

# RTO Participant Handbook



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## Welcome

Welcome to your nationally recognised training course at the Victorian Chamber of Commerce and Industry. This Participant Handbook has been prepared to provide you with important facts regarding your program. Please read it carefully. If you require further information please speak to the Training Coordinator or visit [www.victoriantchamber.com.au](http://www.victoriantchamber.com.au) for a course overview and other important details.

## 1. Participant Responsibilities

It is the responsibility of the participants to:

- ensure that they meet specified course requirements, including required attendance at face-to-face sessions and scheduled coaching sessions, in order to achieve the qualification
- contact your facilitator and/or the Training Coordinator if you are experiencing difficulties in completing the assessment
- ensure that assessments are submitted on the due date
- retain a copy of your completed assessments
- check the content of the Training Plan and sign it in agreement
- inform the Training Coordinator of a change of address or other contact details – it is your responsibility to ensure you receive all communications and correspondence from the Victorian Chamber
- ensure that if Government subsidised, you must:
  - maintain residency in Victoria for the duration of the course (i.e. until the last assessment due date)
  - notify the Training Coordinator of any change of name and/or address
  - notify the Training Coordinator of any change in your employment status, even if temporary, including changes to your job role or duties, or if you become unemployed or have changed employer

### Students' Code of Appropriate Behaviour

While on the Victorian Chamber premises, hired venues or onsite, and attending training, all participants must respect our code of appropriate behaviour, as follows. You must also comply with all applicable laws and policies.

#### 1. Appropriate Behaviour

- In order to ensure all course participants have an environment conducive for learning and development, Victorian Chamber has expectations of appropriate behaviour that apply to all participants in our training programs.
- All course participants must behave in a courteous and respectful manner toward other participants and the course presenter at all times during the training programs. Disruptive or offensive behaviour, including behaviour that intimidates or harasses others is not acceptable, and may result in breaching of the required standards and the Victorian Chamber policies.
- Failure to do so, will result in corrective action, which may include temporary or permanent removal from the course and/or premises, and communicating the fact to your employer, if attending the course supported by your employer.
- If you require more information on any of the Victorian Chamber Policies, talk to your Trainer/Assessor who will be able to assist you with your queries.

#### 2. Result of conduct issues

Participants (classroom or traineeships) are expected to display a high level of personal responsibility for the learning process and for their interaction with other students and staff members. Anyone displaying inappropriate

or dangerous behaviour (e.g. disruptive class behaviour, refusal to follow OH&S procedures, or inappropriate use of mobile/smart phones, laptops or tablets) will be required to attend a formal meeting with the Executive Manager, Training Services to discuss the necessary adjustments they need to make in order to continue with their studies at the Victorian Chamber. The students' conduct will also be discussed with their employer if attendance is sponsored by an employer or in a traineeship.

Failure to improve your behaviour, may result in Victorian Chamber taking further action, including termination of your enrolment or otherwise, which may result in legal proceedings if the nature and gravity of your actions warrants it.

### 3. Equipment Requirements

To access the course learning and assessment materials, as well as the virtual businesses, the participants must have reliable access to the internet and a suitable electronic device, such as computer, laptop or tablet with MS Office-type of software and Adobe Reader or Acrobat.

You may also be required to bring a device to your class sessions, to access your course materials, or you may choose to print your own hard copies. If you'll have any difficulties with this, you will have to inform the Training Coordinator in advance.

Please be aware that as the Victorian Chamber is moving towards a paper-free classroom and office, hardcopies of course materials may not be available or be limited and fees may apply to get this organised on an individual basis.

Online - Connected in real time delivery (Zoom) option:

If the course is delivered online, you must also have basic abilities to use electronic devices to connect to an online meeting platform (Zoom) and participate effectively in your course and complete assessment (if applicable).

### 4. Use of Technology

If you will be required to bring a mobile device to your classroom sessions to access your learning materials, or if you choose to use your device for note taking, the use of mobile devices will be restricted for the agreed purposes only.

Therefore, the use of mobile technology during the training session for other reasons is not permitted (i.e. phones must be turned off or on 'silent' and tablets/ laptops must not be used for activities such as checking emails or the internet, unless otherwise directed by the course facilitator).

The use of mobile devices for note taking during class or for other purposes may be restricted or limited by the trainer.

If you will be required to bring a mobile device to your classroom sessions to access your learning materials, you will be informed prior to your enrolment, and the use of your device will be restricted for the agreed purpose only.

Students must also strictly observe the Privacy Policy, which implicitly precludes you from being able to take pictures of, or record, your colleagues or your trainers and to further use this information for personal reasons (e.g. posting on social networks or otherwise). The Privacy Policy implicitly or explicitly applies to any online/ Zoom sessions or interactions with other participants, trainers/ assessors or support staff, if applicable.

Failure to strictly observe these requirements may put Victorian Chamber in the position of breaching our policies of providing a safe environment for learners and staff, which may result in Victorian Chamber taking formal/corrective action against you.

## 2. Pre -Training Review

A pre-training review ensures that the learning and assessment strategy is designed to meet your individual learning needs and abilities. This information will enable Victorian Chamber to understand your training needs, your current competencies that relate to the course, opportunity for Recognition of Prior Learning (RPL) and to ensure that your language, literacy and numeracy skills suit the learning and assessment strategies.

The pre-training review will also ascertain that you are enrolling in the most suitable qualification for you.

Victorian Chamber will use this review to identify and provide you with the support you may require in areas such as English, language, literacy and learning and assessment, while ensuring you will get the maximum outcomes and benefits from the course you are enrolling in, according to your learning objectives, career aspirations and skill level.

Refer to the Course Overview at [www.victoriantchamber.com.au](http://www.victoriantchamber.com.au) for the qualification you are intending to undertake and review this in light of your expectations and your previous experience. You will then be required to complete the Pre-Training Review Form and to submit it together with your application and enrolment documents.

## 3. Participant Support

The Victorian Chamber's trainers/ assessors and the training administration and customer support staff are available to assist and support every participant through the training and assessment process.

The most common method of communication is by telephone or e-mail, but if you require further face-to-face, please speak to your facilitator to arrange a suitable time.

## 4. Qualification Requirements

To become eligible for their qualification, participants must undertake all units of competency by attending all the scheduled workshops, face-to-face or online, actively applying learning to their work and successfully completing all the in-session and the outside-class assessment tasks (workplace-based or simulation/ case-study).

### **Access to a workplace environment. Conditions of assessment**

Assessment evidence gathered should demonstrate consistent performance of typical activities experienced by individuals carrying out work in the course-related duties in the workplace.

To complete their assessments, participants will require access to workplace and course field - specific documentation, equipment and resources, case studies and real situations, where possible.

Therefore, workplace application is desirable to ensure that competency to the standard required by the industry sector has been attained.

Participants are advised that if they are unable to use their current workplace for assessment tasks, their trainer/assessor may provide for a simulated workplace environment, by use of case studies, access to online virtual businesses, suitable resources and equipment, and under industry-relevant workplace conditions. If simulation is not possible, other arrangements may be suggested by the facilitator, on a case-by case basis.

Your trainer/assessor will discuss all the delivery and assessment requirements and expectations at the beginning of your course, and you can find more information in the Course Overview of your chosen course.

### **Classroom-Based Delivery (non-traineeship)**

Each unit is delivered through face-to-face workshops scheduled as to allow for time in between in which the training can be applied at a workplace and evidence gathered in preparation for the assessments for each unit. Each scheduled workshop requires participant's presence for 7 hours in the classroom (excluding the breaks).

The training usually takes place at Victorian Chamber's training facilities, or it may be scheduled onsite at your organisation.

Assessments for all of the units must be completed and submitted as scheduled, usually within 12 months from the delivery of the last unit or as instructed. This schedule allows for a reasonable time for self-directed learning, workplace practice and assessment preparation.

It is expected that participants will informally contact their assessor to discuss assessment progress and clarify issues as needed for the duration of the course; this may be from a few minutes to up to two hours per unit.

You will have to email your assessments (in an unmodifiable format e.g. pdf), to the Training Coordinator unless otherwise instructed. All assessment work must be received by the end of the course.

The end date of your course is the last assessment due date (e.g. 12 months from the date of your last workshop).

Where participants are able to demonstrate extenuating circumstances, however, an extension for assessment submission may be granted.

### **Online 'Connected in Real Time' Delivery (via Zoom)**

During exceptional circumstances, such as the Covid19 pandemic restrictions, when the face-to-face courses may not be available, the courses will be delivered online (Zoom), with the exact same structure, content, duration and requirements as the face-to-face classroom courses.

Please note that this is a temporary solution, implemented only when necessary and if possible, and it is not an 'on-demand' course option or to be used by participants instead of attending classes according to their enrolment.

