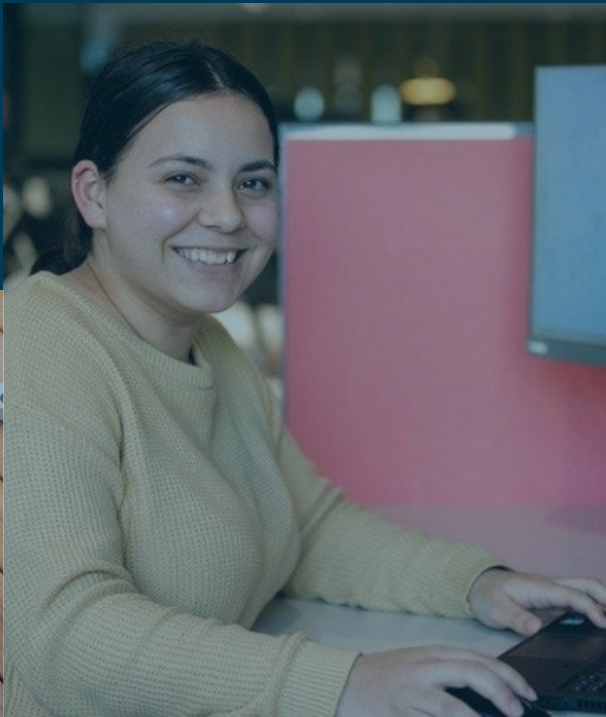


STUDENT HANDBOOK





ABOUT US

Skillinvest is a premium employment and training specialist, providing apprenticeships, traineeships, education, and training services across Victoria and interstate.

Skillinvest has supported young people and jobseekers in their career journeys since 1986.

Our team of experienced and qualified experts place individuals in apprenticeships, traineeships, and training programs across a wide range of industries. We offer comprehensive support for success and empowerment for individuals to achieve their goals in their chosen careers.

Longerenong College is a trading name and training location of Skillinvest Limited.

WELCOME MESSAGE FROM OUR CEO



Welcome, we are delighted to welcome you as a new student at Skillinvest/Longerenong College.

The Student Handbook contains important information about your course that will help you gain a clear understanding of the key aspects of your training and our expectations of you throughout the duration of the course.

Please read it carefully and keep it in a safe place for future reference.

Should any matters or issues arise where you believe you need assistance, please seek advice from your Trainer and Assessor or the relevant Training Coordinator.

As your training provider, our role is to ensure you receive the appropriate training to meet the requirements of your course and ultimately receive your certification.

You are now training with a team that has gained a reputation for commitment, performance, and a strong work ethic within the industry and the community.

We wish you every success in your training journey.

Darren Webster
CEO
Skillinvest/Longerenong College

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SKILLINVEST/LONGERENONG COLLEGE TRAINING **LOCATIONS**

DANDENONG CAMPUS

236-238 South Gippsland Highway
Dandenong South VIC 3175
T 1300 135 008



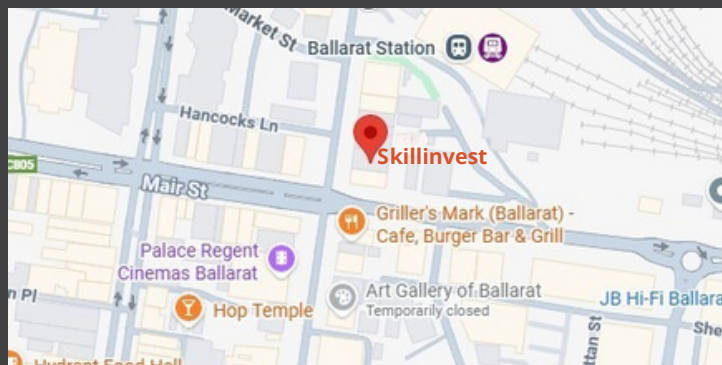
LONGERENONG COLLEGE

229 Longerenong Road
Longerenong VIC 3401
T 03 5362 2222



BALLARAT

110 Lydiard Street
North Ballarat VIC 3350
T 1300 135 008



You are studying:

Year:_____

You will be studying at:

Your start date is: _____

Your Trainer & Assessor is:

Trainer & Assessor phone number:

Trainer & Assessor email address:

Your Training Coordinator is:

Training Coordinator phone number:

Training Coordinator email address:



INTRODUCTION

We are an accredited private provider of Nationally Recognised Training and a not-for-profit organisation. We deliver flexible, competency-based training customised to meet individual and organisational needs. Our goal is to provide a quality experience while on your student journey.

Your enrolment is an important step in further developing your learning 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/Longerenong College provides a supportive and friendly environment for students. Feel free at any time to contact Skillinvest/Longerenong College to discuss any matters or concerns throughout your time with us.

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

Benefits of training with Skillinvest/Longerenong College:

- A dedicated Skillinvest/Longerenong College Trainer and Assessor will meet with you to discuss your goals and training.
- All training is delivered from the relevant accredited Training Package, ensuring quality and compliance
- Training plans are customised to suit your workplace, schedule, and learning style.
- On-the-job training, receive individualised support through regular scheduled visits to your workplace.
- Ongoing access to your Trainer and Assessor for guidance and support throughout your training journey.
- We have rolling intakes as well as scheduled classes dependant on the Training program. Start your training when you're ready—most Training programs offer year-round enrolment (some exceptions apply).

Skillinvest/Longerenong College will:

- Deliver Quality Training & Assessment
- Maintain the highest standards of integrity in all training-related interactions and services.
- Maintain strong Industry Connections. Ensure training remains relevant and aligned with current industry practices.
- Keep you informed about current regulatory requirements that may impact your participation in your training program.
- Inform you if accessing the Skills First Funding Program may affect your eligibility for further government-subsidised training.
- Provide information on how to access student support services where appropriate.
- Process your enrolment and develop a training plan to suit your needs.
- Determine whether you can be credited with units of competency through either a Recognition of Prior Learning (RPL) or Credit Transfer (CT) process.
- Issue a state or nationally recognised qualification and/or statement of attainment at the successful completion of the training program.

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

Feedback

Skillinvest/Longerenong College aims for continuous improvement in all areas, and we encourage and welcome your feedback on what is working well or what could be done better. Feedback can be submitted by email rtofeedback@skillinvest.com.au or by completing the webform at www.skillinvest.com.au/feedback

For further information please refer to the RTO Continuous Improvement Policy which is located at www.skillinvest.com.au/training-education/training-policies-resources.



TRAINING PROGRAM INFORMATION

TRAINING

Skillinvest/Longerenong College will tailor a Training Program relevant to the needs of you and your employer. At the same time, we make sure your Training Program meets all legal and regulatory requirements, including applicable State or Territory Apprenticeship and Traineeship guidelines and the requirements of the relevant training package.

Depending on your program, your training may be delivered in one or more of the following modes:

- **Classroom Training**

Structured lessons and assessments delivered in a formal setting, such as a classroom or at Longerenong College. For apprentices and trainees, this is often called trade school. Classes may run one day a week or in blocks of weeks.

- **Workplace Based Training**

Structured training and assessment organised to take place in the workplace by Skillinvest/Longerenong College.

- **Online Training:**

Access to our Learning Management System (LMS), where you'll find training materials and assessment tools to complete your course remotely.

No matter the delivery mode used, all training meets national standards and reflects real workplace requirements.

Nationally Recognised Training

Skillinvest/Longerenong College is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA). This means the training you complete with us is nationally recognised and meets the highest standards in vocational education.

When you successfully finish your Training program, you will receive:

- A Testamur – your official qualification certificate.
- A Record of Results – showing all the units you've completed.

Your qualification is made up of units of competency. Each unit focuses on a specific skill area and can stand alone, but when combined, they give you the full range of skills needed to succeed in the workplace.

Because our programs are designed in line with the 2025 Outcome Standards for RTOs, you can be confident your training is high quality and consistent:

- Being nationally or state accredited your completed units may count towards other qualifications.
- If you continue studying with us or another provider, you may be eligible for credit transfer.

In short, Skillinvest/Longerenong College training helps you gain practical skills, recognised qualifications, and opens doors for future study and career opportunities.

TRANSITION ARRANGEMENTS

Skillinvest/Longerenong College delivers training that meets the Australian Qualifications Framework (AQF) and uses the most current training packages and accredited courses. When new training packages are introduced, we will update our Training programs within 12 months to make sure you're learning the latest skills.

We'll keep you fully informed about any changes and explain what they mean for your course. Transition arrangements will also take into account the relevant state/territory education department requirements.

If Skillinvest/Longerenong College needs to make any changes to the training services we agreed to provide when you enrolled, we'll let you know in writing as soon as possible.

Skillinvest/Longerenong College always follows the VET Quality Framework when delivering AQF courses, so you can be confident your training meets national standards.

GOVERNMENT SUBSIDISED TRAINING

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

Skillinvest/Longerenong College 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 DELIVERED TO SECONDARY STUDENTS (VDSS) - VICTORIA ONLY

Vocational Education and Training Delivered to Secondary Students (VDSS) is the acronym for what is more commonly known as VET. A program that is designed to provide a practical approach to learning, teaching knowledge and specific skills to help students when they begin their journey in the workplace.

