Skillinvest Discipline Policy and Procedure is available on the Skillinvest website at

www.skillinvest.com.au.

Academic Misconduct - Plagiarism and Cheating

Cheating by students in any form is not tolerated.

If you engage in cheating, plagiarism or behave in any other manner by which you seek to gain any academic advantage or advancement (for yourself or another) which is not entitled, you have committed an act of academic misconduct.

Plagiarism means to use or copy someone else's ideas or work, and pretending they are your own. Whether inadvertent or deliberate, plagiarism includes the following:

1. Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, CDs or the internet, without clearly indicating their origin
2. Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
3. Use of another person's ideas, work or research data without acknowledgement
4. Copying computer files without clearly indicating their origin

Cheating is deliberately acting dishonestly or unfairly to gain an advantage for the purpose of improving an assessment result. It includes:

- Submission of work which has been stolen, borrowed or purchased
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the Trainer/Teacher/Educator
- Use of unauthorised material (e.g. textbook, notes, computer programs) during a test or exam
- Allowing another person to complete work on your behalf
- Making up false information

Enabling plagiarism/cheating is treated as a form of plagiarism and cheating. For example, knowingly assisting another person to cheat; allowing another student to copy work by giving them access to a draft/completed assignment

Joint work: while there is no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specifically stated. You must acknowledge the names of other students with whom you may have collaborated in any piece of work.

Computer fraud: discipline rules on plagiarism and cheating also apply to electronic information. You must also be aware that misuse of computers in general may attract criminal charges.

Academic Misconduct is dealt with under the Student Discipline Policy. Penalties for academic misconduct may include a warning, loss of credit for the relevant unit (or the requirement to undertake reassessment), exclusion from your training program temporarily, or termination of enrolment.

Drugs, Alcohol and Smoking

The consumption of alcohol is not permitted in all Skillinvest facilities. The only exception is for students residing at Longerenong College, who are permitted to consume alcohol within designated “wet areas”. Smoking is prohibited in all Skillinvest premises, except for designated smoking areas.

The possession and/or use of any illegal drug or substance, or the misuse of prescribed drugs, will be viewed as a serious breach of discipline. Possession or use of illegal drugs or prohibited substances is a criminal offence and Skillinvest reserves the right to inform the police regarding any matter involving these. Students must not be under the influence of alcohol or non-prescription drugs at any time when attending Skillinvest’s premises.

Drug and Alcohol Policy when Operating Machinery or Equipment

Students must not be affected by alcohol or drugs when operating Skillinvest machinery or equipment, whether as part of training or for any other reason. This includes when they are taking prescription or over the counter drugs that specifically warn against using machinery or driving.

To protect the interests, health and safety of all students and employees of Skillinvest a breach of any of these guidelines by students will be subject to disciplinary action (under the Student Discipline Policy) and may in severe cases, result in termination of the student’s enrolment.

Information Technology - Acceptable Use

Responsibilities of students include the proper use of computers, computer software and other IT equipment.

Skillinvest IT equipment must not be used:

- where copyright would be infringed (including use of CD or DVD burners to illegally copy data, software, audio and video CD’s or DVD’s)
- to obtain unauthorised access to systems and data
- to send electronic mail (e-mail) for other than legitimate Skillinvest training purposes
- to store, transmit or display material that is obscene, offensive, slanderous or illegal
- for personal gain

Breaches of the acceptable use policy constitute General Misconduct.

Mobile Phones

Students who own and/or use mobile phones must ensure that they are turned off during training (unless otherwise directed or agreed by the Trainer/Teacher/Educator). If you fail to observe this rule you may have the phone confiscated for the remainder of the class or be excluded for the remainder of the class.

Social Media

Social media is a broad definition of web-based and mobile media that allow many different forms of social interaction through the combination of technology and communication.

Social media applications include:

- social networking sites (e.g. Facebook, Myspace, LinkedIn)
- video and photo sharing websites (e.g. Flickr, YouTube, Snapchat, etc.)
- blogs, including corporate blogs and personal blogs
- blogs hosted by media outlets (e.g. 'your say' feature on newspaper websites)
- micro-blogging (e.g. Twitter)
- wikis and online collaborations (e.g. Wikipedia)
- forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- podcasting
- instant messaging (including SMS)

Skillinvest recognises the opportunities associated with social media and is constantly developing the use of various social media platforms to engage and communicate with staff, students and the broader community.