More information about the online delivery is available on the Victorian Chamber website and it will also be provided to participants when necessary.

### **Workplace-Based Delivery (traineeship)**

All the traineeship training and assessment arrangements will be agreed on with your employer and documented in your Training Plan.

Workplace delivery will be provided on-the-job, off-the-job or a combination of these, as most appropriate for the needs of the participants and their employers.

Training and assessment will be structured in one month applied learning cycles over the duration of the course, which may be consisting of a combination of the following or as otherwise agreed:

- One on-the-job structured training as group workshop per month;
- One or two coaching sessions per month;



- Workplace-based applied learning, supervised and self-directed; and
- Workplace-based assessment activities

Each unit is delivered through face-to-face workshops of an agreed duration (e.g. 3 hours), scheduled usually once a month, allowing for training to be applied in the workplace and evidence gathered in preparation for the assessments for each unit.

In addition to the workshops, there may be one or more coaching sessions and a minimum of one hour assessment related session will be scheduled, which make take place in person, by the trainer/assessor visiting you in the workplace, or by telephone/ Skype. During these coaching sessions, your trainer will monitor your learning progress, assist you with assessment preparation or clarify the topics studied.

The assessment due dates will be scheduled in agreement with the participant, and then documented in the Training Plan. Along with the assessment tasks, the trainees are also required to complete and submit a training log and a supervisor report as part of their assessment. Assessments must be submitted (handed over) to the assessor on the agreed dates.

### **The Training Plan (for traineeships)**

A Training Plan documents detailed information on training and assessment of a fee-for-service paying participant or a participant whose training is Government subsidised under the Funding Contract or under the Funding Contract and a Training Contract (traineeship).

Although all participants will be issued with a training plan, the following information refers to the Training Plan for workplace-based traineeships:

This information ensures that the employer, the RTO and the individual participant are making informed decisions about the services required and the respective obligations in the delivery of these services. The Training Plan provides details of the arrangements.

The Training Plan is developed by the Registered Training Organisation (RTO), the employer and the apprentice/ trainee. It outlines who provides the training and assessment and how, when and where it occurs.

There are three parts:

- Part 1 records relevant details of the parties responsible under the Training Contract. It shows the proposed time line for the qualification.
- Part 2 records the delivery and assessment arrangements for the qualification. It also shows suggested points of employer contact. At these points the RTO will consult with the employer to gather feedback on the workplace performance and competency achievement of the apprentice.
- Part 3 details the Applied Learning and Assessment Schedule – the types of workplace-based training and assessment activities, dates and time commitment requirements.

This Training Plan is a working document that can be amended as required. The Training Plan must be updated regularly during the Training Contract.

### **Onsite Delivery (workplace-based non-traineeship)**

All the onsite training and assessment arrangements will be agreed on based on the classroom-type delivery model (including for the online-Zoom delivery, if applicable) and documented in your Training Plan.



### Construction Induction Training - CI Card ('white card')

This course covers the unit of competency 'CPCCWHS1001 Prepare to work safely in the construction industry' and is delivered as a one-day workshop, with the assessment taking place progressively during the day. Only participants who are being assessed competent in this unit become eligible for their 'white card'. It may take WorkSafe Victoria up to 60 days to issue your card from the date of the application.

It is a condition of participation to show your photo ID when attendance is being marked.

### Program Unique RTO Supervised Hours (PUSH)

The Training Plan also includes details about the Program Unique Supervised Hours (PUSH).

The PUSH is the total hours the RTO has scheduled a trainer/assessor to engage with a student for the duration of their course, regardless of delivery type.

For non-traineeship courses, PUSH consist of the total number of workshop hours and estimated assessment-related consultations; it will include any classroom-based assessment hours, if they are part of the course strategy.

For traineeships, PUSH consist of the total number of workshop hours, coaching sessions and assessment-related sessions, as well as any assessor observed assessments if part of the assessment arrangements. It does not include the learning/assessment activities undertaken in the workplace without the trainer/assessor.

## 5. Attendance

Part of completing the qualification, participants are required to attend all the scheduled face-to-face or online sessions/ workshops and any other scheduled activities.

Attendance 100% is required to have your assessments considered. Assessments without attendance will not be marked.

If they are unable to attend, participants must contact the Training Coordinator before the session, to inform them and to discuss possible rescheduling or 'make-up' dates.

Missing any scheduled course session is only allowed for medical or other compelling reasons (e.g. for the purpose of this policy, a work situation is not considered a compelling reason).

A medical certificate or evidence of other compelling reason will be required to allow you to continue in your course and for the Victorian Chamber to try and assist you with re-scheduling your sessions.

Missing more than two sessions or erratic attendance is considered inappropriate course participation and if you have not contacted Victorian Chamber or not responded to their attempts to contact you it will be considered an informal withdrawal from the course and your enrolment may be cancelled.

It is your responsibility to contact the Training Coordinator if you are unable to attend a session, don't want to continue with your course or to discuss your situation and any possible arrangements.

If for whatever reason you decide not to continue with your course, you should provide Victorian Chamber with a written Withdrawal Notice, as an email, or a phone call, as soon as you've made your decision.

Government subsidised students should remember that they have also used one commencement from the 'two in a lifetime' allowance for government subsidies.

### Make-up dates

- A maximum of two make-up dates are allowed per course, one each for 2 different sessions
- Only one make-up date allowed per missed session (no second rescheduling)

- Are non-negotiable. Although all efforts will be made to schedule a mutually agreed date, this may not always be possible but you will be notified well in advance so you can make the necessary arrangements to attend
- Your course end date will not be extended due to missed classes and attending on make-up dates
- May reduce considerably the time for submitting assessments for the missed classes
- Your course will end on the scheduled end date
- If make-up dates are not available within your course duration or you missed those as well, your course will end on the scheduled end date, meaning that you will have to submit your assessments for the units you've attended by the course end date, and you will be issued with a Statement of Attainment for the units assessed competent. You will then have the opportunity to enrol in the missing units, if you'd like to complete your qualification, in the future, if and when your required sessions will be available; fees will apply.
- If for whatever reason the Victorian Chamber has to postpone or reschedule a scheduled session or a make-up session, appropriate arrangements will be made to minimise the impact on your course.
- Victorian Chamber cannot guarantee that make-up dates for your missed sessions will be available within your course duration or immediately after your course end date, therefore it is imperative that you attend all the classes as scheduled

## 6. Time Commitment

Victorian Chamber's programs consist of a combination of face-to-face sessions (classroom, online or workplace-based) and self-directed learning and assessment activities; completed assessments are to be submitted by the specified deadline.

Whilst it is difficult to predict the exact time allocation required for undertaking the self-directed learning activities or the non-routine applied learning activities in the workplace, and complete the assessment tasks, a significant personal time commitment is required from participants in order to successfully complete all requirements to gain their qualification.

The Course Overview for your selected program will give you more specific information.

*The scheduled learning and activities for the traineeship course are provided as guidelines in Part 3 of the Training Plan.*

## 7. Learning and Assessment Materials

At the beginning of your course, you will be provided with all the necessary learning and assessment materials, which may include Learner Guides and Assessment Workbooks. Your training resources will be provided to you via email in electronic format (pdf and word files) or as an online access link.

The Learner Guides are the main study material for your qualification; they are meant to guide you through each unit and consist of essential information on the topic (the underpinning theory) and activities to help you practice what you have learned and to self-assess your knowledge and understanding.

Your trainer/assessor may also provide you with a range of supporting materials and refer you to the appropriate resources for extra reading and more in-depth information.

The Assessments have been designed to holistically assess the competence in each unit, as explained further in this Handbook and in your Course Overview, and they may be included in your Learner Guides or as separate Assessment Workbooks or Guides.

## 8. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

### Administration

RPL/ CT option is offered prior to enrolment and the process must start and preferably be finalized before the course commences.

Students who express interest in RPL or CT will be referred to the Training Coordinator for further information and documentation.

The Training Coordinator will provide them with the following forms, as applicable:

- Credit Transfer and Direct Credit Application Form; or
- Student's Case for RPL Form – to be submitted first
- RPL Application Form – to be submitted after feedback was received on the Case for RPL
- RPL Kit – to be submitted as part of the RPL Portfolio of Evidence

RPL / CT provide participants with the opportunity to have existing competencies recognised and credited towards the qualification. These competencies may have been achieved through:

- Formal training programs, short courses or qualifications
- Life experience: community group involvement, sports, hobbies and business pursuits
- Work experience: informal training, on the job experience, peer sharing of knowledge.

You may be eligible for Direct Credit towards your qualification, if one or more units of study are exactly the same as the ones you can demonstrate that you have already achieved during previous studies or training.