When completing a VDSS program students may gain a nationally recognised VET qualification from a registered training organisation such as Skillinvest/Longerenong College. Students can receive credit for VET towards their Victorian Certificate of Education (VCE), including the VCE Vocational Major (VCE VM), or the Victorian Pathways Certificate (VPC) as per the Victorian Curriculum and Assessment Authority (VCAA).

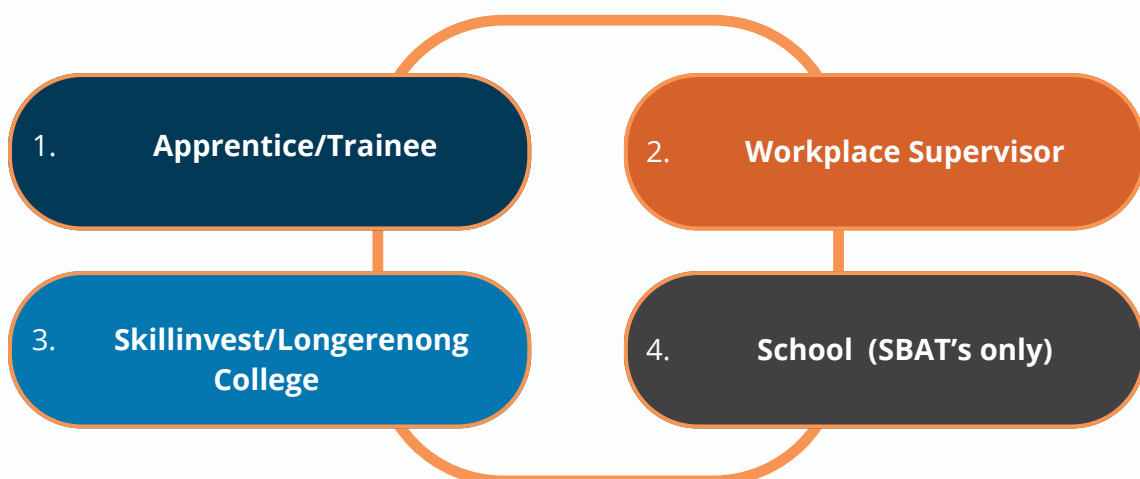
Students enrolled in VDSS may also combine study and employment through School to Work programs while they undertake their senior secondary studies.

APPRENTICESHIP/TRAINEESHIP PROGRAM

The Apprenticeship/Traineeship program is a workplace-based training arrangement that has been designed in consultation with industry to meet the needs of businesses and ensure you gain the practical skills employers are looking for.

You'll learn on the job while completing nationally recognised training, giving you the best of both worlds—real work experience and a formal qualification.

There are three parties in the Apprenticeship/Traineeship program (four if you are a School Based Apprentice/ Trainee):



SCHOOL BASED APPRENTICESHIPS/TRAINEESHIPS

Skillinvest/Longerenong College also offers school-based apprenticeships and traineeships. SBAT's 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.

As the apprentice/trainee is still at school, the school becomes involved in the apprenticeship/traineeship along with the employer. The Student's school will sign the training plan and arrange for the apprentice/trainee to have their qualification credited towards their relevant State's Secondary School qualification.

APPRENTICE AND TRAINEE RESPONSIBILITIES

Active Participation

To get the most out of your training, you need to be an active participant. This means taking responsibility for your learning and assessment. It is your responsibility to:

- Complete your assessments and any other activities required, to help you build the necessary skills and achieve competency.
- Collect evidence that support competency, 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 so everything is easy to find.
- Show your supervisor how to do tasks when asked-this demonstrates your understanding.
- Let your Trainer and Assessor know if you are unable to attend a scheduled appointment.
- Present your Time Release Logs Books (if applicable) to your Trainer and Assessor at each visit, or when requested.

Maintain your Training Logbook (Workplace-Based Training only)

You will be provided with a Training Logbook in which you need to record all time spent undertaking structured training with the below activities:

- Reviewing learning materials
- Completing activities and assessments
- Working under Supervisor instruction
- Working under Trainer instruction
- Attending Trade School

This record will form part of the evidence required to gain competency.

If you are experiencing Apprenticeship/Traineeship employment issues, you should contact the below relevant to your State:

- Victorian Apprenticeship Administration Information Line Apprentice Helpdesk call 1300 311 820. You can also contact them via email: apprenticehelpdesk@djsir.vic.gov.au
- South Australian Skills Commission on 1800 673 097 or head to their website <https://skillscommission.sa.gov.au/apprenticeships-and-traineeships/apprentices-and-trainees>
- Apprenticeships Northern Territory call (08) 8935 8200 or via email: apprenticeshipsnt@gtntgroup.com.au

Assessment Preparation Checklist

Prior to a scheduled session with your Trainer and Assessor please check the following:

- Complete all set work and activities and attach any extra evidence (e.g. work samples, reports).
Make sure your work is in the correct format and keep a copy for yourself—
Skillinvest/Longerenong College will retain the original evidence.
- Fill in your Time Release Logbook and ensure it's signed by all required parties (if applicable).
- Confirm your assessment date with your Trainer or Assessor.

EMPLOYER RESPONSIBILITIES

Your Employer/Workplace Supervisor plays a key role in the development of the skills and knowledge of the Apprentice/Trainee. They are responsible for:

- Supervising your work duties, giving you opportunities to practice and consolidate your skills.
- Releasing you from normal work duties for training (see Time Release section)
- Meeting with your Skillinvest/Longerenong College Trainer and Assessor during each scheduled training visit (or arranging an alternative time) to discuss your progress
- Signing the Monthly Contact Record to confirm face to face training visits.
- Participating in the assessment process: Confirming the assessment strategies are appropriate (negotiating changes where necessary) and verifying that you are demonstrating the appropriate work skills.
- Confirming their agreement with the decision of the Trainer and Assessor that you are competent in each unit and/or the qualification. Your employer must confirm your competence in the workplace at agreed stages during your Apprenticeship/Traineeship.

If your Employer/Workplace supervisor has any difficulties during the training period, they should speak with your Trainer and Assessor 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 and the relevant State.

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

- Face-to-face training with Skillinvest/Longerenong College Trainer and Assessor
- 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 undertaken must be logged by the apprentice/trainee and given to the Trainer and Assessor at each visit.



INFORMATION FOR STUDENTS

ENROLMENT

Skillinvest/Longerenong College 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, numeracy and digital literacy assessment (LLND).

If you need further training to meet the entry requirements for a course, Skillinvest/Longerenong College can discuss 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/Longerenong College; 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 Pack which documents your eligibility for government funding and includes your acknowledgement of all fees and charges, as well as Skillinvest/Longerenong College privacy statement.

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 and will allow you to access your USI account which contains nationally recognised training records and results from 1 January 2015 onwards. If you do not currently have an USI, on enrolment you may provide Skillinvest/Longerenong College 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, a Skillinvest/Longerenong College Trainer and Assessor will conduct a Pre-Training Review and will:

- Identify any competencies previously acquired by you through a Credit Transfer application or if applicable refer you to a Recognition of Prior Learning process.
- Determine the most suitable qualification for enrolment based on your prior study, work experience, skills, career goals, interests, and potential job outcomes.
- Conduct a LLND assessment.
- Discuss with you the learning strategies and materials used in the course to check they are suitable for you.
- Identify any additional support needs you may require to successfully participate in and complete your course.

If any LLND 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, which would be discussed with you.

TRAINING PLANS

All students have a Training Plan which documents their proposed training and assessment. This ensures that students know what to expect from their training, including its intensity, duration, how they'll be taught and assessed, and by whom.

The Training Plan will be signed by you, your employer and/or school (where applicable) and a Skillinvest/Longerenong College 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.

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

- Name and contact details of Skillinvest/Longerenong College and employer (Apprentices/Trainees only)
- Title and code of qualification
- Unit of competency (UoC) title and code
- Scheduled hours for each UoC
- Timeframe including the proposed start date and end date of each UoC (actual dates where training has already commenced for Apprentices/Trainees)
- Delivery modes to be used
- Assessment details and arrangements
- Party or parties responsible for the delivery and/or assessment of each UoC
- Record of RPL assessment and CT granted, as relevant
- Training plans are live documents, an up-to-date copy of your Training Plan can be provided upon request.

Apprentice/Trainee Training Plans

Apprentice/Trainee Training Plans have the 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/Longerenong College Trainer/Assessor, 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 according to the relevant State.

PREVIOUS EXPERIENCE OR LEARNING

Credit Transfer

Skillinvest/Longerenong College 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/Longerenong College if the unit code and title exactly match 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 applied to 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 and Assessor prior to or at enrolment. When completing your Enrolment, you can apply for a Credit Transfer by completing the Credit Transfer section within the Student Enrolment Pack. This 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. Please refer to the Skillinvest/Longerenong College RTO Credit Transfer Policy and Procedure on our website www.skillinvest.com.au for further information.

Recognition of Prior Learning (RPL)

Students acquire skills and knowledge in ways other than just formal study or current training. RPL is an assessment of skills and knowledge you've acquired through previous training, work or life experience which are relevant to your course.

