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About Us

The Victorian Chamber of Commerce and Industry (Victorian Chamber) is the largest and most influential not-for-profit business organisation in Victoria. What many people don't know is that Victorian Chamber is a Registered Training Organisation (RTO) that delivers nationally recognised training. Our courses are designed by our industry experts to enhance the skills of Victorian employees spanning all sectors, ensuring all businesses thrive and prosper.

Contact us

Address: 150 Collins St, Melbourne VIC 3000

Phone: 03 8662 5333

Email: training@victorianchamber.com.au

Website: www.victorianchamber.com.au

Enrolment

Pre-Training Review

A Pre-Training review ensures that the Training and Assessment Strategy and Training Plan delivered by Victorian Chamber is designed to meet your individual needs, and to determine the course you are enrolling into is suitable and appropriate for you.

The information you provide will enable Victorian Chamber to understand your training needs, your current competencies that relate to the qualification, opportunity for Recognition of Prior Learning (RPL) and Credit Transfer (CT) and to ensure that your current Language, Literacy and Numeracy (LLN) skills are at the level required of your chosen qualification. Where we assess your responses as needing assistance to complete the qualification we can develop and or implement strategies to assist you while you complete the qualification.

Completing a Pre-Training Review ensures that Victorian Chamber:

- Understands your reasons for undertaking this qualification.
- Explores your current competencies and provides opportunities for these to be assessed through Recognition of Prior Learning (RPL) and Credit Transfer (CT).
- Ascertains the most suitable qualification(s) for you to enrol in based on your current educational attainment, capabilities including language, literacy and numeracy, aspirations and interests.
- Determines your training and assessment needs.

Victorian Chamber will use this Pre-Training Review to provide you with the support you require in areas such as language, literacy, learning and assessment, while ensuring you will get the maximum outcomes and benefits from the qualification you are enrolling in, according to your learning objectives, career aspirations and skill level.

Refer to the qualification information, eligibility requirements and qualification fees associated for the qualification you are intending to undertake and review this in light of your expectations and your previous experience.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is your individual education number which allows you access to an online record of your vocational education and training (VET) undertaken in Australia. It is made up of a combination of ten numbers and letters. As part of your enrolment, you must provide Victorian Chamber your USI details. Please note, if you do not provide a valid USI, it may delay the commencement of training. If you don't have a USI or don't know what it is, you can create and/or locate it via the link <https://www.usi.gov.au/students/get-a-usi>

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that recognizes the skills and knowledge you have gained through:

- formal training or study, including courses at school, college, adult education and training programs at work
- work experience, including paid and volunteer work
- life experience, including skills attained through leisure pursuits or hobbies

You will need to complete a RPL Kit and provide a portfolio of evidence with supporting documents, outlining how you meet each element of the unit of competency you wish to apply for. The cost of RPL is \$200 and is non-refundable.

Credit Transfer (CT)

Credit Transfer (CT) is a process that provides a credit for an equivalent unit of competency that you have previously achieved.

You will need to provide a copy of your completed qualification, USI transcript and/or statement of attainment outlining the unit of competency. There is no cost involved in a Credit Transfer.

If you wish to apply for either RPL and/or CT, you must complete the appropriate section within the Pre-Training Review at the time of enrolment. RPL and/or CT applications will not be accepted after the course commencement. If your RPL and/or CT is successful, you will be exempt from attending and completing the units.

Digital literacy and capability

Victorian Chamber is moving towards a paper-free classroom. As a result, it is an expectation that you have access to reliable internet and have a suitable electronic device, such as computer, laptop or tablet with MS Office-type of software to navigate the online learning platform to access the course learning materials to complete the requirements of your course.

You are also encouraged to bring your device to class, to enable you to access your course materials during the session.

Student Support Services

Upon reviewing your pre-training review, if it is identified that you are deemed as requiring LLN, learning, disability or other support, an individual learning plan and/or reasonable adjustment may be implemented to assist you with your studies. Additional support and can include:

- Disability support and reasonable adjustment, may include providing:
 - advice regarding physical access
 - adaptive or specialised equipment
 - in-class support - note taking and/or participation assistance
 - Auslan - sign interpreting
 - interpreter
 - specialist tutorial support
 - vocational and pre-enrolment counselling and information
- Learning adjustments
- Referral to professional counselling
- In addition, your trainer may:
 - monitor your course progress more closely
 - facilitate the establishment of study groups or networks
 - provide advice on studying techniques, referencing and avoiding plagiarism

Student support personnel

Victorian Chamber are committed to assisting you throughout your learning journey. If at any stage you have any questions or require further help, support and/or advice regarding your course, please contact the RTO training team.

