



# STUDENT HANDBOOK 2020

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## Welcome

Thank you for choosing Enable College, we look forward to working with you to achieve your training and career goals.

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

Enable College will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Enable College's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

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

We sincerely hope your time at Enable College is a memorable and productive learning experience.

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

## CONTACT DETAILS

Phone: 1300157750

Email: [admin@enablecollege.edu.au](mailto:admin@enablecollege.edu.au)

Web: <http://enablecollege.edu.au>

Address: 31 Franklin St ADELAIDE SA 5000

RTO ID: 4849

## About Enable College

Enable College is a privately-owned Registered Training Organisation (RTO 4849) dedicated to providing quality training and support for the care industry in South Australia.

Operating since 1994, we provide meaningful courses delivered by highly experienced and qualified staff. Our areas of expertise include Child Care, Aged Care, Disability Care, Home and Community Care, Business and other short courses.

We changed our name to Enable College in 2010 to be closer aligned with our vision to broaden our education and training service to cater for the changing needs within our markets. The move into our city campus at 31 Franklin Street was another step closer to realising our vision, as was the expansion of our course list. Through this we have aimed to provide high-quality courses that are recognised for their quality, relevance and value.

We focus on improving the standard of skills and expertise in the care industry through delivering nationally accredited training and assessments, non-accredited workshops, and ongoing support to organisations and their employees, as well as attracting and developing newcomers to the industry.

Our team of qualified and experienced trainers ensure we provide meaningful courses in a highly competitive industry.

Our commitment to innovation and staying in touch with market trends ensures Enable College will continue to stand the test of time and deliver what individual students and the industry demand.

## Our Courses

### **Certificate Courses on offer are**

CHC30113 – Certificate III in Early Childhood Education and Care

CHC50113 – Diploma of Education and Care

CHCH30213 – Certificate II in Education Support

CHC33015 – Certificate III in Individual Support – Ageing

CHC33015 – Certificate III in Individual Support – Disability

CHC43015 – Certificate IV in Ageing Support

CHC43115 – Certificate IV in Disability

### **Short Courses on offer are**

HLTAID003 – Provide First Aid

HLTAID004 – Provide an Emergency Response in an education and care setting

HLTHPS006 – Assist Clients with Medication (you must be currently enrolled in a relevant course or hold the relevant qualification in order to complete this unit)

Child Safe Environments training

For further information on our courses including costs, delivery modes and intakes please visit [www.enablecollege.com.au](http://www.enablecollege.com.au)

## How can I enquire about a course?

- By calling the office on 1300 157 750 or
- Email [sales@enablecollege.com.au](mailto:sales@enablecollege.com.au) or
- By clicking on the Enquiry link on the Enable College website

## What are the modes of study?

- Classroom – fulltime or part-time
- Blended – a mixture of classroom and distance study. As a blended learner, you are considered a part-time student. You can choose how you would like to study, Classroom for practical sessions only or book in to as many classroom sessions as you like.

## Do I have to do placement?

Yes, depending on the qualification you are enrolled into:-

- Certificate III courses, you will be required to complete 120 hours of work placement.
- TGSS (Training Guarantee for SACE students) you are required to complete 140 hours of work placement.
- Certificate IV courses, you will be required to complete hours of work placement.
- Diploma student, you will be required to complete 240 hours of work placement.

## Do I have to find my own placement?

We encourage our students to find their own work placement. We will support you during the process and if you are experiencing difficulty in finding a suitable placement, we will provide assistance in securing a suitable placement.

## Are the courses funded?

Enable College offers funding through Work Ready for eligible candidates.

We also offer Fee for Service enrolments and can offer you a payment plan to suit your needs. Just talk to your Course Sales Advisor to find out what some of the payment options are.

## Can I enrol today?

There are a number of steps you will need to complete before we can enrol you into a course.

### 1. Attend an Information Session

- At this session we will discuss your options for study, career goals, provide you with an overview of the courses on offer and will discuss finding eligibility.