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

Should a Student seek RPL, it is recommended that they discuss this with their Trainer and Assessor prior to or during the enrolment process. Students can also refer to Skillinvest/Longerenong College RPL Policy and Procedures on our website for further information.

INDUCTION

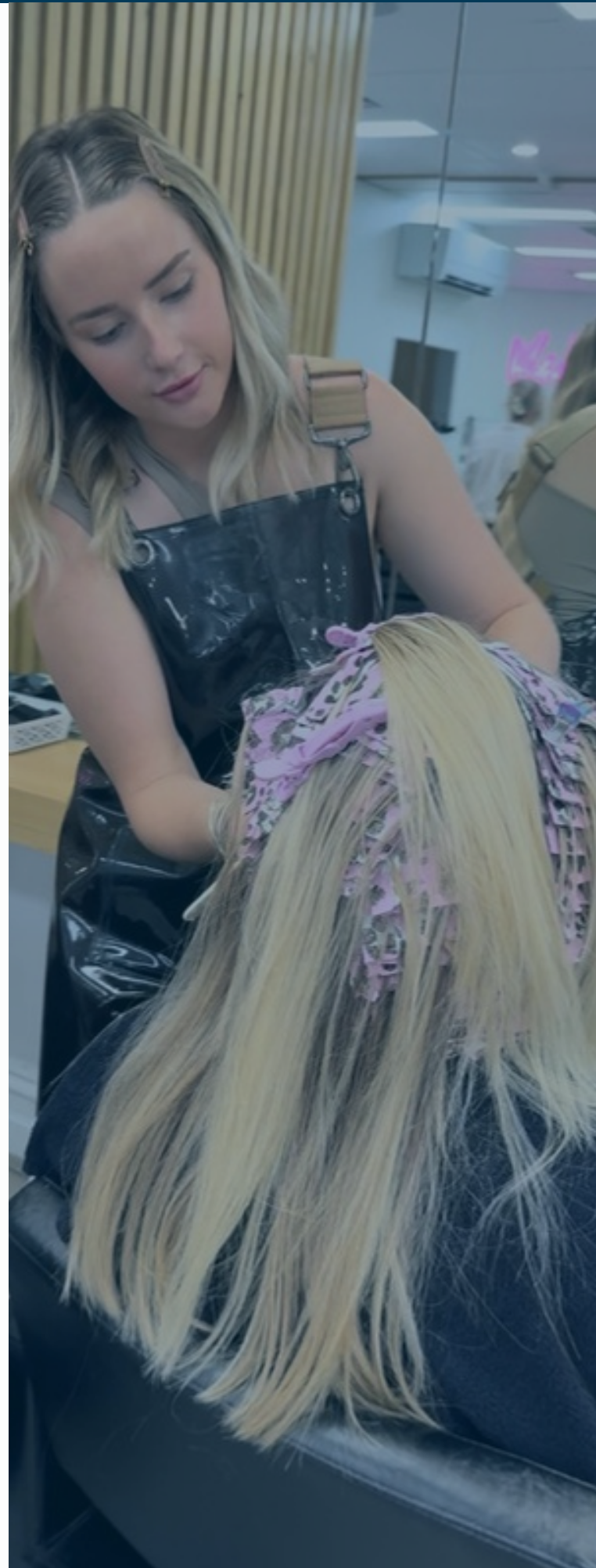
At your first class or workplace visit, you will attend an induction session. During this session, your Trainer and Assessor will:

- Explain their role in your training.
- Confirm training program details and training/assessment requirements.
- Give an overview of your learning and assessment materials.
- If you are a Trainee or Apprentice, they will confirm monthly contact visits and structured time release requirements with you and your Employer/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.

Use this time to ask questions and clarify anything from the Student 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.



STUDENT SUPPORT AND WELLBEING

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/Longerenong College actively encourages Students with physical and/or intellectual disabilities, those with specific cultural and language needs and/or the mature aged to access and enrol into our Training Programs.

If you have additional needs and/or require support, please speak with your Trainer and Assessor or Training Coordinator who are contactable by phone, email or in person while undertaking the Training Program. All queries received from Students will be responded to in a timely manner.

Skillinvest/Longerenong College ensure training support services and wellbeing support services are available to our Students throughout the duration of their Training Program, this may include (not limited to) the following services:

1. Language, literacy, numeracy and digital literacy support
2. Additional learning materials
3. Learning materials in alternative formats
4. Flexible scheduling
5. Additional training time, based on need
6. Study skills support such as time management and help-seeking
7. Modifications to assessment tasks (reasonable adjustment)

Students can access external support services and networks such as the below, please refer to www.skillinvest.com.au/training-education/student-support-services for further services available in your State:

8. Youth Allowance for Students and Australian Apprentices www.servicesaustralia.gov.au
9. Counselling services, such as Converge www.convergeinternational.com.au/
10. Australian Apprenticeships Support Services www.apprenticeshipsupport.com.au/
11. Apprentice Employee Assistance Program www.apprenticeships.vic.gov.au
12. Information and communications technology support
13. Access to Disabled Australian Apprentice Wage Support Program (DAAWS) www.servicesaustralia.gov.au
14. JobAccess – guide to disability employment www.jobaccess.gov.au/

Skillinvest/Longerenong College is committed to maintaining high standards in providing quality vocational training to all Students. This includes safeguarding the interest and welfare of Students, handling confidentiality issues, access to appropriately 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 and Assessor or the Training Coordinator.

Student Counselling

Students can access counselling through Converge through the Converge Portal at convergeinternational.com.au/portal or by downloading the Converge App. Please contact the College for the log in details and organisation code.

Converge provides wellbeing support. Students can book, chat or call for instant support and access to coaching and counselling. If you are in crisis or need immediate help, call Lifeline on 13 11 14 (available 24/7).

Access to Trainers & Assessors and RTO Support Staff

We are committed to supporting our Students throughout the duration of the Training Program. Students have access to their Trainers and Assessor as well as other Staff who are responsible for supporting the Student. Queries from Students will be responded to in a timely manner.

Trainers and Assessors are available during scheduled class times or scheduled workplace visits and can be contacted via email or phone for additional assistance and support from Monday to Friday.

RTO Support Staff are available Monday to Friday during business hours to assist with enrolment, training program, fees and charges, refunds or general enquiries.

You can contact our Head Office directly for any enquiries or support by calling 1300 135 008 or through email via info@skillinvest.com.au



WITHDRAWAL FROM TRAINING PROGRAM

If you intend to withdraw from your Training Program for any reason, you must notify Skillinvest/Longerenong College in writing. Students considering withdrawing from their Training Program are advised to firstly discuss this issue with their Trainer and Assessor.

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.

ACCESS TO RECORDS AND RESULTS

Skillinvest/Longerenong College 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/Longerenong College RTO Privacy Policy at www.skillinvest.com.au

Regular updates about your progress will be provided by your Trainer and Assessor throughout your training. At any time, a provisional copy of results (via an Academic Progress Report) may be requested by contacting a Skillinvest/Longerenong College 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 Training 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 or withdrawal from the training program, provided that all fees have been paid.

FEES AND ADDITIONAL COSTS

Prior to enrolment, the relevant Skillinvest/Longerenong College staff member will explain your training and assessment plan, outline the associated costs, and provide you with a Statement of Fees. These fees and charges will be discussed and confirmed prior to finalising your enrolment.

The total amount of all applicable fees which include::

- Tuition fees applicable to the training, including any reductions in fees due to concessions and credit transfers
- Training Program fees
- Student Services and Amenities fees
- Material fees
- Administration fees
- Incidental fees
- Payment terms, including the timing and amount of fees to be paid
- Additional services
- Replacement qualification parchment or statement of results
- Reassessment fees
- Payment terms, including the timing and amount of fees to be paid.

For indicative costs of your tuition fees and associated charges, please see our Indicative Fees and Charges on the Skillinvest/Longerenong College websites at www.skillinvest.com.au

CONCESSION FEES

For enrolments in courses at Certificate IV level and below, Skillinvest/Longerenong College 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 dependent child of a cardholder); or
- Pensioner Concession Card (or a dependant spouse or dependent 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.

Concession will be determined at pre-enrolment. No concession is available for fee-for-service students. Please note that these can differ for each State for further information please refer to the relevant Indicative Fees and Charges for your State

To be eligible for the concession fee, you must produce your valid card at enrolment. If a student applies for a Concession and is unable to provide their Concession Card at the time of enrolment, Skillinvest/Longerenong College will provide a 'Grace Period' of up to 90 days after training has commenced, to enable the student to produce a current Concession Card to access the concession fees. The start date of the Concession Card must be on or before the commencement of training date.

If no evidence of a Concession Card is provided at enrolment, the invoice must be raised at the non-concession rate. Where the student successfully produces their current Concession Card evidence within the grace period, a credit will be raised to support the 'concession' fees.

Skillinvest/Longerenong College will retain written information about the concession card as Evidence of Concession.

Fee Exemptions

Skillinvest will not charge a tuition fee to an Eligible Individual who:

- Is from the Judy Lazarus Transition Centre, or
- Is a young person on a community-based order, or
- Identifies as Aboriginal or Torres Strait Islander.