The RTO training team can also assist you with:

- General course enquiries
- Directions to the Victorian Chamber or access to the Victorian Chamber building
- Information about training facilities and resources available at Victorian Chamber
- Updating personal contact details
- 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 and due dates
- Advice on how to access your personal file or records of course participation and training progress
- Victorian Chamber policies and procedures
- Make various arrangements (e.g. 'make-up' training session) or schedule appointments with your trainer
- Support and assistance lodging a complaint or appeal

Your trainer can also assist you with:

- Study skills
- Preparing you for your assessments
- Any other study issues that may have during the course

Your responsibilities

We understand that things happen, and your plans may change. It is your responsibility to inform Victorian Chamber of any changes that may affect your studies.

While on the Victorian Chamber premises, hired venues or onsite, and attending training, you must respect our Students' code of appropriate behaviour and comply with all applicable laws and policies.

Students' Code of Appropriate Behaviour

In order to ensure you have an environment conducive for learning and development, Victorian Chamber has an expectation of appropriate behaviour that applies to all participants in our training programs.

You are expected to display a high level of personal responsibility for the learning process. You must behave in a courteous and respectful manner toward other participants and staff members at all times.

Anyone displaying inappropriate or dangerous behaviour (including behaviour that intimidates or harasses others, is disruptive in class or refusal to follow OH&S procedures) will be required to attend a formal meeting with the General 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.

Training and Assessment

Training plan

A training plan is an important document that outlines details regarding the course you are undertaking. Details will include:

- How the training will be delivered over its duration
- The units you will be completing, including the proposed start and end dates
- Roles and responsibilities (from yourself, your employer (traineeships only), and Victorian Chamber)

Victorian Chamber will develop your training plan in consultation with you and your employer (traineeships only), which will need to be agreed and signed off by all parties. The training plan is a working document that may be amended as required and will be updated regularly during your training.

Flexible learning

Victorian Chamber are committed to providing flexible and accessible training opportunities. To achieve this, we have adopted a rolling intake approach for our courses. This will allow you to commence your studies at various points throughout the year, rather than being limited to fixed semester start dates. It is important to note that the duration of the program is the same for all students.

Attendance

You are expected to attend and be actively engaged and participate in all scheduled training to gain your qualification. If you are unable to attend a session, you must contact the RTO training team who will reschedule your class to an alternative date.

Time commitment

Victorian Chamber's programs consist of a combination of face-to-face sessions and self-directed learning and assessment activities. Whilst it is difficult to predict the exact time allocation required to complete the self-directed learning activities and/or the non-routine applied learning activities in the workplace, a significant personal time commitment is required from you to successfully complete all requirements to gain your qualification.

Training progress

Your training progress will be monitored to ensure that you are engaging in the learning process, are progressing satisfactorily and have every reasonable opportunity to complete the training program. This monitoring process is particularly important during the self-directed learning periods, to ensure you are developing the skills and knowledge as planned. Victorian Chamber may implement an intervention strategy if we identify that you are not progressing through your course satisfactorily.

Assessments

The assessments have been designed to holistically assess the competence in each unit and are made up of a variety of assessment tasks and may include the following:

- Written questions
- Case studies
- Project work
- Demonstration, observation and/or role-play
- Training log and/or supervisor reports

Assessment Submission

Assessments are generally due prior to the following session. You will be provided with the assessment criteria and due dates, upon commencement of your course. If you are unable to submit your assessment by the due date, please speak with your trainer and/or RTO training team to request for an extension.

Plagiarism

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.

Assessment Outcomes

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

- **Competent (C):** 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 (NYC):** If more evidence is required to demonstrate competency, your assessor will provide details on the type of further evidence you may be required to submit in order to meet the requirements.

Assessment appeals

If you are deemed Not Yet Competent (NYC) and you do not agree with this outcome, you may appeal and request that your assessment be reviewed. For further information, refer to the Complaints and Appeals Policy and Procedure further in this book.

Issuing of Qualifications

At the successful completion of your course, having been assessed competent in all units of your program, you will be issued with a qualification 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.

Victorian Chamber Policies and Procedures

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.

Victorian Chamber OHS Policy

Victorian Chamber is committed to providing a safe and healthy environment for its employees, sub-contractors, clients, students, 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

Safety

When travelling to and/or 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 (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'.

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.

The complete corporate Privacy Policy is available at <https://www.victorianchamber.com.au/legal/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.

You have the right to access your 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.

Any request to access training records must be made in writing and emailed to training@victorianchamber.com.au

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

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.