Skillinvest also recognises the importance of managing (from a behavioural context) how students use and access social media and the importance of taking precautions to prevent misuse that may negatively impact Skillinvest or students enrolled in Skillinvest programs.

The use of any social media site relating to Skillinvest, affiliated businesses and/or staff or students must also conform to Equal Opportunity legislation.

Whilst enrolled as a Skillinvest student and using a social media platform, you may not:

- make any comment or post any material that might otherwise cause damage to Skillinvest 's reputation or bring it into disrepute
- make any comment or post any material that is derogatory towards other current or past Skillinvest staff or students in a manner that identifies them as Skillinvest staff or students
- imply or give the impression that you are authorised to speak on behalf of Skillinvest on any material other than what has been authorised
- use Skillinvest, trademarks or email addresses under any circumstances as these may give the impression of official support or endorsement of your personal comment/s
- post photos or videos including another student at Skillinvest without their express permission

When using social media in a personal capacity and where your comments or profile can identify you as a Skillinvest student (i.e. on your Facebook profile), you are required to:

- be polite and respectful to all people you interact with

- ensure that you expressly state on all postings (identifying you as a Skillinvest student) that the stated views are your own and are not those of Skillinvest (make it clear that you are speaking for yourself and not on behalf of Skillinvest)
- Respect copyright laws, and reference or cite sources appropriately (remember plagiarism applies online as well).

Violation of any of these social media guidelines may result in disciplinary action, under the Student Discipline Policy.

Compliance with Legislation

As a Registered Training Organisation, Skillinvest is required to comply with relevant Commonwealth and State legislation including (but not limited to):

- Privacy Act 1988 (Commonwealth)
- Occupational Health and Safety Act 2004 (Victoria)
- Copyright Act 1968 (Commonwealth)
- Sexual Discrimination Act 1984 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Equal Opportunity Act 2010 (Victoria)

Students can be assured that Skillinvest's services, policies, training and assessment meet the requirements of legislation. For more information relating to Skillinvest's adherence to legislative requirements (including Governance), please refer to the RTO Code of Practice section of Skillinvest's RTO Policies and Procedures document (TR028) that is available on request.

You also need to be aware that by participating in a course at Skillinvest you also have obligations under the above legislation. For example:

- Taking photographs or filming other participants or staff without their consent would be viewed as a breach of their privacy. This includes posting on Facebook or other social media.
- Recording conversations or facilitator presentations without permission would be viewed as a breach of privacy – and, in the case of presentations, would also contravene Skillinvest's intellectual property rights.
- With regard to the Occupational Health and Safety Act 1984 (Victoria) – You must observe safety regulations and wear safety clothing and footwear during classes and work placements where these precautions are required.
- You must ensure that you do not contravene copyright legislation, by acknowledging all sources of information – and as a general guide limit the amount of material copied to less than 10% of the total source document/book.
- Ensure, by your words and conduct, you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, and political comments which may be considered offensive to other students and staff.

Access and Equity

Skillinvest will be responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment,

imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and equity is about making sure that every Skillinvest student can access the training information and support they need to be successful.

To facilitate this, your Trainer/Teacher/Educator and the Training Manager are happy to confidentially assist with enquiries and complaints, and provide advice on such issues.

Everyone is entitled to work and learn in an environment free from harassment and discrimination.

As a student enrolled in a program with Skillinvest you will be treated in a fair and considerate manner whilst you are studying with us. You also have a legal responsibility to refrain from harassing or discriminating against others.

Discrimination, Harassment and Bullying

Skillinvest is committed to providing a fair and equitable study environment. Discrimination and harassment in education against individuals and groups on grounds specified in legislation is prohibited and will not be tolerated by Skillinvest.

- **Discrimination**

Discrimination exists where aspects such as gender, race, disability, religious or political belief, sexual preference, marital or de-facto status, pregnancy or parenthood are used to limit a person's access or opportunity to be treated equitably.

- **Harassment**

Harassment includes unwelcome physical or verbal actions that are abusive, offensive, embarrassing or vilifying. It may also constitute discrimination on protected grounds.

- **Bullying**

Bullying is repeated, unreasonable behaviour directed towards an individual or group of individuals that is victimising, humiliating, undermining or threatening.