Payment of Fees

Once a prospective Student has enrolled into a Training Program, they are provided with a Statement of Fees and will be issued with an invoice that must be paid within 14 days unless an approved payment plan arrangement has been put in place. If a Student is experiencing financial hardship, a reduced minimum repayment can be requested by emailing accounts@skillinvest.com.au. Approval will be determined by the General Manager Training.'

Credit Transfers

Where valid evidence is provided to support a Credit Transfer, no tuition fees will be charged for the credited units. This will be adjusted accordingly in the Statement of Fees. Acceptable evidence includes an official certificate and record of results, statement of attainment or USI transcript.

Recognition of Prior Learning (RPL)

Skillinvest will apply a charge for any assessment conducted as RPL only if the assessment is conducted at the request, or with the consent of the student. The Tuition Fee for RPL is calculated at 70% of the applicable tuition fee rate.

Student Services and Amenities (SSA) Fee

For Students undertaking full Training Programs at the Longerenong College campus, a Student Services and Amenities Fee will apply as outlined on the Indicative Fees and Charges Table.

Additional Fees

Additional fees may apply resulting from any variation to the original training program (i.e. unit substitution, Skills First Program updates or Ministerial Directives).

Re-assessment

In the event that a Student is deemed not satisfactory in one or more Assessment Tasks at the completion of their training program, options and fees for completing training and assessment or re-enrolment can be discussed with Skillinvest. A re-assessment fee of \$200 will be charged with the re-enrolment for each unit of competency.

Refunds

Refunds of Tuition Fees paid may apply in some instances. To be eligible for a refund (or partial refund), Students must formally withdraw from their training program via the Enrolment Variation Form being completed by the Student or Trainer and Assessor. This form is available on the Skillinvest website following this link <https://www.skillinvest.com.au/training-education/training-policies-resources>

Skillinvest ensure refunds are processed for Students/employers in line with the Refund Policy. Students who may not be eligible for a refund in line with the refund policy can request a refund by contacting Skillinvest and the request will be carefully considered by the General Manager Training or nominated delegate. All Students have the right to take further action under Australia's consumer protection laws if you are not satisfied with the refund outcome.

Please refer to the Fees and Refund Policy as published on our website www.skillinvest.com.au for further information.

RE-ENROLMENT FEES

The delivery schedule for your course will be discussed with you at the time of enrolment. When training commences in each unit, your Trainer and Assessor will provide you with the due date for completion of 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 (and/or your course), you will be required to re-enroll in the unit of competency, which will result in additional fees being payable.

The fees to re-enroll will depend on whether you are a funded student and, if so, whether you have reached the Skills First funding limit for your course. Please check your eligibility to re-enroll and contact the Administration Officer to discuss any queries with regard to re-enrolment.



TESTAMURS AND STATEMENTS OF ATTAINMENT

Testamurs and Statements of Attainments are issued digitally by Skillinvest/Longerenong College. Hard copies of Testamur or Statement of Attainments will incur an extra charge, please contact the Skillinvest/Longerenong College administration team.

Replacement hard copies of Testamurs and Statements of Attainment will incur an administrative fee of \$75. This fee must be paid prior to the replacement document being issued. If a hard copy replacement of a Testamur or Statement of Attainment is required, please contact the Skillinvest/Longerenong College administration team.

REFUNDS

Skillinvest/Longerenong College understands there may be circumstances where you need to withdraw from a course, or where a course is cancelled.

As outlined in the Student Enrolment Pack, fees outlined in the Statement of Fees are non-refundable after the commencement of training. Skillinvest/Longerenong College's refund information is included in our RTO Fees and Refund Policy, which is available on our website at www.skillinvest.com.au

GENERAL INFORMATION

Public Transport Concession Cards (Victoria)

Currently enrolled full-time students who are Australian citizens or permanent residents may wish to purchase a Public Transport Student / Tertiary Concession Card from Public Transport Victoria.

- Student Concession Card Application forms are available from railway stations or from the Public Transport Victoria website.
- Completed forms with two colour passport size photographs attached should be brought to College Reception for authorisation.
- The authorised form must then be lodged with payment at a Public Transport Corporation Office.

Further information can be obtained from the Public Transport Victoria website.

Ambulance Costs

Please note Students are liable for all ambulance costs. It is recommended for Students to take out an Ambulance Victoria subscription, as Skillinvest/Longerenong College does not provide this coverage.

<https://www.ambulance.vic.gov.au/membership>

Student Car Park

There is parking available for Students at both the Dandenong Trade Centre and the Longerenong College. Please note that there is off-street parking available for Students attending a Training program at the Ballarat location.

Photocopying/Printing

Photocopying/printing can be arranged, there will be a cost incurred per page for all copies (A4, A3, B/W and colour). Please contact the Skillinvest/Longerenong administration team.

STUDENT RESPONSIBILITIES AND OBLIGATIONS

Notification of change of Personal information

It is important to keep your contact details up to date with Skillinvest/Longerenong College. Official correspondence is sent to your registered postal and email addresses. If you do not update your details, you may miss important deadlines or requirements.

Please notify Skillinvest/Longerenong College immediately if any of the following change:

- Postal or email address
- Name
- Emergency contact details
- Employer details (for Apprentices/Trainees)

Keeping your information current ensures you receive all necessary communication.

PARTICIPATION

All Students must meet their attendance and participation obligations as outlined in their Training Plan and the Student Engagement Policy. If you are unable, or are unlikely to be able, to meet these requirements, you must discuss this with your Trainer and Assessor and your employer/school (if applicable) as soon as possible.

Regular attendance and active participation are essential to successfully progress through and complete your Training Program or units of competency. Failure to attend classes, training sessions, or engage with learning activities without a valid reason and supporting evidence (such as a medical certificate) may impact your ability to meet assessment requirements.

Where attendance and engagement expectations are not met, Skillinvest/Longerenong College will manage the matter in accordance with the RTO Student Engagement Policy located www.skillinvest.com.au/training-education/training-policies-resources. This may result in intervention strategies being implemented and, where engagement does not improve, withdrawal from training.

If you do not successfully meet the requirements of a unit and wish to complete it, you may be required to re-enrol.

Standard of Progress

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

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 and Assessor must be informed so that you can be marked off the attendance roll.

ASSESSMENTS

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

Skillinvest/Longerenong College 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 Context

Skillinvest recognises the importance of establishing the right context for Students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure that Students are provided with the right context to undertake their assessment activities. To achieve this, Skillinvest will apply the following strategies where possible:

- Incorporation of the Student's own workplace policies and procedures into the assessment scenario or activity
- Conduct of the assessment by using the Student's workplace project and tasks
- Integration of relevant industry codes of practice and other industry information into the assessment task
- Incorporation of industry job descriptions for Students to align with during realistic simulated workplace scenarios and case studies
- Incorporation of certification from professional bodies which applies to some qualifications
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements
- Creating assessment activities which require the Student to conduct specific research relating to industry situations and occurrences
- Provide a realistic simulated workplace when necessary

Three Levels of Assessment

Various levels of assessment may be used, including:

- Diagnostic also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- Formative assessment assists and supports training by monitoring and advising Students of their performance and rate of progress against the training outcomes. This provides feedback to the Student, supervisor and Trainer/Assessor on what development activities are needed to achieve the required competencies. Assessment accumulates.
- Summative assessment evaluation of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Summative assessment is cumulative, with evidence building over time.



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:

- On-the-job
- As part of Training Program
- Off-the-job (Simulation)
- Blended learning on and off the job
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)

Evidence gathering methods commonly used by Skillinvest may include, but are not limited to:

- Task 1 - Knowledge Questions (written/verbal)
- Task 2 – Workplace Practical/Simulation
- Task 3 – Written Projects
- Task 4 – Third Party Report (written)
- Task 5 – Test (oral, written or practical)

Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that Students have acquired the knowledge, and skills required to demonstrate competency.

All assessments will be recorded in accordance with Skillinvest Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).

Assessment outcomes will be recorded and securely maintained within the Student File, Learning Management System (LMS) where relevant and on the SMS.

Feedback is provided to Students and includes the assessment outcome and guidance for further learning and assessment (as appropriate).

Assessment Information

Assessment information is the information provided to both Students and Assessors to guide their conduct of the assessment and the completion of assessment activities. This information is used to draw out a response from a Student.

Examples of assessment information include instructions to set the framework for the assessment activities such as who, what, where, when and how.

The expected outcomes refer to the 'what' and it is critical that from reading the assessment information, the required (expected) outcome is straight forward and in line with the Student's preparation during learning or through other competency development pathways.

At Skillinvest our final assessments are to be supported by clear assessment information that will ensure a reliable assessment across our Training Organisation. The quality of assessment outcomes produced by a Student is dependent on the quality of the information provided prior to a Student commencing an assessment task. Skillinvest provides suitable assessment information for all assessment activities. Prior to the use of all assessment tools, pre-assessment validation must be completed.

Re-assessment

Some Students will not meet the requirements of the assessment evidence and will be deemed Competency Not Achieved. At Skillinvest in these situations we work with the Student to address the gaps identified to build their skills and knowledge in preparation for additional two (2) attempts. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the Student and the Assessor.