### RPL

*The RPL Kit that will be provided to you contains important information about the process, application, submission requirements and timeframes and results.*

### A note on RPL

Students are not allowed to enter RPL arrangements after they have attended their units (or missed them), after missing assessment deadlines or after being assessed Not Yet Competent (or in any other similar situations).

The RPL option must not be used by students as a means to avoid consequences for non-attendance and/ or non-submission of assessments, during the course delivery or within the allocated assessment period after the workshops.

### Credit Transfer

Credit Transfer is a process that provides students with credit for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

A Credit Transfer assessment assesses different units from different courses or qualifications against one another to determine the extent to which there is a match.

If credit is granted, students will be exempt from those units when they are completing their full qualification.

## National Recognition

National recognition means that Victorian Chamber will mutually recognise any qualification or statement of attainment issued by another Australian Registered Training Organisation or training providers. Statements of Attainment are certificates that have been issued at the successful completion of individual competencies or skill sets.

### Direct Credit.

Direct Credit applies for units of competency with the exact same code and title previously achieved.

## How to Apply for Credit Transfer

To apply for Credit Transfer, including Direct Credit, students must complete the Credit Transfer and Direct Credit Application Form and provide a certified copy of their Qualification or Statement of Attainment and Transcript of Results and a current CV.

**Note:** The Victorian Chamber may contact the issuing organisation to verify your certificates or statements of attainment.

## RPL / CT Submission Timeframes

Participants enrolled to complete their course by a combination of coursework and RPL have one month to submit their RPL portfolio from the date of their application.

Participants enrolled to complete the entire course by RPL will have 4 months to prepare and submit their portfolio of evidence.

Students applying for Credit Transfer (including Direct Credit) must submit their supporting evidence before the course commences.

The Credit Transfer or RPL assessment result will be provided to the student within 2 - 4 weeks of receipt of their submission.

## RPL/CT Enrolment, Fees and Refunds

Victorian Chamber charges RPL and CT fees per unit to all participants in any types of enrolment – fee-for-service, Government subsidised, combined coursework and RPL/CT, or RPL/ CT– only.

The current RPL fee is \$200 per unit; Credit Transfer fee is \$50 per unit. Direct Credit is assessed and issued free of charge.

Granting of RPL or Credit Transfer for one or more units of competency as part of completing a qualification gives students exemption from attending the workshops and completing assessments for those units, and may reduce the duration of the course.

If the RPL/CT is not granted, there are no refunds of those fees and there is no reduction in tuition fees.

*For more details about the process and the fees and to apply for RPL/CT or Direct Credit please contact the Training Coordinator who will provide you with the necessary forms and information and assist you all the way.*

## 9. Assessment Submission

Students are allowed two attempts at each unit assessment during their enrolment; a third submission may be possible following a non-performance intervention action, at no extra cost;

Participants will be provided with the assessment criteria, the assessment tasks (which may include workplace-based activities or projects) and the due dates, upon commencement of their course.

Please ensure that you read the following information carefully before submitting your assessments:

- Classroom-based participants must forward (email) completed assignments to the Training Coordinator. Refer to address details on the front page.
- Your assessment submission must have a signed Victorian Chamber Assessment Cover Sheet attached with the following information:
  - Full name
  - Address (your marked assessments will be returned to this address)
  - Contact phone numbers
  - Email
- You must initial each page of your assessment or insert your name in the document's footer.
- If you are emailing your assessment, a signed cover sheet must be scanned and attached to the submission.
- Keep a copy of your assessments for your own records. Assessments may get lost in the mail and Victorian Chamber assumes no responsibility for such situations.
- All assessments should be submitted at the highest possible standard of presentation, including correct spelling and grammar.
- Assignments should be typed and presented in a folder, if so instructed. However, legible handwritten assessments are acceptable
- Do not send in loose pages; secure your pages in a folder
- To ensure the integrity of the assessment process, you should email your assessments in a non-modifiable format file (e.g. pdf)

### Assessment submission requirements for traineeships

To become eligible for their qualification, for each unit the trainees must submit a Portfolio of Evidence comprising of the following items (or as instructed by the Trainer/Assessor):

- Assessment Cover Sheet (signed)
- Assessment Tasks (completed as instructed)
- Training Log (signed by trainee and supervisor)
- Supervisor's Report (signed by trainee and supervisor)

The Portfolio of Evidence for each unit must be submitted to the Trainer/Assessor on the dates agreed on the Training Plan.

**Onsite** non-traineeship participants may also be required to submit a Training Log as part of their assessment, as instructed by their trainer/assessor.

**Plagiarism:** Assessments submitted must be your own work. Information on how to avoid plagiarism and how to reference your work is provided to you in the 'Plagiarism and Dishonesty in Assessment - Guidelines for Students', in the Attachments section of this Handbook

## 10. Assessment Policy and Processes

### 10.1 Assessment Quality Assurance

The assessment process and tools are being regularly moderated and validated by the Victorian Chamber's trainers/assessors as part of the quality assurance process, to ensure they remain current and relevant. An important part of the process is the analysis of the feedback provided by the participants.

### 10.2 Assessment Methods and Requirements

The methods of assessment may include the following: written report, presentation, questions and answers, project work, individual and/or group work, demonstration/ observation / role-play, portfolio of evidence, training log and supervisor reports, involving the practical application and performance of knowledge and skills in the workplace or a similar environment.

Some assessments may require you to record a video as you are demonstrating / role-play your task to a group of people in the workplace or elsewhere and submit the file as part of your assessment portfolio; you may also be required to demonstrate the task directly to your assessor via Zoom. Your trainer/assessor will clarify all the requirements with you and assist with different arrangements for collecting evidence if this is not possible.

**IMPORTANT NOTE:** Even if you are conducting the assessment in a simulated environment, you are still required have access to a number of people with sufficient knowledge and experience necessary for the required task roles.

### 10.3 Assessment Outcomes

Your submission will be assessed against the performance and assessment criteria for the respective unit. The outcomes of the assessment will be:

- C – Competent
- NYC – Not yet competent

No other grades or rating systems will be used to assess your performance.

The results and feedback will be provided to participants on their submitted assessments as soon as practicable, usually within 4 weeks of submission.

#### Competent

To be assessed competent (C) in a particular unit, you must complete satisfactorily all the assessment task and demonstrate competency against all required performance criteria, as supported by your assessment work and other evidence items as applicable (e.g. training log and supervisor report).

You must successfully demonstrate competency (C) in all of the units of study to be eligible for your qualification.

#### Not-Yet-Competent

If more evidence is required to demonstrate competency, the assessor will provide information on the type of further evidence you may be required to submit. It is important to discuss with your assessor the additional evidence that is required in order to meet the requirements and to agree on an assessment resubmission date.

If your resubmitted work still doesn't demonstrate the required level of competency, your assessment result will be Not Yet Competent (NYC).

## 10.4 Assessment Resubmission and the Intervention Strategy

- At two NYC results for the same unit assessment (S1 & S2) an intervention strategy may be implemented, as follows: the assessor will contact the student to discuss the situation and what help would they need to improve their performance;
- More assessment consultations may be arranged at student's request.
- Following the non-performance intervention, students are allowed one more free submission (S3) for the same unit assessment (on top of the 2 that resulted in NYC), within the course duration
- All assessment submissions and resubmissions (S1 – S3) and any interventions MUST take place within the course duration (i.e. before the course end date).
- If the third submission (S3) results in NYC as well, instead of the usual feedback and asking for more evidence, the trainer will have to take further action to assist the student, on a case by case basis, taking into consideration the specific situation of each student. This may involve the following:
  - providing more consultation to identify and cover any knowledge/ understanding gaps
  - providing more assistance with or clarification of the assessment or the troubled parts of it
  - providing a modified assessment or tasks
  - recommending student takes the class again (fees apply – see next)
  - other
- Once their course has ended, and they still have NYC results, if students wish to complete their qualification, they will have to re-enrol to attend the missing unit/s and attempt the assessment again; stand-alone unit enrolment fees apply.
- In this case, students are not permitted to re-enrol for assessment completion only;
- Traineeships trainees will be supported through as many submissions as necessary until they achieve competency, preferably within the duration of their Training Contract

## 10.5 Assessment Options - after the course end date

Once the course has ended, no extension will be granted and no outstanding assessments will be accepted.

There are a few options for the students who have finished their course without completing all the units or having not completed any assessments at all and who would like to complete their qualification, including: re-enrolment in stand – alone units for attendance and assessment (e.g. participants with three NYC per unit), re-enrolment for assessment only or a combination of these.

### Assessment Re-Enrolment

- this is for the students who have not submitted any assessments for any number of units during their course
- if they so wish, students will have to re-enrol in the same course as 'assessment only' for assessment completion, no class attendance permitted
- re-enrolment must be within 3 months from their course end date
- they will have 6 months in total to submit all their missing assessments, from the date of their assessment re-enrolment application
- they are allowed 2 submissions per unit
- no extra resubmissions, extensions or further assessment re-enrolments will be possible at the end of this

For more details on re-enrolment options and payment of fees contact the Training Coordinator.