- **Sexual Harassment**

Sexual harassment includes unwelcome sexual advances, unwelcome requests for sexual favours, and any other unwelcome conduct of a sexual nature in circumstances in which a reasonable person (having regard to all the circumstances) would have anticipated that the other person would be offended, humiliated or intimidated. It could also be the display of offensive pictures or publications, the use of offensive language in the classroom or workplace.

Complaints of discrimination and harassment are taken seriously and handled promptly and impartially. If you feel you may have been discriminated against, treated unfairly, or you are aware of another person in this situation, please speak to your Trainer/Teacher/Educator or contact the Training Manager. Alternatively, a complaint can be made via our Complaints and Appeals Policy and Procedure as outlined on the Skillinvest website.

Anti-discrimination and Equal Opportunity Legislation

In Australia, national and state laws cover equal employment opportunity and anti-discrimination in the workplace. You are required by these laws to create an environment free from discrimination and harassment. It's important that you understand your rights and responsibilities under human rights and anti-discrimination law.

It's unlawful to disadvantage employees and job seekers or learners in any way because of their:

- race
- colour
- gender
- sexual preference
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion
- national extraction
- social origin.

The *Equal Opportunity Act 2010* – Victoria's anti discrimination law – protects people from discrimination and harassment in areas of public life such as workplaces, schools, clubs, shops or places that provide services. Refer also to Skillinvest's Equal Opportunity Policy at www.skillinvest.com.au

Work Health and Safety

Everyone is entitled to work and learn in a safe working environment. If you identify health and safety issues in your workplace or place of learning, you have a right to have them addressed. You also have the responsibility under law to ensure your actions do not harm other workers or students.

Should you have any concerns regarding your health and safety in the workplace or your training environment you should immediately report this to your workplace supervisor or Trainer/Teacher/Educator.

Workplace Health and Safety (WHS), often referred to as Occupational Health and Safety (OH&S), involves the assessment and migration of risks that may impact the health, safety or welfare of those in a workplace. This may include the health and safety of customers, employees, visitors, contractors, volunteers and suppliers. A business owner has legal requirements that it must comply with to ensure the workplace meets WHS obligations.

Under Australian WHS/OH&S legislation businesses are legally obliged to:

- provide safe work premises
- assess risks and implement appropriate measures for controlling them
- ensure safe use and handling of goods and substances
- provide and maintain safe machinery and materials
- assess workplace layout and provide safe systems of work

- provide a suitable working environment and facilities
- have insurance and workers compensation workers' compensation insurance for your employees.

People working in the business have work health and safety obligations to themselves and their workmates.

They must:

- comply with instructions given for work health and safety
- use any provided personal protective equipment (PPE) and be properly trained in how to use it
- not wilfully or recklessly interfere with or misuse anything provided for work health and safety at the workplace
- not wilfully place others at risk
- not wilfully injure themselves.

Act: [Occupational Health and Safety Act 2004 \(Vic\)](#)

Evacuation

Evacuation procedures and evacuation maps are located throughout Skillinvest's premises. Students should familiarise themselves with these procedures. Evacuation drills are conducted throughout the year.

If an evacuation alarm is sounded, or an evacuation is ordered by a warden, students are advised to observe the following procedures to ensure their own safety and the safety of others:

- Cease work and stay calm
- Shut off equipment (where possible)
- Close all doors and windows
- Assist people in immediate danger, if safe to do so
- Leave promptly by the nearest exit
- Go to the Assembly Point as directed by the Warden
- Await directions from the Warden or Emergency Services

Incident Reporting

Under current Work Health and Safety Legislation, all workplaces must have an Incident Report Register. All accidents/incidents should be reported to Trainer/Teacher/Educator and/or Reception regardless of whether a student needs treatment or not and an incident form completed and submitted as soon as practicable.