In some rare circumstances, Students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the Student to undertake additional learning in their own time and return for additional assessment at a time suitable time for Skillinvest. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the Student. As a general guide Assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned Training Program activity that is conducted in accordance with the assessment procedures in the following section. In some cases, after alternative arrangements have been exhausted, a Student may be found to be deemed Competency Not Achieved and the result will be recorded within the SMS.

The Student will be provided with three (3) attempts to successfully complete their assessment. If the Student is deemed Competency Not Achieved, they are provided with an opportunity to re-enrol into the Unit of Competency in the future to complete further training and assessment.

Student Assessment Due Dates

Student assessments must be submitted by the due date as outlined in the Training Plan. Students must inform their Trainer and Assessor prior to the due date of the Assessment if they're not able to submit their assessment to determine if an extension can be applied under exceptional circumstances. Exceptional circumstances may include the following (not limited to):

- Medical or health related issues
- Family or personal emergencies
- Legal or unavoidable obligations
- Employment-related circumstances (where unavoidable)
- Environmental or external factors (floods, bushfires, storms)
- RTO related issues (Trainer and Assessor unavailability or delays in providing required resources)

Reasonable Adjustments to Assessment

Students have the right to apply for and receive adjustment to assessment activities to accommodate individual/additional needs. Adjustments to assessment cannot compromise the integrity of assessment, elements and performance criteria of the Unit of Competency. Adjustments to assessment will not provide an unfair advantage/ disadvantage to Students.

Assessors are required to consider and allow reasonable adjustments in line with this policy to manage learning difficulties effectively and within available resources. Adjustments made will relate to a Student's identified needs and to support attainment of Unit/s of Competency while ensuring unit requirements are met.

Such adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on Skillinvest or the Student/employer. Reasonable adjustments must be documented on the Pre-Assessment Agreements within the Student Assessment Workbooks.

Examples of reasonable adjustment in assessment may include (not limited to):

- Substitution of a written assessment task for an oral assessment task
- Provision of extra time for utilisation of adaptive technology
- Additional workplace visits or 1-1 support
- Accessibility to the assessment resource format to support the Student i.e. providing a digital version instead of hard copy, or enlarging text size etc.

An intervention strategy for any Student who is not making satisfactory Training Program progress includes the following provisions:

- Where appropriate advising Students on the suitability of the Training Program in which they are enrolled
- Assisting Students by advising them of opportunities for re-assessment of tasks within Units of Competency previously deemed Competency Not Achieved
- Demonstrate the necessary competency in areas in which they had not been able to previously demonstrate competency

Student Support

Skillinvest provides a range of support to assist Students in maintaining engagement and progress throughout their Training Program.

Our Trainers and Assessors are responsible for implementing strategies to support Student engagement, these may include (not limited to):

- Providing one on one support to Students
- Additional training resources or alternative formats
- Reasonable adjustments for Students with additional learning needs
- Assessment extensions
- Referral to external support services
- Request to suspend or defer the Training Program

Assessment Submission

- All assessments submitted must include the Student's first and last name to clearly identify the Student, if a Student has a preferred name this must be recorded on the Student Enrolment Form and recorded on the SMS
- The assessments must be completed and submitted with all signatures as required
- Assessments must be submitted by Students by the due date unless exceptional circumstances apply and this has been approved by the Training Manager

Assessment Process

This is the step-by-step process your Trainer and Assessor will follow when conducting assessments for the units of competency you are enrolled in.

Step 1: Prepare for assessment

The Trainer and Assessor will:

- Determine the context and purpose of the assessment evidence to be collected by the Student.
- Check what needs to be assessed. Review the units of competency, the training package, and Skillinvest/Longerenong College assessment strategy.
- Identify what evidence is required.

Step 2: Prepare the Student

The Trainer and Assessor will:

- Explain the context and purpose of the assessment and the assessment process.
- Explain the units of competency to be assessed and the evidence they need to provide
- Outline the assessment process and what the Student should do to prepare and answer any questions.
- Check the Student's needs, if applicable discuss and agree on reasonable adjustments to support individual needs.
- Ask for feedback to make sure the Student understands the assessment requirements, and determine if the Student is ready for assessment.

Step 3: Plan and prepare for evidence collection

The Trainer and Assessor will:

- Create a plan on how they will collect sufficient quality evidence about the Student's consistent performance.
- Organise equipment or materials needed for the assessment. Coordinate and brief any other personnel involved in the evidence-gathering process.

Step 4: Collect evidence and make the assessment decision

The Trainer and Assessor will:

- Oversee the assessment process to ensure its validity, reliability, fairness, and flexibility.
- Gather the right evidence which matches the unit of competency.
- Apply reasonable adjustments if needed. Support the Student without compromising the integrity of the assessment.
- Evaluate the evidence ensuring its validity, consistency, currency, authenticity and sufficiency.
- Consult and work with other staff, or technical experts involved in the assessment process if required.
- Document the evidence collected and make a judgement about the Student's competency based on the evidence and the relevant unit(s) of competency.

Step 5: Provide feedback on the assessment outcome

The Trainer and Assessor will:

- Give clear and constructive feedback on the assessment decision.
- If there are gaps in competency identified, will provide advice to the Student on how to address them.
- Give the Student a chance to talk about the assessment process and outcome. Provide information on reassessment and appeals processes if applicable.

Step 6: Record and report the assessment result

The Trainer and Assessor will:

- Record the assessment result outcome on the Skillinvest/Longerenong College Student Management System.
- Maintain documentation of the assessment process, the evidence collected, and the final assessment result outcome as per Skillinvest/Longerenong College policies and procedures.
- Maintain the confidentiality of the Student's assessment results in line with Privacy requirements and report the assessment outcome to NCVER. Please see the RTO National VET Data Policy and RTO Privacy Policy on the Skillinvest/Longerenong College website for further information.

Step 7: Review the assessment

The Trainer and Assessor will:

- Work with you to identify gaps in your knowledge and understanding, providing feedback to the Student regarding the assessment outcome, including guidance on next steps or further options.
- Explain to the Student they have two (2) re-attempts to complete assessment tasks to achieve a 'Satisfactory' result. If after the third attempt if a task is not completed satisfactorily, a
- 'Competency Not Achieved' result will be recorded for the Unit of Competency.

Re-assessment attempts are available for a fee. Please refer to the Indicative Fees and Charges on the Skillinvest/Longerenong College website.

If the Student disagrees with the final assessment outcome decision, report it to the appropriate Skillinvest/Longerenong College personnel in line with the RTO Complaints, Feedback and Appeals Policy which is located on the Skillinvest/Longerenong College website.



Step 8: Assessment attempts and appeals

The Trainer and Assessor will:

- Work with you to identify gaps in your knowledge and understanding, providing feedback to the Student regarding the assessment outcome, including guidance on next steps or further options.
- Explain to the Student they have two (2) re-attempts to complete assessment tasks to achieve a 'Satisfactory' result. If after the third attempt if a task is not completed satisfactorily, a 'Competency Not Achieved' result will be recorded for the Unit of Competency.
- Re-assessment attempts are available for a fee. Please refer to the Indicative Fees and Charges on the Skillinvest/Longerenong College website.
- If the Student disagrees with the final assessment outcome decision, report it to the appropriate Skillinvest/Longerenong College personnel in line with the RTO Complaints, Feedback and Appeals Policy which is located on the Skillinvest/Longerenong College website.

For further information in relation to Assessments please refer to the RTO Assessment Policy which is available on the Skillinvest/Longerenong College website.

Special Consideration

Special consideration in relation to assessment may be given in 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 participate in training and/or complete your assessment is adversely affected, you may apply for an extension to the due date on medical or compassionate grounds. 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 and Assessor or the Training Manager for more information.

Re-enrolling into a Unit of Competency

Students who have withdrawn from an approved training program; part of an approved training program or a unit of competency; will be required to put their re-enrolment request in writing. To re-enrol the Student will need to complete a new Student Enrolment Pack. Please check your eligibility to re-enrol by contacting the Skillinvest/Longerenong College Administration Officer.

Retention of Assessment Material

As per the relevant State Funding registration guidelines, Skillinvest/Longerenong College is required to retain all evidence of assessment. Accordingly, copies of completed assessments will be retained by Skillinvest/Longerenong College. We therefore encourage you to make a copy of all assessments prior to submission for your own records.

Assessor Requirements: All assessments are undertaken by suitable qualified Assessors who hold the credentials as outlined in the 2025 Outcome Standards for NVR RTOs and Credential Policy in conjunction with Assessor requirements in the Unit/s of Competency as listed on Training.gov.au (TGA).

Assessment Resources: Assessment resources are developed in consultation with industry experts. Assessment tools are the resources used by Assessors to identify and record the skills and knowledge Students must demonstrate to be deemed as Competent in a Unit of Competency.

Assessment tools are crucial for the accurate and consistent assessment of Students against assessment competency standards.

Assessment tools are required as evidence of assessment and must be retained as record of proof that a Student has been assessed as competent in line with Regulatory requirements and the relevant State Funding Contract.