### 2. To be eligible for Work Ready funding you must:

- Provide or be able to apply for a USI (Unique Student Identifier)
- Provide 100 points of identification (please see SAPOL 100 points of ID policy)
- Age ID - 16 years or older (e.g. birth certificate, passport, SA Driver's Licence, Medicare Card)
- Live or work in South Australia
- Be an Australian Citizen/Permanent resident/hold an eligible Visa
  - Eligible Visas include
    - Skilled – Regional (Provisional) Visa (subclass 489)
    - Skilled – Regional Sponsored Visa (subclass 475)
    - Skilled – Regional Sponsored Visa (subclass 487)
    - Skilled Independent – Regional (Provisional) Visa (subclass 495)
    - Business Owner (Provisional) Visa (subclass 160)
    - Senior Executive (Provisional) Visa (subclass 161)
    - Investor (Provisional) Visa (subclass 162)
    - State/Territory Sponsored Business Owner (Provisional) Visa, subclass 163
    - State/Territory Sponsored Senior Executive (Provisional) Visa, subclass 164
    - State/Territory Sponsored Investor (Provisional) Visa, subclass 165
    - Business Innovation and Investment (Provisional) Visa, subclass 188
    - Safe Haven Enterprise Visa (SHEV), subclass 790
    - Bridging Visa E (BE), subclass 050 and 051
    - Temporary Protection Visa (TPV), subclass 785
    - Bridging Visa F (BVF), subclass 060
- **School Enrolled Students**
  - Various types of documentations prepared and endorsed by a student's school, the student, parent (or guardian) and service provider for students eligible for subsidised training:
    - Training Guarantee for SACE Students (TGSS) Education and Training Plan
    - Form A (Schools)
    - Form B (RTO)
    - Form C (variation/s to Form B)
    - Australian School Based Apprenticeship or traineeship (ASbA) Contract
  - Suitable for Year 10, 11, 12 students
  - **Flexible Learning Options (FLO) Exemption Form**
    - Suitable for school enrolled students who are unable to meet the requirements of TGSS
- Jobseeker - <https://s.skills.sa.gov.au/Training-providers/Government-subsidised-training/Subsidised-Training-List>
  - Referral form required for unemployed job seeker registered with an employment service provider
- Apprenticeship or Traineeship contract
  - Training Contract number is required as evidence to determine eligibility for establishing a training account in subsidised qualification designated as 'Training Contract only'

To check your visa type, visit the [Department of Home Affairs](#).



To check any work or study entitlement conditions attached to your visa, visit the Australian Government's [Visa Entitlement Verification Online service](#).

## Entitlement

Training providers are required to assess the following conditions to determine participant Entitlement to undertake access a subsidised training place and maintain copies of documents/evidence. Key participant information as required by the ATSA is recorded on the Training Provider's own *Enrolment Form*. **Enable College Application Form**.

### Enable College is required to

- Check for prior subsidised qualifications
- Collect data on highest accredited non-school qualification
- Consider any concession entitlements

## Complete an Upfront Assessment of Need

Training providers are required to conduct the Upfront Assessment of Needs (UAN) process for all individual's, excluding school enrolled students, seeking access to a subsidised training place. Copies of documents/evidence are required to be maintained. The UAN requires assessment of suitability, support needs and literacy and numeracy capabilities in accordance with this document and the UAN Guidelines.

### Suitability and Support Needs Assessment

Training providers are required to determine the participant's suitability for to access a subsidised training place in their chosen qualification. Training providers are also required to identify if there are any support needs relating to their living circumstances, learning environment and study/employment transitions.

This part of the UAN process utilises the Suitability and Support Needs Checklist that identifies what at a minimum must be assessed by the training provider. The checklist is not submitted to the Department but the training provider's selection procedures should make clear how suitability and support needs are assessed.

## Complete a Verbal Assessment

- Students wishing to undertake training under Work Ready will be required to undergo a verbal assessment

## Complete a Literacy and Numeracy Assessment

### Snapshot Reading and Numeracy Indicator (SRNI)

- Must be used under supervision to assess reading and numeracy capabilities in individuals seeking access to subsidised training in a Certificate II or III
- The SRNI identifies further assessment is required if the individual is below Australian Core Skills Framework (ASCF) Exit Level 2 in either reading or numeracy
- Where no further assessment is required the individual may proceed in the UAN process
- Where further assessment is required the individual must undertake the Literacy and Numeracy Comprehensive Assessment

### Literacy and Numeracy Comprehensive Assessment (LaNCA)

- Must be used under supervision to assess reading, writing and numeracy capabilities in individuals seeking access to subsidised training in a Certificate IV or higher qualification