## 10.6 Assessment Appeals

If you are deemed Not Yet Competent (NYC) and you do not agree with this outcome, you may request that your assessment be reviewed. You should try and sort out this situation as soon as possible after the issuing of your result.

The appeals procedure is covered fully in the Complaints and Appeals Policy and Procedure, further in this Handbook.

## 10.7 Issuing of Qualifications

At the successful completion of your course, having been assessed competent in all units of your program, you will be awarded your Qualification Certificate and a Transcript of Results.

If at some point you decide to withdraw from the course and have successfully achieved any number of units, you will receive a Statement of Attainment for those units of competency achieved. The same will apply, if you finish your course without being assessed competent in all units.

If your Qualification Certificate or Statement of Attainment gets damaged or lost and you require a duplicate, you will have to contact the Training Coordinator to make an application and to make arrangements for paying the administrative fees.

### Unique Student Identifier (USI)

From 01.01.2015 all new and continuing participants in vocational education and training must obtain a USI prior to being issued with a certificate or statement of attainment. This should be done by the participant at enrolment or they may ask and authorise their RTO to obtain the USI on their behalf, if special circumstances prevent the student from doing it.

The Victorian Chamber therefore will not be able to issue you a Certificate upon successfully completing the requirements unless an USI have been obtained and verified.

For more information on the USI and how to obtain one, refer to the Victorian Chamber website or <https://www.usi.gov.au/>

# 11. Assessment Extension

Classroom-based students may be granted a maximum of one extension of 6 months from the course end date per course (ie irrespective of number of units).

You are required to submit your assessment on or before the assessment due date.

Students who think that they will not be able to submit an assessment by the due date or will not be able to attend a supervised classroom-based assessment, must apply by submitting an Extension Application Form to the Training Coordinator, anytime during their course, prior to the assessment due date, which in most cases it's also the course end date. The Executive Manager Training Services will assess the applications.

Requests will not be reviewed for students directly over the phone.

Students will receive a written response to their application ('extension letter') as soon as practicable (usually 1-2 days).

Applications for extension received after the assessment due date/ course end date generally will not be accepted.

Extensions will be considered for: debilitating/ serious illness, bereavement or tragedy; other compelling or compassionate circumstances may be considered.

Students may be asked to provide evidence in support of their application. All information supplied is treated in strict confidence.

Generally, applications for extensions will not be granted for the following reasons:

- Heavy workloads
- Business trips
- Seminars
- Holidays
- Minor medical ailments
- Moving house or employment
- Personal matters
- Misreading information on the due dates
- Computer or printer problems

If the Executive Manager Training Services is satisfied that the student will not be able to complete the assessment on time or is unable to attend the supervised assessment on the specified date for a valid reason, they will (at their discretion) offer the student an extension. If extension is not granted, the student will be required to submit by the due date or attend the supervised assessment on the date specified.

Your course end date is the last assessment due date. Therefore, for your assessment work to be considered, you must ensure you submit it on or before that date.

Special note:

- An extension will not be approved beyond a maximum of 24 months from the course commencement date.
- An extension will not be granted for units attended as make-up classes outside the course end date. An assessment due date will be provided separately for those units.
- The Victorian Chamber at its own discretion, may vary (shorten), cancel or remove the extension time that can be granted, in some exceptional circumstances, such as expiring superseded qualifications, to avoid extending the course past the qualification's expiry date, or others as applicable.

Students who have not submitted assessments or have not attended the supervised assessment by the due date, have not been granted extension and have not made other arrangements by the end of the course, or have not responded to Victorian Chamber's notifications, will be considered and noted as withdrawn from the respective units and from the course respectively.

If you find yourself in such an undesirable situation, you must contact the Executive Manager, Training Services.

You are advised to keep in touch with the Victorian Chamber and to contact your Trainer, the Training Coordinator or the Executive Manager, Training Services whenever you can't attend, think that you won't be able to submit

your assessments by the due date or have other issues preventing you from progressing satisfactorily with your course.

## 12. Course Progress

Students' progress will be monitored to ensure that they are engaging in the learning process, are progressing satisfactorily and they have every reasonable opportunity to complete their training program. This monitoring process is particularly important during the self-directed learning periods, to ensure that students are developing the skills and knowledge as planned. The monitoring will also help Victorian Chamber to confirm that students are receiving the support they need.

Victorian Chamber will systematically monitor, record and assess the course progress of each enrolled student against their enrolment or their Training Plan respectively (for government funded courses).

Victorian Chamber may implement an intervention strategy for any student who is not making satisfactory course progress.

Victorian Chamber will systematically assess students' learning support needs, as part of the course monitoring activities.

### Course Progress Requirements

- attendance at all scheduled training sessions (classroom, online, onsite or workplace-based traineeships) and active participation
- submitting assessments and re-assessments by the due date
- actively engaging in the learning process
- achieving a 'competent' result for all units

### Unsatisfactory Course Progress

The following situations are indicative of unsatisfactory course progress:

- if a student consistently misses scheduled classes or other scheduled activities
- if a student is marked NYC in two resubmissions for the same unit assessment
- if a student is marked a final NYC in three unit assessments
- if a student's assessment work is deemed consistently unsatisfactory or shows very little academic progress
- if a participant in a traineeship doesn't engage in on/ off-job practice and assessment preparation, as documented by their workplace supervisor
- other

Not achieving satisfactory course progress puts the student at risk of not completing their course within the specified course duration, Training Plan or Training Contract.

Traineeship participants, who are not progressing according to their Training Plan, will have their employer and their Field Officer notified.

## Monitoring, Recording and Assessing Course Progress

For effective monitoring, Trainers/Assessors will use every opportunity to communicate with the students to:

- Discuss progress
- Identify further support needed
- Adjust plans for training and assessment
- Negotiate further opportunities for training and assessment

### Classroom-based (including online) (non-traineeship) delivery:

Participants are advised to begin working on their assessments as soon as possible and make regular submissions during the allocated timeframe (eg 12 months), instead of leaving everything to the last moment. Assessments may be challenging sometimes, and if you allow plenty of time to work on them and keep in contact with your trainer/assessor, you will benefit from feedback and guidance from your assessor in real time, to ensure you will progressively achieve and demonstrate the required competencies and be successful in gaining your qualification.

Part of the course progress monitoring process, the Training Coordinator will send an email to all participants at the following check points during the course:

- Student progress and engagement checks – after 3 and 7 months respectively

You should reply to these emails with a brief update on where you are at with your study and assessment preparation, if you have any problems or difficulties understanding the concepts or preparing the assessments, if you'd like your Trainer to get in touch with you, and any other issues you may have.

- Assessment due reminder – after 11 months

This message will remind you that you have one month remaining until all your assessments are due.

You must reply to this email to acknowledge the reminder and also to discuss any last moment issues you may have related to your course and assessments.

This is also the time to apply for extension, if due to circumstances outside of your control you may not be able to complete and submit all your assessments by the due date. Keep in mind that given the generous amount of time allowed for assessment preparation and submission, your application for an extension may not be granted, particularly for reasons such as too busy at work, holidays or computer breakdown.

Your return emails will be passed on to your trainer/assessor and saved in your student file, so you should provide these updates when requested, to demonstrate to your assessor that you are actively engaging in study and assessment preparation.

Your trainer/assessor and admin team are always happy to assist you with whatever issues you may have, so please do not hesitate to contact them at any point during your course.

The end date of your course is usually your last assessment due date, which will be communicated to you at the beginning of the course; this could be 12 months from the date of your last scheduled workshop or more or less than that.

## **Traineeship:**

The assessment due dates will be scheduled in agreement with the participant and then documented in the Training Plan.

Course progress monitoring is an ongoing process, informally undertaken by your workplace supervisor (via the Supervisor Report) and formally by your trainer/assessor during the entire period of training.

Assessments must be submitted (handed over) to the assessor on the agreed dates; the assessor will provide real-time feedback and will guide you on-the-job towards achieving and systematically demonstrating the required competencies, to ensure you will be successful in gaining your qualification.

## **Intervention Strategy**

An intervention strategy may be activated as soon as practicable following the identification of a student at risk.

The Intervention Strategy usually includes provisions for:

- Assessment extension
- Re-assessment
- Extensive phone and email consultation with the Trainer/Assessor
- One free of charge face-to-face consultation with the Trainer/Assessor, upon arrangement
- A number of fee for service face-to-face consultations with the Trainer/Assessor, upon arrangement
- Academic coaching sessions
- 'Buddy system' – partnering the student with a better student, upon arrangement
- Employer/ supervisor mentoring
- Reviewing the effectiveness of the student support services provided, if applicable, and agreeing on alternative solutions where necessary
- Referrals to external providers of LLN, ESL or counselling services
- Other

All activities undertaken as part of the intervention strategy will be documented by the Trainer/Assessor and filed under the student's file by the Training Coordinator.