Assessment documentation such as the Assessor Guide and Mapping and Student Assessment Workbook consist of the following:

- Instructions for Students
- Instructions for Assessors
- Pre-Assessment Agreements
- Assessment Tasks
- Assessment Task Record Sheet
- Final Competency Record
- Assessment Mapping Tool

Assessment Validation

Skillinvest assessment policies, processes, resources, and outcomes are reviewed and validated regularly. For further information please refer to the RTO Validation Policy.

Assessment Marking – Task Assessment Record

Assessment Tasks are marked as either Satisfactory or Not Satisfactory. Assessors will make comments and provide genuine feedback for the assessment task. If more evidence is required, the Assessor will provide feedback and outline the information required in the feedback section.

Assessment Marking – Final Assessment Outcome Record

Assessments are marked and assessed as either Competent or Competency Not Achieved. Assessors will make comments and provide genuine feedback for the assessment completing all fields as required.

Students are notified of assessment outcomes within 20 business days of submission.



Competent

Students are deemed Competent when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, all assessment tasks are completed in full and noted on the Final Assessment Outcome Record.

Competency Not Achieved

Students deemed Competency Not Achieved when they are unable/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for the full Unit of Competency. A Not Satisfactory for any Assessment task will be recorded on the Assessment Task Record Sheet.

Students deemed Competency Not Achieved will be provided with feedback and guidance from the Assessor and may be required to undergo further training before re-assessment.

Student Plagiarism and Cheating

Students must not cheat in assessment and must ensure they do not plagiarise, for further information please refer to the Plagiarism and Cheating Policy.

STUDENT RIGHTS AND RESPONSIBILITIES

Students are entitled to:

- Quality training from Skillinvest/Longerenong College Trainers
- A supportive learning environment that challenges them to reach their full potential
- Clear guidelines regarding Training program content, time requirements, assessment details, criteria and expected standards
- Fair and timely feedback on your work, plus access to staff for questions and support when needed
- Facilities and resources that help you achieve your academic goals
- Be treated with respect from staff and fellow students
- Expect that scheduled classes will take place, or to be informed of any changes or alternative arrangements.

Students are expected to:

- Meet the terms of enrolment – including paying all tuition and other fees when required
- Participate actively in learning and assessment activities and follow instructions
- Act ethically in all learning and assessment tasks
- Stay informed about your Training program requirements
- Attend all training sessions, be punctual, and contribute to activities
- Notify your Trainer and Assessor if you are going to be absent from training.
- Notify Skillinvest/Longerenong College if any of your personal details (including address and email) change
- Talk to staff about any problems or concerns
- Respect facilities and property, make the most of opportunities provided, and leave training spaces clean and tidy
- Submit your own work within specified timeframes
- Respect the rights and welfare of Skillinvest/Longerenong College staff and fellow students
- DO NOT attend training under the influence of non-prescription drugs or alcohol
- Follow all Work Health & Safety requirements
- Bring all required materials and equipment to training
- Comply with Skillinvest/Longerenong College policies and procedures

GENERAL MISCONDUCT

All students enrolled in Skillinvest/Longerenong College programs are required to always maintain appropriate standards of conduct. This applies whether attending a Skillinvest/Longerenong College training venue, undertaking training in the workplace or representing Skillinvest/Longerenong College 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 students or staff without their permission (including posting on 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/Longerenong College's premises under the influence of alcohol and/or non-prescription drugs.
7. Consuming alcohol or non-prescription drugs at Skillinvest/Longerenong College's premises.
8. Smoking on Skillinvest/Longerenong College'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 of a Skillinvest/Longerenong College staff member, fellow Students or members of the public.
12. Any behaviour that causes a person on or in the immediate vicinity of Skillinvest/Longerenong College'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/Longerenong College 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/Longerenong College premises, regardless of whether it is Skillinvest/Longerenong College property or private property.
16. Theft of property on Skillinvest/Longerenong College premises, regardless of whether it is Skillinvest/Longerenong College 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/Longerenong College staff or another person in supervision.
21. Failing to follow road traffic laws when on or leaving Skillinvest/Longerenong College premises.
22. Encouraging, persuading or inciting another person to engage in improper or inappropriate conduct.
23. Failing to comply with Skillinvest/Longerenong College policies and procedures.
24. Any behaviour, action or lack of action that causes harm to animals on the property (Longerenong College).

Students who commit general misconduct may be subject to disciplinary action under the RTO Student Code of Conduct Policy. A copy of the Policy is available on the Skillinvest/Longerenong College website at www.skillinvest.com.au

As part of the enrolment process Students are required to acknowledge that they have read, understood and agreed to the Student Handbook.

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:

- 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.
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work.
- Use of another person's ideas, work or research data without acknowledgement.
- 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 and Assessor.
- 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 e.g. 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: Plagiarism and cheating involving electronic or digital information are subject to the same disciplinary rules as outlined in the RTO Plagiarism and Cheating Policy. You must also be aware that misuse of computers may result in criminal charges.

Penalties for academic misconduct may include, but are not limited to, a warning, loss of credit for the relevant unit (or a requirement to undertake reassessment), temporary exclusion from the Training Program, or termination of enrolment. All disciplinary action will be applied in accordance with the principles of procedural fairness and the RTO Complaints, Feedback and Appeals Policy.

Drugs, Alcohol and Smoking

The consumption of alcohol is not permitted in Skillinvest/Longerenong College 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/Longerenong College 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 conduct. Possession or use of illegal drugs or prohibited substances is a criminal offence and Skillinvest/Longerenong College 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/Longerenong College's premises.

Information Technology - Acceptable Use

Responsibilities of students include the proper use of computers, computer software and other IT equipment. Skillinvest/Longerenong College IT equipment must not be used:

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

Breaches of the above acceptable use as per the Skillinvest Information Technology Policy constitutes General Misconduct.

Mobile Phones

Mobile phones must be turned off during training (unless otherwise directed or agreed by the Trainer and Assessor). 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, X (formerly Twitter), Instagram, LinkedIn etc.)
- 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. X)
- Wikis and online collaborations (e.g. Wikipedia)
- Forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- Podcasting
- Instant messaging (including SMS, Kik, WhatsApp etc.)

Skillinvest/Longerenong College 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/Longerenong College 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/Longerenong College or students enrolled in Skillinvest/Longerenong College programs.

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

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

- Make any comment or post any material that might otherwise cause damage to Skillinvest/Longerenong College's reputation or bring it into disrepute.
- Make any comment or post any material that is derogatory towards other current or past Skillinvest/Longerenong College staff or students in a manner that identifies them as Skillinvest/Longerenong College staff or students.
- Imply or give the impression that you are authorised to speak on behalf of Skillinvest/Longerenong College on any material other than what has been authorised.
- Use Skillinvest/Longerenong College, 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/Longerenong College without their express permission.

When using social media in a personal capacity and where your comments or profile can identify you as a Skillinvest/Longerenong College 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/Longerenong College student) that the stated views are your own and are not those of Skillinvest/Longerenong College (make it clear that you are speaking for yourself and not on behalf of Skillinvest/Longerenong College).
- 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 RTO Student Code of Conduct Policy.

POLICIES AND PROCEDURES

COMPLIANCE WITH LEGISLATION

As a Registered Training Organisation, Skillinvest/Longerenong College 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/Longerenong College services, policies, training and assessment meet the requirements of legislation. For more information relating to Skillinvest/Longerenong College's adherence to legislative requirements (including Governance), please refer to the Student Code of Conduct Policy and Procedure that is available on the Skillinvest website.

You also need to be aware that by participating in a course at Skillinvest/Longerenong College 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/Longerenong College's intellectual property rights.
- As per the OHS Act 2004 (Vic) you must observe safety regulations, 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.

PRIVACY AND USE OF SECURITY CAMERAS

The safety and security of all staff, students, and visitors is a priority. As part of Skillinvest/Longerenong College's commitment to maintaining a secure environment, Skillinvest/Longerenong College implements measures to ensure that its facilities remain safe and welcoming for everyone.

To support this, security cameras may be installed in offices, training facilities, classrooms, and other shared spaces. These cameras are positioned in public and common areas, in accordance with privacy legislation, and are clearly signposted to ensure transparency. Their primary purpose is to enhance safety and deter misconduct.

Importantly, no audio or voice recordings are captured within buildings, in line with legal requirements under the Surveillance Devices Act 1999 (Victoria) and the Privacy Act 1988 (Commonwealth).

ACCESS AND EQUITY

Skillinvest/Longerenong College is committed to providing a learning environment which promotes and supports the diversity of students with flexible learning and assessment options, allowing Students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals. Please refer to the RTO Access and Equity Policy for further information.

Skillinvest/Longerenong College will ensure:

- It fosters a safe and inclusive learning environment for Students
- It fosters a culturally safe learning environment for First Nations people
- All training and assessment policies and procedures incorporate access and equity principles
- All Students have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction
- All nominations and enrolments into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation
- All Students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities and training opportunities.

Discrimination, Harassment and Bullying

Skillinvest/Longerenong College 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/Longerenong College.

Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics, or beliefs.

Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereotyped beliefs or views.

Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable but operate in such a way that certain groups of people are excluded without just cause.

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates, or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems. Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention. However, this does not mean that it is lawful.