Personal Safety

Whilst Skillinvest is generally a very safe place to study, students are advised to implement the following strategies to protect their own and others personal safety:

- Be aware of your surroundings and safety when arriving or leaving training
- Keep your mobile telephone handy, and have it charged
- If walking to or from training when it is dark, stay in well-lit areas
- Walk to and from training with a friend
- If being picked up from training, wait inside the training venue, or wait with two friends
- Park your car in a well-lit, populated area that is not surrounded by shrubbery
- Check the frequency of public transport and plan your journey before you leave on www.ptv.vic.gov.au/journey
- Report areas where the lighting is not functioning or effective (such as overgrown shrubbery or trees blocking light) to Reception
- Report any suspicious persons or behaviour on the premises to Reception
- Report any threats or assaults to your Trainer/Teacher/Educator or to Reception

Privacy

The Privacy Act 1988 (Cth), the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) (Privacy Laws) seeks to protect individuals against interferences with their privacy by regulating the way in which personal information is collected, handled, disclosed, used and stored.

Skillinvest Limited understands the importance of, and is committed to, protecting the privacy of an individual's personal information. In handling personal information, Skillinvest is committed to complying with the Privacy Laws.

Skillinvest may collect personal, sensitive or health information. Information collected will only be used for the purpose for which it was collected, and all records and electronic data are protected from unauthorised use or access.

No information will be disclosed without your consent unless required by law or a legal authority.

Reasonable access to information will be provided to individuals or their appointed representatives should they require details about personal information held by Skillinvest.

Why do we collect personal information?

When you enrol, we ask you for personal information so that we can identify you as a student of Skillinvest, and so that we can contact you if necessary (to pass on your results, for example). We try only to collect the information we need, though sometimes we ask questions which are required by

government departments (such as “what is your highest level of schooling?”), or where we think we can offer you extra assistance (such as “do you have a disability?”). Skillinvest may also collect sensitive information (for example, health information), with your consent.

What happens if I don't provide my personal information?

You can choose not to provide your personal details, but then we may not be able to provide you with all the services we offer.

How do we collect personal information?

We generally collect your personal information from your enrolment form, but there may be additional ways in which we ask you for information, such as on a Work Placement Agreement Form, where work placement is a part of your course.

What do we do with the information we collect?

Generally, the information we collect about you stays within Skillinvest. Sometimes we have to report to government agencies, and this may involve passing on personal details. For example, we are obliged to provide information to government departments upon their request. Of course, those departments must also respect your privacy, and will also have a privacy statement/policy in place.

Details regarding your attendance and ongoing training and assessment may also be provided:

- To your employer, if you are an Apprentice or Trainee
- To your school, if you are a school based apprentice or trainee
- To your Employment Service Provider (such as a JSA or DES), where you have been referred by them
- To your parent or guardian, where you are under 18

No other information will be released without obtaining signed consent in writing for the disclosure of information.

How do I know the information is correct?

We will do everything we can to make sure that the information we hold about you is up to date and correct. You can help us in this by filling out your enrolment form carefully and letting Student Administration know when any of your personal details change.

Can I access my personal information?

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. For security reasons, we will ask you to put your request in writing, and we may charge a fee for locating the information, depending on the difficulty of the request.

If you have any questions in relation to privacy or feel that the information we hold is incorrect, and wish to amend this, please contact the RTO Administration team on 1300 135 008.

For more information about how Skillinvest collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Skillinvest's privacy policy which can be found at www.skillinvest.com.au, or by calling 1300 135 008

or emailing Privacy.Officer@skillinvest.com.au for a copy of the policy to be mailed to you. Skillinvest's Privacy Policy details how your personal information is stored; how you may access and seek correction of information held about you, and the process for making a complaint about a breach of privacy by Skillinvest.

Australian Consumer Law

The Australian Consumer Law (ACL) is the national law for fair trading and consumer protection. The Australian Consumer Law (ACL) includes:

- a national unfair contract terms law covering standard form consumer and small business contracts;
- a national law guaranteeing consumer rights when buying goods and services;
- a national product safety law and enforcement system;
- a national law for unsolicited consumer agreements covering door-to-door sales and telephone sales;
- simple national rules for lay-by agreements; and
- penalties, enforcement powers and consumer redress options.

The ACL applies nationally and in all States and Territories, and to all Australian businesses. For transactions that occurred prior to 1 January 2011, the previous national, State and Territory consumer laws continue to apply.

The ACL is administered by the ACCC and state and territory consumer protection agencies and is enforced by all Australian courts and tribunals, including the courts and tribunals of the States and Territories.

The protections in the ACL are generally reflected in similar provisions in the *Australian Securities and Investments Commission Act 2001* (ASIC Act), so that financial products and services are treated in the same way.