## **Student Academic Coaching**

The Trainer/Assessors may provide academic coaching sessions to students as a means of intervention for unsatisfactory course progress or non-performance, particularly for students marked NYC in two submissions for the same assessment.

For problems of a personal nature, the Trainer/Assessor may recommend the student to seek specialist support, if they wish, to assist them with their personal issues and/or refer them to the Executive Manager, Training Services or their employer for more information.

The Executive Manager, Training Services may refer students to an appropriate service provider, community support service or external counselling organisation for ongoing support, upon student's request.

### Further Action

If no academic progress is observed after the implementation of the intervention, students may have a discussion with the Training Coordinator or the Executive Manager Training Services to review their situation and the options available, according to their situation.

Workplace-based trainees in such situation will be referred to their employer, who will implement appropriate measures to ensure the trainees have the opportunity to finish their traineeship successfully.

It is the responsibility of the student to follow the agreed recommendations and maintain contact with their Trainer/Assessor following the implementation of the intervention strategy.

## 13. Victorian Chamber Policies and Procedures

### 13.1 Legislative Requirements

Victorian Chamber will comply with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations, including the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (2015), and ensures this is integrated into its policies and procedures.

Victorian Chamber ensures it complies with the legal provisions of relevant legislation including the following:

- National Vocational Education and Training
- Occupational Health and Safety
- Discrimination, human rights and equal opportunity
- Equal employment and opportunity
- Harassment and bullying
- Confidentiality and privacy
- Consumer rights
- Copyright

As a student/ trainee you must also comply with these legislation provisions, which are relevant to your participation in VET courses, as explained earlier in the Code of Appropriate Behaviour and elsewhere within this Participant Handbook. This will be further discussed by your trainer/assessor during your Course Induction Session.

### 13.2 Victorian Chamber OHS Policy

Victorian Chamber is committed to providing a safe and healthy environment for its employees, sub-contractors, clients and the public. Victorian Chamber is dedicated to continually improving health and safety performance with an overall objective of 'No Injuries'. As a representative of Victorian employers, Victorian Chamber will promote a high standard of occupational health and safety.

Victorian Chamber will endeavour to ensure:

- compliance with all health and safety legislative requirements, guidance material and relevant standards impacting upon its operations;
- the safety plan is maintained; and
- the identification, assessment and control of hazards both at its workplaces and sites where Victorian Chamber employees are required to work.

These objectives will be achieved through the:

- provision of a safe and healthy work environment and systems of work;
- maintenance of plant and facilities under the control of the Victorian Chamber;
- provision of appropriate supervision, and information for all employees and sub-contractors;
- provision of training for employees to enable them to perform their tasks safely;
- ongoing inspection and review of the workplace, work practices and procedures;
- appropriate response in the event of an incident or injury to ensure an investigation is conducted to prevent a recurrence; and
- rehabilitation and early return to work of employees who may be injured

### **Responsibilities:**

Victorian Chamber personnel, whatever their role, have a primary responsibility to ensure the work they undertake or supervise is carried out in a safe manner. No task is so important that a person's safety is to be put at risk.

Employees and any sub-contractors engaged by the Victorian Chamber will:

- take reasonable care of themselves and others that may be affected by their acts or omissions;
- contribute to and be involved in the Victorian Chamber's ongoing management of health and safety;
- comply with all workplace policies and procedures implemented in relation to health and safety; and
- report all situations that may adversely impact on health and safety

## **13.3 Victorian Chamber Privacy Policy**

Victorian Chamber is committed to ensuring the privacy and security of all personal information collected from our members, customers and other parties that make contact with us. Personal information refers to any information or opinion about an individual whose identity is apparent or may be reasonably ascertained from information or opinion.

This policy is to ensure Victorian Chamber complies with the Privacy Act and the Australian Privacy Principles (APPs) in so far as they apply to our business operations. This Privacy Policy outlines the information collection practices utilised by the Victorian Chamber, how that information is used and the choices you can make about the way the information you provide to us is collected, stored and used.

To see the complete corporate Privacy Policy, go to Victorian Chamber website at <http://victorianchamber.com.au/victorian-chamber-privacy-policy>

The RTO Privacy Policy, together with the Victorian Chamber's corporate Privacy Policy, contribute to compliance with the relevant Standards for RTOs, Government funding contract requirements, and relevant legislation.

A summary of the RTO Privacy Policy is included in your Enrolment Form as the VET Student Enrolment Privacy Notice that you must acknowledge prior to enrolling in your course.

Students have the right to access their personal information held by the Victorian Chamber, and also the obligation to ensure that information is current and accurate and to keep their details up-to-date.

All requests from students to access their training records must be made in writing by email addressed to the Executive Manager Training Services.

Information shall only be provided to the actual student in person, after verifying ID, or posted to the address currently held in their file. Information will be provided within 7 days from the receipt of student's request.



### 13.4 Confidentiality

Course participants' records are treated as confidential. Access to this information is available only to designated Victorian Chamber personnel and to the course participant upon request. Victorian Chamber does not provide information to others (for example, your employer) unless you have requested and/ or authorised us to do so in writing.

### 13.5 Quality Assurance

Victorian Chamber seek feedback from all training participants on the level of satisfaction with services received and seek to improve its services in accordance with their expectations.

## 14. Complaints and Appeals Policy and Procedure

If you are unhappy with your assessment results or with any other decisions taken by Victorian Chamber affecting you and your studies, you may use the complaints and appeals procedure, outlined below.

Participants may raise any matters of concern relating to the training program, delivery, assessment, trainers/assessors and support staff, and quality of the teaching or materials, student amenities, discrimination, harassment or other issues that they may be confronted with.

### Policy

- Victorian Chamber will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively
- Victorian Chamber will use the complaints and appeals as a means for monitoring the quality of course and service provided, and drive continuous improvement of its operations
- Victorian Chamber will ensure that its complaints and appeals mechanisms are confidential, objective, easily and immediately accessible to clients and be resolved within realistic and fair timelines.

## Procedures

The process of handling complaints and appeals includes the following possible steps:

Step 1	Informal process	<p>Informal complaints</p> <p>Assessment appeals</p>	<p>This is the first step in the process of addressing any issues;</p> <p>Any issues of concern or relating to assessment results are discussed with the appropriate person (usually the Trainer/Assessor, Training Coordinator or the Executive Manager, Training Services);</p> <p>The assessment may then be reviewed by the assessor;</p> <p>If the student is happy with the resolution, the matter is solved. If not, the student should proceed to the next step;</p> <p>No formal records are required to be kept in the Complaints and Appeals File; the assessor's notes and results are to be filed with the assessment documents.</p>
Step 2	Formal internal process	<p>Complaints (non-assessment)</p>	<p>This is the next step and should be followed if the initial informal process did not resolve the matter, and the student wishes to complain about a non-assessment result related matter;</p> <p>Lodge a Complaints and Appeals Application Form with Victorian Chamber;</p> <p>The Executive Manager, Training Services will investigate the complaint and provide a resolution;</p> <p>Student informed via receipt of a Notification Letter within 10 days of receipt of the Application;</p> <p>If the student is happy with the resolution, the matter is closed. If not, the student should proceed to the next step;</p> <p>Records are to be kept in the Complaints and Appeals File as well as in the Student Management System, JobReady.</p>
		<p>Assessment appeals</p>	<p>This is the next step and should be followed if the initial informal process did not resolve the matter, and the student wishes to appeal an assessment result decision;</p> <p>Lodge a Complaints and Appeals Application Form with Victorian Chamber;</p> <p>The Executive Manager, Training Services will investigate and provide a resolution (which may involve the assessment being reviewed by an alternative assessor or a panel);</p> <p>Student informed via receipt of a Notification Letter within 10 days of receipt of the Application;</p>