Bullying and Violence

Bullying is repeated, unreasonable behaviour directed towards an individual or group of individuals that is victimising, humiliating, undermining or threatening. Skillinvest/Longerenong College will not tolerate bullying or violent behaviour and expects all Staff, Contractors, and Students to treat each other with dignity and respect. Skillinvest/Longerenong College recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

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 and Assessor or contact the Training Manager. Alternatively, a formal complaint can be made as per the Complaints, Feedback and Appeals Policy located on the Skillinvest/Longerenong College 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 the below attributes:

- Race
- Disability
- Physical features
- Colour
- Gender identity
- Sexual orientation
- Age
- Marital status
- Family or carer's responsibilities
- Pregnancy
- Breastfeeding
- Religious belief
- Political opinion
- Social status
- Employment activity
- A spent conviction
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

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 the Skillinvest/Longerenong College RTO Access and Equity Policy at www.skillinvest.com.au/training-education/training-policies-resources

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 and Assessor.

Workplace Health and Safety (WHS) also referred to as Occupational Health and Safety (OHS), involves the assessment and mitigation 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 Safe Work Australia WHS/Victorian OHS laws; employers 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 workers' compensation insurance for their employees.

Employees/contractors in the workplace also 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.

Acts:

- Occupational Health and Safety Act 2004 (Vic)
- Model Work Health and Safety Act

Evacuation

Evacuation procedures and evacuation maps are located throughout Skillinvest/Longerenong College'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 your Trainer and Assessor 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/Longerenong College is generally a 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 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 Skillinvest/Longerenong College.
- Report any suspicious persons or behaviour on the premises to Skillinvest/Longerenong College.
- Report any threats or assaults to your Trainer and Assessor or to Skillinvest/Longerenong College staff.

Security cameras are located throughout Skillinvest/Longerenong College campuses to ensure the safety of all students, visitors and staff. These cameras are located in public spaces and common areas only as the privacy of students, visitors and staff is respected. Voice recordings are not captured inside buildings.

PRIVACY

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

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

Skillinvest/Longerenong College 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 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/Longerenong College.

Collection of Personal Information

Skillinvest/Longerenong College will not collect personal information from a Student unless the information is necessary for one or more of our functions or activities or is required by law.

Skillinvest/Longerenong College advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Data Policy requirements www.dewr.gov.au/national-vet-data/resources/national-vet-data-policy.

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

Students can choose not to provide your personal details, this may prevent Students from enrolling into the Training Program with Skillinvest/Longerenong College or proceeding with the delivery of training services.

How we collect personal information

Skillinvest/Longerenong College generally collect your personal information from your Student Enrolment Pack, 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.

Dealing with Personal Information

Skillinvest/Longerenong College will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected.

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

Integrity of Personal Information

Skillinvest/Longerenong College take reasonable steps to ensure personal information collected is accurate, up to date and complete. The usage of disclosure of information is collected for the relevant purpose and usage.

Accessing 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.

Students will need to put their request for information in writing to obtain access to their personal information.

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/Longerenong College collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Skillinvest/Longerenong College RTO Privacy Policy which can be found at www.skillinvest.com.au.

Students can also call 1300 135 008 or send an email to privacyofficer@skillinvest.com.au.

Australian Consumer Law

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

The Australian Consumer Law (ACL) including:

- Unfair contract terms law covering standard form consumer and small business contracts.
- Guaranteeing consumer rights when buying goods and services.
- Product safety law enforced by the Australian Competition and Consumer Commission (ACCC) and state and territory consumer protection agencies.
- Specific protections for unsolicited consumer agreements covering door-to-door sales and telephone sales.
- Lay-by agreements are required in writing and in clear language
- Penalties, enforcement powers and consumer redress options to address breaches

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.

Please note that financial products and services are covered by the Australian Securities and Investments Commission Act 2001 (ASIC Act).

THE DISABILITY ACT 2006 (VIC)

The Disability Act provides for:

- A whole-of-government and whole-of-community approach to the rights and needs of people with a disability
- 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 effect 1 July 2012 introducing changes such as:

- Updates to definitions.
- New provisions for residential services.
- Changes to complaints handling and restrictive practices.

WORKING WITH CHILDREN ACT 2005 (VIC)

Significant reforms have occurred under the Worker Screening Act 2020, which now governs Working With Children Check (WWCC) in Victoria. Further amendments were introduced in 2025, strengthening compliance and enforcement power.

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

Key provision of the Act:

- Defines child-related work.
- Creates 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.
- Allows the department to issue negative notices prohibiting a person from child-related work.
- Provides exemptions, including registered teachers (screened by VIT) and police officers

The protection of children is explicitly stated as the primary consideration in all decisions under the Act.

Child Wellbeing and Safety Act 2005 (Vic)

A new regulatory framework for the Child Safe Standards commenced 1 January 2023.

The framework provides regulators of the Standards with:

- Contemporary graduated monitoring and enforcement powers
- Improved information sharing powers.

This aids regulators to respond to risks of child abuse and breaches of the Standards.

Changes have been made to the Standards to increase protection for children and young people and provide clarity for organisations that must comply with the Standards.

Updated Child Safe Standards effective from 1 July 2022. Eleven Standards replaced the previous seven and include requirements to:

- Involve families and communities in organisations' efforts to keep children and young people safe
- Provide greater focus on safety for Aboriginal children and young people
- Manage the risk of child abuse in online environments.

The new Standards provide greater clarity and practical steps for each Standard. They outline what action organisations need to take to keep children and young people safe.

If organisations provide services or facilities for children or engages a child as a contractor, employee or volunteer, they have a legal obligation to comply with the Child Safe Standards.

The Child Safe Standards can be found on ccyp.vic.gov.au/child-safe-standards.

Information to support organisations become child safe and relevant legislation can be found on the [Resources and support page](#) or calling 1300 78 29 78.

Skillinvest are committed to Child Safety, for further information please refer to our Child Safe Policy and Statement of Commitment available on the website via www.skillinvest.com.au

COMPLAINTS, FEEDBACK AND APPEALS

Skillinvest/Longerenong College encourages feedback from Students, Employers and other parties on how we can improve. Please provide any feedback by email to feedback@skillinvest.com.au or alternatively you can submit a webform on our website www.skillinvest.com.au

Skillinvest/Longerenong College manages all complaints, feedback and appeals in a professional and confidential manner, ensuring a fair and transparent investigation occurring in a timely manner.

Skillinvest/Longerenong College will provide avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant); and ensure that all parties to the appeal are afforded procedural fairness.

For further information on how to make a complaint or lodge an appeal please refer to the RTO Complaints, Feedback and Appeals Policy which is available on our website www.skillinvest.com.au

Providing Feedback

At Skillinvest/Longerenong College, we value feedback as an essential part of improving our training and services. Students are encouraged to share their feedback or concerns about the delivery, content, and quality of training at any time throughout their training journey.

Students may be invited to complete surveys during their course. At the conclusion of training, Students may also be asked to complete the Australian Qualifications and Training Framework (AQTF) Survey. Your employer may also be asked to participate in these surveys.

All feedback collected is reviewed by the Skillinvest/Longerenong College Management Team and used to inform planning and continuous improvement of our training and assessment procedures and practices.

A photograph of three students walking on a wooden boardwalk. On the left is a young man wearing a dark blue baseball cap, a dark blue quilted vest over a black and white striped long-sleeved shirt, and blue jeans. He is smiling and looking towards the right. In the middle is a young woman with blonde hair tied back, wearing a dark blue quilted vest over a blue shirt and blue jeans. She is also smiling and looking towards the right. On the right is another young woman with blonde hair, wearing a dark blue quilted vest over a light green long-sleeved shirt and blue jeans. She is smiling and looking towards the right. In the background is a large red brick building with several windows and some greenery. The text 'LONGERENONG COLLEGE' is overlaid on the image. 'LONGERENONG' is in white and 'COLLEGE' is in orange.

LONGERENONG COLLEGE

The following information only applies to Students undertaking a Training Program at Longerenong College.

STUDENT INFORMATION

TRAINING PROGRAM TIMETABLE

Longerenong College Students have timetables specific to their Training program. The Training program timetable is located on the Longy website at www.longy.com.au

Students will be informed of any changes to timetables in a timely manner. Students can also refer to the Academic Calendar for an overview of key dates; semester/term start and end dates, and examination/assessment due dates.

COLLEGE RECEPTION

Longerenong College campus reception comprises management and administrative services including Student Administration and Residential Supervisor.

Reception is open daily (excluding Public Holidays and weekends) from 8.30am to 4.30pm. Reception staff can help you with most enquiries. If you require assistance, please:

- Contact the RTO Administration Officer if you have a question or a problem regarding tuition fees or anything in relation to your Training Program.
- Contact the Residential Supervisor if you have questions or concerns regarding on-campus accommodation.

COLLEGE COMMERCIAL AND DATA FARM

The Longerenong College 1100-hectare farm is a mix of enterprises with approximately 650 hectares sown to commercial broad-acre crops each year and the remainder used for grazing by our 1000 sheep and 40 cattle.