Information about the consumer policy framework in Australia, our engagement internationally on consumer policy issues and resources for those interested in consumer policy issues.

1. [Development](#)
2. [Maintaining consistency with the ACL](#)
3. [International engagement](#)
4. [Resources](#)
 1. [An Introduction to the Australian Consumer Law Policy Toolkit](#)

The Disability Act 2006 (Vic)

The Disability Act provides for:

- a stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability, and
- a framework for the provision of high quality services and supports for people with a disability

The Act sets out principles for people with a disability and for disability service providers. Disability service providers are the Department of Health & Human Services and organisations that are [registered](#) under the Act to provide disability services.

The [Disability Amendment Act 2012](#) came into operation on 1 July 2012. It makes minor changes to the Disability Act 2006.

Working With Children Act 2005 (Vic)

The *Working With Children Act 2005* ('the Act') commenced in April 2006. The most recent amendments to the Act were in 2014. See a summary at [Changes to legislation](#).

The Check is one of the safety measures organisations need to put in place to protect children from sexual and physical harm.

The Act:

- defines **child-related work**
- establishes a [framework to screen, monitor and assess](#) the criminal records and the professional conduct of people who intend to work with children
- [lists the offences](#) applicants are screened for
- enables the department to rule that a person who [fails the Check](#) is prohibited from working with children
- [lists the people exempt from the Check](#) like teachers registered with the Victorian Institute of Teaching (VIT), as their criminal records and professional conduct are screened by VIT.

The protection of children is the paramount consideration for any decision made under the Act.

Link to: [Working with Children Act 2005](#)

Child Safe Standards as made under the Child Wellbeing and Safety Act 2005 (Vic).

On 15 November 2016, new legislation was passed to amend the Child Wellbeing and Safety Act 2005 (the Act) in Victoria providing the Commission for Children and Young People (the Commission) powers to oversee and enforce compliance with Child Safe Standards by relevant entities. The new legislation also outlines how the Commission will work with relevant authorities (the departments and authorities responsible for regulating and funding relevant entities) to ensure compliance.

Objectives and functions of the Commission

Under the Act the objectives of the Commission are broadly to:

- promote:
 1. the safety of children
 2. the prevention of child abuse
 3. proper responses to allegations of child abuse
- ensure relevant entities are continuously improving their processes to achieve these goals.

The **functions** of the Commission are broadly to:

- educate and provide advice to relevant authorities to promote compliance by relevant entities with the standards
- oversee and enforce compliance.

In exercising its functions, the Commission will consider the most effective means of promoting compliance, and also liaise with each relevant authority to promote compliance.

Details about the Child Safe Standards can be found on the [Standards page](#) and [Principles page](#).

Information to support organisations become child safe and relevant legislation can be found on the [Resources and support page](#) or you can email childsafestandards@ccyp.vic.gov.au or calling on (03) 8601 5281

Student Support and Guidance

Sometimes, it can be harder for some groups of people to take part in training and employment than others. Some people may not have the skills they need to complete training. They may need extra support to stay in training, they may need training made to fit their needs, or the training may need to be delivered in a certain way for them to be successful.

Skillinvest actively encourages participants with physical and/or intellectual disabilities, those with specific cultural and language needs and/or the mature aged to access and enrol in training.

If you have special needs and/or require support, you are encouraged to talk to your Trainer/Teacher/Educator or Training Manager.

General learning support provided by Skillinvest may include:

1. Language, literacy and numeracy support
2. Additional learning materials
3. Learning materials in alternative formats
4. Flexible scheduling
5. Additional training time, based on need
6. Modifications to assessment tasks

Skillinvest has a commitment to maintaining high standards in providing vocational training to all students. This includes safe-guarding the interest and welfare of students, handling confidentiality issues, providing appropriate and qualified staff and ensuring appropriate training environments are accessible to all students.

If personal issues are adversely affecting your ability to engage in training activities you are invited to discuss these matters with your Trainer/Teacher/Educator or the Training Manager.

Student Complaints and Appeals Process

Skillinvest will manage all complaints and appeals in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties as soon as possible.

Please refer to the Student Complaints and Appeals Policy and Procedure which is available on our website at www.skillinvest.com.au