			<p>If the student is happy with the resolution, the matter is closed. If not, the student should proceed to the next step;</p> <p>Records are to be kept in the Complaints and Appeals File as well as in the Student Management System, JobReady.</p>
		Internal appeals	<p>This is the next step, following unsatisfactory resolution of the formal complaint or assessment appeal;</p> <p>Lodge a Complaints and Appeals Application Form with Victorian Chamber, appealing Victorian Chamber's complaint or assessment appeal decisions;</p> <p>The Chief Operating Officer will investigate and provide a final decision;</p> <p>Victorian Chamber will implement the final decision;</p> <p>Student informed via receipt of a Notification Letter within 10 days of receipt of the Application;</p> <p>If the student is happy with the resolution, the matter is closed. If not, the student should proceed to Step 3;</p> <p>Records are to be kept in the Complaints and Appeals File as well as in the Student Management System, JobReady.</p>
Stage 3	External process	<p>Complaints</p> <p>External Appeals</p>	<p>This step should be taken only upon exhausting all of the internal processes;</p> <p>Contact an external mediator and follow their process for complaints and appeals;</p> <p>File a complaint or appeal with an external mediator (see below for more information);</p> <p>Pay the applicable fees;</p> <p>Student does not have to notify Victorian Chamber;</p> <p>The external mediator will investigate and either uphold Victorian Chamber's decision or provide a different resolution;</p> <p>Student and Victorian Chamber will be notified;</p> <p>Victorian Chamber may uphold the external mediator's decision and the issue will be closed, or it may appeal it, and then Victorian Chamber's final decision remains implemented until a further decision is reached.</p> <p>Records are to be kept in the Complaints and Appeals File as well as in the Student Management System, JobReady.</p>

## Guidelines

- Students are encouraged to first seek complaint or appeal resolution using Victorian Chamber's free complaints and appeals mechanisms. If they are not satisfied with the outcomes of these processes, they will be referred to an independent, external party.
- Whilst Victorian Chamber's complaints and appeals processes are provided at no cost to the student, external parties' mediation services may be free of charge or provided on a fee-for-service basis.
- If a matter cannot be resolved via the informal process, the next steps included in the internal formal process should be undertaken, before going to an external mediator. It is the students' right to access Victorian Chamber's formal internal complaints and appeals process, upon the unsuccessful informal attempt to resolve their issue.
- As part of the internal resolution process, students may also be asked to attend an interview or meeting with the Executive Manager, Training Services and other relevant parties.
- Each party involved in the process (i.e. the student and the Victorian Chamber representative) has the right to be assisted or accompanied by a support person at all meetings, and at any stage throughout the formal process.
- Students are advised to seek resolution to their issues as soon as practicable after the event occurs, so that Victorian Chamber can investigate and provide a decision as efficiently and effectively as possible. For instance, if a complaint or appeal is raised months after the event or after the student has finished the course, the validity of the claim and the resolution process could be negatively impacted.
- The Executive Manager, Training Services will consider students' complaints or appeals and will provide a resolution in writing within 10 working days of the Complaints and Appeals Application being received. If a resolution could not be reached within this timeframe, an acknowledgment and progress notification will be sent to the student, which will include the expected date for a resolution or the request for further action.
- The Complaints and Appeals Form is available in the Participant Handbook (including on the website) – you may detach or photocopy it.

## Accessing the external complaints and appeals process

To lodge a complaint or appeal with an external mediator, students may use a suitable organisation of their choice or choose from the following options:

Australian Skills Quality Authority (ASQA)	National Training Complaints Hotline (an Australian Government initiative)
<p>ASQA's website provides guidance on when to lodge a complaint about a training provider with ASQA, and what to expect after lodging a complaint. ASQA has published a complaint filtering tool to help students and stakeholders determine whether ASQA, or another agency, can consider a particular complaint.</p> <p>For more information on how ASQA handle complaints refer to <a href="https://www.asqa.gov.au/complaints">https://www.asqa.gov.au/complaints</a></p>	<p>Call 13 38 73, M - F, 8am – 6pm nationally</p> <p>Visit <a href="https://www.dese.gov.au/national-training-complaints-hotline">https://www.dese.gov.au/national-training-complaints-hotline</a></p>
<p>ASQA provides advice to students and other stakeholders on its website on how to proceed in resolving a problem with a training provider. ASQA also publishes information on how to contact relevant complaint handling bodies when ASQA is not the appropriate agency to respond.</p>	<p>Through the National Complaints Hotline, complaints will be directed to relevant authorities, connecting consumers (students, apprentices and employers) concerned about any aspect of the training system, with the most appropriate organization to assist them.</p>

## 15. Access and Equity Policy

Access and equity is about managing human diversity. Diversity aims at optimising the opportunity for all people to fulfil their aspirations to participate in and contribute to society.

Victorian Chamber are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes women in under-represented vocational areas, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote participants.

All participants have equal opportunity to access our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our courses. Where our courses have a limited number of available places, these will be filled in order of completed applications.

To enrol in Government funded courses, participants must also meet certain eligibility criteria as set out in the Funding Contract.

Victorian Chamber ensure that its services are provided in an environment free from discrimination, harassment and bullying and aims for equal opportunity for all participants.

For more information on the Victorian Chamber Access and Equity Policy or for any concerns you may have in relation to such issues, please contact the Executive Manager, Training Services.

### Valuing Diversity

Victorian Chamber recognise and respond to community diversity. The content of our courses, the delivery and assessment arrangements and methods are flexible and may be adapted to meet the needs of all participants.

### Disability Support and Reasonable Adjustment

Victorian Chamber recognises that all students with disabilities are individuals with unique strengths and personal needs and it endeavors to ensure that they achieve success in their studies and are provided with good quality support to achieve their individual educational goals.

Victorian Chamber will endeavor to offer disability support, as far as practicable, to any students who require additional assistance in their studies due to conditions such as: hearing/ deaf; visual; physical; learning; intellectual; acquired brain impairment; mental illness; medical condition; and other.

An education provider is required to make any decisions about admission, enrolment or participation on the basis that reasonable adjustments will be made where necessary so that the student with the disability is treated on the same basis as a student without the disability. However, a provider is required only to make a 'reasonable adjustment'.

An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

### **Discrimination, Harassment and Bullying**

Victorian Chamber will not tolerate any harassment, victimisation, bullying or any conduct that has the purpose or effect of interfering with an individual's performance, and/or creating an intimidating, hostile or offensive learning environment. If participants consider that they have been discriminated against, harassed or bullied while involved in Victorian Chamber training services, they must raise their concerns with either the Trainer/Assessor or Victorian Chamber Executive Manager Training Services.

## **16. Student Support Services**

If upon analysing the participant's Pre-Training Review form and other pre-enrolment evaluations (if applicable) the participant is deemed as requiring LLN, English, learning, disability or other support, different study support actions may be implemented, including:

- Trainer/Assessor to provide more information about the subject
- Re-assessment
- Assessment extension
- Disability support and reasonable adjustment, which may include providing:
  - advice regarding physical access
  - adaptive or specialised equipment
  - in-class support - note taking and/or participation assistance
  - orientation to Victorian Chamber and introduction to key staff members (e.g. Training Coordinator)
  - Auslan - sign interpreting
  - interpreter
  - specialist tutorial support
  - vocational and pre-enrolment counselling and information
  - alternative learning and assessment materials (e.g. Participant Guides in accessible formats, printed in larger font or provided electronically in the format requested)
- Trainer/Assessor to monitor student's course progress more closely
- Trainer/Assessor to facilitate the student to pair up with a colleague ("buddy system")
- Trainer/Assessor to facilitate the establishment of study groups or networks
- Student advised to seek a mentor in the workplace; the Assessor may assist in facilitating this
- Student advised to enrol in an appropriate ESL course with a different provider, to improve their English language skills. Victorian Chamber will offer guidance on how to access such services and upon request may recommend some ESL providers. The ESL courses usually include training in:
  - conversation
  - reading and writing
  - computer training
  - employment skills
  - workplace skills
- Student advised that the course they are seeking enrolment in is not suitable for their training needs, professional aspirations or current level of skill

- Academic and general course counselling – as means of assistance with learning/ assessment, disability or work/study balance
- Trainer/Assessor to provide advice on studying techniques, referencing and avoiding plagiarism
- Referring the student to professional counselling and facilitating access to such services
- Other, as applicable (such as dietary requirements, where lunch is provided)

A range of other Student Support Services may be available to students for the duration of their course, including trainer/assessor assistance by phone, email or at Victorian Chamber premises.

## Student Support Services Personnel

### Administration

The Training Coordinator and the other Victorian Chamber administrative and customer service staff are available to offer students and future students assistance with all aspects of Victorian Chamber training.

Students should contact the Training Coordinator for:

- General course enquiries
- Directions to the Victorian Chamber or access to the Victorian Chamber building
- Information about training facilities and resources available to students at Victorian Chamber
- Copies of forms, including assessment cover sheets and complaints / appeals form
- Re-issuing of a Qualifications/ Statements of Attainment and Academic Transcripts
- Timetable information
- Assessment schedule/ date
- Updating personal contact details
- USI
- Advice on how to access their personal file or records of course participation and progress
- Inquiry about any of Victorian Chamber policies and procedures
- Make various arrangements (e.g. 'make-up' training session) or schedule appointments with the Trainer/Assessor or the Executive Manager, Training Services
- Support and assistance lodging a complaint or appeal

If they are unable to assist with their inquiries, Administration will refer students to the Executive Manager, Training Services for further assistance.