Our DATA Farm has a total of 200 devices, 500 digital sensors/nodes and 30,000 data points collected daily from the Longerenong College Farm. Students have access to our Innovation Centre for an immersive, interactive and commercially viable display of technologies.

Whilst the farm has a commercial focus its main purpose is as an educational facility where Students get 'hands on' experience during the practical elements of our training programs. Access to the farm can be obtained through relevant teaching staff or the Farm Manager.

The farm facilities are used by students, staff, agricultural companies and research organisations. It is important that care is taken around paddocks as many research trials are scattered throughout the property, and livestock is kept on the property.

LONGERENONG STUDENT ASSOCIATION (LSA)

Longerenong College Student Association (LSA) a student-elected on-campus leadership group consisting of dedicated members in key roles such as President, Vice President, Secretary, Social Media Coordinators, Events Coordinator, Emergency Coordinator, Games/Sport Coordinator, Unit Coordinators, and Dorms Coordinators.

All currently enrolled students at the College are eligible to participate in the elections. The LSA represent Students on campus, provides sporting equipment for Student use and organises Student social functions.

SOCIAL ACTIVITIES

A range of social activities are provided throughout the year for students who are interested in becoming involved. Most of these events are organised and supported by the Longerenong Student Association (LSA).

ORIENTATION

Orientation (also known as O-Week) is your official introduction to College life, we encourage every student to get involved.

Organised by the LSA and Student Leadership Team, O-Week is designed especially for new students and takes place the week before Term 1 begins. It's packed with Campus tours, fun activities, and opportunities to meet your classmates and settle in.

Students receive full details about Orientation when they enrol, so keep an eye out and get ready to join the fun!

STUDENT AMENITIES

ACCOMMODATION

On-campus accommodation and meals are available on a long-term basis. Further information can be obtained from the 'Guide to Student Residential Accommodation' or the Residential Supervisor.

Cafeteria

The Cafeteria located in the Dining Room operates each weekday (except public holidays) serving morning tea, take-away lunches, snacks and soft drinks.

Historical Collection

The Student Resource Centre maintains a collection of memorabilia including historical photos, college magazines, farm records and student records collected since Longerenong College's inception in 1889.

The collection is incomplete due to the 1940 fire that destroyed most of the College's earlier records. CDs comprising copies of The Longerenong Collegian (1918-2000), and the centenary book Good Times are available for purchase.



INFORMATION TECHNOLOGY

Student Email Account

Students are allocated a Longerenong College email account. This will be provided during the first week at the college. This email address will be used to send important information to students during the year. Students should check this email inbox frequently.

Student Computers

The Student Computer Laboratory is in the Agribusiness Centre. The facility's computers are connected to the Longy Student network.

Students must abide by Skillinvest's Information Technology Policy. For residential students, there are computers in the study centres but we recommend that you bring your own laptop. There are also printers available in the study centres.

Students enrolled at the Longerenong College campus are given a O365 account upon enrolment. The account provides access to the campus network and storage space for using O365 (OneDrive/SharePoint). Students are issued with an initial password which they are required to change after their first login.

Students should save their documents and other files to their OneDrive. Course work submission will be done via the Student Learning Management System (LMS).

OneDrive is backed up daily. However, this is not a guarantee against loss of data and Skillinvest will not accept responsibility for any such loss. Students are therefore advised to keep a backup copy of their important documents and files on suitable media such as memory sticks.

Computer Laboratory Rules

Network computers can only be used by current Longerenong College Students and Staff. Campus computing facilities must only be used for legitimate College purposes; all other use is forbidden.

Anyone found in breach of these rules will be removed from the laboratory and continued breaches will see access to the computer network suspended or withdrawn indefinitely.

Acts of vandalism and/or theft will be reported to the police and may result in expulsion from the College.

IT Support

The IT team can help with issues Students encounter while using the Computer Laboratory including password resets and other College related IT issues. Students in need of assistance should contact Longerenong College Reception who will arrange for the IT Officer to contact the Student to help resolve the IT issue.

Please note that the Skillinvest/Longerenong IT Team is not responsible for IT issues relating to Students personal laptop or computer.

INTERNET ACCESS

The Internet is available from all campus computers, and its use must be strictly for Training program related purposes, please note that internet access use is monitored.

There are no limits to your use of the Student network apart from anything that is illegal, such as file sharing. Yet again the network is monitored, and we will remove your access if you are found in breach of the conditions of access. Speed limitations are in place to ensure the health of the network. If you are found to be an excessive user, then your speed may be further limited if required at the discretion of the IT Team.

Wi-Fi access is available in most areas of the college.

Virus Scanning Software

In a shared computer usage environment there is always a chance that computer viruses may be present.

Preventive measures should be used to minimise the chance of infection and transmission. Anti-virus software is installed on all campus computers and students should scan all files on removable disks.

It is recommended that Students also install virus scanning software on their personal laptop or computer. If your device is compromised, then your access to the network will be removed until the device is rectified of its issues to the satisfaction of the IT Team.

Software

Once logged onto a Longerenong College computer the available software will be shown on the desktop and start menu of the computer. This includes Chrome/Edge, as well as various other agricultural and accounting related applications. Students will also have access to a number of web-based programs including the Microsoft Office 365 suite of products and a Longerenong College email account.

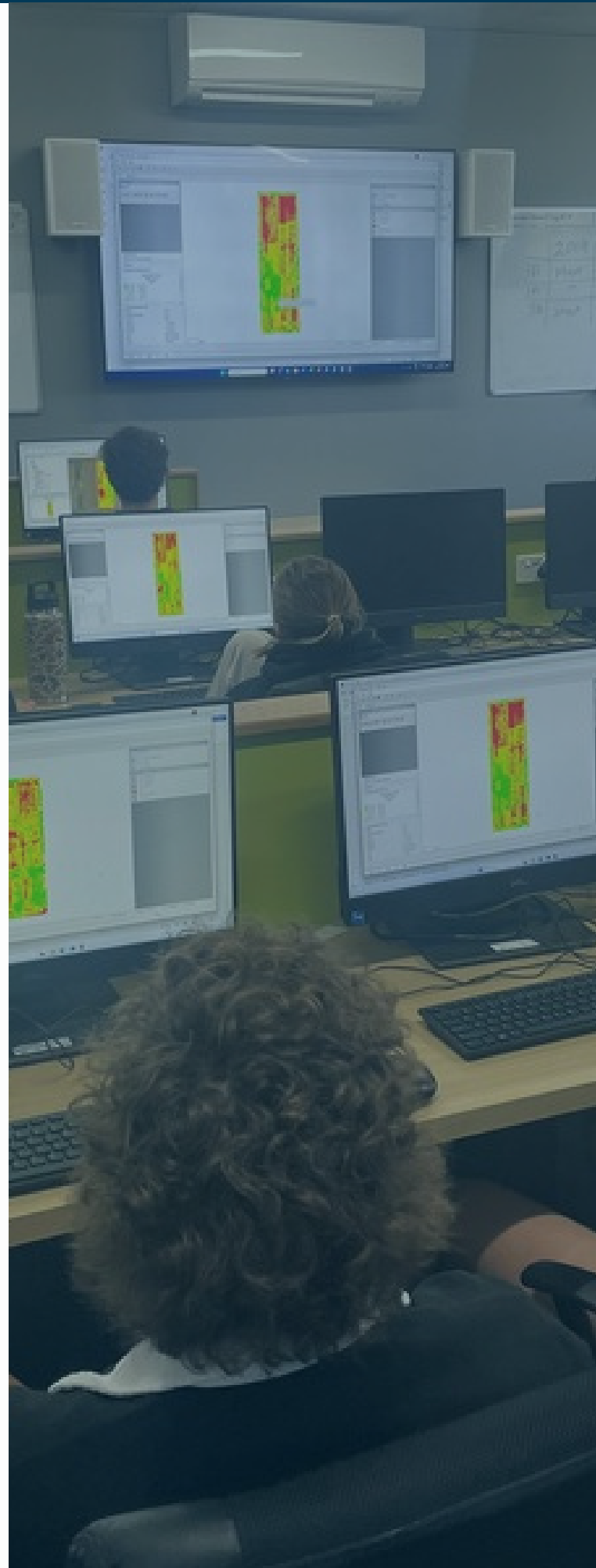
Students will also have access to the Microsoft Office 365 suite of products to use on their personal computer. Any issue with your personal laptop or computer and access to the Wi-Fi network/365, should be referred to your Trainer and Assessor who will log an IT ticket as required.

Printing

There is a black and white laser printer in the Student Computer Laboratory and the Residential Study Centre. There is also colour printing available via your Trainer or College reception.

Students can minimise the cost of their printing and help the environment by limiting their printing. For example, editing documents on screen rather than printing the documents for correction will not only save students money, it will also help the environment by saving paper.

Please note that all wastepaper must be placed in any of the recycling bins provided around the College campus.



YOUR JOURNEY MATTERS

“Learning never exhausts the mind”

-Leonardo da Vinci

Thank you for choosing Skillinvest/Longerenong College.
We're proud to support you on your learning journey and wish you every success in achieving your goals.

We value your input.
Please share your feedback about this handbook or your learning experience.
Email us at rtofeedback@skillinvest.com.au