- The LaNCA identifies the individual meets the minimum level of ACSF Exit Level 3 in reading and numeracy and ACSF Exit Level 2 in writing for access to a Certificate IV or higher qualification
- Where the individual is meets the levels required the individual may proceed in the UAN process
- Where the individual is below the minimum level required the LaNCA must be interpreted to determine what literacy and/or numeracy supports are needed to support a successful training outcome in the course of choice
- A LaNCA may only be interpreted by a Foundation Skills assessor who meets Departmental requirements

### 3. Fee for Service Students

Where by a student is not eligible for Work Ready funding and wishes to enrol into a Certificate course, the student is required to

- Complete the Enable College Application Form
- Provide 100 points of Identification (see SAPOL 100 points of ID for enrolment)
- Successfully complete a Verbal Assessment
- Successfully complete a Literacy and Numeracy assessment and gain a score of 80% or higher.

Once you have completed the above process, you will be able to apply for RPL and or Credit Transfers and then complete the enrolment process.

## What is Credit Transfer?

CT or Credit Transfer is where a unit has been attained previously.

An original Statement of Attainment or Transcript that shows the unit/s code(s) must be provided so that we can verify the units in the qualification with the issuing RTO and where there is a direct match, we can provide a credit transfer.

## What is RPL?

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the information session.

In consultation with the trainer/assessor the student should:

Decide which units are to be recognised

Provide an Evidence Portfolio in line with agreed evidence plan

Undertake peer assessment or third party evidence

Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

Performance, demonstration, or skills test/assessment  
Workplace or other pertinent observation  
Oral presentation  
Portfolio, logbook, task book, projects or assignments  
Written presentation  
Interview and questions  
Simulations  
Video, photographic (endorsed) evidence  
Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

## RPL Kit

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

The following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
- RTO to supply the RPL Kit and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded. There is an RPL fee of \$200.00.

## How do I pay my fees?

Once you are ready to complete the enrolment process, you will be required to pay a deposit of \$200.00 or, if your fees are less than \$1500.00, you have the option to pay in full.

We can make payment arrangements; we will discuss your options with you at the information session and will assist you to make a payment arrangement with our finance officer.

You must ensure that you adhere to your payment plan. If you are having financial difficulties, please contact the finance officer who will be able to assist you to make alternative arrangements.

## Support Services

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

We are committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the Manager, Training and Development to discuss support services.

Additional support services include:

- Learning Support
- Student Induction and Study Skills sessions
- Study Classrooms
- Assistance when applying for RPL or Credit
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the
- Workplace briefing sessions
- Briefings on assessment process
- Provision or access to assistive technology
- One on One assistance
- Assistance with using technology
- Grievance /conflict resolution

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

## Where is the training held?

All classroom training is conducted at the college, 31 Franklin Street, Adelaide, SA, 5000. We have training rooms on the ground floor and Level 3.

The screen on Ground floor displays where each class is being held.

## What are the opening times?

The college is open Monday to Friday 9.00am to 4.30pm.

## Student Portal

Enable students can access their portal via [www.axcelerate.com.au](http://www.axcelerate.com.au)

Students will be provided with a login and a password. The password needs to be changed within 48hs of receiving the email.

Students can submit their assessments via the portal.

If a student experiences any difficulties in submitting an assessment, trainers/assessors or administration staff can assist.

There are instructions on how to use the Student Portal, these are sent at the time of enrolment.

## Training Plan

The student training Plan will be emailed within one week of enrolment.

The training plan is to be signed, dated and returned to Enable College within two weeks of receiving the training plan.

If the training plan is not returned, Enable College may suspend training until the training plan is fully completed and returned.

If a student cannot print the training plan, a copy is available at reception to sign.

## Types of Assessments

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. Assessment procedures are transparent and address the principles of assessment and the rules of evidence.

In order to meet the Assessment Requirements identified within the Unit of Competencies, we have/will implement a range of training and assessment tasks which include written, observation and work placement activities.

Enable College is committed to an assessment system that ensures that assessment both complies with the assessment requirements of the training package; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence. Enable College has an assessment system that ensures assessment:

- Is conducted in line with the requirements of the relevant Training Package
- Requires the student to demonstrate all of the skills and knowledge outlined in the components of the relevant unit of competency or module.
- Requires the student to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.