### Trainers/Assessors

Victorian Chamber Trainers/Assessors are available to assist students with study skills, preparing assessments and any other study issues that may have during their course.

## 17. Fees and Refunds Information

### Types of fees

Victorian Chamber charges the following tuition and incidental fees for its RTO courses:

- Tuition fee (enrolment and payment plan if applicable)
- RPL/ Credit Transfer fee (upon application)
- Re-issue of Certificate or Statement of Attainment fee
- Cheque refund fee
- Missing session re-schedule arrangements fees
- Assessment re-enrolment fee



- Training materials and/or amenities fees (may be charged only in exceptional situations, such as transitioning from a superseded qualification)
- CI Card replacement and admin fee (CI Card course only)
- no other fees are charged

### Concession Fees

Concession fees may be available only to government subsidised students, based on certain eligibility conditions, available on the website.

### Tuition Fees Waivers / Exemptions

Tuition fees waivers may be available to government subsidized students, based on certain eligibility conditions, such as prisoners from the Judy Lazarus Transition Centre or young people required to undertake the course pursuant to a community based order.

Victorian Chamber must sight the original and retain a copy of the written confirmation from either the Judy Lazarus Transition Centre or the Youth Justice Unit of the Victorian Department of Human Services, as applicable.

### Payment of Fees

Payment must be received according to the following requirements, as applicable to each student, to secure a place in the course. The registration will not be confirmed until such payment is received.

All course registration details are confirmed in writing by the Victorian Chamber, by sending the applicant a Confirmation Letter (which also stands as a Statement of Fees).

For all the current applicable fees refer to the Fees and Charges Schedule on Victorian Chamber's website or speak with the Training Coordinator.

### Payment Requirements

- Individual paying students with total course fees more than \$1500:
  - Upon registration, students must agree to set up a direct debit for recurring payment of variable course fee instalments
  - Students must agree with the Payment Instalments Schedule applicable to their course; this can be found on the course information page on the website
  - The initial scheduled payment must be received following the approval of the course registration form to secure a place in the course.
  - The remaining payments will be deducted from your nominated direct debit account as scheduled.
  - These requirements apply to all types of enrolments where the total payable fees are higher than \$1500, including full qualification, RPL / Credit transfer, combination or individual unit enrolment.
- Individual paying students with total course fees less than \$1500:
  - Total course fee payment must be received in full following the approval of the course registration form to secure a place in the course (i.e. no direct debit and no instalments necessary)
- Employer paid enrolments:
  - Total course fee payment must be received in full following the approval of the course registration form to secure a place in the course (i.e. no direct debit and no instalments necessary), irrespective of the total course fee amount.

## Setting up a direct debit

Students must call Customer Service Centre on 03 8662 5333 for more information, details and assistance with setting up their Direct Debit.

### Cancelations and Refunds Procedure

#### 1. Student cancelling enrolment

To be considered for a refund, participants must withdraw by written notice; participants without written notice are not eligible for a refund.

### Tuition Fees Refunds

#### Fee-for-Service Students

More than 14 calendar days prior to course start date, a participant may:

- Substitute attendee
- Transfer to a different course
- Apply for a refund of monies paid (an administrative fee applies for cheque refunds)

14 – 8 calendar days prior to course start date a participant may:

- Substitute attendee
- Transfer to a different course

7 calendar days or less prior to course start date a participant may:

- Substitute attendee
- No refunds are made
- No transfers are allowed

After the start of the course:

- No refunds are made
- No transfers are allowed

#### Government Subsidised Students

More than 14 calendar days prior to course start date, a participant may:

- Apply to start the course at the next scheduled date (subject to availability)
- Apply for a refund

Less than 14 calendar days prior to course start date a participant may:

- Apply to start the course at the next scheduled date (subject to availability)

After the start of the course:

- No refunds are made

#### RPL Fees Refunds

There are no refunds for unsuccessful RPL.

## 2. Victorian Chamber cancelling the course

Victorian Chamber reserves the right to cancel or postpone a course to an alternative date. All registered participants will be offered the opportunity to transfer to the next available course, or elect to receive a full credit or refund for monies paid.

In case of the RTO closing down or ceasing operations, a course tuition fees refund may be available, depending on the stage of the course students were in at the time and other specific circumstances.

This information is included in the Registration Form.

## 18. Plagiarism

### Plagiarism and Dishonesty in Assessment – Guidelines for students

#### Victorian Chamber Plagiarism Policy

Victorian Chamber has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.

Victorian Chamber considers plagiarism, collusion, cheating and other forms of dishonesty in assessment as serious academic offences and students found in such situations will be penalised or have their enrolment terminated.

Victorian Chamber assessors will not consider assessment work, including RPL submissions, proven not to be authentic; all work submitted for assessment by Victorian Chamber students must be the students' own work and presented in their own words.

Victorian Chamber uses the Harvard Referencing Method; all sources of information must be referenced appropriately (including websites).

All Victorian Chamber students must sign the Student Declaration included on the Assessment Cover Sheet.

#### Student's responsibilities

- All assessment work submitted by each student must be accompanied by the Assessment Cover Sheet with the completed Student Declaration, which is a signed declaration that they have submitted their own work.
- Students' signature on the RPL Confirmation form that accompanies the RPL submission / portfolio evidence, certifies submission of own work.
- RPL submissions must consist of student's own work (eg developed and compiled by themselves; formed part of their work tasks and groups; originated in their own workplace / family/ education organisation, etc)

### What is dishonesty in assessment?

Dishonesty in assessment is any act of cheating in assessment. Examples of dishonesty in assessment include, but are not limited to:

- copying from another student's work during a supervised assessment/test
- seeking outside assistance through the use of an electronic device
- taking unauthorised notes / resources into the classroom during a supervised assessment/test
- plagiarism

### What is plagiarism?

Plagiarism is a form of dishonesty in assessment. It is the presentation of the work, idea or creation of another person as your own.

According to the Merriam-Webster Online Dictionary, to 'plagiarise' means:

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source

In other words, *plagiarism is an act of fraud*. It involves both stealing someone else's work and lying about it afterwards. Plagiarised material can be drawn from, and presented in, written, graphic and visual form, including electronic data, and oral presentations.

Plagiarism occurs when the origin of the material used is not appropriately cited or referenced.

Examples of plagiarism include, but are not limited to:

- copying sentences or paragraphs word for word from one or more sources, whether published or unpublished, which could include but are not limited to books, journals, reports, theses, websites, conference papers, course notes, etc without using quotation marks, proper citation or referencing
- copying ideas from someone else without giving credit
- closely paraphrasing sentences, paragraphs, ideas or themes without proper citation / referencing
- putting together texts from one or more sources and adding only linking sentences
- downloading an assignment from an online source and submitting it as your own work
- copying designs or works of art and submitting them as your original work
- copying another student's work, in whole or in part
- buying, stealing or borrowing an assignment and submitting it as your own work
- copying, cutting and pasting text from an electronic source and submitting it as your own work

### What is enabling plagiarism?

'Enabling plagiarism' is the act of assisting or allowing another person to plagiarise or to copy your own work. Enabling plagiarism is not an acceptable practice. If you do lend your work to another student and they are found to have copied your work, both of you will fail the assessment task.

### What is collusion?

Collusion means unauthorised collaboration on assessable work (written, oral or practical) with other people. This occurs when you present group work as your own or as the work of another person.

Collusion occurs when you work without the authorisation of the trainer to:

- work with one or more people to prepare and produce work
- allow others to copy your work or share your answer to an assessment task

- allow someone else to write or edit your work (except for the use of an approved transcriber)
- write or edit work for another student
- offer to complete work or seek payment for completing assessment work for other students

## Avoiding Plagiarism

Always submit your own, original work for assessment and do not lend your work to another student.

Discussing assignments and case studies with other students is encouraged, as it can help enhance understanding and generate ideas, however, you must write your own work in your own words from your own perspective.

Changing the words of an original source is not sufficient to prevent plagiarism. If you have retained the essential idea of an original source, and have not cited/referenced it, then no matter how drastically you may have altered its context or presentation, you have still plagiarised.

Most cases of plagiarism can be avoided, by referencing sources. Simply acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

It is easy for a Trainer/Assessor to determine if your work did not originate from you, so don't risk being caught out!

## Referencing Guide

The preferred referencing system is the Harvard Referencing Method.

Harvard Referencing Method requires both in-text reference and a reference list at the end of your work, as follows:

### 1. Within the text / In-text citations

The Harvard referencing system requires you to include three pieces of information about a source within the text of your work:

- the name of the author(s)
- the year of publication
- the page number (when the information/idea can be located on a particular page or when directly quoted)

### 2. At the end of the text / List of references

At the end of your text, you must include a List of References, a list of all the books, journal articles and other sources of information you have used to research your assignment.