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.

Access and Equity

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.

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

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 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, and other.

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 you consider that you have been discriminated against, harassed or bullied while involved in Victorian Chamber training services, you must raise your concerns with either your trainer or the RTO training team.

Complaints and Appeals

You may raise any matters of concern relating to course progress, training delivery and assessment, trainers/assessors and support staff, other learners, the quality of the teaching or training materials, student amenities, discrimination, harassment, privacy or any other issue that they may be confronted with, including services provided on behalf of the RTO, and their staff.

Victorian Chamber has established an appropriate process to ensure that complaints and appeals are managed fairly, efficiently and effectively, and will use the complaint or appeal as a means for monitoring the quality of the course and service provided, and to drive continuous improvement of its operations.

The complete Complaints and Appeals Policy is available at [RTO Complaints and Appeals Policy and Procedure](#)

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

Informal process for complaints and/or assessment appeals

- In the first instance, you are encouraged to raise your issue of concern or assessment result directly with the relevant person
- If you are unsatisfied with the outcome or feel that the matter is not resolved, you may choose to go through a formal complaint and/or appeal (details outlined below)

Formal internal process for complaints and/or assessment appeals

- For your complaint to be considered, you must complete a *Complaints and Appeals Application Form* (available at [RTO Complaints and Appeals Policy and Procedure](#)) and send to training@victorianchamber.com.au, where the complaints and/or assessment appeal will be forwarded to the General Manager, Training
- The General Manager, Training will review your complaint and/or assessment appeal and provide a resolution in writing within 10 business days of receipt of your complaint and/or assessment appeal
- If you are satisfied with the resolution, the matter is closed. If not, you may choose to appeal the decision (details outlined below)

Internal appeals

- If you are unsatisfied with the outcome of your initial complaint and/or assessment appeal, you have 10 business days from the date of response to lodge an appeal. Your appeal must be put in writing to the General Manager, Training detailing:
 - Why you are appealing the decision
 - The reasons why you feel the initial decision was unfair
 - A possible solution to your issue or concern
- The General Manager, Training will investigate and provide a final decision in writing within 10 business days of receipt of the appeal.
- If you are satisfied with the resolution, the matter is closed. If not, you may choose to appeal with an external third party (details outlined below).

External process for complaints and/or appeals

- This step should be taken only upon exhausting all of the internal processes.
- To lodge a complaint or appeal with an external mediator, you may use a suitable organisation of your choice, or choose from the following options:
 - Australian Skills Quality Authority (ASQA): 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. For more information on how ASQA handle complaints refer to <https://www.asqa.gov.au/complaints> .
 - National Training Complaints Hotline (an Australian Government initiative): Call hotline: 13 38 73 or Visit <https://www.dese.gov.au/national-training-complaints-hotline>.

Deferring, suspension, and cancellations

We understand that things happen, and you may need to defer, suspend, or cancel your enrolment. All deferments, suspensions and cancellations must be submitted in writing to training@victorianchamber.com.au. The application should include the reason for the request and any relevant supporting documents.

Upon receiving the request, Victorian Chamber will conduct an initial review to ensure that all required information and documents are included in the application. If the application is incomplete, you will be notified and given an opportunity to provide the necessary information within a specified timeframe.

In some circumstances, Victorian Chamber may suspend or cancel your enrolment for reasons including but not limited to:

- Non-payment of fees
- Failure to meet course requirements including attendance and assessment submission

If your enrolment has been cancelled and you wish to continue your studies with Victorian Chamber, you will need to reenrol into the course and complete the necessary paperwork.

Fees and Refunds Information

The Victorian Chamber's terms and conditions regarding Fees and Refunds is available at <https://www.victorianchamber.com.au/legal/vcci-terms-and-conditions>

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.

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 Instalment 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.

Guide to refunds

When cancelled by a student

Members and Non-members not accessing Skills First

- More than 14 calendar days prior to course start date:
 - Apply to start the course at the next scheduled date (subject to availability)
 - Apply for a refund of monies paid
- Less than 14 calendar days prior to course start date:
 - Apply to start the course at the next scheduled date (subject to availability)
 - No refunds are made
- After the start of the course:
 - No refunds are made

Government Subsidised students

- More than 14 calendar days prior to course start date:
 - Apply to start the course at the next scheduled date (subject to availability)
 - Apply for a refund of monies paid
- Less than 14 calendar days prior to course start date:
 - Apply to start the course at the next scheduled date (subject to availability)
 - No refunds are made
- After the start of the course:
 - No refunds are made

When cancelled by Victorian Chamber

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.



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