## Assessment documentation

Assessment documentation has been developed for all units of competency. These documents include:

- Instructions to the student about the tasks they must complete
- Benchmark answers and decision-making rules for the assessor
- Recording tools for the assessor
- Mapping documents showing how the assessment tasks relate to the requirements of the unit of competency or module.

## Assessment Cover Sheet

The Assessment Cover Sheet is to be provided to the student to complete and attach to their completed Assessment Tasks prior to submission to their Assessor.

The cover sheet provides a mechanism for the student to sign a declaration that the work submitted is “all their own work” and that they have kept a copy of their assessment task for their reference.

The cover sheet also provides a mechanism for the assessor to provide feedback to the student as well as their result for work completed. A copy of the Assessment Cover Sheet is provided on the back of the Student Handbook.

## Cheating and Plagiarism

Enable College will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

### Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e. quotation marks, footnotes, or commentary.

Examples of plagiarism include, but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks (or other means of setting apart, such as the use of indentation or a different font size) when quoting directly from another, whether it be a

paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs or part thereof without giving credit

**It is cheating to:**

- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- steal an examination or solution from a Trainer/Assessor.

**It is not cheating to:**

- Discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- Discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

**Penalties**

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, Enable College may come to one of three decisions:

It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

It is a serious offence and you will fail the module. Repeated offences of cheating minor or serious will result in failure of the module plus a record on your student file, together with the reason.

It may lead to Enable terminating your enrolment with no refund given.

You will be advised of all penalties writing.

**What if I don't agree with the decision?**

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the Manager, Daily Operations within one week of the penalty being imposed.

The appeal may be lodged against:

the process

the decision

the penalty

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.



## Opportunity for Improvement

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

Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
- Reviewing a Training and Assessment Strategy
- Feedback on Training and Assessment
- Industry Consultation
- Assessment Validation
- Internal Audits

#### Client Services:

- Opportunities for Improvement
- Training Evaluation Form
- Enrolment Agreement Forms
- Internal Audit Reports
- Complaints and Appeals Forms

#### Management Systems:

- Quality and Compliance Meeting minutes
- Review of Continuous Improvement Cycle
- Conducting Annual Internal Audits

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

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

- An opportunity for improvement is identified
- An Opportunity for Improvement Form is completed, by outlining the details of the current weakness in the system, process, procedure or practice.
- In order to focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identify the “Action required for Improvement”. If they are not able to identify a solution, this will be given to the RTO Manager to resolve.
- Submit the Opportunity for Improvement Form to the RTO Manager.
- RTO Manager reviews the Opportunity for Improvement Form, and either reviews the suggested “Action required for Improvement” identified by the person who completed the form, or identifies what they believe the “Action required for Improvement”.
- The RTO Manager enters the Opportunity for Improvement into the Opportunity for Improvement Register.
- RTO Manager either then delegates the Opportunity for Improvement to be actioned by another staff member, or undertakes the Action to be completed.
- Once Actioned and finalised, the Opportunity for Improvement Form is to be filed into the Opportunities for Improvement Register.
- The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

## Access to records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a confirmation in writing that the RTO has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 5 business days the RTO will provide the student with access to their records as well as a Record of Results of the student's participation and progress.

## Complaints Policy

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

This policy and procedure is relevant to all grievances arising in the following areas:

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

## Complaints Process

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

If a Student or Staff member wishes to make a formal complaint they are required to email. Once the form has been completed, the form should be submitted to the **RTO manager** for action the complaint to [admin@enablecollege.com.au](mailto:admin@enablecollege.com.au). The Administration officer will forward the written complaint to a senior manager.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

- Formal complaint is received by the complainant to the RTO
- If not already submitted with the complaint, a *Complaints and Appeals Form* is completed and submitted to the RTO Manager
- A written acknowledgement of receipt of the *Complaints and Appeals Form* will be forwarded to the complainant following receipt by the RTO Manager within 5 business days

- The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
- Grievances should be kept confidential, in order to protect the complainants
- All *Complaints and Appeals Form* are to be reviewed at the monthly Quality and Compliance Meetings.
- The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under “Recommended Action Required for Improvement”.
  - a. An initial meeting is to be held within 10 business days
  - b. If further investigation is required, this should be completed within 60 calendar days

Each appellant:

- a. Has an opportunity to formally present his or her case
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision
- If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.
  - If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
  - If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO
  - The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
  - Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
  - If the RTO determines that the complaint process cannot be finalised within 60 calendar days the Manager, Training and Development will:
    - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
    - b. Will regularly update the complainant or appellant on the progress of the matter

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

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

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

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>) Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email Complaints: <https://www.education.gov.au/email-complaints>
- The Training Advocate tel:1800 006 488 (<http://www.trainingadvocate.sa.gov.au/>)
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)
- Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)

There is no cost involved with lodging a complaint with Enable College.

## Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

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

## Assessment Appeals Procedure

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

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

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

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

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

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

Following is the process submitting an Appeal:

- Student receives a result for an assessment task of which they do not agree with the result
- Student completed a Complaints and Appeals Form
- The Complaints and Appeals Form is submitted to the RTO Manager
- A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the Complaints and Appeals Form
- The RTO Manager will consult with the trainer/assessor and student individually
- The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under “Recommend Action Required for Improvement”
- An initial meeting should be held within 10 business days
- The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged
- If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student.
- Following the assessment, the student will be advised of the result within 10 business days

- If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made
- All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
- All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The Manager, Training and Development will regularly update the student with the process.

## Fee Protection Policy

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to its staff. Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including text books
- Any other fee component that is a mandatory fee to complete the course

The RTO will ensure that all fees are clear and transparent on the course flyer.

All student fees will be protected by one or more of the following measures:

- Threshold Prepaid Fees
- Unconditional Financial Guarantee
- Tuition Assurance Scheme

## Threshold Prepaid Fee

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

In order to protect students who prepay course fees in excess of \$1500, the RTO has in place the following policies:

- 1) If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:
  - a) The new location is suitable to the student
  - b) The student receives the full services for which they have prepaid at no additional cost to the student;or
- 2) Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- 3) The RTO will not collect more than \$1500 prior to course commencement and progress payments will not exceed \$1500 instalments throughout the course.
- 4) If course fees are more than \$1500, progress payments will not exceed \$1500 and the remaining course fees will be evenly distributed across the duration of the course delivery.

## Insurance

The RTO maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration, which is generally set as \$10,000,000.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to the RTOs operations may include:

Professional indemnity, workers compensation (as required)  
Building and contents (where appropriate)

## Privacy Protection Act 2012 & Privacy Act 1988

The RTO respects the importance of securing any form of personal information which is collected from the student (s) and/or other Stakeholders. The RTO promotes and conducts the following policy in accordance with the privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Australian Privacy Principle 1 – Open and transparent management of personal information

Types of information which will be collected and where it is held

The RTO collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in the RTO's AVETMISS database includes;

- Student Name
- Age, sex
- Contact information
- Record progress
- For more information, please refer to Clause 17.4 on page 90 for Records Management – paper based Policy and Procedure

## How information is gathered

This information is collected for statistical purposes by the Government & regulating bodies. How the RTO gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTf feedback form.

### **Australian Privacy Principle 2 – Anonymity and Pseudonymity**

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

### **Australian Privacy Principle 3 – Collection of solicited personal information *Personal information other than sensitive information***

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities.

#### ***Sensitive information***

Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to students health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

### **Australian Privacy Principle 4 – Dealing with unsolicited personal information**

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified. The RTO will also, within a reasonable period after receiving the information, determine whether or not it could have been collected under APP 3.

### **Australian Privacy Principle 5 – Notification of the collection of personal information**

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

The identity of the RTO and contact details

If the RTO collects or has collected person details from someone other than the individual

If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.

The purpose for which the RTO has collected the information

The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO

Whom the RTO discloses the personal information too

How the individual may access the personal information and seek correction of such information

Please refer to Clause 16.6 on page 72 for access to records Policies & Procedures

How the individual may complain due to any form of breach

Please refer to Clause 16.1 on page 74 for the Complaints and Appeals Policies & Procedures



### **Australian Privacy Principle 6 – Use or disclosure of personal information**

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

### **Australian Privacy Principle 7 – Direct marketing**

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another organisation unless it is a government department.

### **Australian Privacy Principle 8 – Cross border disclosure of personal information**

The RTO will only transfer personal information to an individual or someone overseas if;

The receipt of the information is subject of law

The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

### **Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers**

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

The identifier is prescribed by the regulations

The organisation is prescribed by the regulations

The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identified with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment.