For examples and more information on Harvard referencing method and plagiarism in general, you may visit <https://student.unsw.edu.au/referencing>

## Disciplinary Actions for Dishonesty in Assessment

If two or more students are involved in the process of cheating in assessment (e.g. one student offers his/her work to other colleague(s) to be copied by them), all students involved will be penalised according to the Plagiarism Policy.

Trainers will first have to prove the offence and provide supporting evidence; only then should they initiate the penalties as explained in these procedures.

Plagiarism, cheating or dishonesty in assessment may attract the following disciplinary actions:

### Minor offence in assessment

If minor plagiarism is detected and confirmed by your trainer/ assessor (e.g. unintentional lack of or incorrect referencing resulting from the student's ignorance), your assessor shall discuss the issue with you in private (over the phone / email).

The trainer/assessor should explain why/ how you have plagiarised and discuss how you can correct the situation and prevent it from happening again.

If the trainer/assessor is satisfied that the incident was indeed a genuine mistake, error of judgment, misunderstanding or lack of knowledge on referencing, they should offer you the opportunity to resubmit that assessment, without penalties; no result will be given for the assessment submitted initially.

The offending assessment will be sent back to you marked 'Minor Plagiarism - Resubmission'; no result will be recorded.

A minor offence will only be accepted once during the course duration; after corrective action being implemented, new attempts at plagiarism will be considered intentional.

### Major offence in assessment

If major plagiarism is detected and confirmed by the assessor (i.e. intentionally committed offence), for the first time, it results in an automatic NYC for that assessment and unit; assessor's comment: 'plagiarism'; you will be sent a Warning Letter.

You will have to resubmit the same assessment or a different one, being given a second opportunity for re-assessment, at no additional cost.

A second major plagiarism offence, in the same or different assessment, will result in you being excluded from the course, having your enrolment terminated; the assessment will be sent back to you marked NYC-plagiarism, accompanied by a Termination of Enrolment Letter.

You may access the Appeals Procedure if unhappy with this outcome.

The offending assessments and supporting evidence will be kept in your student's file, together with any subsequent assessments and results and other communication records.

## 19. Safety

### Safety Tips for Students

When travelling to/ from your Victorian Chamber course location, even if your course will finish early in the afternoon, you may find the following safety tips useful:

- Don't openly carry valuables, including tablets, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- Late in the evening, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.

- Have your keys ready well before you reach the door of your car or house.
- When you are going to your course, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

Personal safety tips and more safety and security information for any situation are available on the Victorian Police website at [http://www.police.vic.gov.au/content.asp?Document\\_ID=9539](http://www.police.vic.gov.au/content.asp?Document_ID=9539) (Community Safety pages).

Whether travelling by car, bus, tram or train, there are safety systems and procedures in place to help you feel safer.

### **In an emergency**

If you witness or are involved in an emergency report the incident by calling Emergency Assistance on '000'.

*For a summary of critical information that you may use a quick reference during your course, see the attached Summary-Course Critical Points.*

## **20. Attachments**

### **20.1 Complaints and Appeals Application Form**

### **20.2 Summary – Course Critical Points**



1. Complainant Details	
Student Name:	Date of Application:
Address:	Postcode:
Email Address:	Phone:
You are: <input type="checkbox"/> Making a complaint <input type="checkbox"/> Appealing an assessment result <input type="checkbox"/> Appealing a complaint decision	
Course Code & Title:	
2. Complaint / Appeal Details	
To help us better understand the matter please identify the principle nature of the complaint: <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 48%;"> <input type="checkbox"/> Course Materials  <input type="checkbox"/> Trainers  <input type="checkbox"/> Quality of training provided  <input type="checkbox"/> Assessment (other than results)  <input type="checkbox"/> Training premises (room, equipment, food, etc.)         </div> <div style="width: 48%;"> <input type="checkbox"/> Other training participants  <input type="checkbox"/> Other Victorian Chamber staff  <input type="checkbox"/> Privacy/confidentiality  <input type="checkbox"/> Traineeships (e.g. course, work site, employer)  <input type="checkbox"/> Other         </div> </div>	
Please provide a detailed explanation of the complaint/assessment appeal/ decision appeal including information on: <ul style="list-style-type: none"> <li>The name/s and positions of person/s involved (include the name of any witnesses)</li> <li>Date and time of event</li> <li>Details of any action you have already taken in regard to this event</li> <li>Details of the outcome you are seeking</li> </ul>	
Attach extra sheets as required and copies of any documents relating to your complaint/appeal <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div>	
<b>Privacy Notice:</b> The information provided on this form will be used to follow up your complaint. For details of the Privacy Policy visit <a href="http://victorianchamber.com.au/victorian-chamber-privacy-policy">http://victorianchamber.com.au/victorian-chamber-privacy-policy</a>	
3. Student Declaration	
I declare that the information provided is true and correct and I understand that providing false or malicious claims is against the law and may have serious consequences.	
Signature:	Date:
4. Office Use Only	
Received By (Name):	Date:
This form must be forwarded to and actioned by: Belinda Tierney, Executive Manager, Training Services	

# SUMMARY - COURSE CRITICAL POINTS

Summary Type of Enrolment	Standard Course	Unit-Based Short Course (if offered) – n/a	Stand – Alone Unit	Stand-Alone Unit – NYC Re-Enrolment	Assessment Re-Enrolment	RPL + Course – combined
						RPL - only
<b>Assessment Timeframes</b> (due date)	12 Months (from last unit delivery date or as instructed)	3 Months / course unit	3 Months / unit	3 Months / unit	6 Months / total units	• 1 Month
						• 4 Months
<b>Number of Assessment Submissions</b>	3 / unit	2 / unit	2 / unit	2 / unit	2 / unit	n/a
<b>Extension Timeframes</b> (maximum one extension per enrolment)	0 - 6 Months / total course	0-2 Months / total course	0-2 Months / unit	No extension	No extension	n/a
<b>Re-Enrolment Timeframes</b>	n/a	n/a	n/a	Any time after course end date	Within 3 months from course end date	n/a
<b>Attendance Requirements</b>	<ul style="list-style-type: none"> <li>All scheduled classes;</li> <li>Make-up dates required for absences or missed assessment class (conditions apply)</li> </ul>	<ul style="list-style-type: none"> <li>All scheduled classes</li> <li>No missed classes allowed</li> </ul>	<ul style="list-style-type: none"> <li>All scheduled classes</li> <li>No missed classes allowed</li> </ul>	<ul style="list-style-type: none"> <li>All scheduled classes</li> <li>No missed classes allowed</li> </ul>	n/a	• All non-RPL units and any unsuccessful RPL units
						• Any unsuccessful RPL units
<b>Applicable Fees</b> (informative only) – see the Fees and Charges Schedule for all applicable	Course fees (‘make-up date’ fees and other incidentals may apply)	Short Course fees	Stand-Alone Unit Fees / unit	Stand-Alone Unit Fees / unit	Assessment Fees / unit	• Course fees and RPL fees/ unit
						• RPL fees/ unit
<b>Course Progress</b>	Course Progress Letter	Assessment Reminder Email	n/a	n/a	n/a	n/a
<b>Course Completion</b> (depending on the assessment results achieved at the end of the course/ enrolment)	<ul style="list-style-type: none"> <li>Qualification Certificate and Transcript of Results;</li> <li>OR</li> <li>Statement of Attainment and Partial Completion Letter;</li> <li>OR</li> <li>Partial Completion Letter</li> </ul>	<ul style="list-style-type: none"> <li>Statement of Participation;</li> <li>AND</li> <li>Statement of Attainment (with assessment) and Partial Completion Letter;</li> </ul>	<ul style="list-style-type: none"> <li>Statement of Attainment and Partial Completion Letter;</li> <li>OR</li> <li>Partial Completion Letter</li> </ul>	<ul style="list-style-type: none"> <li>Statement of Attainment and Partial Completion Letter;</li> <li>AND</li> <li>Qualification Certificate and Transcript of Results;</li> <li>OR</li> <li>Partial Completion Letter</li> </ul>	<ul style="list-style-type: none"> <li>Statement of Attainment and Partial Completion Letter;</li> <li>AND</li> <li>Qualification Certificate and Transcript of Results;</li> <li>OR</li> <li>Partial Completion Letter</li> </ul>	<ul style="list-style-type: none"> <li>Qualification Certificate and Transcript of Results;</li> <li>OR</li> <li>Statement of Attainment and Partial Completion Letter;</li> </ul>
<b>Make-up Dates</b>	<ul style="list-style-type: none"> <li>Max 2 per course (i.e. 2 units / sessions)</li> <li>Max one per unit / session</li> </ul>	n/a	n/a	n/a	n/a	Same as Standard
						• n/a