### **Australian Privacy Principle 10 – Quality of personal information**

All personal information collected by the RTO must be accurate, up to date, complete and relevant.

Refer to Clause 16.6 on page 72 for the Policies & Procedures.

### **Australian Privacy Principle 11 – Security of personal information**

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

### **Australian Privacy Principle 12 – Access to personal information**

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, the RTO should provide

reason why access will not be made available within lawful reasons.

## **Workplace Health and Safety Act 2012**

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the Work Health and Safety Act (SA) 2012.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management this generally occurs through the Trainer / Assessor.

## **WHS Incident Report**

The WHS Incident Report, in Axcelerate, is utilised to record injuries and incidences that occur within the RTO/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer or to the administration office at the RTO.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “WHS Incident Report” form from either a trainer or the administration office
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
3. Submit completed copy to reception at the RTO office.
4. Reception are required to forward the form to the RTO Manager or their delegate.
5. Your supervisor will identify and implement any controls and forward to the RTO Manager or their delegate.
6. RTO Manager or their delegate to record “Action Required/Taken”, including:
  - a. How was the risk managed
  - b. Whether the relevant safety authority and/or the insurance company was contacted
7. RTO Manager or their delegate to identify whether a required WHS Risk Assessment is required.
8. RTO Manager or their delegate to log the “WHS Incident Report” into the “WHS Register” and file
9. All incidences to be discussed at the next Quality and Compliance Meeting.
10. In the case of minor incidences an “Opportunity for Improvement” form should be completed.

## Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard, please report it to either your RTO Manager or the administration office. You will be required to complete either an *WHS Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *WHS Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of RTO Manager or an Administration staff member of the RTO.

## Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating eg. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

### Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand down wind or downhill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

### Evacuation Procedure (T&S)

In the event of an emergency situation eg: a fire, bomb threat, gas leak etc each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
  - a. follow the Fire Warden to the Evacuation Meeting Point
  - b. leave the building in an orderly manner, and
  - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.

4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

### **Anti-Discrimination Act 1977**

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MIT, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to: <http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

The RTO is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.

1. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
2. Trainer/Assessors are accountable for the implementation of this policy.
3. The RTO and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

### **Sexual Harassment Act 1984**

All representatives of the RTO are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements. Sexual Harassment includes but is not limited to:

1. Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual over tones (for example: jokes, slurs, assault, touch or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
4. Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
5. Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, etc in return for sexual favours

The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

## Harassment

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

Unwelcome physical contact

Repeated unwelcome invitations

Insulting or threatening language or gestures

Continual unjustified comments about a client's work or work capacity

Jokes and comments about someone's ethnicity, colour, race

Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable

### **Examples of victimisation may include:**

Unfavourable treatment like aggression

Refusing to provide information to someone

Ignoring a person

Mocking customs or cultures

Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

## Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence.

Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases. These are not issues that concern only children and young people. Violence, harassment and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace. We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management. Refer to your state regulatory body for more information.

### **Police Clearance, Working with Children Clearance and or DCSI Clearance**

A number of industries require students and staff to complete a National Police Check or a DCSI Clearance before the students can commence Work Placement, these include Aged Care, Disability and Children's Services industries. In order to meet the requirements of these industries, the RTO may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx>

You need to apply for this if you are enrolling in a course where you will be working with children, Vulnerable Adults or recipients of Aged Care Services. Before you can undertake Work Placement you will be required to undertake a Criminal Record Check (CRC), through a State or Territory Police Service. The forms for this will be given to you on enrolment and we encourage you to complete and return them as quickly as possible as they can often take a few weeks to be processed. This will be an additional cost to your course unless advised differently in writing on enrolment. If you have a Police Clearance which meets industry requirements and is current you will not need to apply for one again.

Students need to see Administration Staff for Application process.

## **Copyright Act 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:  
<https://www.legislation.gov.au/Series/C1968A00063>

Students and staff need to be aware that photocopying of text books and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

## **Child Protection (Working with Children) Regulation**

In accordance with the legislation for Child Protection under Child Related Work-Education, Trainers and staff need to be aware of their responsibilities as a Trainer to protect students under the age of 18, this includes staff who:

1. Work in schools or other educational institutions (other than universities) is child-related work.
2. Work providing private coaching or tuition to children is child-related work.